# Ministry of Social Development - 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 | 77 | % of vehicles are fuel- efficient models | Underutilized vehicles were disposed of at lease expiry. Total fleet has reduced and percentage of hybrid and fuel-efficient vehicles increased by 10%. Leases on 18 non-hybrid vehicles expired in 2011; capital dollars were unavailable to lease new hybrid vehicles. As a result, these 18 vehicles were purchased by the ministry. | All non-hybrid vehicles are owned by the ministry. Any new vehicles purchased or leased will be hybrids as capital dollars allow. | 2007 | 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 | The ministry undertakes scheduled maintenance on fleet vehicles based on vehicle mileage and maintenance requirements as per PHH Vehicle Management Services. | Continue to ensure regular maintenance schedules are followed. | Started before 1995 | 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. | The ministry will continue to support government's anti-idling policies through the intranet site. | 2008 | No End Date (Continuous) |
| Encourage carpooling in fleet vehicles | Ongoing/In Progress | | | Ministry staff are encouraged to use log books and to carpool whenever possible. | The ministry will continue to encourage fleet carpooling. | 2008 | No End Date (Continuous) |
| Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking) | Ongoing/In Progress | | | Supervisors encourage staff to use alternate means of travel. | The ministry will continue to encourage alternate means of travel. | 2008 | No End Date (Continuous) |
| **Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)** | | | | | | | |
| **Planning/management** | | | | | | | |
| Reduce office space (square meters) per employee | Ongoing/In Progress | 29 | is the current average rentable square meters per employee | Space rationalization continues to strategically leverage opportunities to divest leases when renewal is considered and when appropriate. | Space rationalization will continue to strategically leverage opportunities to divest leases when renewal is considered and when appropriate. Leading Workforce Strategy will be piloted with 150 FTEs in the Management Services Division in 2012. Lessons learned will inform a ministry-wide strategy. | 2009 | No End Date (Continuous) |
| **IT power management** | | | | | | | |
| Implement server virtualization | Ongoing/In Progress | 33 | % of servers have been virtualized since start year indicated | 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. | The ministry will continue to support Shared Services BC in virtualizing servers as leases expire. | 2009 | No End Date (Continuous) |
| Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices | Ongoing/In Progress | 80 | % of devices have auto-sleep settings applied | 5% increase in number of multifunction devices with auto-sleep feature from 2010/11. Some stand-alone printers and faxes are not equipped with the feature. | All new multifunction devices will include an auto-sleep feature. New multifunction devices will be energy efficient. | | 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 | | | All appliances are procured according to central government procurement policies. | The ministry will continue to adhere to the corporate procurement policies. | | 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 |
|---|---|---|---|---|---|---|---|
| Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases | Ongoing/In Progress | | | All appliances are procured according to central government procurement policies. | The ministry will continue to adhere to the corporate procurement policies. | | 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 | | | All electronic devices are procured according to central government procurement policies. | The ministry will continue to adhere to the corporate procurement policies. | | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Help staff reduce personal energy use through "workstation tune-ups" | Ongoing/In Progress | | | The ministry maintains links from its intranet site to 'Where Green Ideas Work". | The ministry will maintain links from its intranet site to 'Where Green Ideas Work". The ministry will consider a 'one desk at a time' pilot to encourage targeted behaviour changes, including workstation tune-ups. | | No End Date (Continuous) |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | 15 | % of current staff participated in the Hibernation Challenge | The ministry participated in the challenge by engaging all staff in 100+ offices through a variety of communication techniques, including a series of informative, humorous posters, one of which focused on reducing plug load and another reminded staff to turn off monitors. | The ministry will continue to support and participate in Climate Action Secretariat government initiatives. The ministry will consider a 'one desk at a time' pilot to encourage targeted behaviour changes, including reducing plug loads. | | No End Date (Continuous) |
| Ask staff to close blinds at end of work day to reduce heating/cooling demands | Ongoing/In Progress | 15 | % of current staff participated in the Hibernation Challenge | The ministry participated in the challenge by engaging all staff in 100+ offices through a variety of communication techniques, including a series of informative, humorous posters, one of which focused on closing blinds. | The ministry will continue to support and participate in Climate Action Secretariat government initiatives. The ministry will consider a 'one desk at a time' pilot to encourage targeted behaviour changes, including closing blinds. | | No End Date (Continuous) |
