

Ministry of Housing and Social Development - 2009 Carbon Neutral Action Report

Executive Summary

The Ministry of Housing and Social Development is responsible for delivering an integrated continuum of housing and social development programs, while safeguarding public interest in its areas of responsibility. The Ministry's key accountabilities include:

- Providing income assistance for those in need;
- Provincial housing and homeless policy, residential tenancy information and dispute resolution;
- Adult community living services delivered through Community Living British Columbia;
- Employment programming and services for unemployed and underemployed individuals, employers and communities;
- Building and technical safety policy and standards development;
- Volunteer and non-profit support;
- Liquor licensing, enforcement and distribution; and,
- Gaming policy, regulation and enforcement, problem gambling programs, licensing of charitable gaming, oversight of horse racing and gaming grants.

The Ministry of Housing and Social Development is committed to addressing climate change and reducing greenhouse gas emissions today and in the future. Ongoing initiatives to influence the public's impact on the environment continue, while new and existing initiatives reduce emissions produced by ministry activities. In addition, staff are encouraged to make lifestyle changes to improve their health and minimize their impact on the environment.

The ministry is in a position to encourage and require the public to reduce their impact on the environment. Ongoing initiatives include:

- Proposed changes to the BC Building Code to increase the water and energy efficiency of buildings; and
- Encouraging income assistance clients to have their cheques deposited directly to their bank accounts, which eliminates the need for printing and delivery.



Several long-term strategies are being implemented to reduce the ministry's greenhouse gas emissions. These include:

- The completion of a pilot 'hoteling' work model where staff work at home part-time. While in the office they work from any available workstation. In 2009, this reduced used floor space by 50%. The 'hotel' work model will be expanded to other work units in 2010/11.;
- Web-conferencing was expanded via LiveMeeting and RoundTable applications that were made available throughout the ministry. These applications will help the ministry keep business travel to a minimum, as evidenced in 2009 when the ministry achieved a 65% reduction in travel.
- The ministry supported the landlord of the Belmont building in Victoria to participate in the LEED Canada 2009 initiative. The initiative is a launch of two new rating systems, including *LEED Canada Existing Buildings: Operations and Maintenance*. The building is awaiting confirmation of LEED certification.

Overview

Actions Taken to Reduce Greenhouse Gas Emissions in 2009

In 2009, the ministry reduced greenhouse gas emissions through a number of initiatives. These included:

- A reduction in business travel by 65%, exceeding government expectations; and
- Introduction of the online Policy Acceptance Tool for staff to accept selected policies annually. This tool significantly reduces the amount of paper required.

Operational Changes in 2009

There were no significant operation changes in 2009.

Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2012

In future years, the ministry will continue existing initiatives to reduce greenhouse gases.

- The most important work that the ministry is doing around becoming carbon neutral is its continued work to support and encourage a cultural shift within our organization to increasingly more sustainable and carbon neutral activities. We will continue to encourage staff through the Deputy Minister's newsletter, our intranet site, posters, stickers and other types of social media to adopt and maintain sustainable practices.
- The 'hoteling' work model will be expanded where practical.
- The replacement of business travel with web-conferences will continue and be expanded.
- The ministry will identify vehicles due for replacement with more fuel-efficient models through the capital asset planning process.
- The virtualizing of the ministry servers. This project will continue until 2014. Server virtualization maximizes the use of a server by using a software application to divide one physical server into multiple distinct virtual environments.



