

Carbon Neutral Action Report BC Liquor Distribution Branch

Executive Summary

The BC Liquor Distribution Branch (LDB) has a long history of implementing successful environmental programs.

For over 30 years, the LDB has been the leader of sustainable retailing in British Columbia. In the 1970s, the LDB introduced its Return-to-Retail program in all government liquor stores. Shortly after, this program was followed with full in-store recycling programs. Today, the LDB is looking at and implementing leading edge energy reduction programs in all operational areas – corporate, distribution, and retail stores. The LDB is confident that by building on its existing programs and introducing new and more innovative ones, it can not only achieve the Government's goals for Greenhouse Gas (GHG) reduction but continue to set high standards in retail operations for sustainable initiatives.

In January 2008, the LDB reinforced its long term commitment to sustainable retail practice by creating the position of Manager of Environmental Initiatives to provide a centralized focus and expertise in sustainable related matters. The LDB also established a Climate Action Team (CAT). The fourteen members of CAT represent all core operational areas of the LDB. They are responsible for advising the Manager, Environmental Initiatives about concepts and ideas that support the LDB and government's goals of GHG reduction. They are also charged with being the Green Team leader in their specific operational areas. In the Spring/Summer 2008, the LDB conducted a full review of all of its operations and the LDB Green Plan was created. Currently, the Green Plan identifies and tracks the status of over 50 initiatives that have been implemented or are in various stages of consideration. Some of the key initiatives for 2008 include:

Objectives

To support of the government's commitment to greenhouse gas requirements, the LDB established a full-time managerial position to support and focus environmental initiatives in its corporate, retail and warehouse locations.

To reduce the LDB's overall environmental footprint which ultimately will have a positive return on investment (ROI).

To increase awareness and understanding of GHT issues among the LDB's 3,500 full- and part-time employees and its millions of customers throughout B.C.

To change the behaviour and practice of industry, employees, consumers in relation to retail operations.

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

Overview

In reaction to the Government's GHG emission reduction program, LDB's Senior Executive Team decided to establish a Climate Action Team (CAT). With representation from all operational areas, the Terms of Reference for the CAT is to support the province's GHG goals on reduction, but also to reduce costs and streamline operations. In 2008, the LDB also decided to focus its environmental initiatives by creating a full-time position of Manager, Environmental Initiatives. In March 2008, the Manager, Environmental Initiatives began a review of the entire LDB operations (corporate, retail and warehouse) to identify existing programs and areas for improvement. As a result of this review, further analysis was conducted and new initiatives were identified that would further advance the government's GHG commitment. The LDB's Green Plan outlines 52 separate initiatives that are currently in progress, completed or under consideration. The Green Plan is reviewed on a weekly basis as to the status of the programs contained within and as to any new concepts.

1.1 Mobile Fuel Combustion

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Replaced # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	In progress	To replace LDB's 6 fleet vehicles with more efficient vehicles/hybrids.	Corporate Security purchased 2 Toyota Camry Hybrid vehicles in 2008. An additional Toyota Camry Hybrid was added to the LDB's Corporate Fleet replacing a less fuel efficient vehicle.
Initiated new fleet maintenance program (could include – changing filters, checking tire pressure, regular check-ups)	Complete	Reduction in greenhouse gas emissions. Overall air quality improvement. Increased efficiencies of vehicles	A regular monthly maintenance schedule was established for all LDB fleet vehicles to ensure that they are operating at peak efficiency in regards to fuel use and emissions
Established anti-idling behaviour change program (e.g. signs, stickers, messages)	Complete	Reduce/Eliminate idling of fleet vehicles at Vancouver and Kamloops Distribution Centres.	In 2008, LDB introduced anti-idling program for its fleet vehicles (trucks) which requires vehicles to shut down after 15 minutes of idling time
Replaced # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	In progress	Reduce GHG emissions from LDB's trucking fleet	In 2008, tested hybrid truck. Overall performance was seen to be equivalent to existing traditional trucks. Hybrids to be given consideration when existing trucks need replacement.
Researched use of alternative fuel sources for LDB fleet vehicles	In progress	Reduction in greenhouse gas emissions. Overall air quality improvement. Influencing sustainable alternatives.	Received proposals from Hydrogen Highway and Bio fuel representatives. Ongoing review of benefits of each is currently being conducted by logistics department

