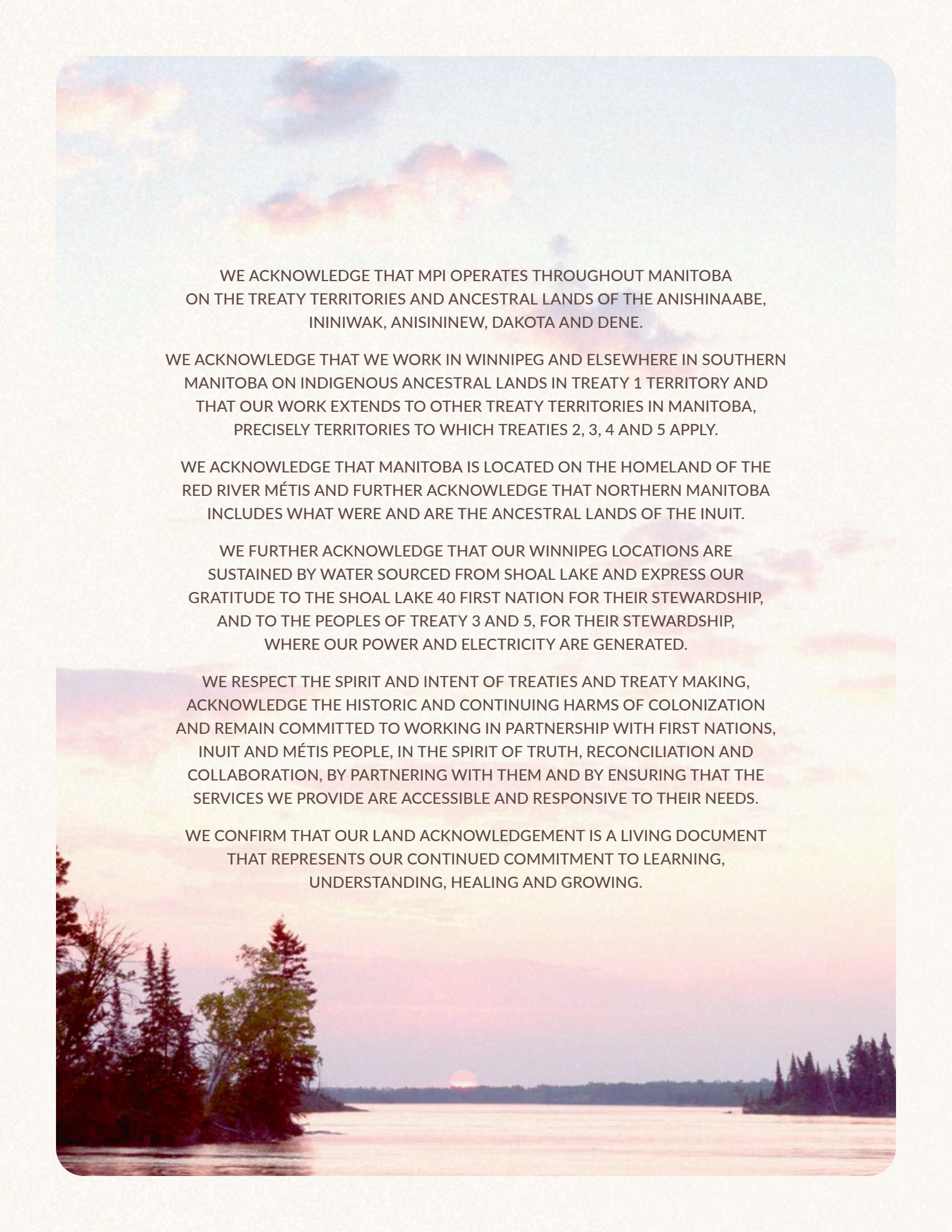




MANITOBA
PUBLIC INSURANCE

Indigenous Action Plan

2026 - 2031



WE ACKNOWLEDGE THAT MPI OPERATES THROUGHOUT MANITOBA ON THE TREATY TERRITORIES AND ANCESTRAL LANDS OF THE ANISHINAABE, ININIWAK, ANISININEW, DAKOTA AND DENE.

WE ACKNOWLEDGE THAT WE WORK IN WINNIPEG AND ELSEWHERE IN SOUTHERN MANITOBA ON INDIGENOUS ANCESTRAL LANDS IN TREATY 1 TERRITORY AND THAT OUR WORK EXTENDS TO OTHER TREATY TERRITORIES IN MANITOBA, PRECISELY TERRITORIES TO WHICH TREATIES 2, 3, 4 AND 5 APPLY.

WE ACKNOWLEDGE THAT MANITOBA IS LOCATED ON THE HOMELAND OF THE RED RIVER MÉTIS AND FURTHER ACKNOWLEDGE THAT NORTHERN MANITOBA INCLUDES WHAT WERE AND ARE THE ANCESTRAL LANDS OF THE INUIT.

WE FURTHER ACKNOWLEDGE THAT OUR WINNIPEG LOCATIONS ARE SUSTAINED BY WATER SOURCED FROM SHOAL LAKE AND EXPRESS OUR GRATITUDE TO THE SHOAL LAKE 40 FIRST NATION FOR THEIR STEWARDSHIP, AND TO THE PEOPLES OF TREATY 3 AND 5, FOR THEIR STEWARDSHIP, WHERE OUR POWER AND ELECTRICITY ARE GENERATED.

WE RESPECT THE SPIRIT AND INTENT OF TREATIES AND TREATY MAKING, ACKNOWLEDGE THE HISTORIC AND CONTINUING HARMS OF COLONIZATION AND REMAIN COMMITTED TO WORKING IN PARTNERSHIP WITH FIRST NATIONS, INUIT AND MÉTIS PEOPLE, IN THE SPIRIT OF TRUTH, RECONCILIATION AND COLLABORATION, BY PARTNERING WITH THEM AND BY ENSURING THAT THE SERVICES WE PROVIDE ARE ACCESSIBLE AND RESPONSIVE TO THEIR NEEDS.

WE CONFIRM THAT OUR LAND ACKNOWLEDGEMENT IS A LIVING DOCUMENT THAT REPRESENTS OUR CONTINUED COMMITMENT TO LEARNING, UNDERSTANDING, HEALING AND GROWING.

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MESSAGE FROM MPI'S PRESIDENT AND CEO

I am proud to introduce Manitoba Public Insurance's first Indigenous Action Plan. This document represents an important step forward in strengthening accountability, deepening cultural understanding, and driving meaningful, systemic changes across our organization.

Grounded in early engagement with Indigenous communities, employees, partners, and customers, this work reflects what we have heard and where action is needed. It moves MPI beyond intention toward measurable and transparent progress that better supports Indigenous employees, customers, and communities, while honouring and respecting the rich diversity of Indigenous cultures and traditions.

The Indigenous Action Plan is organized around three pillars: Internal Structures, Community Impact, and Cultural Empowerment. It identifies nine priority areas that will guide our efforts to strengthen inclusive leadership and governance, build cultural competency, expand equitable access to services, and foster lasting partnerships.

The plan builds on foundational work already underway and was developed through extensive collaboration with Indigenous communities, Rights Holders, and other stakeholders.

We recognize that reconciliation is an ongoing journey that requires sustained effort, transparency, and collaboration. This plan represents one step forward on a longer path and is a living document that will continue to evolve in response to the needs of the communities MPI serves.

MPI reaffirms its commitment to reconciliation as a shared responsibility rooted in respect, collaboration, and accountability. Thank you for your engagement and continued commitment to this important work.



Satvir Jatana

PRESIDENT & CHIEF EXECUTIVE OFFICER

ABOUT MANITOBA PUBLIC INSURANCE

Manitoba Public Insurance (MPI) is a non-profit Crown corporation that has delivered basic, compulsory automobile insurance to Manitobans since 1971. The Corporation is accountable through our board of directors, MPI reports to the Minister and Department of Justice and Cabinet. MPI also reports to the Manitoba Legislature via the Standing Committee on Crown Corporations and the Public Utilities Board. Insurance, licensing, and registration services are offered through service centres in 12 communities and more than 300 Autopac agents across the province. Throughout this work, MPI remains grounded in its legislated role as Manitoba's public auto insurer, with a continued focus on affordability, accessibility, safety, and long-term stability.

Guided by its values of striving for excellence, providing value to Manitobans, doing what's right, and investing in people, MPI advances its road safety mandate through core programming, data informed decision-making, and targeted interventions for higher-risk road users and communities. This includes public education and awareness initiatives, driver training and licensing supports, research and analysis of collision and claims data, and close collaboration with law enforcement, government, schools, and community partners.

Through steady execution, responsible financial management, and strong partnerships, MPI is committed to promoting safer roads while building a sustainable and resilient public insurance system for Manitoba's future.



What is TRUTH AND RECONCILIATION?

For more than a century, most Canadians were unaware of the harsh realities and traumatic conditions that approximately 150,000 Indigenous children endured within the Indian Residential School system. For many, the 2008 Statement of Apology delivered by then Prime Minister Stephen Harper marked the first widespread recognition of the systemic abuses inflicted on children, families, and communities.

