

## Carbon Neutral Action Report Ministry of Labour and Citizens' Services

### Executive Summary

Ministry of Labour and Citizens' Services initial efforts to reduce its emissions will have an emphasis on increasing the efficiency of its infrastructure including energy efficient buildings, technology, and fuel efficient vehicles. These improvements will support even greater results achieved through transformational behavioural change over time.

The ministry's emission profile suggests that business travel offers a significant opportunity for emission reductions over current emissions. Reducing travel emissions will be our first priority action. The primary reasons for this are the size of business travel emissions relative to our other emission sources and the relatively higher discretion the ministry can exercise over travel.

To achieve significant emission reductions, the ministry will turn increasingly to planning and action that enables fundamental changes to the way we do business and to the delivery of our services; changes that substantially reduce environmental and carbon impacts of our operations while maintaining our ability to achieve client objectives and citizens' needs.

### Objectives

- **Increase workplace (building, IT, office equipment) energy efficiency.**
  - o Measures - energy intensity; energy use. (Targets tbd)
- **Increase the fuel efficiency (km/L) of vehicles.**
  - o Measures - average km/litre; fuel use. (Targets tbd)
- **Increase the purchase of green office supplies.**
  - o Measures - proportion of supply expenditures on green supplies (Targets tbd)
- **Reduce business travel through increased use of collaborative technologies.**
  - o Measures - travel expenditures.
  - o Targets – (Citizens' Services) 25% reduction in 2009, 5% reduction in 2010, 5% reduction in 2011
  - o (Labour) 25% reduction in 2009, 0% reduction in 2010, 0% in reduction in 2011
- **Implement ecologically restorative infrastructure; rethink the need for infrastructure altogether (e.g., buildings) to support service delivery.**
  - o Measures - energy intensity; energy use; LEED certifications. (Targets tbd)
- **Increase the number of kilometres travelled by transportation alternatives.**
  - o Measure - average km/litre; fuel use. (Targets tbd)
- **Reduce purchases of new workplace supplies (paper, office products).**
  - o Measures - expenditures on office supplies I Producer Price Index . (Targets tbd)
- **Reduce the environmental/carbon impacts of our contracted services.**
  - o Measures – proportion of contracts with green elements. (Targets tbd)
- **Increase innovative carbon reduction behaviours employee in the workplace.**
  - o Measures - engagement of employees in green team activities. (Targets tbd)

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

**Overview**  
 In 2008 the Ministry of Labour and Citizens' Services placed an emphasis on the increasing the efficiency of its infrastructure and operations including travel reduction, energy efficient buildings, technology, and fuel efficient vehicles. Highlights included the procurement of seven hybrid vehicles, replacing all pre-2004 refrigerators with Energy Star, the deployment of 104 Multi Functional Devices replacing hundreds of single use devices whereby reducing paper and energy consumption, and virtualization of 153 data servers at 4000 Seymour Place reducing energy use.

**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	Complete	Seven hybrids were added to the LCS fleet. Measure: Hybrids as percentage of light vehicle fleet.	
Initiated new fleet maintenance program (could include – changing filters, checking tire pressure, regular check-ups)	In Progress	Measure: Vehicles maintained according to the published government standards.	
Encouraged use of public transit/active transportation	In Progress	Measure : Percentage (%) of LCS employees who participate in active transportation when commuting to meetings.	

**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	Measure : Percentage of employees completing a workstation tune up.	
Replaced # computers with EnergyStar models	In progress	Measure: Percentage % of employees are operating Energy Star computers.	All computers being used by employees will be refreshed.
Asked staff to close blinds daily	In progress	Measure: Percentage of employees are closing their blinds when leaving the office.	
Turned off lights in unused rooms	In progress	Measure : Percentage of lights turned off in used spaces.	
Replaced Refrigerators (EnergyStar rated appliance)	Completed	117 pre 2004 refrigerators replaced. Measure : Percentage of pre-2004 refrigerators replaced.	
Installed multi-function devices (and removed stand-alone printers/faxes)	In progress	104 multi functional devices deployed. Measure: Percentage of MFDs deployed to remaining printers.	
Implemented server virtualization	Completed	153 servers have been virtualized. Measure: Reduction in power consumption and space required to house servers.	
Utilized desk-top power management settings on computer	Completed	Implemented within LCS as part of cross government strategy. Measure: Reduction in power consumption.	

