



FY2026 Reconciliation Action Plan

Improving our services for and renewing our relationships with Indigenous Peoples

Guiding Pillar

Demonstrate our accountability and commitment to ongoing Reconciliation.

Supporting Commitments

- Implement our Reconciliation Action Plan.
- Develop our multi-year strategic action plan to support ICBC's 2031 Meaningful Reconciliation goal.
- Create a plan to raise awareness of ICBC's Reconciliation work externally and internally.

Guiding Pillar

Improve accessibility of our products and services.

Supporting Commitments

- Support Indigenous communities by identifying transportation safety challenges, providing technical expertise, and partnering to implement Road Safety Program improvements.
- Evolve the policy to ensure Traditional Indigenous health treatments are eligible under ICBC's recovery benefits.
- Implement a communications plan to share ICBC services clearly and respectfully with Indigenous communities.
- Develop a plan to identify and begin removing barriers to insurance access in Indigenous communities.
- Improve accessibility of Driver Licensing Services for Indigenous customers
- Improve accessibility for Indigenous customers denied services due to outstanding amounts.

Guiding Pillar

Develop relationships and partnerships.

Supporting Commitments

- Ensure communications are accessible and culturally appropriate using ICBC's Writing with Respect guide.
- Develop a plan to issue cards with both Indigenous name and alternate spelling of the name in support of government's broader inclusive ID goals.
- Include Indigenous perspectives in new and updated ICBC policies.
- Grow Indigenous supplier participation through the Social Impact Procurement Plan.
- Enhance understanding and improve Indigenous customer experiences.

Guiding Pillar

Build Indigenous awareness and representation among ICBC employees.

Supporting Commitments

- Deliver Indigenous Awareness and Cultural Safety training across the organization and develop enhanced training programs.
- Strengthen Indigenous hiring and retention strategies.

Find out more about our Reconciliation Action Plan at icbc.com/reconciliation
Share your thoughts and feedback by emailing IndigenousRelations@icbc.com