| Provide tips to staff on saving energy in the office while working outside of regular business hours | Ongoing/In Progress | 15 | % of current staff participated in the Hibernation Challenge | The ministry participated in the challenge by engaging all staff in 100+ offices and provided them with tips on closing window blinds, turning off monitors, reducing plug load. The ministry Green Team website provided links to a variety of resources, which offer tips on saving energy while at work. | The ministry will continue to support and participate in Climate Action Secretariat government initiatives and to provide access to resources via the ministry intranet. | | No End Date (Continuous) |
| Encourage use of stairs instead of elevators | Ongoing/In Progress | 15 | % of current staff participated in the Hibernation Challenge | The ministry participated in the challenge by engaging all staff in 100+ offices through a variety of communication techniques, including a series of informative, humorous posters, one of which focused on taking the stairs. | The ministry will continue to support and participate in Climate Action Secretariat government initiatives. | | No End Date (Continuous) |
| Provide reminders for turning off lights (e.g., signs, stickers, messages) | Ongoing/In Progress | 15 | % of current staff participated in the Hibernation Challenge | Many offices have stickers by light switches reminding staff to turn off lights. | Ministry Green Team will look into providing BC Hydro stickers to offices; the ministry will continue to support and participate in Climate Action Secretariat government initiatives. | | No End Date (Continuous) |
| **Other Stationary Fuel Combustion, Electricity, and Fugitive Emissions Actions** | | | | | | | |
| Encourage staff to wear sweaters during winter months | Ongoing/In Progress | | | As part of the Hibernation Challenge, the ministry Green Team, supported by the Deputy Minister, planned an Ugly Sweater Day. | The ministry will hold an annual Sweater Day and provide information to staff about energy savings during the winter. | 2011 | No End Date (Continuous) |
| Reduce ministry heating and lighting requirements | In Development | | | Discussed a project with SSBC and WSI where the ministry would adjust HVAC and lighting schedules in offices to match staff office occupancy schedules, thereby reducing energy requirements; SSBC developed a template. | Plan and implement a pilot project with selected ministry offices to reduce energy consumption by adjusting HVAC and lighting schedules. Reduce office space occupancy through space rationalization and implementation of the ministry's Leading Workforce Strategy. | 2011 | 2013 |
| **Supplies (Paper)** | | | | | | | |
| **Paper Type** | | | | | | | |

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|---|---|---|---|---|---|---|---|
| Purchase 30% post-consumer recycled paper | Ongoing/In Progress | 20 | % of total paper purchased contains 30% recycled content | The ministry continued to encourage the purchase of paper with recycled content. Increased budget pressures created challenges with the goal of purchasing more paper with recycled content, as both 30% and 100% are more costly than virgin paper (0% recycled content). In 2011, the per cent of 30% recycled content paper purchased decreased by 19% and the percentage of 100% recycled contact increased modestly by 4% (20% to 24%), which meant the ministry overall purchased 7% more virgin paper in 2011. | Ministry will continue to encourage the purchase of paper with recycled content, while working within the constraints of budget pressures. A project targeted at reducing paper consumption will be investigated. | | No End Date (Continuous) |
| Purchase 100% post-consumer recycled paper | Ongoing/In Progress | 24 | % of total paper purchased contains 100% recycled content | The ministry continued to encourage the purchase of paper with recycled content. Increased budget pressures created challenges with the goal of purchasing more paper with recycled content, as both 30% and 100% are more costly than virgin paper (0% recycled content). In 2011, the per cent of 30% recycled content paper purchased decreased by 19% and the percentage of 100% recycled contact increased modestly by 4% (20% to 24%), which meant the ministry overall purchased 7% more virgin paper in 2011. | Ministry will continue to encourage the purchase of paper with recycled content, while working within the constraints of budget pressures. A project targeted at reducing paper consumption will be investigated. | | No End Date (Continuous) |
| **Printer/document settings** | | | | | | | |
| Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.) | Completed in 2011 | | | Default margins on ministry templates were reduced. | | 2011 | 2011 |
| **Electronic media in place of paper** | | | | | | | |
| Use electronic document library for filing common documents | Ongoing/In Progress | | | The ministry's Correspondence Unit investigated the use of an electronic document library. All ministry SharePoint 2003 sites were reviewed and, if a continued value was identified, the site was migrated to SharePoint 2010. The ministry expanded the use of SharePoint 2010 to develop and store common documents. Network drives are widely used. | Ministry will continue to support and encourage use of electronic storing, development and collaboration of documents. The Correspondence Unit will implement an electronic library. | | No End Date (Continuous) |