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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 <i>Greenhouse Gas Reduction Targets Act</i> .							
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
Mobile Fuel Combustion (Fleet and other mobile equipment)							
Vehicle fuel efficiency							
Replace vehicles with more fuel-efficient models	Ongoing/In Progress	61	% of vehicles are fuel- efficient models	Due to a reduction in funding, no vehicles replacements occurred in 2009	When vehicles are due for replacement, the ministry will replace them with more fuel-efficient models	2007	No End Date (Continuous)
Perform regular fleet maintenance to improve fuel-efficiency	Ongoing/In Progress	100	% of vehicles are subject to regular maintenance for fuel efficiency	The ministry undertakes scheduled maintenance on fleet vehicles based on vehicle mileage and maintenance requirements as per PHH (coordinator for government fleet vehicles)	Continue to ensure regular maintenance schedules are followed	1990	No End Date (Continuous)
Behaviour change program							
Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages)	Ongoing/In Progress	100	% fleet vehicles with anti-idling stickers	Government internet site "Where Green Ideas Work" provides information and raises awareness on government's anti-idling policies; anti-idling video on @Work website was forwarded to all supervisors	In 2010, ministry executive will send a memo to all fleet vehicle operators reminding them of the ministry's anti-idling policy	2008	No End Date (Continuous)
Encourage carpooling in fleet vehicles	Ongoing/In Progress			User groups are encouraged to use log books and to carpool whenever possible	In 2010, ministry executive will send a memo to all fleet vehicle operators of the importance of car-pooling when ever possible	2008	No End Date (Continuous)
Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking)	Ongoing/In Progress			Ministry executive fostered a culture of using alternative travel arrangement whenever possible through leading by example and communicating expectations	The ministry will continue to promote alternatives to using fleet vehicles where possible	2008	No End Date (Continuous)
Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)							
Planning/management							
Enrol in a building energy benchmarking program (e.g., GREEN UP)	In Development			Shared Services BC partnered with the Canada Green Building Council to contribute to an energy benchmarking database for the Green Up initiative. Utility data from eight buildings were included in the initiative.	By December 2010 Shared Services BC will be working with Workplace Solutions Inc. to develop a per building cost associated with enlisting in CaGBC's Green Up program and an implementation strategy that aligns with the new funding model as appropriate (i.e. Shared Services BC voted appropriation, cost recoverable or a blend)	2009	No End Date (Continuous)
Reduce office space (square meters) per employee	Ongoing/In Progress	29	is the current average rentable square meters per employee	In 2009, the ministry completed a pilot project with Facilities and Workplace Solutions to implement a "hoteling" work model. This project reduced the floor spaced used by this unit by 50% Shared Services BC launched a portfolio-wide building and space rationalization initiative in 2009 to reconcile workspace allocations with government office space standards, and to consolidate customer workspaces where appropriate and available	In 2010, the ministry will expand "hoteling" program to other work units where practical Space rationalization will continue through 2010 to strategically leverage opportunities to divest leases when renewal is considered and when appropriate	2009	No End Date (Continuous)
Owned buildings							