Public awareness continued to grow in 2012 with the emergence of the grassroots Idle No More movement, which used round dances, rallies, teaching, and social media to bring national attention to Indigenous rights and issues.

A significant shift occurred in 2015 with the release of the Truth and Reconciliation Commission (TRC) Final Report and its 94 Calls to Action. These Calls to Action prompted individuals, organizations, and governments across Canada to recognize not only their role, but also their moral obligation to address historical injustices and contribute to meaningful reconciliation.

THE TRC DEFINES RECONCILIATION AS FOLLOWS:

“Reconciliation is about establishing and maintaining a mutually respectful relationship between Aboriginal and non-Aboriginal peoples in this country. In order for that to happen, there has to be awareness of the past, an acknowledgement of the harm that has been inflicted, atonement for the causes, and action to change behaviour.”



MANITOBA PUBLIC INSURANCE'S TRUTH AND RECONCILIATION JOURNEY

As a Crown corporation serving Manitobans, MPI operates on Treaty lands and within the traditional territories of Indigenous Peoples who have cared for these lands since before colonization. Reconciliation, from an Indigenous worldview, is an active and ongoing process that requires institutions to recognize colonial impacts and take accountable steps to restore relationships, respect, and trust.

MPI is committed to advancing Truth and Reconciliation and fostering an inclusive organization where Indigenous employees, partners, and communities are supported and valued. Guided by the Truth and Reconciliation Commission's Calls to Action, MPI acknowledges the ongoing impacts of colonization and the responsibility of public institutions to drive meaningful, lasting reconciliation.

In 2025, MPI advanced its reconciliation journey by establishing an Indigenous Relations Office, which included the creation of an internal Indigenous Advisory Committee. With representation from urban, rural, and northern Indigenous communities, the Committee brings diverse voices and lived experiences to guide MPI's reconciliation priorities. This early action marks an important shift toward deeper listening, shared learning, and more inclusive decision making, guiding MPI towards building a culturally informed organization.

MPI has taken meaningful steps to strengthen its commitment to reconciliation, and the Indigenous Action Plan is a central part of that effort. The plan translates reconciliation commitments into clear, accountable actions that support respectful, long-term relationships with Indigenous Peoples, address systemic and accessibility barriers, and improve services, policies, and workplaces. It outlines MPI's commitment to strengthening relationships with Indigenous communities, promoting economic reconciliation, and increasing Indigenous representation and participation across the organization.

By aligning with the Truth and Reconciliation Commission's Calls to Action (TRC) and the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the action plan ensures reconciliation is ongoing, measurable, and meaningfully embedded into policies, programs, operations, and everyday decision making rather than being symbolic or one-time efforts.

Note: "Indigenous" is an umbrella term that refers to First Nations (status and non-status), the Red River Métis, Inuit communities and groups, either collectively or separately.

It is also a term used in international contexts. Although it is the preferred term for many, it can be ambiguous and does not fully represent the distinct, unique identities, contributions and regional realities of all three groups.

Action Plan

FRAMEWORK

MPI has developed a reconciliation framework to guide the organization in strengthening accountability, deepening cultural understanding, and laying the foundation for systemic change that meaningfully supports Indigenous employees, clients, and communities. The Indigenous Action Plan builds on this commitment and provides a structured approach to move the organization from intention to measurable action.

EARLY ENGAGEMENT WITH INDIGENOUS COMMUNITIES, INTERNAL STAKEHOLDERS, AND CUSTOMER FEEDBACK HAS HIGHLIGHTED NINE PRIORITY AREAS FOR IMPROVEMENT AND GROWTH. IN RESPONSE TO WHAT WE HAVE HEARD, THE ORGANIZATION HAS COMMITTED TO ADVANCING WORK IN THE FOLLOWING AREAS:

Pillar 1:

INTERNAL
STRUCTURES

Leadership
and
Governance

Cultural
Competency
Training

Employment
and
Representation

Pillar 2:

COMMUNITY
IMPACT

Access to
Insurance, Licensing
and Identification
Services

Community
Engagement

Data and
Accountability

Pillar 3:

CULTURAL
EMPOWERMENT

Indigenous
Road Safety
and
Accessibility

Support for
Indigenous
Trauma
Survivors

Indigenous
Procurement
Strategy



Pillar 1:

INTERNAL STRUCTURES

OBJECTIVE 1: LEADERSHIP AND GOVERNANCE

MPI is committed to embedding reconciliation within its leadership and governance structures to ensure accountability, transparency, and meaningful long-term progress. Advancing reconciliation requires visible, consistent leadership at every level of the organization, supported by governance frameworks that honour, integrate, and uphold Indigenous perspectives.