| Post materials online that were previously printed | Ongoing/In Progress | | | A new tool has moved the development and approval of communication documents to a fully electronic process. Some client forms can now be completed and submitted electronically. 42 ministry publications were moved online. Correspondence with the public moved to email distribution. Mass written communications with clients are included on income assistance stubs, instead of sending additional letters. The staff newsletter is now fully electronic and shortened significantly. | Ministry will launch eApprovals, a paperless tool that will move the development and approval of briefing notes, correspondence, cabinet and Treasury Board submissions and other documents to a fully electronic process. The ministry will continue to seek opportunities to reduce paper usage. | | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |
| Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Ongoing/In Progress | | | Ministry staff are directed to the Public Service Agency's Learning Center for web-based training on collaborative software. | Ministry will continue to be directed to the Public Service Agency's Learning Center for training on collaborative software. | 2010 | No End Date (Continuous) |
| **Business Travel** | | | | | | | |
| **Virtual meeting technology** | | | | | | | |
| Make desktop web-cameras available to staff | Ongoing/In Progress | 100 | % of staff have access to a desktop web-camera | Shared Services BC, MLCSOG, has published a direct purchase policy, defining acceptable web-camera devices and allowing offices to purchase these inexpensive devices independently. | Continue support of the direct purchase policy. | | No End Date (Continuous) |
| **Behaviour change program** | | | | | | | |

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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 |
|---|---|---|---|---|---|---|---|
| Train staff in web-conferencing | Ongoing/In Progress | | | Ministry staff are directed to the Public Service Agency's Learning Center for online training in web-conferencing. | The ministry will continue to encourage staff to obtain web-conferencing training through resources available from the Public Service Agency's Learning Center. | 2009 | No End Date (Continuous) |
| Encourage staff to consider virtual attendance/presentation at events where possible | Ongoing/In Progress | 7 | % reduction in emissions from business travel | Since 2008, the ministry has reduced emissions from business travel by 62%. The ministry continued to encourage the use of and ministry executive regularly used virtual attendance/presentation tools (e.g. LiveMeeting, video-conferencing, conference calls, etc.). Information on virtual events continue to be made available via government websites and emails and ministry emails, policy, and intranet. Web-conferencing rooms and meeting rooms with roundtables are available to staff. All staff have access to LiveMeeting and conference call systems. | The ministry will continue to encourage and, where appropriate, require the use of virtual meetings (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. The Leading Workforce Strategy will support staff in virtual meeting attendance. | 2009 | No End Date (Continuous) |
| Encourage carpooling to meetings | Ongoing/In Progress | 7 | % reduction in emissions from business travel | As part of ministry standard practice employees are encouraged to carpool to meetings. This behaviour is generally adopted across the ministry and requires few reminders. | The ministry will continue to encourage carpooling to meetings. | | No End Date (Continuous) |
| Encourage alternative travel to meetings (e.g., bicycles, public transit, walking) | Ongoing/In Progress | 7 | % reduction in emissions from business travel | As part of ministry standard practice employees are encouraged to find alternative travel arrangements to meetings, when appropriate. This behaviour is generally adopted across the ministry and requires few reminders. Virtual meeting attendance is the preferred process. Ministry travel policy requires any out-of-town travel to include two or more meetings. | The ministry will continue to encourage staff to find alternative travel arrangements to meetings and to require two or more meetings for out-of-town travel. Virtual meeting attendance will remain the preferred process. | | No End Date (Continuous) |

# Ministry of Social Development - 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 | 156 | Membership of ministry Green Team | The ministry centralized Green Team coordination. The Green Team held a recruitment drive to encourage one person from each office to participate; the target of the drive was to recruit 100 people and over 150 people volunteered. Executive and senior management support was critical to the success of this initiative. The Green Team has an Executive sponsor who sits at the Executive table. | Continue Green Team activity with demonstrated Executive and senior management participation and support through communications, pictures and actions. | 2010 | No End Date (Continuous) |
| Provide resources and/or dedicated staff to support teams | Ongoing/In Progress | 6 | Membership of ministry Green Team Steering Committee | Green Team activities are coordinated by dedicated staff that make up the Green Team Steering Committee. Facilities, communications and corporate planning make up the core activities of this committee. | Maintain the Green Team Steering Committee. Rotate responsibilities to provide staff with career development opportunities. | 2010 | No End Date (Continuous) |
| Providing behaviour change education/training to teams (e.g., community-based social marketing) | In Development | | | An education sub-committee has been established and is developing a plan to implement across the ministry. | Review, implement and maintain the plan developed by the education sub-committee. | 2011 | No End Date (Continuous) |
