# Ministry of Labour, Citizens' Services and Open Government - 2011 Carbon Neutral Action Report

## 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 12/31/11) | Performance to Date (as of 12/31/11) | | Steps Taken in 2011 | Steps Planned for 2012 -2014 | 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 | | | No new vehicles purchased in 2011. | Review ministry fleet budget, plan for replacements where possible. | 2008 | No End Date (Continuous) |
| Perform regular fleet maintenance specifically to improve fuel-efficiency | Ongoing/In Progress | 100 | % of vehicles are subject to regular maintenance for fuel efficiency | Ongoing and subject to existing operational standards. | Ongoing and subject to existing operational standards. | 2007 | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Provide fleet driver training to reduce fuel use | Ongoing/In Progress | | | All staff have access to DriveSmart BC and the Easy Green Drivers Guide. | Maintain DriveSmart BC and the Easy Green Drivers Guide on the Where Green Ideas Work website, a site managed and maintained by the Ministry. | 2007 | No End Date (Continuous) |
| Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages) | Ongoing/In Progress | | | Idle Reduction guideline reissued in 2011. Memorandum and sticker sent with annual insurance renewal to each fleet operator. Idle Free toolkit webpage updated to include guidelines - communicated through Client Services. | Province-wide Idle Reduction Regulation will be enacted. | 2010 | No End Date (Continuous) |
| Encourage carpooling in fleet vehicles | Ongoing/In Progress | | | All staff have access to Easy Green Drivers Guide that promotes car pooling. Ministry Green Team webpage links to EG Driving. | All staff have access to Easy Green Drivers Guide that promotes car pooling. Ministry Green Team webpage links to EG Driving. | 2007 | No End Date (Continuous) |
| Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking) | Ongoing/In Progress | | | Two LCITZ-occupied buildings maintain alternative travel options. At 3350 Douglas Street, free bus tickets are available for staff to travel to meetings. At 4000 Seymour Place, two bicycles are maintained and available for staff to travel to meetings. | The alternative travel programs (bus tickets and spare bikes) will continue into the foreseeable future. | 2009 | No End Date (Continuous) |
| **Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)** | | | | | | | |
| **Planning/management** | | | | | | | |
| Reduce office space (square meters) per employee | Ongoing/In Progress | | | The Annual Space Planning Process continued in 2011. Opportunities were identified in 4000 Seymour Place (Victoria) to expand the Leading Workplace Strategies Project from the 4th floor to the 2nd and 3rd floors. | As of Spring 2012, renovations to implement Leading Workplace Strategies on the 2nd and 3rd floors of 4000 Seymour Place (Victoria) are in progress, and the original baseline density of 14.6um2 has gone down to 11.4um2 per person. Overall, there is a 32% FTE uptake of LWS in that building. | 2010 | 2012 |
| **IT power management** | | | | | | | |
| Implement server virtualization | Ongoing/In Progress | | | Shared Services BC committed to virtualizing 65% of core government servers over 5 years between 2009 and 2014. As part of this initiative, a number of Ministry servers were virtualized in 2011. | As a best practice, server virtualization will be considered before any additional servers are added core government's data warehouse. | 2009 | No End Date (Continuous) |
| Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices | Ongoing/In Progress | | | Efforts to remove or replace multiple personal printers with multi-function devices (MFDs) are ongoing. | MFDs are recommended as best practice in place of personal printers. | 2008 | No End Date (Continuous) |

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| Action | Status (as of 12/31/11) | Performance to Date (as of 12/31/11) | | Steps Taken in 2011 | Steps Planned for 2012 -2014 | Start Year | End Year |
|---|---|---|---|---|---|---|---|
| Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices | Ongoing/In Progress | | | Auto-sleep settings are applied to MFDs, but due to number and diversity of other stand-alone peripheral devices, no formal auto-sleep standard has been established. | Low auto-sleep settings for MFDs will remain the standard moving forward. | 2009 | No End Date (Continuous) |
| **Appliances and electronic devices** | | | | | | | |
| Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases | Ongoing/In Progress | | | A Corporate Supply Agreement (CSA) SSBC negotiated on behalf of core government was renewed. It facilitates the purchase of energy efficient refrigerators. | Moving forward, SSBC will maintain the refrigerator CSA (for energy efficient models) on behalf of all Government ministries and agencies. | 2008 | No End Date (Continuous) |
| Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases | Ongoing/In Progress | | | Energy Star appliances are purchased as a best practice standard within the ministry. | Energy Star appliances are purchased as a best practice standard within the ministry. | 2009 | No End Date (Continuous) |
| Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases | Ongoing/In Progress | | | Energy Star appliances are purchased as a best practice standard within the ministry. | Energy Star appliances are purchased as a best practice standard within the ministry. | 2009 | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Help staff reduce personal energy use through "workstation tune-ups" | Ongoing/In Progress | | | The most impactful energy-saving behaviours from the Workstation Tune-up were re-bundled into the Hibernation Challenge in 2010, and the latest Hibernation Challenge ran in December 2011. The Hibernation Challenge (HC) is the defacto annual energy campaign implemented by the Climate Action Secretariat and the Strategic Energy Manager role within Shared Services BC. LCTZ participated heavily in the HC and won third place among the ministries for the most participants. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | | | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| Ask staff to close blinds at end of work day to reduce heating/cooling demands | Ongoing/In Progress | | | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| Provide tips to staff on saving energy in the office while working outside of regular business hours | Ongoing/In Progress | | | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| Encourage use of stairs instead of elevators | Ongoing/In Progress | | | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| Provide reminders for turning off lights (e.g., signs, stickers, messages) | Ongoing/In Progress | | | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | LCTZ will continue to participate in the annual Hibernation Challenge. | 2010 | No End Date (Continuous) |
| **Other Stationary Fuel Combustion, Electricity, and Fugitive Emissions Actions** | | | | | | | |

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| Action | Status (as of 12/31/11) | Performance to Date (as of 12/31/11) | | Steps Taken in 2011 | Steps Planned for 2012 -2014 | Start Year | End Year |
|---|---|---|---|---|---|---|---|
| Power of Ten and Twenty Projects | Ongoing/In Progress | | | Through the Strategic Energy Manager role within SSBC, the Power of Ten Pilot and the Power of Twenty Project were implemented throughout the year. Both projects target existing high-consuming Government Buildings, including LCTZ-occupied facilities: 3350 Douglas and 4000 Seymour in Victoria. Several behavioural campaigns are coordinated throughout the year to focus on specific energy saving actions that relate to plug load, elevators, lights and heating and cooling. The projects are possible through BC Hydro funding and evaluation. BC Hydro estimates the Power of Ten Pilot saved 2.6 GHz of electricity, and the Power of Twenty Project is estimated to save close to 3 GHz. | The Power of Twenty Project is ongoing throughout 2012. The project team will leverage existing energy campaigns like Earth Hour and the Hibernation Challenge to promote energy-saving behaviours by staff members. | 2010 | No End Date (Continuous) |
| Empower Toolkit | Ongoing/In Progress | | | Due to the popularity and success of the Power of Ten and Twenty projects, several cross-government green teams ask to benefit from the learning's of those projects. In response, SSBC lead a stakeholder engagement process in 2011 with cross-ministry facilities staff, WSI, and ministry green teams. Based on four workshops with up to 35 participants each, the Empower Toolkit was developed in 2012. Empower assists green teams in government facilities with saving energy through behavioural campaigns. | In 2012 the Empower Toolkit was developed and made available to all staff on the Government @Work intranet website. Empower contains extensive engagement and promotional guidelines and resources for self-initiated energy campaigns. The resources will continue to be updated and refined moving forward. SSBC has asked that participants contact Environmental Stewardship and Technical Value so that their efforts can be tracked. | 2011 | No End Date (Continuous) |
| **Supplies (Paper)** | | | | | | | |
| **Paper Type** | | | | | | | |
| Purchase 30% post-consumer recycled paper | Ongoing/In Progress | | | Overall, the Ministry's high levels of paper-use and low levels of recycled paper-use is an area of opportunity for carbon neutral reductions. | The Ministry Green Team will consider presenting a business case to executive to adopt aggressive procurement targets similar to those found in the procurement policy of the Ministry of Environment. | 2007 | No End Date (Continuous) |
| Purchase 100% post-consumer recycled paper | Ongoing/In Progress | | | Overall, the Ministry's high levels of paper-use and low levels of recycled paper-use is an area of opportunity for carbon neutral reductions. | The Ministry Green Team will consider presenting a business case to executive to adopt aggressive procurement targets similar to those found in the procurement policy of the Ministry of Environment. | 2007 | No End Date (Continuous) |
| **Electronic media in place of paper** | | | | | | | |
| Post materials online that were previously printed | Ongoing/In Progress | | | Expanded use of Groove and SharePoint sites for posting documents electronically. | Continue to expand use of website technology to make electronic documents available to ministry staff members. | 2007 | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Ongoing/In Progress | | | In partnership with the Public Service agency, SSBC developed one-hour courses to train staff and on and encourage the use of collaboration tools. As well, SSBC maintains the Virtual Trainer Program. | SSBC is committed to maintaining Collaboration Tool support through online tools and the "Virtual Trainer Program". | 2010 | No End Date (Continuous) |
| Encourage staff to hold paperless meetings or presentations (i.e., no handouts) | Ongoing/In Progress | | | Some business units use the tablet-style laptops and projectors to avoid handouts and paper note-taking, but the tablet-style of note-taking is not widespread. | No plans to expand tablet-use at this time. | 2007 | No End Date (Continuous) |
| **Business Travel** | | | | | | | |
| **Policy and budgeting** | | | | | | | |

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| Action | Status (as of 12/31/11) | Performance to Date (as of 12/31/11) | | Steps Taken in 2011 | Steps Planned for 2012 -2014 | Start Year | End Year |
|---|---|---|---|---|---|---|---|
| Create a low-carbon travel policy or travel reduction goal | In Development | | | A low carbon travel policy has been considered by the Ministry during a Sustainable Workplace Assessment (SWAT) facilitated in the fall of 2010. The policy was identified as an important component of an overall sustainable behavioural strategy. The Ministry SWAT results were compiled in 2011 and in a format for presentation to SSBC Executive. | The Ministry's SWAT results may be presented to Ministry SSBC Executive with the recommendation that a low carbon travel policy be developed. | 2010 | 2011 |
| **Virtual meeting technology** | | | | | | | |
| Make desktop web-cameras available to staff | Ongoing/In Progress | | | SSBC provides the means through which Ministry divisions can order web-cameras through the online store, but there is no specific project or policy to ensure web-cameras are made available to all staff. | SSBC will continue to stock web-cameras and the use of LiveMeeting and video conferencing will be encouraged through programs like the Virtual Train-the-trainer service. | 2008 | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Train staff in web-conferencing | Ongoing/In Progress | | | In partnership with Microsoft, SSBC offered government-wide training that involved group training, online coaches and a train-the-trainer "Passport" program that encouraged volunteer trainers to increase their number of trainees and accumulate stamps in the passport style. The passport program has been recently re-branded as the Virtual Train-the-trainer Program. | SSBC is committed to maintaining Collaboration Tool discussion boards and the "Virtual Trainer Program". | 2009 | No End Date (Continuous) |
| Train staff in video-conferencing or provide technical support for video-conferencing set-up | Ongoing/In Progress | | | SSBC maintains a comprehensive videoconferencing service that includes technical support for set-up. | SSBC maintains a comprehensive videoconferencing service that includes technical support for set-up. | 2007 | No End Date (Continuous) |
