

## Carbon Neutral Action Report British Columbia Lottery Corporation

### Executive Summary

Reducing BCLC's carbon footprint and increasing the sustainability of our operations are integral components of the business transformation and renewal we embrace as a company. We strive to be socially responsible in everything we do, and that includes considering our impact on the environment.

In 2008, BCLC took many important steps and made key investments to reduce our emissions and build sustainability into our business. We introduced new infrastructure and technologies to our facilities to reduce energy consumption. We enhanced our procurement practices to incorporate environmental responsibility into the way we manage our products, services and business relationships. Our employees continued to lead the way in finding innovative and creative ways to make environmental responsibility part of our culture. In the coming years, we will continue to build on these accomplishments and invest in new infrastructure that reflects our commitment to sustainability.

### Objectives

BCLC has four corporate goals. All of BCLC's goals support our vision for carbon neutrality and sustainability.

BCLC is committed to building public trust and support for BCLC gaming. We endeavour to achieve this goal by demonstrating a high level of corporate citizenship and social responsibility in all of our activities. We have created new positions to develop our social responsibility strategy and lead our sustainable development vision.

It is our goal to provide facilities and games to develop the business. As we pursue this goal in a socially responsible manner, we will continue to build sustainability and environmental responsibility into our products, services and business relationships.

Over the next coming years, we have made it our goal to invest in infrastructure to support our operations and future growth. Our executive team has been strengthened to lead the transformation and renewal of our business. This transformation is driven by our values of integrity, social responsibility and respect, and reflects our commitment to carbon neutrality and sustainability.

Finally, BCLC aspires to have a workforce passionately driving the success of our business. We know the skill and passion of our employees are our greatest asset, and encourage the development of 'green' ideas and solutions from employees in all levels of the organization. BCLC's employee-led Green Committee continues to play a pivotal role in the carbon neutrality initiative.

## Part 1: Actions Taken to Reduce Greenhouse Gas Emissions in 2008

### Overview

In 2008, BCLC took many important steps toward achieving carbon neutrality and building sustainability into the way we do business. A Carbon Neutrality Steering Committee was created to ensure we meet or exceed government requirements, and we began to measure our carbon footprint. While our facilities underwent significant renovations to accommodate new employees, we worked vigorously to minimize the environmental impacts. 2008 also saw the introduction of new infrastructure and technologies to our facilities to reduce energy consumption. The roof of the Kamloops office was replaced with more energy efficient materials and plans were developed to test photovoltaic (solar) technology.

BCLC also took important steps to build environmental sustainability into our business relationships. We began converting our entire corporate fleet to hybrid vehicles, in cooperation with our supplier. We built sustainability criteria into our competitive bid process that award value to bidders who can demonstrate environmental responsibility. Wherever possible, we contracted with suppliers that met or exceeded sustainability certifications and practices.

Our employees, who passionately drive the success of our business, continued to lead the way in finding innovative and creative ways to make environmental responsibility part of our culture. In 2008, BCLC's employee-led Green Committee spearheaded dozens of green "wins" around the organization, from expanded recycling services to numerous waste-reduction and power-conservation initiatives.