Why is this significant?

Leaders set the tone. When they model reconciliation through trust building, humility, and accountability, they create safer, more inclusive workplaces. Strong leadership also builds community confidence, strengthens relationships, and ensures services are more equitable, responsive, and culturally respectful for Indigenous clients. This is important because it creates accountability and affirms our commitment to the communities we serve in Manitoba.

Our Plan to Reconciliation:

- Develop a formal public commitment statement for MPI that identifies the principles of Truth and Reconciliation.
- Collaborate with internal leadership teams to advance and implement initiatives identified under the Indigenous Action Plan.

OBJECTIVE 2: CULTURAL COMPETENCY TRAINING

MPI is committed to cultivating a workforce equipped with the knowledge and skills necessary to engage respectfully with Indigenous Peoples, grounded in an understanding of Indigenous histories, cultures, and contemporary experiences. Delivering culturally safer and informed services is essential to effectively meeting the needs of Indigenous clients and communities.

Why is this significant?

Cultural Competency Training is vital to reconciliation, as it translates understanding into meaningful action. It helps employees to engage respectfully with Indigenous Peoples, fosters culturally safer and inclusive environments, strengthens relationships, and enables the organization to uphold its reconciliation commitments with integrity and accountability.

Our Plan to Reconciliation:

- Design and develop a comprehensive cultural education plan that encompasses teachings such as Tobacco Offering, Smudging, the Seven Sacred Teachings, and the historical and ongoing impacts of Residential Schools and the Sixties Scoop.
- Deliver training in-person and virtually for participation across the organization.

OBJECTIVE 3: EMPLOYMENT AND REPRESENTATION

MPI is committed to enhancing Indigenous representation across all levels of the organization and fostering an inclusive workplace where Indigenous employees are respected, supported, and empowered to succeed. Advancing employment equity and representation is a critical component of reconciliation and essential to building a sustainable, diverse, and culturally responsive organization.

Why is this significant?

Employment and representation are essential to reconciliation because they ensure Indigenous Peoples are meaningfully included in shaping the systems that affect their lives. Strengthening Indigenous participation helps address historic inequities, builds trust, enhances service delivery, and embeds reconciliation into organizational culture not only in policy, but in everyday practice.

Our Plan to Reconciliation:

- MPI will assess and enhance Indigenous hiring and leadership development processes to increase Indigenous representation across all levels of the organization.
- Pursue opportunities to partner with Indigenous learning institutions to create a direct pipeline for Indigenous talent into roles across MPI.
- Create and support the Indigenous Advisory Committee to provide strategic guidance on culturally appropriate approaches for integrating Indigenous knowledge, values, and perspectives into organizational decision-making.
- Support Indigenous employees through cultural community engagement.

Pillar 2:

COMMUNITY IMPACT

OBJECTIVE 4: ACCESS TO INSURANCE, LICENSING, AND IDENTIFICATION SERVICES

MPI recognizes that systemic and geographic barriers continue to limit Indigenous individuals access to insurance, licensing, and identification services, particularly in rural, remote, and northern regions. Addressing these inequities is essential to advancing reconciliation and to fulfilling MPI's commitment to provide equitable, accessible services for all Manitobans.

Why is this significant?

Access to insurance, licensing, and identification services is vital to reconciliation because it removes systemic and geographic barriers that have limited Indigenous individuals' access to full participation in social, and economic life. Ensuring equitable access, especially in rural, remote, and northern communities, promotes safety, improves service fairness, strengthens trust in public institutions, and reinforces MPI's commitment to culturally responsive, accessible services.

Our Plan to Reconciliation

- Create opportunities to improve mobile testing service delivery to remote and northern communities.
- Implement mobile ID clinics across Manitoba in partnership with local communities and organizations to enhance awareness and improve accessibility to identification services.
- Offer materials in various Indigenous languages at all service centres to better serve Indigenous clients and promote accessibility.

OBJECTIVE 5: COMMUNITY ENGAGEMENT

MPI recognizes that effective engagement with Indigenous communities must be grounded in respect, and relationship building. All engagement activities are guided by Indigenous governance structures, community priorities, and cultural practices to ensure collaboration is meaningful, culturally appropriate, and responsive to community needs.

Why is this significant?

Community engagement is vital to reconciliation because it builds trust, honours Indigenous governance, and ensures that decisions and services are shaped by the priorities of Indigenous communities themselves.

