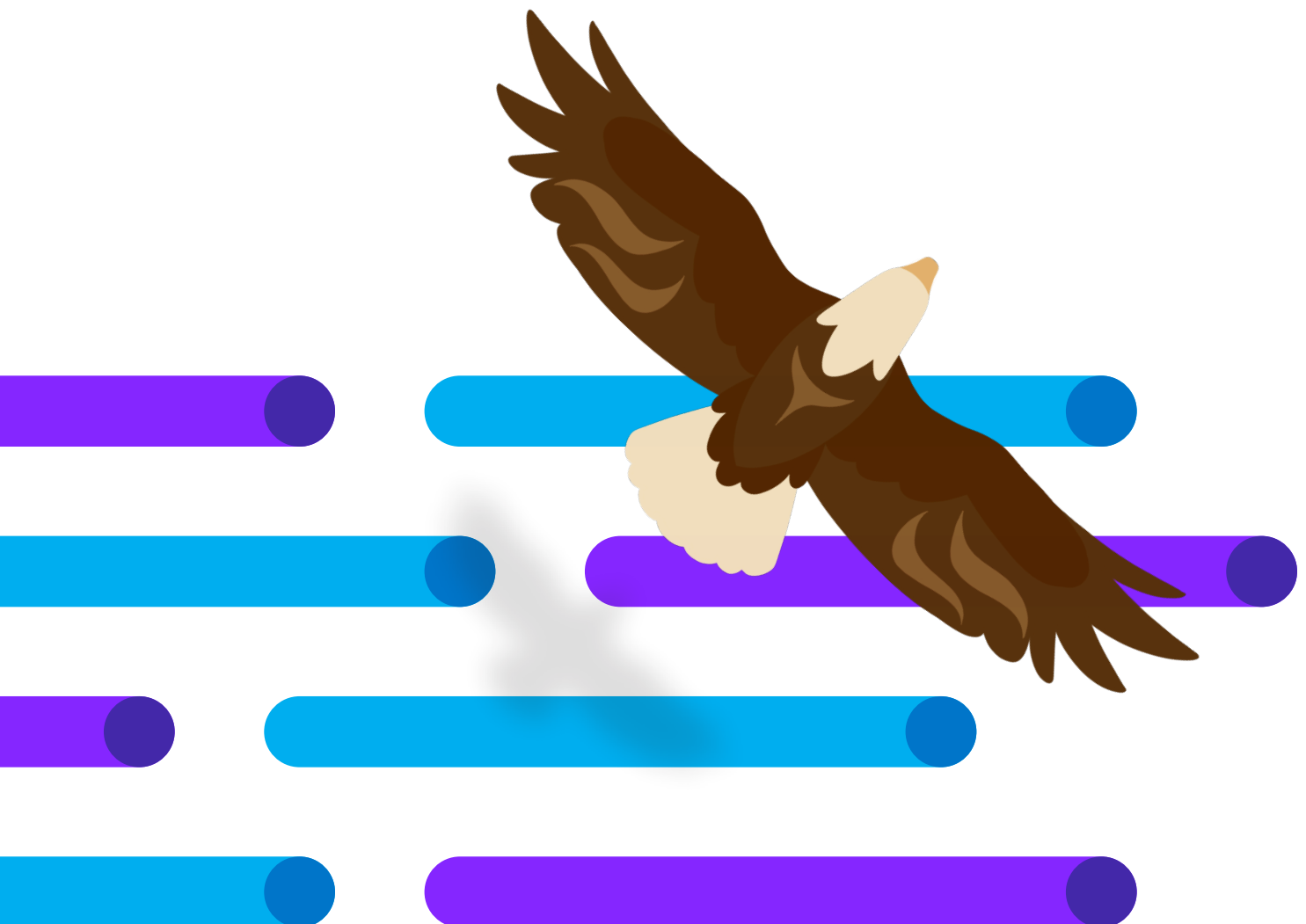




ICBC's Reconciliation journey



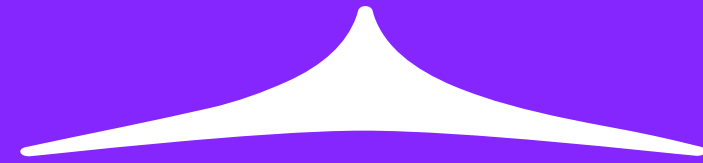
All illustrations and graphics were created by **Bayja Morgan-Banke** from **Toquaht, Nuu-chah-nulth Nation, and Bonaparte Nation.**