| Encourage staff to consider virtual attendance/presentation at events where possible | Ongoing/In Progress | | | In general, the Ministry supports the use of LiveMeeting as a viable alternative to business travel. (E.g. Executive Coffee Chats, Ministry-wide and division-wide staff meetings). | The Ministry intends to expand the use of LiveMeeting as a viable alternative to business travel. | 2009 | No End Date (Continuous) |
| Encourage carpooling to meetings | Ongoing/In Progress | | | The Ministry supports carpooling through the Jack Bell Ride Share, and maintains an informal policy to share taxis for local business travel. | A formal Ministry policy to encourage this behaviour would be considered during the develop of a low carbon travel policy, should that policy be developed (see item # 9 above). | 2008 | No End Date (Continuous) |
| Encourage alternative travel to meetings (e.g., bicycles, public transit, walking) | Ongoing/In Progress | | | The Green Team encourages staff to bicycle to meetings during two annual cycling-related initiatives: Bike-to-Work-Week and Target: Green Streets. | The Green Team will continue to encourage staff to bicycle to meetings during two annual cycling-related initiatives: Bike-to-Work-Week and Target: Green Streets. | 2005 | No End Date (Continuous) |

# Ministry of Labour, Citizens' Services and Open Government - 2011 Carbon Neutral Action Report

## 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 12/31/11) | Performance to Date (as of 12/31/11) | | Steps Taken in 2011 | Steps Planned for 2012 -2014 | 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 | 97 | is the number of LCITZ green team members. | The Ministry Green Team continues to grow in strength and numbers. They increased membership from 70 members to 96 in 2011. | The Ministry Green Teams plans to develop a recruitment package to facilitate the expansion of regional membership. | 2007 | No End Date (Continuous) |
| Provide resources and/or dedicated staff to support teams | Ongoing/In Progress | | | The Environmental Stewardship and Technical Value Branch of Shared Services BC successfully re-negotiated BC Hydro's 50% funding of the Strategic Energy Manager position than ends in Aug 2012. The Strategic Energy Manager is 90% dedicated to Green Team activities and leads the Power of Thirty Project. | Renegotiate 50% funding of the Green Team Forum Manager position for another year. | 2008 | 2012 |
| Providing behaviour change education/training to teams (e.g., community-based social marketing) | Ongoing/In Progress | | | The Ministry Green Team organized educational training through the Natural Step program. 9 employees volunteered for the training. | Continue to support behavioural educational opportunities as they arise. | 2007 | No End Date (Continuous) |
| **Awards/Recognition** | | | | | | | |
| Establish a sustainability/green awards or recognition program | Ongoing/In Progress | | | Several Ministry Green Members participated in the Annual Green Team Summit to recognize the efforts of all cross government green teams. | The Ministry Green Members will continue to participate in the Annual Green Team Summit organized the Climate Action Secretariat from the Ministry of Environment. | 2008 | No End Date (Continuous) |
| **Staff Professional Development** | | | | | | | |
| Support green professional development (e.g., workshops, conferences, training) | Ongoing/In Progress | | | LCTZ supports numerous workshops related to wide range of sustainability topics. These workshops cover all the major carbon neutral categories: facilities, fleet, travel and procurement. Last year there were at least 20 courses available to all staff. Some examples include DriveSmart training, the Sustainable Workplace Assessment Tool sessions, and many courses on LEED certifications. | LCTZ will continue to support professional development and provide numerous opportunities for staff to enrol in workshops and training. | Started before 1995 | No End Date (Continuous) |
| Include green options in employee performance measurement system | Ongoing/In Progress | | | There are isolated examples of Green Team members adding green goals in their performance planning and reviews, but the practice is not widespread. | No plans to expand of the practice of green goals in performance planning and reviews. | 2008 | No End Date (Continuous) |
| **Staff awareness/education** | | | | | | | |
| Provide education to staff about the science of climate change | Ongoing/In Progress | | | Maintained climate change information on the Where Green Ideas Website, an intranet site managed by LCTZ. | Review current climate change information on the Where Green Ideas Website, an intranet site managed by Citizens' Services. Update the content where necessary. | 2007 | No End Date (Continuous) |
