



December 13, 2018

Ref: 556981

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

**Re: 2019/20 Mandate Letter for the Insurance Corporation of British Columbia**

Dear Ms. MacPhail:

Attached you will find the 2019/20 Mandate Letter for the Insurance Corporation of British Columbia (ICBC). We request that you please return a fully executed color electronic copy to my attention by no later than February 19, 2019.

A reminder of cabinet operations direction: "The 2019/20 Mandate Letter signed by the Minister and all board of directors must be posted by each Crown agency on the Crown Agency's website after the Budget is released on *Budge Day* (February 19, 2019)."

Thank you for your assistance, please contact my office at 778-698-0402 if you have any questions.

Sincerely,

Douglas S. Scott  
Associate Deputy Minister

Attachment



**DEC 12 2010**

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

Dear Ms. 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 serving the public interest. Crown agencies play a key role in delivering important services that benefit British Columbians in every region of our province.

Government's three priorities remain unchanged: make life more affordable, deliver the services people count on, and build a strong and sustainable economy that supports jobs throughout the province. Across government ministries and in strong partnership with Crown agencies, our emphasis is on raising the standard of living for all British Columbians, delivering quality programs and services that are practical and realistic in a BC context and in our fiscal environment, and judiciously managing affordability pressures – both for citizens and for our business community.

The Insurance Corporation of British Columbia has a service mandate to provide Basic universal compulsory and Optional vehicle insurance in an integrated manner for BC motorists, and is dedicated to providing customers with the best insurance coverage and service, at the lowest possible cost. ICBC is also responsible for administering aspects of driver licensing, vehicle licensing and vehicle registration on behalf of the British Columbia government.

Our government has also made important commitments to reconciliation with Indigenous Peoples, taking action against climate change, and working to ensure that our public service and public sector institutions are representative and inclusive of all our diverse society:

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- Government is adopting and implementing the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), and the Calls to Action of the Truth and Reconciliation Commission (TRC), demonstrating our support for true and lasting reconciliation with Indigenous Peoples. All public sector organizations are expected to incorporate the UNDRIP and TRC within their specific mandate and context. Additionally, in May 2018, government released 10 Draft Principles to Guide the Province's Relationship with Indigenous Peoples, which serves as a guide for all public sector organizations as we continue to build relationships with Indigenous communities based on respect and recognition of inherent rights.
- While government has already taken steps towards achieving our legislated carbon reduction targets, much remains to be done. Our new climate strategy will outline significant GHG reduction measures in 2019/20 while supporting our program and service objectives through economic growth powered by clean, renewable energy, supported by technological innovation. Please ensure your organization's operations align with government's new climate plan.
- Over the coming fiscal year, I look forward to working with your leadership team to provide effective, citizen-centred governance, through strong public sector boards that represent the diversity of British Columbia. The Crown Agencies and Board Resourcing Office (CABRO) at the Ministry of Finance provides leadership for the appointment process to fill positions on the boards of Crown agencies. As your board is renewed over time, I encourage you to work with CABRO to actively seek out women, visible minorities, Indigenous Peoples, persons with disabilities, LGBTQ2S+ individuals, and others who may contribute to diversity to add to the CABRO candidate pool to fill open positions. My expectation is that candidates from all regions of our province will be invited to apply to help renew BC's public sector boards, including individuals with a broad range of backgrounds in community, labour and business environments.

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 included in your Service Plan:

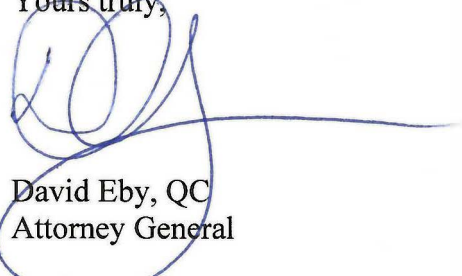
- In cooperation with the Ministry of Attorney General, implement and monitor changes to ICBC's Basic insurance product effective April 1, 2019, to support affordability and the long-term financial sustainability of ICBC. Also, implement and monitor changes to the Basic insurance rate design framework, as approved by this government and the British Columbia Utilities Commission, that is effective September 1, 2019, and that will improve rate fairness for British Columbians;

- In coordination with the Ministries of Attorney General and Transportation and Infrastructure, develop and implement a usage-based (per kilometre) insurance product for passenger directed transportation by fall 2019, including engagement, as appropriate, with taxis and transportation network companies.
- In cooperation with the Ministries of Attorney General and Finance, consider and review the rationalization of the corporation's operational real estate portfolio in British Columbia and report to the Minister Responsible by December 2019 setting out the review findings and recommendations.
- In cooperation with the Ministries of Attorney General, Public Safety and Solicitor General, Transportation and Infrastructure, and Finance, develop and bring forward to government for consideration and implementation a suite of new road safety initiatives that will demonstrably impact crash frequency, crash severity, and claims savings, including consideration of telematics;
- Provide comprehensive quarterly performance reports to the Associate Deputy Minister on the status of ICBC finances and multi-year forecasts, as well as other initiatives approved by the ICBC Board and the Attorney General. As and when appropriate, also update the Associate Deputy Minister on other 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 Mandate Letter is to be posted publicly on your organization's website on Budget Day on February 19, 2019 to coincide with the release of your organization's service plan.

I look forward to ongoing collaboration with your Board as we work together to deliver improved service and better outcomes for British Columbians.

Yours truly,



David Eby, QC  
Attorney General

Date: **DEC 12 2018**

Enclosure

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

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Joy MacPhail  
Board Member  
Insurance Corporation of British Columbia

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Date

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Doug Allen  
Board Member  
Insurance Corporation of British Columbia

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Date

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Jeremy Bell  
Board Member  
Insurance Corporation of British Columbia

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Date

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Raj Khatar  
Board Member  
Insurance Corporation of British Columbia

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Date

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Jill Leversage  
Board Member  
Insurance Corporation of British Columbia

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Date

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Cathy McLay  
Board Member  
Insurance Corporation of British Columbia

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Date

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Jennie Moushos  
Board Member  
Insurance Corporation of British Columbia

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Date

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Bonnie Pearson  
Board Member  
Insurance Corporation of British Columbia

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Date

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Janet Wood  
Board Member  
Insurance Corporation of British Columbia

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Date

*The original Mandate Letter has been signed by all board members. A copy of the original document can be obtained upon request.*