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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
Establish energy performance baseline for owned buildings	Ongoing/In Progress		Building level energy performance target setting was identified as one of six key priorities under an Energy Management and Conservation Strategy for core government buildings. The Strategy was completed in the spring of 2009. Shared Services BC, in partnership with government's outsource service provider for property management (BLIC-WSI) launched a building level energy performance target setting initiative in December of 2009. The results of this initiative will enable WSI operations and management teams to better monitor energy performance relative to a realistic baseline Building Energy Performance Index (BEPI) goal. The BEPI goal is based on a combination of empirical knowledge of building-specific systems and energy accounting data. Issues related to tenant behaviour that may have a significant impact on the goal BEPI is being flagged for follow-up with appropriate client services and green team representatives.	A summary of operational efficiency opportunities and target building energy performance index will be finalized by end September 2010. An implementation strategy will be follow, to be implemented between October 2010 and March 2011	2009	2010
Register for performance labelling/certification for operations and maintenance of owned buildings (e.g., LEED EB:O&M)	Ongoing/In Progress		During the first quarter of 2009, SSBC participated in the LEED Canada 2009 initiative. Eight buildings were selected to participate in a benchmarking exercise. A workshop was also conducted by the Canada Green Building Council, during which participants from BLIC-WSI and SSBC completed a LEED certification gap analysis on selected buildings. In addition, two private sector landlords of buildings where government employees are accommodated have recognized the Province's interest in third party verification of government space. The eight buildings involved in the pilot included 3350 Douglas in Victoria, a building occupied by Citizens' Services staff.	A draft LEED EB-OM attainment strategy has been developed for further review during fiscal 2010/11.	2009	2011
Incorporate integrated design process into new construction or during renovations of owned buildings	In Development		The inclusion of the Integrated Design Process (IDP) in procurement documents was piloted during the 2009 calendar on an ad hoc basis by Shared Services BC. Process expectations were reviewed and a plan to better incorporate IDP expectations is being considered for future procurement activities	The integrated design process will be further incorporated into procurement of new building developments as they arise.	2008	2010
Incorporate a refrigerant management strategy into regular building management/maintenance to reduce fugitive emissions	Complete		The management of refrigerant systems and associated emissions is an essential service provided by Shared Services BC's outsource service provider for property management (Workplace Solutions) in accordance with laws and regulations. As required, precautions are taken to mitigate emissions, and emissions are reported per regulatory requirements.		2008	No End Date (Continuous)
Complete energy retrofits on existing, owned buildings	Ongoing/In Progress		SSBC successfully applied for retrofit funding through the Public Sector Energy Conservation Agreement to advance energy efficiency projects at several buildings, including the Prince George Courthouse (107k kWhs saved), Prince George Youth Custody Centre (800 GJ's saved), Robson Square Complex (7,460 GJs saved), BC Centre for Disease Control (2,060 GJs saved), Colony Farms Forensic Hospital (3,000 GJs saved), Abbotsford Agriculture Centre (1,600 GJs saved), and St. Anne's Academy (728 GJs saved). It is expected a significant amount of associated greenhouse gas emissions will be diverted as a result of these retrofits.	A summary of operational efficiency opportunities and target building energy performance index will be finalized by end of Q2 2010. An implementation strategy will be follow, to be implemented Q3 and Q4 of 2010.	2008	2010
Leased buildings						

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Establish energy performance baseline for leased buildings	Ongoing/In Progress		<p>Energy performance baseline is being set by Shared Services BC</p> <p>The same building level energy performance target setting exercise that is being applied to owned buildings is also being rolled out to leased facilities. The results of this initiative will enable Workplace Solutions operations and management teams to better monitor and manage energy performance where they have influence, relative to a realistic baseline Building Energy Performance Index (BEPI) goal. The established goal BEPI is based on a combination of empirical knowledge of building-specific systems, lease terms, and energy accounting data where known. Issues related to tenant behaviour that may have a significant impact on the goal BEPI is also being flagged for follow-up with appropriate client services and green team representatives</p>	Shared Services BC will finalize a summary of operational efficiency opportunities and target building energy performance index by end of September 2010. An implementation strategy will be follow, to be implemented between October 2010 and March 2011	2009	2010
Lease space with operations and maintenance performance labelling/certification (e.g., LEED EB:O&M)	Ongoing/In Progress		<p>The known leased spaces where a green building or energy performance label has been sought (lead by landowners) include: 818 Fort Street (BOMA BEST Level 2), 1007 Fort Street (BOMA BEST Level 2), 1405 Douglas (BOMA BEST Level 2), 1802 Douglas (BOMA BEST Level 2), 3350 Douglas (BOMA BEST Level 3), 395 Waterfront (Gatehouse BOMA BEST Level 3), and 800 Johnson (LEED Gold). The following buildings have successfully passed their audits and are awaiting official confirmation of certification by BOMA; the Belmont Building (BOMA BEST Level 2), the Robert Kerr Building (BOMA BEST Level 2) and 3960 Quadra (BOMA BEST Level 3).</p>	Other opportunities will be explored as they arise.	2008	2010
Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress		LEED CI certification was registered for one building within SSBC's portfolio (i.e., 976 Meares Street in Victoria).	Other opportunities will be explored as they arise.	2008	2010
Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC)	Complete		<p>Confirmation pending for LEED Silver rating for newly constructed HSD ministry building at 125 Wallace Street Nanaimo (L4897)</p> <p>Confirmation of LEED Gold certification is pending for newly constructed Surrey Employment and Income Assistance office at 13650 – 102nd Avenue (L5152)</p>	Any new facilities or major renovations will be constructed to achieve LEED Gold certification.	2008	2010
Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations	Complete		A significant number of the ministry's building portfolio is leased space. Shared Services BC has focused a considerable amount of research and analysis on green lease schedules that are intended to improve performance regarding conservation of energy and water, waste reduction and recycling, and support of green team activities. Schedules that have been drafted and available for use on new leases and lease renewals		2008	No End Date (Continuous)
IT power management						