Design by **Indigenous Marketing Solutions.**

Translations for Indigenous language words can be found on page 15.

icbc.com/Reconciliation

IndigenousRelations@icbc.com



“ICBC is making exciting and meaningful changes to support Reconciliation. We’re bringing driver licensing directly to Indigenous communities and hiring more Indigenous staff. Our leadership is also going out into the community to learn and build relationships.

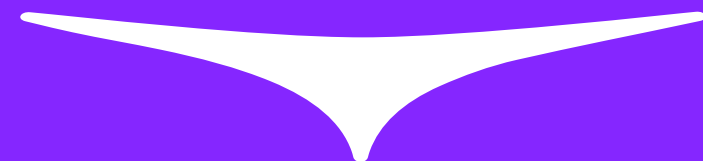
We’re early in our journey and still have a lot of work and listening to do. We want to better understand the challenges and barriers that Indigenous Peoples face while accessing our services, so that we can create positive changes.

Our journey began by reading and reflecting on the Road to Reconciliation discussion paper by the Union of BC Indian Chiefs. We also asked Two Worlds Consulting to prepare the Reconciliation Framework Report on our behalf. These documents informed a Reconciliation Action Plan which is now in place guiding us. We are also relying on key Reconciliation frameworks like the Truth and Reconciliation Commission’s Calls to Action and the United Nations Declaration on the Rights of Indigenous Peoples.

This isn’t just a project. Making meaningful progress towards Reconciliation is a part of ICBC’s corporate strategy. Work is underway in areas across the company to make real changes. It’s my hope that everyone in ICBC feels encouraged to learn about Indigenous histories and cultures and participates in honest dialogue. We’re committed to finding ways of moving forward together.”



— Joanne Stone-Campbell, Iyimelwit - Anishinaabe
Associate Director, Indigenous Relations
North Vancouver, B.C.