| **Staff Professional Development** | | | | | | | |
| Support green professional development (e.g., workshops, conferences, training) | Ongoing/In Progress | | | Staff attended the Green Team summit in Victoria; the ministry Green Team Steering Committee mentored staff participating in Green Team initiatives and activities. | Opportunities for development will continue to be supported and the ministry will consider incorporating green training into existing courses. | 2011 | No End Date (Continuous) |
| **Staff awareness/education** | | | | | | | |
| Provide education to staff about the science of climate change | Ongoing/In Progress | | | An education sub-committee has been established and is developing a plan to implement across the ministry; the ministry will continue to support enhancing staff awareness through the use of its intranet site. | Review, implement and maintain the plan developed by the Green Team education sub-committee; 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 education to staff about the conservation of water, energy, and raw materials | Ongoing/In Progress | | | An education sub-committee has been established and is developing a plan to implement across the ministry; the ministry will continue to support enhancing staff awareness through the use of its intranet site and its newsletter. | Review, implement and maintain the plan developed by the Green Team education sub-committee; 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 | | | Ministry Green Team initiated a quarterly newsletter; each newsletter focuses on one topic providing information, education and suggestions for action. | Continue the ministry's quarterly newsletter. | 2011 | No End Date (Continuous) |
| **Other Education, Awareness, and Engagement Actions** | | | | | | | |
| Participation in Climate Action Secretariat initiatives | Ongoing/In Progress | | | The ministry participated in all initiatives planned and coordinated by the Climate Action Secretariat; despite high workload levels, participation increased at least fivefold from last year. | The ministry will continue to support and engage ministry staff across the province in initiatives planned and coordinated by the Climate Action Secretariat. | 2009 | No End Date (Continuous) |
| **Other Sustainability Actions** | | | | | | | |
| **Indoor air quality** | | | | | | | |

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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 |
|---|---|---|---|---|---|---|---|
| Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.) | Ongoing/In Progress | | | Notices and stickers are placed throughout buildings in the ministry to inform staff of the ministry's scent-free policy. | The ministry will continue to remind staff of its scent-free policy through the use of notices and stickers. | | No End Date (Continuous) |
| **Commuting to and from home** | | | | | | | |
| Introduce telework/work from home policy | In Development | | | In line with the Technology and Transformation Plan, the ministry initiated a Leading Workplace Strategy pilot in the Management Services Division. | The ministry will implement a Leading Workplace Strategy pilot in the Management Services Division (150 FTEs). | 2011 | 2012 |
| Offer staff a compressed work week | Ongoing/In Progress | | | The ministry offers staff the option of a compressed work week where appropriate. | The ministry will continue to offer staff the option of a compressed work week where appropriate. | 2009 | No End Date (Continuous) |
| Encourage commuting by foot, bicycle, carpool or public transit | Ongoing/In Progress | 5 | % Ministry participation in Target: Green Streets | The ministry supported Bike to Work Week; ministry participation in Target: Green Streets grew fivefold; the ministry continued to provide information on alternative commuting choices by referencing LiveSmartBC. | 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 continue to provide information on alternative commuting choices by referencing LiveSmartBC and by providing information in emails. | 2008 | No End Date (Continuous) |
| Provide shower or locker facilities for staff/students who commute by foot or by bicycle | Ongoing/In Progress | | | Shower and locker facilities are available at some offices. 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. | 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 | | | Secure bicycle storage facilities are provided at some offices across the province. Although not a requirement, the provision of bike storage is a consideration of providing accommodations to ministry customers by Shared Services BC. | 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) |
| **Other Sustainability Actions** | | | | | | | |
| Non-confidential paper recycling | Completed in 2011 | 12 | Additional offices with non-confidential paper recycling. | Worked with SSBC and WSI to bring non-confidential paper recycling to 12 regional offices that did not have this service in the past. | | 2011 | 2011 |
| Green Team is looking into a composting program for ministry offices in the Capital Regional District. | In Development | | | The Capital Regional District may require kitchen waste to be diverted from the garbage by 2013 and the ministry Green Team is looking into cost-effective options. | The ministry Green Team will maintain communications with SSBC, WSI and the ministry facilities team to discuss composting options and to monitor Capital Regional District decisions and programs. | 2011 | 2013 |