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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
Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress	90	% of computers shut down automatically outside of regular business hours	In 2008, Shared Services BC obtained software for all government computers which powers down computers outside of regular business hours (unless they cannot be powered down due to critical business needs). This software was set as the standard and was applied to any new workstations acquired in 2009 The ministry refreshed 90% of all workstations. All refreshed workstations met the Shared Services BC standard for power management, which includes Energy Star rating and automatic shut down of computers when not in use	Ensure any new workstations acquired between 2010 – 2012 will have power management software installed The remaining 10% of workstations will be refreshed in 2010	2008	2012
Implement server virtualization	Ongoing/In Progress	0	% of servers have been virtualized since start year indicated	Shared Services BC committed to virtualizing 65% of core government servers over 5 years between 2009 and 2014. No Ministry servers were virtualized in 2009	As a best practice, server virtualization will be considered before any additional servers are added to core government's data warehouse As server leases expire, servers will be virtualized across government. This initiative is led by Shared Services BC	2009	No End Date (Continuous)
Apply auto-sleep settings on computer monitors and CPUs	Ongoing/In Progress	90	% of computers have auto-sleep settings applied	As part of the 2.0 upgrade, workstations had their setting applied so that after 5 minutes of inactivity, workstation CPUs go into sleep mode and each monitor displays a screen saver. After another 5 minutes the monitor goes into sleep mode as well	The remaining 10% of workstations will be refreshed in 2010 and will have their settings set so that their CPUs go into sleep mode and their monitors display a screen saver after 5 minutes of inactivity	2009	2010
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Complete	75	% reduction in printers, copiers and/or fax machines since start year indicated	Multifunction devices installed across the ministry in 2007 and 2008. Redundant stand-alone printers and faxes removed		2008	2009
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	Multifunction devices include auto-sleep feature. Some stand-alone printers and faxes are not equipped with the feature	All new multifunction devices will include an auto-sleep feature	2008	2009
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	90	% of computers are ENERGY STAR rated	The ministry refreshed 90% of all workstations. All refreshed computers and monitors were replaced with ENERGY STAR models as per the Shared Services BC standard for power management, which includes Energy Star ratings	A few workstations that require specialized applications were not replaced during the upgrade. These will be replaced as new versions of the applications (compatible with the newer operating system) become available The remaining 10% of workstations will be refreshed and will meet the Shared Services BC standard for power management	2008	No End Date (Continuous)
Behaviour change program							
Help staff reduce personal energy use through "workstation tune-ups"	Ongoing/In Progress			Executive sent email encouraging all ministry staff to complete workstation tune-up	The ministry will regularly remind staff to conduct "workstation tune-ups"	2009	No End Date (Continuous)
Ask staff to unplug electrical equipment or switch off power bars when not in use	Ongoing/In Progress			Staff seeking information on energy saving in the office were directed to the ministry's Carbon Neutral page on its intranet site	The ministry will regularly remind staff of energy saving tips including unplugging unused equipment	2008	No End Date (Continuous)
Supplies (Paper)							
Paper Type							
Purchase 30% post-consumer recycled paper	Complete			Reduced overall office paper usage by 12.4% in 2009 vs. 2008 and usage of virgin paper (0% recycled content) by 26.8% while increasing the usage of 30% recycled content paper by 3.1%		2007	No End Date (Continuous)

