



FY2027 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

1. Implement Reconciliation Action Plan.
2. Complete draft multi-year strategic action plan to support our 2031 Meaningful Reconciliation corporate goal.
3. Implement operational activities to support Meaningful Reconciliation.
4. Increase awareness of our commitment to support Meaningful Reconciliation.

Guiding Pillar

Improve accessibility of our products and services.

Supporting Commitments

5. Advance Indigenous Traditional Healing Policy.
6. Improve communications with Indigenous Peoples.
7. Improve accessibility of Insurance Services for Indigenous customers.
8. Improve accessibility of Driver Licensing services for Indigenous customers.
9. Improve road safety in Indigenous communities.
10. Improve accessibility for customers denied services due to outstanding amounts, with special consideration given to the compounding factors that may affect Indigenous customers.

Guiding Pillar

Develop relationships and partnerships.

Supporting Commitments

11. Include Indigenous perspectives in our policies and procedures.
12. Ensure accessible and culturally-appropriate language in our communications.
13. Enhance understanding and improve Indigenous customer experiences.
14. Grow Indigenous supplier participation through our Social Impact Procurement Plan.
15. Develop a plan to issue ID cards with both Indigenous name and alternate spelling of the name in support of government's broader inclusive ID goals.

Guiding Pillar

Build Indigenous awareness and representation among ICBC employees.

Supporting Commitments

16. Advance Indigenous cultural capacity through training.
17. Increase Indigenous employee representation.
18. Improve Indigenous employees' sense of belonging.