<b>1.1 Mobile Fuel Combustion</b>			
<b>Action</b>	<b>Action Taken</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>
Replaced # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	In Progress	Convert 100% of BCLC's vehicle fleet from gasoline engines to hybrid technology.	In 2008, BCLC committed to converting its corporate fleet to hybrid vehicles. All new vehicles added to the BCLC fleet are hybrid vehicles. Existing fleet vehicles are converted as the lease expires. As of March 31, 2009, 14 gasoline engine fleet vehicles had been replaced with hybrid vehicles and 12 new hybrid vehicles had been added to fleet.
Established anti-idling behaviour change program (e.g. signs, stickers, messages)	In Progress	Convert 100% of BCLC's vehicle fleet from gasoline engine to hybrid technology.	Hybrid technology addresses the issue of idling.
Encouraged car pooling in fleet vehicles	In Progress		Two fleet vehicles have been utilized as 'pool' vehicles within specific regions. Currently, this type of deployment is not suitable for the other fleet vehicles in operation.
Restructured a process to reduce emissions	Complete		BCLC's Distribution Centre successfully restructured its distribution system for lottery products to reduce emissions. By coordinating deliver days to remote communities within similar geographic regions, courier deliveries were reduced to once a week (as opposed to three to four times a week), while still maintaining a high level of customer service.
<b>1.2 Stationary fuel combustion and electricity</b>			
<b>Action</b>	<b>Action Taken</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>
Undertaken workstation tune-ups to help staff understand what they can do to reduce personal energy use	In Progress		BCLC Green Committee initiative  Green Committee members remind their colleagues to turn off computer monitors, table lamps, etc. when not in use.
Undertaken Monitor turn-off challenge	In Progress	Encourage employees to reduce workstation power consumption through the Green Committee and EcoButton pilot	BCLC Green committee initiative(s)  Reduced consumption by piloting 10 "EcoButtons." EcoButtons are highly-visible luminescent green push buttons which can be connected to a computer. When pushed, the EcoButton automatically places the computer in sleep mode. Savings from one EcoButton at BCLC from May 2008 - March 2009 totalled 3,756 hours suspended for 920.5 hrs saved.  Green Committee members also remind their areas of influence to turn off monitors/workstations when not in use.
Replaced # computers with EnergyStar models	In Progress	Introduce EnergyStar computer equipment as part of BCLC's Evergreen Program	BCLC's Evergreen Program ensures a refresh of office computer systems every 3-4 years. All new computer equipment introduced through the Evergreen refresh is compliant with the most current EnergyStar standard.
Asked staff to close blinds daily	In Progress		In the Kamloops office, facilities staff request that employees on the east side of the building close their blinds each evening and employees on the west side of the building close their blinds at around noon each day.  Each evening, cleaning staff close window blinds behind them as they progress through the building.  In 2008, BCLC began installing energy-efficient Greenguard Certified Sheer Weave blinds in the Kamloops office. These blinds insulate external windows from temperature transfer while still allowing natural light into the building.

Encouraged staff to use stairs	Complete		Staff have been encouraged to use stairs as part of a variety of ongoing wellness initiatives
Turned off lights in unused rooms	In Progress	Turn off all meeting room, break room and washroom lights when not in use. Turn off ballast lighting in all unused spaces after hours.	The BCLC Green Committee has raised employee awareness about turning off lights when vacating a room.  Each evening, cleaning staff turn off all lights behind them when they have finished cleaning a space (unless the space is in use).
Replaced Refrigerators (EnergyStar rated appliance)	In Progress	Introduce EnergyStar rated refrigerators as equipment is replaced or added	In 2008, two full-size refrigerators were replaced with EnergyStar models in the Kamloops office.
Replaced other appliances (with EnergyStar rated appliance)	In Progress	Introduce energy-efficient appliances (EnergyStar rated where possible) as equipment is replaced or added	Introduced vending machines to Richmond office that use 2/3rd less electricity
Installed multi-function devices (and removed stand-alone printers/faxes)	In Progress	Introduce multi-function devices as equipment is added or replaced	
Replaced standard bulbs with CFLs	In Progress	Utilize CFL, T8 or T5 technology for all lighting in BCLC facilities	All lighting in Richmond office utilizes CFL, T8 or T5 technology. Approximately 90% of lighting in Kamloops office has been converted to CFL, T8 or T5 technology, and remaining spaces are retrofitted as renovations are completed.
Installed motion activated lights	In Progress	Introduce occupancy sensors in meeting rooms and offices as renovations are completed.	
Implemented server virtualization	In Progress	Invest in Blade servers and virtualization technology for all BCLC systems that are able to support it.	Some BCLC legacy servers may not be compatible with the Blade platform.
Utilized desk-top power management settings on computer	Complete		Utilize automatic monitor shut-off after 20 minutes.
Applied for LEED existing building rating	In Progress		In 2008, BCLC began preliminary planning for a comprehensive green needs assessment of the Kamloops facility. Direction for LEED building rating will be planned based upon the outcome of the assessment.  BCLC also posted an RFP for a metro Vancouver facility to replace its current facility in Richmond. The RFP includes stringent environmental criteria and requires that the facility qualify for the LEED gold standard at a minimum.
Undertaken building energy audit at LOCATION(s)	In Progress		In 2008, BCLC began preliminary discussions for a green needs assessment of the Kamloops facility.
Initiated or completed a building energy retrofit	In Progress		In 2008, BCLC began preliminary discussions for a green needs assessment of the Kamloops facility. Direction for a building energy retrofit will be planned based upon the outcome of the assessment.
reduced ceiling lighting use	Complete		Green Committee initiative  Employees in some work areas have voluntarily requested that facilities staff leave the overhead lighting ballasts in their area turned off during the work day.
Upgraded to energy-efficient roofing material	Complete		In 2008, BCLC upgraded the roof of its Kamloops facility (roughly 60,000 square feet) from tar and gravel roofing to highly-reflective SBS roofing surface.
Introduced energy efficient window blinds	In Progress	Introduce energy-efficient window blinds as blinds are added or replaced	BCLC began to introduce energy-efficient Greenguard certified Shear Weave window blinds. Shear Weave blinds insulate external windows from temperature transfer while allowing natural light into building.
Developed plans to test photovoltaic energy	Complete		In 2008, BCLC's Information Technology Division developed plans to install and test a limited section of solar paneling on the Kamloops facility.

### 1.3 Supplies

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Committed to use 100% recycled paper	Complete	Use 100% recycled paper in all office multi-device machines.	<p>BCLC is committed to using 100% recycled paper for all office printing on multi-device machines.</p> <p>For specialty stationeries used in BCLC's business centres and marketing materials, recycled options are utilized when available.</p> <p>In 2008, BCLC issued RFPs for ticket printing and provision of roll paper and selection slips. Both RFPs contained selection criteria that addressed environmental and sustainability issues and awarded value to bidders that could demonstrate environmental responsibility. Vendors submitting proposals have been required to outline their environmental policies, procedures and practices, including progress to date and planned actions.</p>
Initiated automatic double sided printing	Complete	Default setting on all BCLC multi-function devices and printers is duplex printing.	
Developed document library (online and one printed copy) for large documents	In progress		BCLC employees have access to an online library on BCLC's Intranet site where presentations and reports can be stored and accessed electronically.
Used collaborative software to edit on-line	Complete		<p>BCLC's SharePoint system allows BCLC employees, service providers, vendors and other external audiences to collaboratively manage and edit documents online.</p> <p>In 2008, use of the BCLC's SharePoint system increased significantly, particularly in the Lottery Gaming Division, Casino &amp; Community Gaming Division, and Program Management Office</p>
Re-used non-confidential scrap paper	Complete		During the BCLC rebrand, 30,000 pages of materials containing BCLC's previous logo were converted into scratch pads for reuse by staff. BCLC undertook a 'soft' roll-out of its new brand, replacing supplies with the new logo only as existing stocks were used up.
Purchased cradle to cradle goods	Complete	Ensure all carpeting purchased for BCLC facilities is cradle-to-cradle.	All carpeting removed from BCLC offices was recycled by the vendor and replaced with carpeting made from 100% recycled materials
Chose "Green" items from Distribution Centre	Complete		<p>During ongoing and significant renovations to BCLC offices, BCLC purchased green products when possible. Specific examples include Greenguard certified Sheer Weave blinds, green Teknion workstations and cradle-to-cradle carpeting.</p> <p>Wherever possible, BCLC contracts with suppliers that meet or exceed environmental and sustainability practices and certifications.</p>

Encouraged re-use of furniture and equipment	Complete	<p>All surplus furniture and equipment at BCLC is resold, donated for reuse, or recycled via the following avenues:</p> <ol style="list-style-type: none"> <li>1. Purchasing commissioner of B.C. (resell)</li> <li>2. Habitat for Humanity (donate for reuse)</li> <li>3. Genesis Recycling Ltd. (recycle electronics)</li> <li>4. Local recycling services</li> </ol> <p>The landfill is the last resort for all surplus furniture and equipment.</p>	<p>Workstations, furniture, equipment and materials that have been dismantled or moved as part of significant and ongoing renovations at BCLC offices have been reused, resold, donated for reuse, or recycled whenever possible. Specific examples include:</p> <ul style="list-style-type: none"> <li>- 33 of 35 large storefront glass panels (glass and steel) removed in Kamloops were reused in other areas of the office.</li> <li>- All steel-stud framing extracted from the Kamloops office was reused or resold.</li> <li>- All demountable wall Gyprock panels removed from the west wing of the Richmond office were reused in other renovations.</li> <li>- As workstations have been converted to Teknion green workstations, old workstations have been resold through the Purchasing commission. Teknion also has a buy-back and recycling program.</li> <li>- chairs and tables from gaming facilities that have closed or relocated have been converted into furniture for BCLC meeting rooms, work stations, cafeterias and event seating.</li> </ul>
Reduced use of alkaline batteries	Complete		<p>BCLC Green Committee Initiative</p> <p>BCLC's Gaming Systems Group moved to rechargeable batteries for equipment operating on AA,AAA or 9V batteries.</p>
Reduced use of plastic bags	Complete		<p>BCLC Green Committee initiative</p> <p>Many employees have voluntarily switched to one communal garbage bin for their work area (rather than one per workstation) to reduce the number of garbage bags emptied nightly.</p> <p>Cleaning staff will only empty workstation garbage bins if organic waste is present.</p>
Established Re-use tables	Complete		<p>BCLC Green Committee initiative</p> <p>In both offices, re-use tables have been set up in prominent areas so employees cleaning out their work areas during renovations can place surplus supplies (binders, file folders, books, shelving, office equipment, etc.) on the tables for other employees to use. The initiative has been highly successful as supplies are often in demand in other departments.</p>
<b>1.4 Travel</b>			
<b>Action</b>	<b>Action Taken</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>
Installed Video Conferencing facilities	Complete		This action was completed prior to 2008.
Supported alternative travel (bike/skateboard/walk/transit) for meetings	Complete		BCLC's Information Technology division chartered a bus to transport staff to its annual divisional meeting.

## 1.5 Employee Engagement

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Provided conservation education	Complete	Provide ongoing conservation education through the BCLC Green Committee	<p>BCLC Green Committee initiative</p> <p>2008 Education included:</p> <ul style="list-style-type: none"> <li>- presentation on reducing power consumption (Halloween-themed "Power Vampires")</li> <li>- employee trip to Highland Valley Copper to learn about their conservation efforts and share ideas</li> <li>- Earth Day luncheon to raise awareness about Earth Day and environmental responsibility</li> <li>- Personal eWaste day in which employees were encouraged to bring old electronics from home to be re-used or recycled (six pallets of materials collected).</li> <li>- ongoing green tips on Green Committee intranet site</li> <li>- Bike to Work Week - encouraged employees to bike or walk to work.</li> </ul>
Held contests/support to generate ideas	Complete	Support and encourage idea generation through the IdeaWorks application	<p>One of BCLC's corporate goals is to have a workforce passionately driving the success of our business. IdeaWorks is an online application on BCLC's intranet site that supports this goal by providing a constructive forum for employees to share ideas to improve our business. In 2008, employees posted hundreds of ideas, including many 'green' ideas for reducing our carbon footprint, increasing reuse and/or recycling, reducing consumption and waste, etc.</p> <p>The BCLC Green Committee also logs green ideas in its 'ideas Incubator'. Ideas are discussed and implemented where possible.</p>
Developed Green Teams	Complete	BCLC Green Committee	<p>The BCLC Green Committee is a grassroots employee committee comprised of people who volunteer to improve the environmental responsibility and sustainability of the Corporation and its employees, contractors, partners and vendors. The mission of the BCLC Green Committee is to make sustainable behaviour a permanent part of the BCLC culture.</p> <p>In 2008, BCLC also struck a Carbon Neutrality Steering Committee. The purpose of the steering committee is to ensure BCLC operations meet or exceed the requirements set out in the Greenhouse Gas Reductions Targets Act (GGRTA).</p>
Supported Green Teams (resources)	In Progress		<p>In 2008, BCLC's Green committee secured funding for its initiatives through a variety of sources. The committee's membership to the Recycle Council of B.C. (RCBC) and attendance at the RCBC Annual conference were funded by the Information Technology Division. The committee received some support for awareness events through the Human Resources Division. The committee also received several hundred dollars in funding through an agreement with BCLC that allowed them to keep the deposit money on all bottles and cans accrued in BCLC cafeterias in exchange for returning these bottles and cans to a recycling depot once a month.</p>

Provided green tips	Completed	The BCLC Green Committee provides green tips through its Intranet web page and periodic internal communications to staff.
Supported professional development	Completed	BCLC funded a Green Committee member to attend the Recycle Council of B.C. 's annual Conference
Added green work goal to performance management	In Progress	Employees involved in the Carbon Neutrality project may have performance goals related to the implementation of the project.
Installed Bicycle storage locker to Kamloops facility	Complete	The bicycle locker introduced in Kamloops encourages employees to bike to work as they now have a safe, dry place to store bicycles.
<b>1.6 Sustainability Actions (others)</b>		
<b>Action</b>	<b>Action Taken</b>	<b>Outcome/Performance Measure</b>
Notes Clarifying Action Taken		
Took water conservation measures – low flow showers or toilets, fix leaks	Complete	Installed low flush and touchless urinals and faucets.
Ran dishwasher only when full	Complete	
Reduced/replaced bottled water with filtered or refrigerated water	Complete	This action was completed prior to 2008. Coolers have been plumbed with filters
Improved recycling measures	Complete	<p>2008 Improvements to recycling include:</p> <ul style="list-style-type: none"> <li>- Enhanced plastics recycling in the Kamloops facility to include all plastics (1-7) when the municipal recycling depot upgraded its facilities.</li> <li>- enhanced mixed recycling (plastics, tin cans, milk cartons, etc.) in the Richmond facility.</li> <li>- enhanced recycling of lighting tubes in both facilities.</li> <li>- The Richmond facility began measuring and tracking volumes of materials recycled.</li> <li>- The BCLC Green Committee helped implement successful employee-led recycling services for rechargeable batteries in both the Richmond and Kamloops offices.</li> <li>- The BCLC Green Committee organized successful eWaste days in both offices where employees were encouraged to bring in old electronics from home to be re-used or recycled (six pallets of materials were collected).</li> <li>- During significant and ongoing renovations in both facilities, BCLC reused or recycled surplus equipment, supplies and materials as much as possible; see response for 1.3 Supplies - encouraged re-use furniture and equipment.</li> </ul>
Used re-usable dishes	In progress	<p>In the Richmond facility, employees can purchase their own glass plate that is custom-decorated by a BCLC employee in-house. The initiative has been very successful at encouraging staff to use re-usable dishes when purchasing food from the cafeteria. The Richmond office has also eliminated the use of disposable cutlery and stir sticks in its cafeteria.</p> <p>In Kamloops, some employees also use their own dishes. Many coffee stations within the building contain re-usable dishes.</p> <p>Disposable dishes used in BCLC offices are "Tater Ware" and/or other biodegradable products.</p>
Purchased green cleaning products	Completed	<p>Cleaning staff in BCLC offices use green cleaning products wherever possible, including biodegradable garbage bags.</p> <p>In the Richmond facility, all employee coffee stations and kitchens are supplied with bio-degradable dish soap for employees to wash their re-usable dishes.</p>

Used green (low-e paints)	In progress		BCLC currently uses low-VOC paints in its facilities. During renovations in the Kamloops facility, low-e paints were tested, but the durability of the paint was found to be inadequate.
Supported sustainable procurement practices	In progress	Contract with suppliers that meet or exceed sustainability certifications and practices, including for consumable items	BCLC developed standard selection criteria for competitive bid documents that address sustainability issues and award value to bidders that can demonstrate environmental responsibility. Wherever possible, BCLC contracts with suppliers that meet or exceed sustainability certifications and practices.  BCLC also enforces a policy of assessing items for disposal and considers the landfill as a last option for surplus assets; see response for 1.3 Supplies - encouraged re-use of furniture and equipment.
Adopted low-carbon contracting practices	In progress	Contract with suppliers that meet or exceed sustainability and environmental practices/certifications.	BCLC developed standard selection criteria for competitive bid documents that address sustainability issues and award value to bidders that can demonstrate environmental responsibility.
Recruited an Environmental Sustainability Specialist	In progress	Recruit an FTE - Environmental Sustainability Specialist	In 2008, BCLC began recruiting for a new FTE position - Environmental Sustainability Specialist (ESS). The role of the ESS is to develop, maintain and implement BCLC sustainable development vision, strategy, policies, procedures and programs to ensure BCLC operations conform to or exceed the requirements set out within the Greenhouse Gas Reductions Targets Act (GGRTA).
Measured Carbon Footprint			In 2008, BCLC began to measure its carbon footprint, dating back to January 2007. The footprint accounts for emissions generated by BCLC facilities, vehicles, supplies and fugitive emissions.

**Part 2: Plans to Continue Reducing Greenhouse Gas Emissions 2009 -- 2011**

<b>Overview</b>	<p>BCLC plans to build upon the actions of 2008 and implement new strategies to reduce our carbon footprint. We are recruiting a full-time Environmental Sustainability Specialist to lead BCLC's sustainable development vision. We are enhancing our video conferencing systems to further reduce inter-office travel and move towards paperless meetings. We will continue our conversion of the BCLC fleet to hybrid technology and find new ways to build sustainability and environmental responsibility into our procurement practices.</p> <p>Our facilities will also continue to be upgraded in an environmentally responsible manner. We have begun testing solar power in our Kamloops facility and will explore expanding this project based on the results of the pilot. We are also planning a comprehensive green needs assessment of the Kamloops facility, which will empower us to be strategic in our investments to further 'green' the building. In the lower mainland, the search is underway for a new metro-Vancouver property to replace our current Richmond facility. The new property will meet stringent environmental criteria and be consistent with our vision for carbon neutrality and sustainability.</p>		
-----------------	---	--	--



<b>2.1 Mobile Fuel Combustion</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Replace # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	In Progress	Convert 100% of BCLC's vehicle fleet from gasoline engines to hybrid technology.		Target completion: mid-2011
Establish anti-idling behaviour change program (e.g. signs, stickers, messages)	In Progress	Convert 100% of BCLC's vehicle fleet from gasoline engine to hybrid technology.	Hybrid technology addresses anti-idling.	Target completion: mid-2011
<b>2.2 Stationary Fuel Combustion (including electricity)</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Undertaken Monitor turn-off challenge	Planned	Expand "Eco-Button" pilot to encourage more employees to put their computers into sleep mode when not in use	Green Committee initiative	
Replace # computers with EnergyStar models	In Progress		BCLC's Evergreen Program involves a refresh of computer infrastructure every 3-4 years. EnergyStar compliance is a component of the refresh. BCLC estimates that 50% of workstation computers will be EnergyStar models by 2010.	
Replace Refrigerators (EnergyStar rated appliance)	In Progress	Continue to introduce EnergyStar-rated appliances as equipment is added or replaced.		
Replace other appliances (with EnergyStar rated appliance)	In Progress	Continue to introduce EnergyStar-rated appliances as equipment is added or replaced.		
Install multi-function devices (and remove stand-alone printers/faxes)	In Progress	Continue to introduce multi-function devices as equipment is added or replaced	BCLC is developing an RFP for maintenance of computer equipment (PCs, printers, etc.) which will include a request for a managed print solution. BCLC anticipates this solution will include converting all stand-alone equipment (printers, faxes, etc.) to multi-function devices. The anticipated timeframe for completion of the conversion would be 2011.	2011
Replace standard bulbs with CFLs	In Progress	Utilize CFL, T8 or T5 technology for all lighting in BCLC facilities		2010
Install motion activated lights	In Progress	Continue to introduce motion-sensor lighting in meeting rooms, offices and workstations, so lights automatically turn off when rooms are not in use.		
Implement server virtualization	In Progress			
Apply for LEED existing building rating	Planned		BCLC plans to undertake a comprehensive green needs assessment of its Kamloops facility. Direction for the LEED building rating application will be planned based upon the outcome of the assessment.  BCLC plans to relocate its Richmond Office to another metro Vancouver facility by 2011. The new property will have a minimum rating of LEED gold standard.	
Undertake building energy audit at LOCATION(s)	Planned		BCLC plans to undertake a comprehensive green needs assessment of its Kamloops facility.	
Initiate or complete a building energy retrofit	Planned		BCLC plans to undertake a comprehensive green needs assessment of its Kamloops facility. Direction for a building energy retrofit will be planned based upon the outcome of the assessment.	