| Provide education to staff about the conservation of water, energy, and raw materials | Ongoing/In Progress | | | The Ministry promoted international Earth Day with booths in three buildings that distributed information about the suggested topics. | The Ministry GT has an approved budget from executive to continue to support international Earth Day. | 2008 | No End Date (Continuous) |
| Provide green tips on staff website or in newsletters | Ongoing/In Progress | | | The Ministry Green Team maintains seven Easy Green Guides on the intranet site - Where Green Ideas Work. The Guides contain over 100 green tips. | Review Easy Green Guides and update where necessary. | 2009 | No End Date (Continuous) |

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| Action | Status (as of 12/31/11) | Performance to Date (as of 12/31/11) | Steps Taken in 2011 | Steps Planned for 2012 -2014 | Start Year | End Year |
|---|---|---|---|---|---|---|
| **Client/public awareness/education** | | | | | | |
| Provide education to clients/public about the science of climate change | Ongoing/In Progress | | The Ministry Green Team maintained a sustainability newsletter throughout the year. The Green Team Newsletter contains global climate change information and local examples of sustainability initiatives. | The Ministry is committed to publishing climate change and sustainability articles in the Green Team Newsletter. | 2010 | No End Date (Continuous) |
| Provide education to clients/public about the conservation of water, energy, and raw materials | Ongoing/In Progress | | Conservation topics appeared in the Green Team Newsletter. | Conservation topics to appear in the Green Team Newsletter. | 2010 | No End Date (Continuous) |
| Provide green tips on client/public website or in newsletters | Ongoing/In Progress | | Green tips to appear in the Green Team Newsletter as well as the extensive Easy Green Guides currently available on the Where Green Ideas Website. | Green tips to appear in the Green Team Newsletter as well as the extensive Easy Green Guides currently available on the Where Green Ideas Website. | 2008 | No End Date (Continuous) |
| **Other Sustainability Actions** | | | | | | |
| **Indoor air quality** | | | | | | |
| Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.) | Ongoing/In Progress | | Most ministry facilities have new-staff orientation booklets to promote scent-free environments. As well, the concept of a scent-free workplace is promoted and required by WorkSafeBC and the Occupational Health and Safety Regulation. | No further actions necessary beyond maintaining the existing standard. | 2000 | No End Date (Continuous) |
| **Commuting to and from home** | | | | | | |
| Introduce telework/work from home policy | Ongoing/In Progress | | Teleworking is regularly practiced by many business units, although tracking and measurement is not mandatory. To date, the Ministry has not initiated a formalized project to institute teleworking on a wide scale, but the Ministry has plans to initiate a pilot in 2011. | Though specific targets have not been set or approved at the date of this report, teleworking is widely regarded in the ministry as a key aspect of SSBC Leading Workplace Strategies, and will contribute significantly to the ministry's overall sustainable efforts. | 2007 | No End Date (Continuous) |
| Encourage commuting by foot, bicycle, carpool or public transit | Ongoing/In Progress | | The Ministry participated in several "alternate travel" initiatives in 2011 including Bike To Work Week, Target Green Streets, and Low Carbon Transportation options. The initiatives were run or assisted by ministry green team members. | Green Teams to organize ministry participation in Bike To Work Week and Target: Green Streets. | 2007 | No End Date (Continuous) |
| Provide shower or locker facilities for staff/students who commute by foot or by bicycle | Ongoing/In Progress | | 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. | No further SSBC action planned beyond consideration of Ministry requests for enhanced foot and cycling facilities. | 2007 | No End Date (Continuous) |
| Provide secure bicycle storage | Ongoing/In Progress | | Bike locking facilities that are requested by our ministry will be reasonably considered by Shared Services where they can be provided. | No further SSBC action planned beyond consideration of Ministry requests for secure bicycle storage. | 2007 | No End Date (Continuous) |