



January 16, 2020

Joy MacPhail
Board of Directors
Executive Office
Insurance Corporation of British Columbia
517 - 151 West Esplanade
North Vancouver BC V7M 3H9

Dear Joy McPhail:

I would like to extend appreciation on behalf of Premier Horgan and the Executive Council for your dedication, and that of your board members, in leading your organization and helping government deliver on our priorities to British Columbians.

Government remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Every public sector organization is accountable to the citizens of British Columbia. The expectations of BC citizens are identified through their elected representatives, the members of the Legislative Assembly.

This mandate letter, which I am sending in my capacity as Minister responsible for the Insurance Corporation of British Columbia, on behalf of the Executive Council, communicates those expectations for your agency. It sets out overarching government priorities that will inform your agency's policies and programs, as well as specific direction on priorities and expectations for the coming fiscal year.

Our goal is to build a strong, sustainable economy that works for everyone. We are committed to working with you and other Crown Agencies to provide quality, cost-effective services to British Columbia families and businesses. By adopting the Gender-Based Analysis Plus (GBA+) lens and Framework for Improving British Columbians' Standard of Living to policy development, we will ensure that equity is reflected in government budgets, policies and programs. You are encouraged to apply the GBA+ lens in your Crown Agency operations and programs. In the same vein, appointments to agencies, boards and commissions reflect government's direction to promote equity and leadership at senior levels in the public and private sectors, with a view to building strong public sector boards that reflect the diversity of British Columbia.

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Two key priorities that will underpin lasting prosperity are advancing reconciliation with Indigenous Peoples and moving towards a low-carbon economy.

In November 2019, government passed the *Declaration on the Rights of Indigenous Peoples Act* which represents a crucial step towards true and lasting reconciliation. In keeping with the Calls to Action of the Truth and Reconciliation Commission, the Act was developed in collaboration with the First Nations Leadership Council to create a framework for reconciliation in BC. All Crown Agencies are expected to incorporate the *Declaration on the Rights of Indigenous Peoples Act* and Calls to Action of the Truth and Reconciliation Commission within their specific mandate and context.

Announced in December 2018, the CleanBC plan puts our province on the path to a cleaner, better future – with a low-carbon economy that creates opportunities while protecting our clean air, land and water. As part of the new accountability framework established in CleanBC, and consistent with the *Climate Change Accountability Act*, please ensure your organization plans to align operations with targets and strategies for minimizing greenhouse gas emissions and managing climate change risk. Please be prepared to work with government to report out on these plans and activities.

The Crown Agencies and Board Resourcing Office (CABRO), with the Ministry of Finance, will continue to support you and your board on recruitment and appointments as needed, and will be expanding professional development opportunities in 2020/21. This will include online training modules and in-person conferences, as government works to support strong public sector boards that reflect the diversity of British Columbia.

As the Minister Responsible for the Insurance Corporation of British Columbia, I expect that you will make substantive progress on the following priorities and incorporate them in the goals, objectives and performance measures in your 2020/21 Service Plan:

- In cooperation with the Ministry of Attorney General, and under the direction and guidance of the Shareholder's Committee, develop and implement Autoplan Care Enhancements by May 2021 to support affordability and the long-term financial sustainability of ICBC, and improved care for British Columbians involved in vehicle accidents. Continue to monitor changes to ICBC's Basic insurance product that came into effect on April 1, 2019, and to the Basic insurance rate design framework that came into effect on September 1, 2019.

- Develop and implement measures to create greater accountability and improve transparency in ICBC's services to its customers, including improved plain language reporting, an enhanced commitment to gain customer perspectives and insights, improved stakeholder engagement, and others as agreed upon with the Ministry of Attorney General.
- In coordination with the Ministry of Attorney General and Ministry of Transportation and Infrastructure, develop and implement a usage-based (per kilometre) insurance product for taxis and review further options to ensure fairness in the types of insurance products offered to Transportation Network Services (TNS), including taxis. Continue to monitor implementation of taxi and other TNS insurance rates to ensure that rates fairly reflect risk.
- Provide comprehensive quarterly reports to the Ministry of Attorney General on the status of ICBC finances and multi-year forecasts, as well as the Autoplan Care Enhancements project and other initiatives approved by the ICBC Board and the Attorney General. As and when appropriate, also update the Deputy Attorney General on emerging trends and issues as they occur.

Each board member is required to sign the Mandate Letter to acknowledge government's direction to your organization. The signed Mandate Letter is to be posted publicly on your organization's website in spring 2020.

I look forward to continuing to work with you and your board colleagues to build a better BC.

Yours truly,



David Eby, QC
Attorney General

Date: January 16, 2020

pc: The Honourable John Horgan, Premier
Don Wright, Deputy Minister to the Premier and Cabinet Secretary
Lori Wanamaker, Deputy Minister, Ministry of Finance
Heather Wood, Associate Deputy Minister and Secretary to Treasury Board
Ministry of Finance
Richard Fyfe, QC, Deputy Attorney General, Ministry of Attorney General
Douglas S. Scott, Associate Deputy Minister, Ministry of Attorney General
Nicolas Jimenez, President and Chief Executive Officer,
Insurance Corporation of British Columbia

Joy MacPhail, Board Member
Insurance Corporation of British Columbia

Date:

Doug Allen, Board Member
Insurance Corporation of British Columbia

Date:

Jeremy Bell, Board Member
Insurance Corporation of British Columbia

Date:

Paulette Flamond, Board Member
Insurance Corporation of British Columbia

Date:

Raj Khatar, Board Member
Insurance Corporation of British Columbia

Date:

Jill Leversage, Board Member
Insurance Corporation of British Columbia

Date:

Cathy McLay, Board Member
Insurance Corporation of British Columbia

Date:

Jennie Moushos, Board Member
Insurance Corporation of British Columbia

Date:

Bonnie Pearson, Board Member
Insurance Corporation of British Columbia

Date:

Janet Wood, Board Member
Insurance Corporation of British Columbia

Date: