

# Homeowner Protection Office - 2009 Carbon Neutral Action Report

## Executive Summary

Corporate sustainability is a key objective at the Homeowner Protection Office (HPO). As set out in the Shareholder's Letter of Expectations, corporation accountabilities require the HPO to encourage staff involvement in developing ideas and new solutions to meet government's climate change objectives, including energy conservation programs, and report on results achieved.

During 2009, the HPO developed a number of key initiatives towards becoming carbon neutral by 2010. Key accomplishments include:

- established the HPO Green Team comprising staff and management
- expanded web-based platform business processes and online resources, and
- implemented additional energy conservation and recycling initiatives in the office.

In addition, the HPO participated in sustainability and energy efficiency programs as part of its technical research and education programs directed at improving the quality of residential construction and maintaining an informed consumer. The HPO provided input and support for the following initiatives:

- development of new provincial and national energy efficiency Part 9 and Part 5 building code changes
- research and education programs related to increased residential construction sustainability and energy efficiency, and
- information resources and awareness of energy efficiency regulations and programs to builders and consumers via newsletters, seminars and web resources.

## Overviews

### Actions Taken to Reduce Greenhouse Gas Emissions in 2009

The HPO expanded its web-based services by developing new online licensing and renewal services for residential builders and building envelope renovators. The move to electronic forms and online services reflects a more efficient way of doing business. Online forms deliver clear time savings for both builders filling in the forms and the Licensing staff processing them. Importantly, online services also offer a more environmentally responsible approach to licensing approvals.

The HPO has taken steps beyond simply publishing the forms in PDF format. Applicants and licensees can now access the following through the HPO Licensed Residential Builder Portal:

- online application for a new residential builder licence or licence renewal
- online licence amendment application, for amendments such as a name or company structure change; and
- the ability for licensees to update their public registry information, such as contact information.

Other successful actions include:

- reduced office space per employee
- implemented server virtualization
- reduced the amount of printed paper used in the office, and
- enabled auto-sleep settings on all new computers.

### **Operational Changes in 2009**

In 2009, the HPO reduced its number of FTEs. Office space per employee was reduced by renting out a portion of the office space. Energy consumption has been reduced as a result.

### **Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2012**

The HPO will continue to identify and plan actions to reduce GHG emissions in the office. In line with its mandate to support research and education for the benefit of the residential construction industry and consumers of new homes, the HPO will support industry leadership, and research and educational initiatives, directed at sustainable and energy efficient residential construction. Highlights of planned actions include:

- encourage staff to compile information and resources relevant to lowering the carbon footprint, discuss and implement recycling and energy conservations programs and report on results achieved
- continue to expand web-based business processes to include online educational delivery
- further reduce office space per employee
- provide enhanced reliable information on energy efficiency to assist residential construction industry, and
- initiate research and education initiatives that address energy efficiency in new residential construction.

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## Actions Towards Carbon Neutrality

The actions listed below contribute to a reduction in greenhouse gas emissions from sources for which public sector organizations are responsible under the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Mobile Fuel Combustion (Fleet and other mobile equipment)</b>							
<b>Vehicle fuel efficiency</b>							
Perform regular fleet maintenance to improve fuel-efficiency	In Development			The office has one SUV field vehicle being used province-wide. Maintenance is performed on a regular basis.	Continue to perform regular maintenance to improve fuel-efficiency.	2008	No End Date (Continuous)
<b>Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)</b>							
<b>Planning/management</b>							
Reduce office space (square meters) per employee	In Development			Evaluated options and reduced office space per employee in 2009 by subletting approximately 30% of the existing HPO office space.	Planning move to another building on or before expiry of lease in 2011. Reduce office space per employee.	2009	2011
<b>Leased buildings</b>							
Lease space with operations and maintenance performance labelling/certification (e.g., LEED EB:O&M)	In Development			Building has been selected to engage in the certification process.	LEED EB:OM certification process in progress.	2009	2010
<b>IT power management</b>							
Implement server virtualization	Ongoing/In Progress	85	% of servers have been virtualized since start year indicated	Initiated the review of existing server equipment and implemented server virtualization. All servers that could be virtualized have been virtualized.	Decommission remaining legacy servers.	2009	2011
Apply auto-sleep settings on computer monitors and CPUs	Complete	100	% of computers have auto-sleep settings applied	All new PCs have been deployed with auto-sleep settings enabled.		2008	2009
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress	10	% reduction in printers, copiers, and/or fax machines since start year indicated	Reviewed the status of the equipment leases. Plans to replace old equipment with multi-function devices at lease expiration. Replaced primary copier with a multi-function device and have not renewed or replaced standalone devices.	Evaluate returning old equipment prior to office move and down-sizing or replacing with multi-function devices.	2009	No End Date (Continuous)
Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices	Ongoing/In Progress	75	% of devices have auto-sleep settings applied	Primary copiers have auto-sleep settings.	Active directory group policy to enforce auto-sleep settings on all systems.	2008	No End Date (Continuous)
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	100	% of computers are ENERGY STAR rated	All laptop and desktop computers meet or exceed ENERGY STAR requirements.	Continue to apply this policy in the future.	2009	No End Date (Continuous)
<b>Appliances and electronic devices</b>							
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	In Development			Reviewed fridge specifications and made plans for future ENERGY STAR purchase.	Future purchase refrigerators will be ENERGY STAR rated.	2008	2009
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	In Development			Replaced dishwasher with ENERGY STAR model.	Review other appliances and electronic devices and identify opportunities for replacing them with ENERGY STAR models.	2009	No End Date (Continuous)
<b>Behaviour change program</b>							
Encourage staff to use air dry setting on dishwashers	In Development			Staff encouraged to use the air dry setting on dishwasher.	Make new staff aware of the air dry setting option for dishwasher.	2009	No End Date (Continuous)

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)		Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Provide reminders for turning off lights (e.g., signs, stickers, messages)	In Development			Green Team encouraged other staff to turn off lights.	Continue this action.	2009	No End Date (Continuous)
<b>Supplies (Paper)</b>							
<b>Paper Type</b>							
Purchase 100% post-consumer recycled paper	Ongoing/In Progress	100	% of total paper purchased contains 100% recycled content	8 1/2 x 11 white bond paper specifies 100% recycled content.	Continue this action.	2009	2010
<b>Printer/document settings</b>							
Switch networked printers and photocopiers to automatic double-sided	In Development			Licensing Information Management System continues to generate double-sided summary reports. One photocopier set up to automatic double-sided.	Implement automatic double-sided printing to future leased copiers.	2009	No End Date (Continuous)
Apply "print and hold" settings to networked printers to eliminate unclaimed print jobs	In Development			Print and hold software installed on some network printers requiring staff to enter a code on the printer before a job is printed. It is installed for security reasons but has a waste-reduction benefit.	Look at opportunities of installing "print and hold" software in all printers.	2009	No End Date (Continuous)
Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	In Development			Templates reviewed as part of the online licensing application process.	Continue to review other forms being used in the office.	2008	No End Date (Continuous)
<b>Electronic media in place of paper</b>							
Use electronic document library for filing common documents	In Development			Used QRMS to file common documents. Continued to update the electronic library of builder licensing templates and the common administration forms. Began work on expanding the online technical research database on building science.	Expand electronic document libraries where appropriate.	2008	No End Date (Continuous)
Post materials online that were previously printed	In Development			Application forms, newsletters, bulletins and other publications that are free of charge are posted online.	Look at opportunities for making larger documents and publications, that are not free of charge, available via electronic media.	2009	No End Date (Continuous)
<b>Behaviour change program</b>							
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	In Development			Encouraged staff to print less copies for meetings.	Continue to encourage staff to hold paperless meetings or presentations, where possible through use of laptops or use of boardroom display.	2009	No End Date (Continuous)
Encourage re-use of scrap paper	In Development			Green Team members re-using scrap paper and cardboard boxes.	Encourage other staff members to re-use scrap paper.	2009	No End Date (Continuous)
<b>Other Paper Supplies Actions</b>							
Restructure operational processes to use less paper	In Development			Continued to expand online services and encouraged greater awareness and use of these services. Example: online application process for Licensed Residential Builders and online registration of new homes.	Identify new opportunities to reduce use of paper by restructuring processes online.	2009	No End Date (Continuous)

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### Actions to Reduce Provincial Emissions and Improve Sustainability

The actions listed below contribute to a reduction in greenhouse gas emissions from sources that fall outside of the reporting requirements defined in the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*. Public sector organizations can optionally use this section to report on actions that will help British Columbia meet its provincial greenhouse gas reduction targets, engage the public, and improve environmental sustainability across all aspects of their organization.

Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)	Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
<b>Business Travel</b>						
<b>Virtual meeting technology</b>						
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	In Development		Installed a LCD screen and computer in meeting room to allow viewing web conferences organized by others. Reviewed opportunities for organizing web conferences.	Install software to allow video conferences at new office location.	2009	No End Date (Continuous)
<b>Behaviour change program</b>						
Train staff in web-conferencing	In Development		Some staff have experimented with video conferencing.	Train additional staff in video conferencing.	2009	No End Date (Continuous)
Encourage staff to consider virtual attendance/presentation at events where possible	In Development		Some staff participated at virtual events and meetings.	Encourage staff to participate in virtual events where available.	2009	No End Date (Continuous)
Encourage carpooling to meetings	In Development		Staff carpools to meetings and workshops.	Continue to use carpooling when appropriate.	2009	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	In Development		Percent of staff traveled to meetings by public transit.	Encourage staff to use walking or public transit where possible.	2009	No End Date (Continuous)
<b>Other Business Travel Actions</b>						
Developing online educational seminars for BC builders and construction industry	In Development		Commenced the development of the first online educational seminar to allow builders from remote locations across B.C. to have access to building code and technology information and construction details from their home or office computer.	Continue to develop and re-format past seminars for online delivery.	2009	No End Date (Continuous)
<b>Education, Awareness, and Engagement</b>						
<b>Team-building</b>						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	In Development		Green Team created in 2009, including staff and management.	Encourage Green Team members to engage other staff on suggestions for greening the office.	2009	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	In Development		Provided resources to enable Green Team to attend events. Green Team prepared comparative report to identify new ideas and actions that would be conducive to greening the office operations.	Continue to provide resources in support of Green Team.	2009	No End Date (Continuous)
<b>Staff Professional Development</b>						
Support green professional development (e.g., workshops, conferences, training)	In Development		Staff encouraged to attend energy efficiency events and workshops.	Identify new events, training and workshop opportunities.	2008	No End Date (Continuous)
<b>Staff awareness/education</b>						
Provide education to staff about the science of climate change	In Development		Green Team members were encouraged to attend sustainability seminars.	Provide information and weblinks to keep staff informed about climate change.	2009	No End Date (Continuous)

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Action	Status (as of 12/31/09)	Performance to Date (as of 12/31/09)	Steps Taken in 2009	Steps Planned for 2010 -2012	Start Year	End Year
Provide education to staff about the conservation of water, energy, and raw materials	In Development		Video on conservation awareness circulated to Green Team members. A special "lunch and learn" with staff was organized to promote sustainability.	Identify new educational information and make available to staff.	2009	No End Date (Continuous)
<b>Client/public awareness/education</b>						
Provide education to clients/public about the conservation of water, energy, and raw materials	In Development		Developed and delivered educational seminars, such as Building Smart and Building Smart Online. Partnered with industry on technical research projects related to energy efficiency, durability and sustainability in residential construction. Presented information on energy efficiency research projects to industry and the public via committees, live workshops and seminars and printed and online publications.	Continue to engage in research and education initiatives and programs related to energy efficiency in residential construction. 2010 educational seminars speak to the issues of water conservation and re-use in residential construction.	2008	No End Date (Continuous)
Provide green tips on client/public website or in newsletters	Ongoing/In Progress		Newsletters included articles on energy regulations and energy efficiency in residential construction.	Publish new energy related information when available.	2008	No End Date (Continuous)
<b>Other Education, Awareness, and Engagement Actions</b>						
The HPO website has a special section dedicated to green building technology resources	Ongoing/In Progress		Expanded and kept current weblinks to education resources on green technologies on the HPO website.	Expand the green technology awareness to the residential industry by introducing green building related information on the Licensed Residential Builder construction details forms.	2008	No End Date (Continuous)
<b>Other Sustainability Actions</b>						
<b>Procurement (non-paper supplies)</b>						
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	Ongoing/In Progress		Planned to purchase green cleaning products.	Continue to encourage staff to identify and purchase green cleaning products.	2009	2010
<b>Commuting to and from home</b>						
Introduce telework/work from home policy	In Development		Introduced telework/work from home policy during the Vancouver 2010 Winter Olympics time period.	Expand the use of the telework/work program.	2008	No End Date (Continuous)
Encourage commuting by foot, bicycle, carpool or public transit	In Development		Percent of staff participate in the program. Staff ride share where possible when attending the same meeting. Transit faresaver tickets provided as an option for attending business meetings. Employees are provided access to Employer Pass Program.	Continue to motivate staff to participate in this initiative where appropriate.	2008	No End Date (Continuous)