Replaced # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	Complete	Reduce GHG emissions from LDB's trucking fleet	LDB truck fleet purchased 3 new trucks equipped with after treatment system to burn off excess diesel particulates. Will continue to review new technology as it presents itself.
1.2 Stationary fuel combustion and electricity			
Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Undertaken workstation tune-ups to help staff understand what they can do to reduce personal energy use	in progress	Establishing an IT Green Benchmark.	Gartner Lee has been contracted to produce an IT green Benchmark based on our answers to a detailed questionnaire. This is in the final stages and will be delivered and shared with the LDB prior to March 30th.
Undertaken Monitor turn-off challenge	in progress	Raise awareness and change LDB employee behaviour about personal energy usage at work and home	All staff awareness communication to reinforce message. Approximately 80% of 550 Head Office Employees participate in program. Monitored weekly during Green Team Walkabouts. Ongoing additional communication via all staff emails and internal newsletter to reinforce messaging.
Replaced # computers with EnergyStar models	in progress	Reduce energy consumption and encourage sustainable product alternatives	In 2008, the LDB replaced all remaining (50) CRT computer monitors with EnergyStar models. All LDB purchased computing devices are Energy Star EPEAT Gold or Level 4 compliant.
Encouraged staff to use stairs	in progress	Reduce elevator usage at head office by encouraging staff to use stairs.	As a part of the LDB's Health and Wellness program, Head Office staff encouraged to use stairs to reduce energy consumption and to help stay fit. The LDB's Health and Wellness program has a green component to their program which is communicated to employees existing internal communication vehicles.
Turned off lights in unused rooms	in progress	Reduction of power usage in Head Office in support of LDB Power Smart Commitment to reduce energy consumption 20% by 2010	As a part of the LDB's commitment to Power Smart, motion detector lights are being installed in its meeting rooms at Head Office. There is also signage in meeting rooms reminding staff to turn off lights when they leave. All staff were encouraged to participate in the last two Power Smart Earth Hour events.

Replaced Refrigerators (EnergyStar rated appliance)	in progress	Reduction of power usage in Head Office. Goal is 20% reduction in power usage by 2010	All replacement equipment must meet energy star standards. In 2008, 15 existing refrigerators were replaced with Energy Star rated units.
Replaced other appliances (with EnergyStar rated appliance)	in progress	Reduction of power usage in Head Office. Goal is 20% reduction in power usage by 2010	In 2008, 50 Cash registers, 40 fax machines and 15 microwaves were replaced with Energy Star rated units.
Installed multi-function devices (and removed stand-alone printers/faxes)	In progress	Replace all current Mulfi- function devices in LDB Head office and retail stores with the goal being to increase operating efficiencies and reduce paper usage	In 2008 the LDB undertook a major review of all its Multi Functional devices for all areas of its operation (Head office, Retail and Distribution Centres) with the intent being to replace all of its existing single use units with multi functional energy efficient units. The Request for Proposal went out in mid year 2008 and the submissions are currently being reviewed by the Information Services Department.
Replaced standard bulbs with CFLs	in progress	Reduce energy consumption and encourage sustainable product alternatives by replacing 100% of existing standard bulbs	Retrofit began early in 2008 and is currently 75% complete
Installed motion activated lights	in progress	Reduce energy consumption to achieve our goal of 20% reduction in power use by 2010 by placing motion activated lights in all identified areas	Motion activated lights installed and tested in several washrooms, first aid rooms and several meeting rooms throughout the operations.
Undertaken lighting retrofit	in progress	Reduce energy consumption to achieve our goal of 20% reduction in power use by 2010	Vancouver and Kamloops Distribution Centres have been completely retrofitted. Head office and retail stores currently under review
Initiated corporate computer shut-down/wake-up for maintenance	in progress	Reduce energy consumption to achieve our goal of 20% reduction in power use by 2010 by having all non critical computers shut down at end of work day	LDB has procured approximately 550 copies of Verdiem's PC Surveyor, a client side application that allows for centralized control of PC advanced power management features, automated and remote PC shutdown and Wake on LAN, as well as reporting specifically targeted towards green and carbon use/savings metrics. This software is currently being tested in preparation for rollout to all Desktops by the end of December 2009

Applied for LEED existing building rating	in progress	Make LEED requirements a part of the LDB's building contractors Request for Proposal process	Real Estate Department is currently reviewing LDB\LEED standards in this area. As the LDB does not own or build its retail stores, the goal is to make LEED requirements, where applicable, a part of the LDB's construction Request for Proposal.
Replace roof on Vancouver Distribution Centre with a green roof	in progress	To review opportunities to reduce energy usage in our Vancouver Distribution Centre, manage runoff and reduce GHG emissions by installing green roof technology on a portion of the roof at our Vancouver Distribution Centre	In 2008, the LDB completed initial research on green roof technology. Implementation plan currently under review for consideration.
Introduce solar powered panels at Head Office	in progress	To review opportunities to reduce energy usage in our Vancouver Distribution Centre, and reduce GHG emissions by installing solar-wind technology on a portion of the roof at our Vancouver Distribution Centre	In 2008, completed research on solar - wind power technology. Implementation plan currently under review for consideration.
Installation of sustainable flooring in retail stores undergoing renovations	in progress	To support sustainable product alternatives, by replacing existing traditional vinyl floor options in our new and upgraded Government Liquor Stores	In 2008, the LDB began installing sustainable flooring - Marmoleum Composition Tile (MCT) - in any new, replacement or renovated stores. MCT flooring is made from natural ingredients including linseed oil and wood flour. In 2008, 6 Government Liquors stores had MCT installed.

1.3 Supplies

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Committed to use 30% recycled paper	in progress	Encourage and support the use of post consumer recycled paper in all areas of the LDB operations	LDB is currently purchasing 30% recycled content paper for the 25% of its total usage (500,000 imprints) at its Head Office
Committed to use 100% recycled paper	in progress	Encourage and support the use of post consumer recycled paper in all areas of the LDB operations	LDB is currently purchasing 100% recycled content paper for the 75% of its total usage(1.5million imprints) at its Head Office
Initiated automatic double sided printing	in progress	Reduce the amount of paper used in LDB Head office	Currently the program is manually applied. Awaiting results of Multi Functional device Request for proposal (currently under review) which would have a automatic double sided copy component .

Changed document template margins	Complete	Change margins in electronic business correspondence templates to reduce need for additional printed pages.	The LDB's e-stationery templates have set margins that reduce the length of business correspondence
Committed to hold paperless meetings	in progress	Reduce the amount of paper used in LDB operations	In 2008 the LDB began implementing a new initiative called RIMS (Record information Management Systems). While the programs main focus was originally intended to electronically manage LDB records, it has several areas that support paper use reduction. Currently being rolled out in the LDB (approx. half of Head Office departments currently on RIMS program)
Developed document library (online and one printed copy) for large documents	in progress	Reduce/eliminate LDB's paper records	Convert all documentation from paper to electronic format. (currently 50% complete) Part of RIMS project
Used collaborative software to edit on-line	in progress	The electronic record has been designated as the Master Record. RIMS being implemented in such a way as to encourage document sharing within a single repository of electronic records	All employee records were scanned to RIMS. Equalling to 50 file cabinets of paper have been eliminated.
Restructured a process to use less paper	Complete	To change the behaviour and practice of industry, employees, consumers in relation to retail operations. To reduce the LDB's overall environmental footprint which ultimately will have a positive return on investment (ROI).	In December 2008, the LDB introduced e-stationery templates for all LDB/corporate office staff.
Purchased cradle to cradle goods	in progress	encourage sustainable product alternatives .LDB Environmental Initiatives' department actively involved with promoting the purchase of cradle to cradle products and services	Awaiting Provincial Government's green procurement policy/guidelines. Currently, LDB's full-time, internal environmental manager revised the existing procurement policy to be more environmentally friendly. In the interim Environmental initiatives department works with purchaser reviewing green products and services.
Chose "Green" items from Distribution Centre	in progress	To encourage the use of sustainable products as a viable alternative to existing products	Green items are given equal consideration. Full time, in-house resource to provide counsel regarding selection of appropriate green products & services. LDB product mix of organic wines is substantial and actively promoted at retail level

Encouraged re-use of furniture and equipment	in progress	Reduce the need for new products	As a part of facility manager's mandate, the re-use of furniture and equipment is encouraged. Used products are warehoused and given first priority for use.
Changed procurement policy	in progress	To encourage the use of sustainable products as a viable alternative to existing products	Awaiting Provincial Government's green procurement policy/guidelines. Currently, LDB's full-time, internal environmental manager revised the existing procurement policy to be more environmentally friendly. In the interim Environmental initiatives department works with purchaser reviewing green products and services.
Reduce print run of Annual Report and Service Plan	Complete	Reduce Annual Report and Service Plan print runs by 50%.	In 2008, reduced the print run of Annual Report and Service Plan by 50%.

1.4 Travel

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Trained staff in the use of Live Meeting (or other desktop collaborative software)	In progress	Reduce travel costs and greenhouse gas emissions by introducing the use of collaborative software like LiveMeeting..	IS department is exploring and encouraging the use of Live meeting options. LDB is also working with Government representatives dealing with the same issues to ensure continuity of process and systems
Installed Video Conferencing facilities	In progress	Reduce travel costs and greenhouse gas emissions by introducing the use of collaborative software like LiveMeeting..	Systems currently in place to accommodate video conferencing. Criteria is currently being developed to the protocol regarding use of this system.

1.5 Employee Engagement

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Provided climate change education	complete	To increase awareness and understanding and support of GHG issues among the LDB's 3,500 full- and part-time employees and its millions of customers throughout B.C.	In 2008, introduced monthly Environmental lunch 'n learn sessions at head office. Established a Climate Action Team Advisory Committee. Utilized existing internal communication tools to inform staff and consumers on GHG initiatives. Developing a Change Management program to help staff make the changes necessary to help the LDB to reduce their carbon footprint
Provided conservation education	complete	To increase awareness and understanding and support of GHG issues among the LDB's 3,500 full- and part-time employees and its millions of customers throughout B.C.	Head Office employee monthly Environmental lunch 'n learn sessions. Education provided related to BC Hydro's PowerSmart initiatives.

Developed Green Teams	Complete	To ensure representation from all areas of the LDB and to ensure that green ideas are received and flow throughout the entire organization	In January of 2008, the LDB established a Climate Action Team (CAT). CAT members represent all areas of LDB operations. Meetings are held on a monthly basis. New ideas are brought forth, reviewed and discussed. Team members are challenged with supporting Green Plan initiative in their particular areas. CAT are an important part of the LDB Green Plan development and implementation
Supported Green Teams (resources)	in progress	to ensure representation from all areas of the LDB and to ensure that green ideas are received and flow throughout the entire organization	In 2008, Communications provided support to Climate Action Team. Full Senior Management Team support for CAT
Provided green tips	in progress	To increase awareness and understanding of GHT issues among the LDB's 3,500 full- and part-time employees and its millions of customers throughout B.C.	Internal and external communications promotes green information outreach. Intranet, website, employee and consumer publications. Development of change management training program
Supported professional development	in progress	To increase awareness of green programs and services available	2008 - attended numerous conferences and forums relating to Sustainable issues.
Added green work goal to performance management	in progress	To ensure new LDB employees are made aware of LDB green initiatives	Include green component to new hire orientation package

1.6 Sustainability Actions (others)

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Took water conservation measures – low flow showers or toilets, fix leaks	In progress	To reduce LDB overall water usage	Currently replacing old systems with new low flow products. Part of store remodel program. Currently 18 low flow units have been installed at Head Office
Ran dishwasher only when full	complete	To reduce LDB water usage	Part of the Cafeteria Operations Manual
Reduced/replaced bottled water with filtered or refrigerated water	complete	To reduce \eliminate overall usage of bottle water on LDB premises	Chilled, filtered water is available for all head office and distribution centre staff. (Available pre 2008) Information currently being compiled as to % of purchase of bottled water versus total LDB HO staff.

Improved recycling measures	In progress	To expand existing recycling programs to ensure effectiveness and efficiency. Review and upgrade existing Operations recycling programs to ensure maximum recovery and reduce costs and frequency of collection and transportation.	Expanded Head Office program to include all recyclable materials. Conducted full system review of recycling program at 2 Distribution Centres, & the long-standing in-store and return-to-retail recycling programs at 198 BC Liquor Stores . Developed and began implementation of a strategy to reduce transportation of materials, reduce overall costs and allow for full audit trail of materials recovered. Began upgrade of end of life balers and replaced with state of the art multi chamber baler units 25 stores have received this new equipment in the first phase.
Supported composting	In progress	To recover all compost materials from our Head office cafeteria and reduce our waste management costs by 25%	Program for collection has been developed to recover compostable materials from our main cafeteria. Currently awaiting the creation of a viable, local commercial composting facility capable of handling these materials once collected
Used re-usable dishes	Complete	To eliminate single use cups in the cafeteria at corporate office.	Removed single use cups from cafeteria and encouraged staff to bring their own. Currently reviewing cost effective biodegradable options for take out containers and cutlery.
Purchased green cleaning products	In progress	replace existing chemical based cleaners	some chemical cleaning supplies replaced, Manager of Facilities reviewing for expansion to both Retail and Head Office cleaning programs
Used green (low-e paints)	In progress	to encourage the use of sustainable products as a viable alternative to existing products	Included as part of LDB contractors LEED requirements
Supported sustainable procurement practices	In progress	to encourage the use of sustainable products as a viable alternative to existing products	Awaiting Provincial Government's green procurement policy/guidelines. Currently, LDB's full-time, internal environmental consultant revised the existing procurement policy to be more environmentally friendly. In the interim Environmental initiatives department works with purchaser reviewing green products and services.

Adopted low-carbon contracting practices	In progress	to encourage the use of sustainable products and services as a viable alternative to traditional products and services	Included as part of LDB contractors LEED requirements
Marketing Initiatives	In progress	to increase awareness of LDB green initiatives in support of the GHG emission reduction targets to both staff and consumers	<i>Think Green, Shop Smart</i> program helps to educate retail customers as to why it is important as individuals to participate in green initiatives such as the purchase of organic wines or the reduction of single use bags. Information is prominently displayed in all Government Liquor Stores
Reduce single bag usage in BC Liquor Stores	In progress	to reduce the amount of single use bags used by consumers in support of the Retail Council of Canada's commitment to 50% reduction in the next 5 years	In 2008, BC Liquor Stores provided its customers with 500,000 reusable shopping bags. Reduced the number of single use bags by 23% or 5 million.
Consumer Outreach & Education	In progress	to increase awareness of LDB green initiatives in support of the GHG emission reduction targets	Provide ongoing information about organic beverage alcohol products to retail customers & BC Liquor Store staff.
Return to retail recycling program	In progress	to review the current efficiencies and cost of the present Return-to-Retail System with the goal being to reduce Greenhouse gas emissions	LDB takes full life cycle responsibility for all of the products and packaging it sells in all of its 198 BC Liquor Store locations. This includes the collection, processing and recycling of all beverage containers it sells. We are currently reviewing the use of new technology to help us reduce the amount of trucks required to ship containers. We have begun to implement strategies that will see these materials handled in a more cost effective and sustainable manner
Investigating options for reducing packaging options for beverage alcohol products	In progress	to review the opportunity to reduce the weight of glass wine containers by 20%	Currently, the LDB is collaborating with several other liquor jurisdictions in Canada (Ontario, Quebec) to look at various options to reduce the weight of the glass used for beverage alcohol products in an effort to reduce the cost and overall environmental impact of the transportation of beverage alcohol nationally and internationally. This collaboration could reduce the weight of glass containing beverage alcohol products by thousands of tonnes and could have a significant national and international impact. The LDB could see a positive reduction in its transportation costs and GHG emissions.

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

Overview

While the LDB Green Plan for reducing GHG emissions is well underway, the key issue will be to continue the momentum and ensure that programs currently under review or in progress become fully implemented as soon as is reasonable. The LDB Green Plan is a great foundation to build upon for on going and future GHG initiatives

2.1 Mobile Fuel Combustion

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Replace # of TYPE OF VEHICLE with MORE EFFICIENT VEHICLE/Hybrid	In progress	to replace LDB 6 fleet vehicles with more fuel efficient hybrids	LDB will continue to replace existing gas fuelled vehicles until the fleet is complete converted	2011
Encourage car pooling in fleet vehicles	in progress	to reduce the number of single occupant vehicles on the road	develop and implement meaningful incentive programs to encourage more staff to participate	mid year 2009
Encourage use of public transit/active transportation	in progress	to reduce the number of single occupant vehicles on the road	develop and implement meaningful incentive programs to encourage more staff to participate	mid year 2009
Encourage alternatives to travel in fleet vehicles – bicycles, scooters, electric carts	in progress	to reduce the number of single occupant vehicles on the road	develop and implement meaningful incentive programs to encourage more staff to participate. Improve existing change facilities to encourage more participation	mid year 2009
Establish travel reduction goals	planned	to develop sustainable criteria to be used in evaluating LDB travel requirements	implement government GHG measurement requirement standards regarding travel	end of year 2009

2.2 Stationary Fuel Combustion (including electricity)

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Supply power bars – to turn off power to non-essential items when not in use (e.g. phone chargers)	planned	All new and replacement electrical devices requiring power bars will include energy star compliant with purchase	Will replace all non-energy star compliant bars	end of 2009
Undertaken Monitor turn-off challenge	planned			
Replace # computers with EnergyStar models	planned			
Encourage staff to use stairs	planned			
Turn off lights in unused rooms	planned			2010
Replace Refrigerators (EnergyStar rated appliance)	planned			
Replace other appliances (with EnergyStar rated appliance)	planned			
Install multi-function devices (and remove stand-alone printers/faxes)	planned			2010

Replace standard bulbs with CFLs	planned	Reduce energy consumption to achieve our goal of 20% reduction in power use by 2010 by placing motion activated lights in all identified areas	Retrofit began early in 2008 and is currently 75% complete - Complete 100% retrofit mid year 2009	mid 2009
Install motion activated lights	planned	Reduction of power usage in Head Office in support of LDB Power Smart Commitment to reduce energy consumption 20% by 2010	A part of our commitment to Power Smart, LDB has begun installing motion detector lights in its meeting rooms. Complete install of motion activated lights in identified applications	end of 2009
Undertake lighting retrofit	planned			
Utilize desk-top power management settings on computer	planned			
Initiate corporate computer shut-down/wake-up for maintenance	in progress	Reduce energy consumption to achieve our goal of 20% reduction in power use by 2010 by having all non critical computers shut down at end of work day	LDB has procured approximately 550 copies of Verdiem's PC Surveyor, a client side application that allows for centralized control of PC advanced power management features, automated and remote PC shutdown and Wake on LAN, as well as reporting specifically targeted towards green and carbon use/savings metrics. This software is currently being tested in preparation for rollout to all Desktops by the end of December 2009	end of 2009
Unplug unused equipment	planned			
Apply for LEED existing building rating	in progress	Make LEED requirements a part of the LDB' building contractors Request for Proposal process	Real Estate Department is currently reviewing LDB\LEED standards in this area. As the LDB does not own or build its retail stores, the goal is to have LEED requirements where applicable part of the LDB construction Request for Proposal.	mid 2009
Undertake building energy audit at LOCATION(s)	in progress	To upgrade Vancouver Head office Distribution Centre HVAC systems	Currently in discussion with BC Hydro regarding Energy audit	end of 2009
Initiate or complete a building energy retrofit	planned	To upgrade Vancouver Head office Distribution Centre HVAC systems	Currently in discussion with BC Hydro regarding Energy retrofit (HVAC)	end of 2009
2.3 Supplies				
Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Commit to use 30% recycled paper	in progress			
Commit to use 100% recycled paper	planned			
Initiate automatic double sided printing	planned	To reduce overall paper usage in the LDB operations 30% by end of year 2009	Awaiting results of Multi Functional device Request for proposal (currently under review) which would have a automatic double sided copy component . RFP to be broadcast by end of May 2009	end of year 2009

Change document template margins	planned	to reduce overall paper usage in the LDB operations by 30% by end of year 2009	Awaiting results of Multi Functional device Request for proposal (currently under review) which would have a automatic double sided copy component .RFP to be broadcast by end of May 2009	end of year 2009
Commit to hold paperless meetings	planned	to reduce overall paper usage in the LDB operations by 30% by end of year 2009	part of RIMS project. Several departments are currently scanning existing documents for placement in electronic files	
Develop document library (online and one printed copy) for large documents	planned			
Use collaborative software to edit on-line	in progress			
Use laptops/tablets	in progress	to reduce overall paper usage in the LDB operations by 30% by end of year 2009	part of RIMS project	
Restructure a process to use less paper	planned	to reduce overall paper usage in the LDB Head office and retail stores by 30% by end of year 2009	part of multi digital device RFP	end of year 2009
Actions on non-paper related supplies:				
Purchase cradle to cradle goods	in progress			
Choose "Green" items from Distribution Centre	in progress			
Encourage re-use of furniture and equipment	in progress			
2.4 Travel				
Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Set a X% Travel reduction goal	in progress	reduce GHG emissions and reduce costs	Implement existing Ministry measurement standards for travel. Implement LDB criteria for sustainable travel.	end of year 2009
Train staff in the use of Live Meeting (or other desktop collaborative software)	in progress	reduce GHG emissions and reduce costs	Live meeting technology is currently available for use by LDB Head Office employees. Change Management is currently underway to broaden awareness and use	end of year 2009
Install Video Conferencing facilities	in progress			
Initiate Travel Policy	planned	reduce GHG emissions and reduce costs		
2.5 Employee Engagement				
Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Provide climate change education	planned			
Provide conservation education	planned			
Hold contests to change behaviour/make pledge	planned			
Hold contests/support to generate ideas	planned			
Develop Green Teams	planned			
Support Green Teams (resources)	planned			
Provide green tips	planned			
Support professional development	planned			

Add a green work goal to performance management	in progress	To ensure that green issues are a part of the everyday culture at the LDB	Create new hire orientation package, ongoing Change Management programs	mid year 2009
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2.6 Sustainability Actions (others)

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Take water conservation measures – low flow showers or toilets, fix leaks	planned			
Reduce/replace bottled water with filtered or refrigerated water	planned			
Improve recycling measures	planned			
Support composting	planned	implement commercial composting program for Head Office cafeteria	Dependent upon finding viable commercial composter	2010
Use re-usable dishes	planned			
Purchase green cleaning products	planned			May-09
Use green (low-e paints)	planned			
Support sustainable procurement practices	in progress			
Adopt low-carbon contracting practices	in progress	to encourage the use of sustainable products and services as a viable alternative to traditional products and services	Implemented as part of LEEDs program	end of year 2009