Our Plan to Reconciliation

- Ensure that MPI respects local protocols respecting traditional governance, ceremonies, and community decision-making processes when engaging with communities.
- Engage in local community/cultural events to promote MPI's Truth and Reconciliation.
- Engage with Indigenous communities to identify where MPI can strengthen service delivery (e.g., claims processes, accessibility).
- Engage with Indigenous communities across Manitoba to continue to build meaningful relationships and strengthen collaboration and consultation.

OBJECTIVE 6: DATA AND ACCOUNTABILITY

MPI recognizes that accountability and transparency are fundamental to advancing meaningful reconciliation. By collecting and analyzing data, the organization can make informed decisions, track progress, and ensure reconciliation initiatives are measurable, effective, and continuously improving. Sharing relevant data with Indigenous communities also supports transparency, builds trust, and enables communities to understand outcomes, provide input, and hold MPI accountable.

Why is this significant?

Data and accountability are vital to reconciliation because they ensure transparency, measure real progress, and prevent commitments from becoming symbolic. Tracking and reporting data shows whether services for Indigenous Peoples are improving and holds the organization responsible for meaningful, measurable action.

Our Plan to Reconciliation

- Collect disaggregated data (with consent) to track access.
- Publish an Annual Indigenous Access Report, including key activities and metrics to hold ourselves accountable.



Pillar 3:

CULTURAL EMPOWERMENT

OBJECTIVE 7: INDIGENOUS ROAD SAFETY AND ACCESSIBILITY

MPI is committed to enhancing road safety and improving accessibility for Indigenous communities, with particular attention to rural, remote, and Northern regions where geographic, environmental, and infrastructure challenges can create additional risks.

Why is this significant?

Indigenous communities experience unique road safety challenges shaped by historical and systemic factors increasing their risk on the roads. Effective solutions require collaboration with Indigenous voices and perspectives.

Addressing these gaps means advancing reconciliation and promoting fair access for communities.

Our Plan to Reconciliation

- Develop road safety campaigns and education materials tailored to Indigenous communities.
- Expand MPI's existing safety pilots such as Pedestrian Safety Kits to additional Indigenous communities.

OBJECTIVE 8: SUPPORT FOR INDIGENOUS TRAUMA SURVIVORS

MPI acknowledges the impacts of trauma experienced by Indigenous Peoples and recognizes the importance of providing culturally safer, trauma-informed support. Compassionate, respectful, and responsive service delivery is essential as Indigenous clients navigate insurance and claims processes, helping to create an environment where people feel understood, valued, and protected.

Why is this significant?

Providing trauma-informed, culturally safer services are essential to reconciliation because it responds directly to the ongoing impacts of colonial trauma and helps ensure Indigenous clients feel respected and supported when navigating insurance and claims processes. By embedding these approaches into service delivery, MPI helps rebuild trust, reduce barriers, and contribute to healing.

Our Plan to Reconciliation

- Offer culturally safer and trauma-informed support for Indigenous clients navigating claims.
- Provide accident survivors with information regarding spiritual care providers and/or Elder care services for continuous mental health support as part of the Personal Injury Payment Protection Program.

OBJECTIVE 9: INDIGENOUS PROCUREMENT STRATEGY

MPI recognizes the essential role of Indigenous economic participation and is committed to advancing opportunities for Indigenous owned businesses through fair, inclusive, and equitable procurement practices. Strengthening Indigenous procurement is a key driver of economic reconciliation and supports the growth, sustainability, and long-term success of Indigenous entrepreneurs.

Why is this significant?

Indigenous procurement is important for reconciliation because it delivers tangible economic benefits that help close long-standing inequity gaps and advance meaningful economic participation for Indigenous Peoples. By increasing opportunities for Indigenous owned businesses, we contribute to community prosperity, while fostering long term partnerships.

Our Plan to Reconciliation

- Design and implement a procurement plan that promotes supplier diversity and inclusion, with a focus on removing obstacles and creating opportunities for Indigenous peoples.

Note: MPI has made progress in the area through the development of an Indigenous Procurement Policy, which was endorsed by MPI's Board of Directors in May 2025. A review of the policy is planned for 2026.

Conclusion

The Indigenous Action Plan (2026–2031) represents MPI’s ongoing and evolving commitment to advancing reconciliation in meaningful, measurable, and collaborative ways. MPI will continue to work in partnership with Indigenous Peoples to improve service experiences, strengthen relationships, and foster an organizational culture rooted in respect, cultural safety, and shared understanding.

MPI views this document as a living, evolving guide, one that will continue to grow through continuous learning, community engagement, and reflection. As new insights emerge and relationships deepen, MPI will adapt, refine, and expand its actions to ensure sustained progress toward reconciliation. Through collective effort and accountability, MPI strives to contribute to a more equitable future for Indigenous employees, clients, and communities across Manitoba.



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