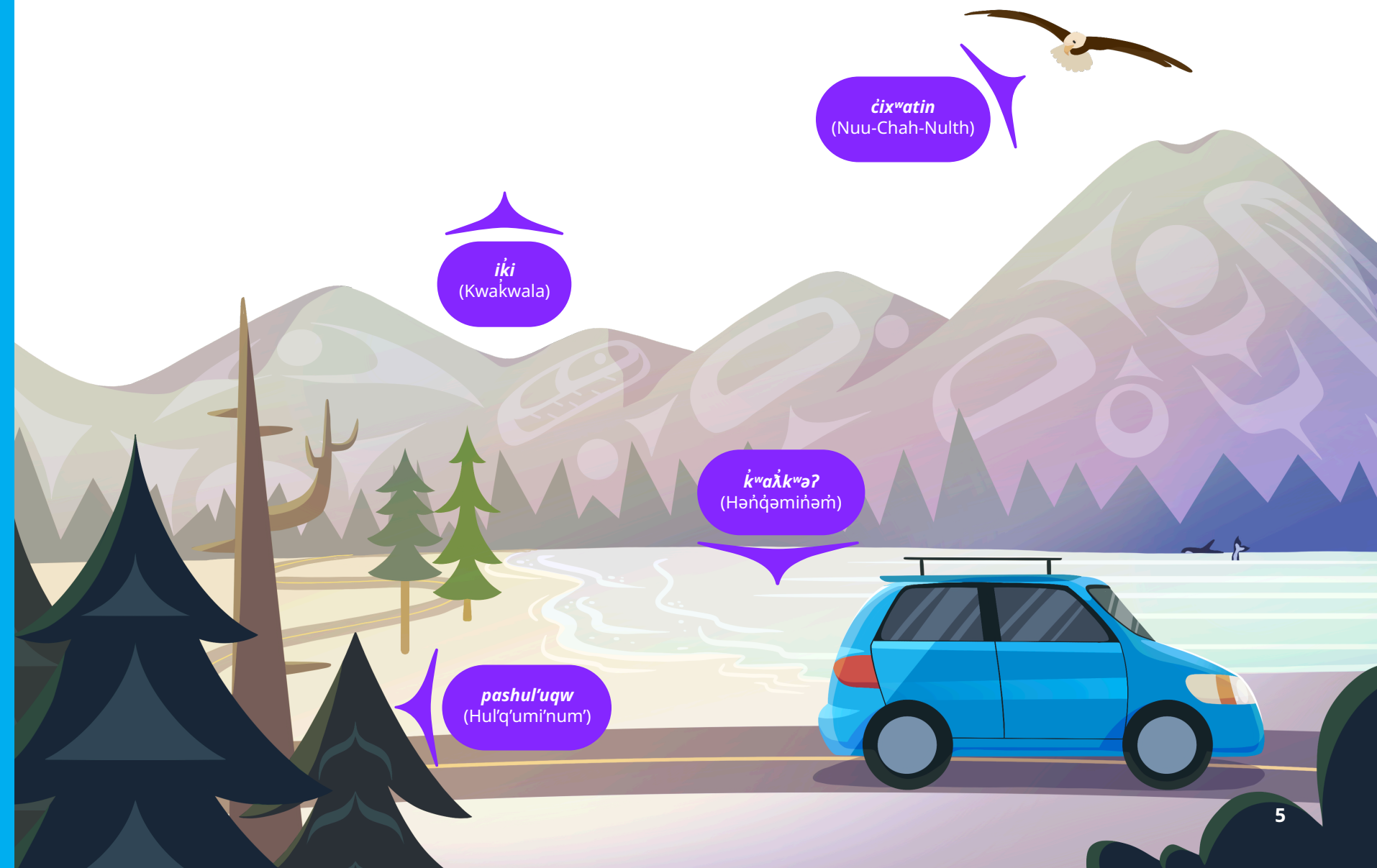


Indigenous Relations department & Indigenous Advisory Council

The Indigenous Relations team leads the Reconciliation strategy for ICBC by sharing their knowledge and understanding to support ICBC in making meaningful improvements for Indigenous customers, partners and employees. The team is guided by an Advisory Council made up of Elders and Knowledge Keepers, an Indigenous youth representative, an Indigenous employee representative and several ICBC employees.

"I am happy to see all the work that ICBC is doing for Truth & Reconciliation. With all the training they are offering to all ICBC staff, this is helping people to understand and to work better with the First Nations throughout B.C. Since a lot of our people are in remote areas it is also nice to see that ICBC is working to make it more accessible for them to get a driver's licence. Thank you for all the work and keep it up. I think you can be a great influence on others to do the same."

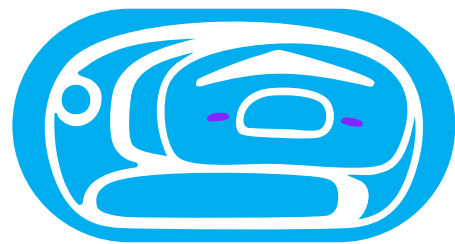
— Chief Jim Harris, Sq'ewqel
Member, ICBC Indigenous Advisory Council



Reconciliation Action Plan

We launched our Reconciliation Action Plan to help guide our work. It focuses on four key pillars:

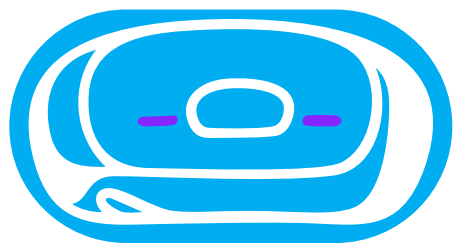
Demonstrate our accountability and commitment to Reconciliation



Build Indigenous awareness and representation among ICBC employees



Improve the accessibility of our products and services



Develop authentic relationships with Indigenous communities and organizations



Within the pillars, we have developed clear commitments to keep our efforts on track. Some of these commitments are complete, while others are still in progress.