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Purchase 100% post-consumer recycled paper	Complete			Increased the usage of 100% recycled content office paper by almost 200% while reducing overall office paper usage by 12.4% in 2009 vs. 2008.		2007	No End Date (Continuous)
Printer/document settings							
Switch networked printers and photocopiers to automatic double-sided	Complete	75	% of network printers or photocopiers are set to automatic double-sided	Multifunction devices are set to automatic double-siding		2008	2009
Electronic media in place of paper							
Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Complete			As part of the 2.0 Upgrade, the Information Management Branch installed collaborative software (Groove, Communicator and OneNote) on all ministry workstations		2009	2009
Use electronic document library for filing common documents	Complete	100	% of staff who store files on network drives	Network drives are used throughout the ministry		2007	No End Date (Continuous)
Post materials online that were previously printed	Ongoing/In Progress			Online resources was launched for the general public. Online resources is a one-stop source for all policy, procedure and program information for eligibility for the ministry's employment and income assistance programs; Gaming Policy and Enforcement Branch application process for grants and licensing can be completed and submitted online; BC Building and Fire Codes are available on the Building and Safety Standards Branch website; landlords and tenants can apply and pay for residential tenancy dispute resolution online	The ministry is the lead for the Simplification and Integrated Case Management projects, which will develop and implement a new Online Application for Income Assistance called the "Self-Assessment and Application Tool" and a new "Control Panel" for ministry staff to monitor and assign these online applications; Gaming and Policy Enforcement Branch applications will move fully online	2008	No End Date (Continuous)
Switch to an electronic payroll notification system in place of paper pay stubs	Complete	99	% staff who access pay stubs through ESS	Complete prior to 2009		2006	2009
Behaviour change program							
Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress			Information security team delivered training sessions across the province	Via emails and newsletters, ministry staff will be reminded to access government's Learning Services training on collaborative software	2008	No End Date (Continuous)
Other Paper Supplies Actions							
Online Policy Acceptance Tool	Ongoing/In Progress			Introduced an online Policy Acceptance Tool for staff to accept selected policies annually	Policy Acceptance Tool to be expanded to other policies that staff need to be informed of and accept	2009	No End Date (Continuous)
Business Travel							
Virtual meeting technology							
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Ongoing/In Progress	90	% of computers have web-conferencing software installed	The ministry refreshed 90% of all workstations. All refreshed workstations include web-conferencing software	The remaining 10% of workstations will be refreshed	2009	2010
Make desktop web-cameras available to staff	Complete	10	% of staff have access to a desktop web-camera	All refreshed laptops include a web-camera. Regular desktops were not installed with web-cameras		2008	2009
Install video-conferencing units in meeting rooms or provide mobile video-conferencing units	Complete	50	% of meeting rooms have access to video-conferencing equipment	The ministry installed 15 Roundtable video-conferencing devices		2008	2009

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Behaviour change program							
Train staff in web-conferencing	Ongoing/In Progress	20	% of staff trained are in web-conferencing	Training material and communication are published on the ministry intranet site. Information security team delivered training sessions across the province. Percentage of staff training is an estimate	Training for web-conferencing will continue to be available on the ministry intranet site. Staff will be informed of the government's Learning Services web conferencing training sessions via email and newsletter reminders	2009	2010
Train staff in video-conferencing or provide technical support for video-conferencing set-up	Complete	90	% of staff are trained in video-conferencing or have access to technical support	LiveMeeting and Roundtable training and communication is published on the ministry intranet site. Technical support is available upon request. Percentage of staff trained is an estimate		2009	2010
Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress			Staff implemented innovative solutions to work around travel restrictions. Solutions included hosting meetings via LiveMeeting, conference calls and RoundTable	The ministry will continue to encourage and, where appropriate, require the use of web-conferencing tools (e.g. LiveMeeting, video-conferencing, conference calls, etc.). Information on virtual events will be made available via government websites and emails and ministry emails, policy, and intranet	2009	No End Date (Continuous)
Other Business Travel Actions							
Business Travel Reduction	Complete	65	% Reduction in business travel	Exceeded government expectations to reduce travel by encouraging the use of virtual attendance (Live Meeting, conference calls) as well as limiting travel to essential business		2009	2009

