

Ways of Working Policy Change Employee FAQ

Policy Intent & Scope

Why is the in-office requirement in the hybrid work model changing from a minimum of 8 days in a 4-week period to a minimum of 2 days per week?

The requirement is being updated to make expectations simpler and easier to follow. Feedback showed that tracking 8 days over a four-week period was challenging. Moving to a minimum of 2 days per week provides a clearer, more consistent guideline. Attendance patterns indicate that many employees already attend the office on a consistent weekly basis. So, this change is not expected to significantly affect how most hybrid employees work today. We believe that this weekly expectation will support regular opportunities for team collaboration and connection.

Who does this policy apply to?

The changes apply to all Hybrid employees. For teams on the 5/10 split, no changes are required, as employees already attend the office full-time during their in-office weeks and are not expected to come in during their at-home weeks.

When does the policy take effect?

To support a smooth transition, the updated policy will take effect September 14, 2026, giving you time to adjust personal schedules.

Policy Requirements & Flexibility

Can in-office days be averaged over a longer period?

No. We're shifting the expectations to a weekly basis. Employees will need to meet their minimum two days per week requirement each week, meaning days cannot be averaged or "stacked" across multiple weeks.

Can I come in more than two days a week?

Yes. While you are required to come in a minimum of 2 days per week, you are also welcome to come into the office more frequently if you choose.



Are there any changes to how I make up missed in-office days?

Yes. The policy does not require prescribed or automatic make-up days when you miss a scheduled in-office day. Additionally, you are not automatically required to make up missed days due to approved absence and are not required to make up days due to illness. While there may be weeks where an absence occurs on a scheduled in-office day, employees are expected to meet the weekly in-office expectation consistently over time. Leaders will monitor overall attendance patterns and address ongoing or repeated non-compliance with the in-office expectation.

Will core/alternate day concepts remain in place?

Yes, there will be no changes to the Core and Alternate Day approach. Consistent with current policy, your leader will have discretion to establish in-office schedules, including a Core and Alternate Day each week or two Core Days each week.

Do in-office days need to be set and consistent each week?

Typically, yes. Each team has a designated core in-office day. An alternate day will be determined by your leader in consultation with you. While the core day remains consistent, the alternate day may vary from week to week based on business and operational needs. Your leader will monitor in-office attendance patterns. Where there is a recurring pattern of missed in-office days, it will be addressed through coaching, ongoing conversations, and, where appropriate, corrective action.

How are vacation days and statutory holidays handled?

The policy does not require prescribed or automatic make-up days when you miss a scheduled in-office day. Additionally, you are not automatically required to make up missed days due to approved absence and are not required to make up days due to illness. However, your leader will continue monitoring overall attendance patterns and address ongoing or repeated non-compliance with the in-office expectation.

Does this change signal a broader shift toward increased in-office attendance at ICBC?

At this time, the change is focused on clarifying and simplifying the existing in-office requirement. We will continue to evaluate our Ways of Working approach over time to support business needs and our workforce. Any future changes will be communicated in advance.

What happens to me if I'm not compliant?

Failure to meet the in-office attendance requirements will be addressed by your leader. Ongoing or repeated non-compliance may result in corrective action, consistent with applicable employment terms and circumstances.

How are in-person off-site conferences and training sessions handled?

Participation in approved in-person offsite business events should be treated as meeting the in-office attendance expectation for that day. Approved in-person business activities that require an employee to work away from their regular work location, such as conferences, training sessions, stakeholder meetings, or other business events, are considered part of their work responsibilities and satisfy the in-office requirement for the day.

Will there be additional or more prescriptive attendance requirements when ICBC moves into the new head office with a smaller footprint?

At this time, we do not anticipate space constraints that would require more prescriptive attendance requirements. Should circumstances change as planning progress, any updates or adjustments will be communicated in advance.

Will the Employee Toolkit be updated to reflect the Ways of Working changes?

Yes. The Employee Toolkit will be updated before the new policy takes effect to reflect the Ways of Working changes for hybrid employees.