Icon descriptions

Eagle



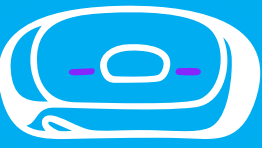
The eagle is a figure that is widely appreciated for its intelligence and patience. The eagle can sometimes be considered the embodiment of responsibility. It is steady and strong and can teach us the value of honesty and accountability.

Human



The human is a versatile figure used in many stories and depicted for a lot of different purposes. In this case we use the human to illustrate the theme of representation by representing people in the traditional art style.

Salmon



The salmon is a figure that embodies perseverance, renewal, and continuity. Returning to the river of its origin, it carries with it the lessons of generations before. The salmon reminds us that accessibility is a journey of returning, learning, and improving to ensure the path forward remains open and welcoming for all.

Wolf



The wolf is known best by its status as the protector figure. It gains its title because of its strong family and community ties and ability to work collaboratively. Some First Nations along the coast also credit a great deal of knowledge to learning from watching wolves.

Community driver licensing improvements

We made several program improvements to help people in rural and remote areas access driver licensing services more easily. These improvements include:

- A mobile unit that provides driver licensing services on-site, including remote locations
- Updated driver testing routes that avoid sensitive sites, such as former residential schools
- The option to choose the gender of your driving examiner
- Installation of computer kiosks at remote offices to improve access to knowledge test and digital accessibility options
- A dedicated phone number (1-844-978-8307) for Indigenous customers with driver licensing questions

We encourage you to share your ideas for removing more barriers from our licensing services by emailing DL.IndigenousOutreach@icbc.com

“I was a Sixties Scoop baby and spent a lot of time reconnecting with my culture. This program is about more than driver licences. It’s about accessibility, Reconciliation and providing essential services to communities that often go without. Just helping someone get an ID or access benefits can be life changing.”

— Karla Rymer-Keil, Standing Buffalo Dakota Nation
Manager of Indigenous Outreach for Driver Licensing
Courtenay, B.C.

Road safety improvements

Safer roads save lives. This work is most effective when it’s done in partnership with the communities who use them every day. We work closely with Indigenous communities to design and deliver improvements that make roads safer for drivers, pedestrians and cyclists.

Recent improvements include

- Speed reader signs in Gitsegukla
- Interactive road safety booths at events with Sq’ewqel, xʷməθkʷəy̓əm, Kwantlen, Wei Wai Kum and Katzie Nations
- Indigenous language stop signs in partnership with Cowichan Tribes and Tla’amin Nation
- Intersection safety review in xʷməθkʷəy̓əm territory
- Speed watch volunteer programs in partnership with Sq’ewqel, Cowichan Tribes, Skwxwú7mesh Úxwumixw and səliłwətał
- Car seat installation training with Sik-E-Dakh, Katzie Nation and Dze L K’ant Friendship Centre

We are looking for additional communities to partner with on road safety improvements and we can provide interactive road safety booths at community fairs and events. If you are interested in either service, please contact community@icbc.com

Career pathways for Indigenous employees

ICBC is striving to create a workplace where culture, purpose and opportunity come together. Through our Indigenous Talent Community, we aim to connect Indigenous Peoples with meaningful careers that reflect their personal and professional skills, strengths, and goals.

To support Indigenous employees, we offer five paid cultural days each year for ceremonies, spiritual gatherings or cultural events. We've also changed how we define family for bereavement leave, so it better reflects Indigenous values and lived experience.

If you're seeking a workplace that honours your culture and celebrates your potential, we invite you to connect with us at recruitment@icbc.com

setétkwe
(Secwepemctsin)

shmayn
(Michif)

sbalyan
(Dakelh / Southern Carrier)

Indigenous Traditional healing in ICBC benefits

Indigenous Traditional healing is now part of the Enhanced Care recovery benefits to help people on their healing journey after experiencing a car crash. The improved benefits take a holistic approach to wellness that considers a person's spiritual, physical, mental and emotional well-being. Coverage can include ceremonies, energy therapies and Traditional medicines and services by Indigenous Healers, Elders or culturally recognized practitioners. We can also cover costs for travel, materials and gifts.

"We can now provide care that reflects each customer's values, beliefs and healing traditions. It's about honouring Indigenous ways of healing and walking alongside communities in their recovery. My hope is that this approach helps build trust and shows our respect for the strengths within each community."

— Deetria Egeli
Enhanced Care Advanced Support & Recovery Specialist
Chilliwack, B.C.

Cultural safety training

We now require all employees to complete Indigenous Awareness and Cultural Safety Training as part of their professional growth. This training helps employees better understand Indigenous cultures, reflect and honour their lived realities, and learn how to be respectful in every situation. It's an important part of how we grow and serve Indigenous customers with care.

We also offer an additional workshop for ICBC leaders, which provides further guidance on how to lead with cultural awareness and accountability.



“This is a momentous time for humanity—especially for Indigenous Peoples and their evolving relationships with governments across what is now known as Canada—during this critical era of Reconciliation.

To witness an organization as large and influential as ICBC taking meaningful action, acknowledging historical injustices, and actively working to raise awareness is truly inspiring. ICBC is setting a powerful example of what the future can look like.

As an Indigenous educator, I feel proud and confident knowing that one day, I'll be able to tell my grandchildren where ICBC stood in 2025—how they chose to walk the path of Reconciliation and uplift Indigenous voices. It is an honour to contribute, even in a small way, to this important journey.”

— Sninik Agis / Rupert Richardson, Quatsino, Nuxalk, and Chippewa First Nations
ICBC Training Partner,
Co-Founder, Good Relations Consulting

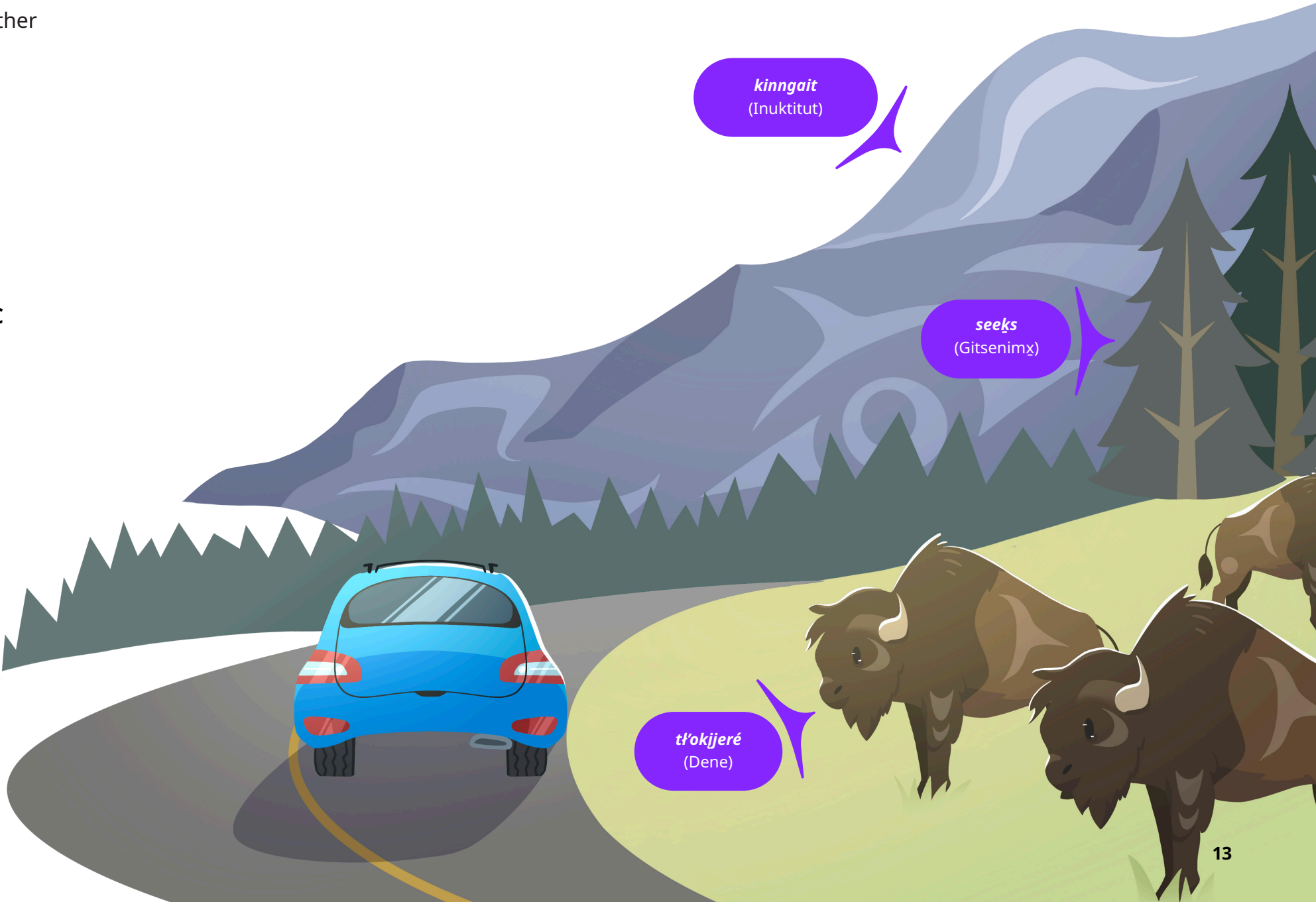
*(Good Relations Consulting is located in the occupied traditional and
unceded territories of xʷməθkʷəy̓əm, Skwxwú7mesh and salilwatał Nations.)*