test solar panel technology for Kamloops Facility	In Progress	BCLC is testing solar panel technology in its Kamloops facility to determine whether solar power can feasibly be used as an alternate energy for that facility.	2009 - 2010
Upgrade HVAC system to increase energy efficiency	In Progress	BCLC is replacing the HVAC system in its Kamloops facility with high-efficiency industry-standard technology.	2009 - 2010
Introduce energy efficient window blinds		BCLC will continue to install Greenguard approved Shear Weave window blinds as part of ongoing renovations to the Kamloops office.	

### 2.3 Supplies

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Restructure a process to use less paper	Planned		BCLC plans to implement an electronic document management system for managing its electronic records. This will reduce the need to produce and store hard copies of electronic records.	2011
Encourage re-use of furniture and equipment	In progress		BCLC will continue to treat the landfill as the last resort for surplus furniture, equipment, supplies and materials during ongoing renovations to BCLC facilities. See response 1.3 Supplies - Encouraged re-use of furniture and equipment.	

### 2.4 Travel

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Install Video Conferencing facilities	In progress		BCLC is enhancing its video conferencing capabilities to further reduce inter-office travel and encourage paperless meetings.	2009

### 2.5 Employee Engagement

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Provide climate change education	Planned		Green committee initiative  The Green Committee plans to enhance its employee education and awareness activities in fiscal 2009/2010 through more frequent employee communications and special events. One of the Green Committee's goals for the year is to reduce employee dependence on personal vehicles for daily commuting. Climate change education will be one component of achieving this goal.	2009
Provide conservation education	In progress		Green committee initiative  The Green Committee plans to enhance its education and awareness activities in fiscal 2009/2010 through more frequent employee communications and special events. One of the Green Committee's goals for the year is to reduce employee consumption and waste generation. Conservation education will be one component of achieving this goal.	2009
Hold contests to change behaviour/make pledge	In progress		BCLC Green Committee initiative  The Green Committee plans to hold more frequent contests as part of its efforts to enhance employee education and awareness activities in fiscal 2009/2010. Green Committee contests and special events will leverage and link into national and international events (i.e. Bike to Work Week, Earth Day, etc.) where possible.	2009
Provide green tips	In progress		BCLC Green Committee initiative  The Green Committee plans to provide green tips more frequently using a greater range of media as part of its efforts to enhance employee education and awareness activities in fiscal 2009/2010.	2009

Support professional development	Planned	Fund a Green Committee member to attend the 2009 Recycle Council of BC Annual Conference.		2009
<b>2.6 Sustainability Actions (others)</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Use re-usable dishes	In progress		Green Committee Initiative  The Green Committee will focus on enhancing the use of re-usable dishes in the Richmond and Kamloops office in fiscal 2009/2010.	2009
Recruit an Environmental Sustainability Specialist		Recruit an Environmental Sustainability Specialist	In 2009, BCLC created an FTE position: Environmental Sustainability Specialist (ESS). The role of the ESS is to develop, maintain and implement BCLC sustainable development vision, strategy, policies, procedures and programs to ensure BCLC operations conform to or exceed the requirements set out within the Greenhouse Gas Reductions Targets Act (GGRTA).	2009