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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
Education, Awareness, and Engagement						
Team-building						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	Ongoing/In Progress		The ministry supported a ministry Green Team	The ministry Green Team is fully supported by the ministry executive and will be implementing green projects throughout 2010 and beyond	2007	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress		Employed coop student as Carbon Neutral and Wellness Planner	Sustainability is a priority of the ministry Executive team, where possible, supervisors will be encouraged to allow staff to participate in ministry green activities and programs	2009	No End Date (Continuous)
Providing behaviour change education/training to teams (e.g., community-based social marketing)	Ongoing/In Progress		The ministry has included education and information on the ministry's Healthy Workplace intranet site and a guest speaker presented information on how staff can find out which companies practices corporate responsibility, which includes environmental sustainability	The ministry will continue to support education and training through the use of its intranet site, guest speakers and other public education tools	2008	No End Date (Continuous)
Staff awareness/education						
Provide education to staff about the conservation of water, energy, and raw materials	Ongoing/In Progress		The ministry made information available about the conservation of water, energy, and raw materials on the ministry's Carbon Neutral intranet site	The ministry will continue to support enhancing staff awareness through the use of its intranet site and other public education tools	2008	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress		The ministry has included information on green tips on the ministry's Carbon Neutral and Healthy Workplace intranet sites; green tips were included in the ministry's HR newsletter	The ministry will continue to support enhancing staff awareness through the use of its intranet site and other public education tools	2008	No End Date (Continuous)
Client/public awareness/education						
Provide education to clients/public about the science of climate change	Ongoing/In Progress		Ministry staff and the ministry website direct clients and the public to information on the LiveSmart BC website	Ministry staff and the ministry website will continue to refer to information available on LiveSmart BC website	2008	No End Date (Continuous)
Provide education to clients/public about the conservation of water, energy, and raw materials	Ongoing/In Progress		The ministry directs clients and the public to information on the LiveSmart BC website	Ministry staff and the ministry website will continue to refer to information available on LiveSmart BC website	2008	No End Date (Continuous)
Other Education, Awareness, and Engagement Actions						
Employee-maintained rooftop patio at the headquarters building	Complete		The ministry's Victoria headquarters Belmont building opened roof top patio		2008	No End Date (Continuous)
GreenMeGreenBC	Complete	54	HSD Teams participated across the province	The ministry maintained GreenMeGreenBC, which is an interactive education tool, designed to support employees in improving workplace, personal and environmental health and wellness	2008	2010
Other Sustainability Actions						
Water conservation						
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Complete		Shared Services BC's Technical Standards require water efficient fixtures when new developments and major tenant improvements are undertaken in owned government facilities			No End Date (Continuous)