kinngait
(Inuktitut)

seeks
(Gitsenimx)

tʼokijéré
(Dene)





Writing with respect guide

The Writing with respect guide helps people working at ICBC use kind and thoughtful language. It explains the power of words and how to write in a way that honours Indigenous Peoples. The guide includes helpful tips on what words to use (or avoid), how to spell names, use capital letters and include language characters correctly.

“The writing with respect guide is a reference tool for ICBC but its development was also a meaningful learning experience for me and my team. I’m thankful for the guidance of Charla Huber, owner of Indigenous Communications Ltd., who co-created the guide. She helped us learn that mistakes will happen — and that’s OK, it’s your actions afterward that matter.”

— Leanne Prain
Manager, Creative Services
North Vancouver, B.C.



Our next steps

We’ve made progress but this is a journey without a known end. We will keep listening to Indigenous Peoples and communities to find new ways to move towards Reconciliation.

We welcome more opportunities to learn and unlearn. If you have a suggestion, please contact IndigenousRelations@icbc.com.

Word	Language	Meaning	Page
č ixˀwatin	Nuu-chah-nulth	Eagle	Page 5
iki	Kwakˀwala	Sky, above	Page 5
pashulˀuqw	Hulˀqˀumiˀnumˀ	Yellow cedar	Page 5
kˀwałkˀwə?	Hənˀqˀəmiˀnəm	Ocean, saltwater	Page 5
Sqˀéwqel	Halqˀeméylem	Seabird Island Band	Page 5, 9
Skwˀwú7mesh Úxwumixw	Skwˀwú7mesh sníchim	Squamish Nation	Page 9, 12
səl ilwətał	Hənˀqˀəmiˀnəm	Tsleil-Waututh Nation	Page 9, 12
shmayn	Michif	Road	Page 10
setétkwe	Secwepemctsin	River	Page 10
sbalyan	Dakelh / Southern Carrier	Eagle	Page 11
xˀməθkˀwəyˀəm	Hənˀqˀəmiˀnəm	Musqueam	Page 12
kinngait	Inuktitut	Mountains	Page 13
seekˀs	Gitsenimˀx	Spruce tree	Page 13
tˀˀokjjeré	Dene	Plains buffalo/bison	Page 13