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Put in place a potable water management strategy to reduce potable water demand of building-level uses such as cooling tower equipment, toilet fixtures, etc. and landscape features	Complete		Potable water management by Shared Services BC is done on a case by case basis to meet both customer programming needs and required codes and standards			No End Date (Continuous)
Introduce a storm water management landscape strategy (e.g., vegetated roofs, permeable paving, rain gardens, bioswales)	Complete		Storm water management is considered on a case by case basis when determining the building site and systems design from a whole buildings perspective. Shared Services BC's Technical Standards require the consideration of indigenous plants and other water reduction strategies where appropriate			No End Date (Continuous)
Waste reduction/diversion						
Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Complete		Shared Services BC lead the development of a solid waste reduction program in 2009. Buy in to the program is at the discretion of ministry customers			No End Date (Continuous)
Implement a hazardous waste reduction and disposal strategy	Complete		Hazardous waste reduction and disposal is managed by Shared Services BC in accordance with strict laws and regulations			No End Date (Continuous)
Procurement (non-paper supplies)						
Establish green standards for goods that are replaced infrequently and/or may require capital funds to purchase (e.g., office furniture, carpeting, etc.)	In Development			Shared Services BC will investigate an enhanced green strategy for space tenant improvements under its Climate Action Program		
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	Complete		In 2009, Shared Services BC's outsource service contractor for property management - Workplace Solutions Inc, issued a new janitorial contract that specified the usage of Green Seal and/or Ecologo products. Performance is audited by Workplace Solutions Inc		2004	No End Date (Continuous)
Building construction, renovation, and leasing						
Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities	Complete		Under it's Master Services Agreement with Workplace Solutions Inc, Shared Services BC requires that 80% of waste be diverted from landfills on projects over \$80k in the Lower Mainland and Southern Vancouver Island where diversion facilities are available			No End Date (Continuous)
Incorporate lifecycle costing into new construction or renovations	Complete		Shared Services BC's Technical Standards are based on lifecycle costing. All major projects where the Technical Standards are applied (e.g. major tenant improvements and new construction) have been considered under a lifecycle costing model			No End Date (Continuous)
Indoor air quality						
Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.)	Complete		As part of the government-wide Occupational Safety and Health program, the ministry scent-free signs posted in offices across the province		2008	2009
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Complete		Shared Services BC's Technical Standards include consideration for reducing volatile organic compounds (VOCs). Also, VOCs have been considered for all projects where LEED certification has been pursued (see section "Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)")			No End Date (Continuous)
Commuting to and from home						

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Introduce telework/work from home policy	Ongoing/In Progress			<p>In 2009, the ministry completed a pilot project with Facilities and Workplace solution unit to implement a "hoteling" work model. This project reduced the floor spaced used by this unit by 50%</p> <p>Shared Services BC conducted a study on the potential for and implications of a significant and mandated teleworking strategy. While more research is needed, while environmental impacts associated with transportation to and from work were assumed to be reduced, the potential net reduction in carbon emissions was inconclusive, as was the impact on the quality of program delivery to the public by various ministry customers</p>	In 2010, the ministry will expand the "hoteling" program to other work units where practical	2009	No End Date (Continuous)
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress			<p>Encouraged ministry staff across the province to participate in the Green Streets Commuter Challenge and Bike to Work Week; ministry staff in Victoria were encouraged to participate in Healthy Commute Week; supervisors were forwarded a link to the "Green is in Season" on the @Work website and encouraged to communicate alternative travel options with staff; an email was sent from the Deputy Minister encouraging staff to use alternative forms of transportation to and from work</p>	The ministry will continue to support and encourage staff across the province to participate in Bike to Work Week and other commuter challenges ; the ministry will provide information on alternative modes of traveling to work on LiveSmartBC and via emails	2008	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Ongoing/In Progress	22	% occupied buildings have shower and/or locker facilities	<p>Shower and locker facilities available at some offices</p> <p>Although not a requirement, the provision of showers and bike locking facilities is a consideration of providing accommodations to ministry customers by Shared Services BC</p>	Shower and locker facilities may be added to some buildings as facilities are upgraded. Adding shower and locker facilities are dependant on Shared Services BC and landlord approval		No End Date (Continuous)
Provide secure bicycle storage	Ongoing/In Progress			<p>Secure bicycle storage facilities are provided at some offices across the province</p> <p>Although not a requirement, the provision of bike storage is a consideration of providing accommodations to ministry customers by Shared Services BC</p>	Secure bicycle storage facilities may be added to some buildings as facilities are upgraded. Adding secure bicycle storage is dependant on Shared Services BC and landlord approval		No End Date (Continuous)