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Applied for LEED existing building rating	In progress	LEED existing building rating for 3350 Douglas St. Victoria. Measure: Certification status report received.
Undertaken building energy audit at LOCATION(s)	Completed	Energy audit undertaken at 563 Superior St. Measure : Energy Audit Report with recommended efficiency measures.
Initiated or completed a building energy retrofit	Completed	Energy retrofit completed at 3350 Douglas Street Victoria. Measure : Actual energy savings over adjusted baseline.
Desktop assessment of energy efficiency opportunity in LCS occupied buildings	Completed	Measure : Report with prioritization of buildings list based on energy efficiency opportunities.

### 1.3 Supplies

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Committed to use 30% recycled paper			
Committed to use 100% recycled paper	In progress	Measure : Percentage of ministry paper expenditures on 100% recycled content paper.	
Initiated automatic double sided printing	In progress	Measure : Percentage of printers set to duplex.	

### 1.4 Travel

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Set a X% Travel reduction goal	In progress	Set target of 25% reduction expenditures in calendar 2009, 5% in 2010, 5% in 2011 for Citizens' Services. Labour target is 25% for 2009.	
Supported alternative travel (bike/skateboard/walk/transit) for meetings	In progress	Measure : Percentage of LCS locations encouraging alternative transportation.	

### 1.5 Employee Engagement

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Held contests/support to generate ideas	Completed	Celebrated Earth Day where seedlings and re-usable mugs were distributed.	
Developed Green Teams	Completed	Three green teams established across the Ministry. Work plans developed.	
Supported Green Teams (resources)	Completed	A budget was allocated to the green team.	
Implement green meeting practices for all meetings.	In progress	Measure : Percentage of total meetings using green meeting practices.	
Weekly green tips showcased on the LCS intranet	In progress	A consistently up-dated green tip is present on the intranet at all times.	

1.6 Sustainability Actions (others)			
Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Improved recycling measures	Completed	Enhanced recycling has been implemented in several LCS buildings.	
Supported composting	Completed	Green Team has initiated composting in several buildings. Measure: Percentage of LCS buildings composting.	

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

<b>Overview</b>	<p>Actions for the near future (&lt;5 years) will require the Ministry to focus on further improvements to workplace efficiency. Over time, these efficiency actions will increasingly be combined with transformative actions and decisions that procure infrastructure and encourage behaviour which is less carbon intensive. Highlights from future actions include: implementing an anti-idling program, piloting electric vehicles, implementing green lease schedules, implementing energy reduction targets, greening our procurement practices, using collaboration software tools to reduce travel and acquiring dedicated staff to manage carbon reduction activities.</p>		
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**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	Measure : Hybrids as a percentage of the light fleet total.		Ongoing
Provide driver training to reduce fuel use	In Progress	Measure : Percentage of driving employees who have taken the training.		Mid 2009 implementation
Establish anti-idling behaviour change program (e.g. signs, stickers, messages)	Planned	Measure : Percentage % of LCS appropriate buildings with signage.		2009 - Order and install signage. Educate staff of anti-idling.
Encourage alternatives to travel in fleet vehicles – bicycles, scooters, electric carts	In Progress	Measure : Percentage % of alternative vehicles used compared to total fleet.		Feasibility assessment in 2009/10. Implement in 2010/11.
Acquire an electric vehicle for BC Mail precinct operations once City of Victoria passes bylaw permitting use.	Planned	Purchase and use of vehicle.		On hold until City of Victoria passes bylaw permitting use.

<b>2.2. Stationary Fuel Combustion (including electricity)</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Undertake workstation tune-ups to help staff understand what they can do to reduce personal energy use	In Progress	Measure : Percentage of employees who have participated in a workstation tune-up.	Continue rolling out workstation tune-up to employees.	
Replace other appliances (with EnergyStar rated appliance)	Planned	Measure : All inefficient appliances replaced.	Replace inefficient microwaves and dishwashers.	2008/09 - Undertake feasibility assessment and inventory of existing appliances. 2009/10/11 - Replace appliances.
Install multi-function devices (and remove stand-alone printers/faxes)	In Progress	Measure : Percentage % of MFDs devices versus single function devices.	Continue replacing single devices with multi.	Ongoing
Undertake building energy audit at LOCATION(s)	Planned	Measure : Completed energy study reports.	Complete planned energy audits on LCS owned/leased buildings.	2011 - Complete
Initiate or complete a building energy retrofit	Planned	Three LCS sites have received Public Sector Energy Conservation Agreement (PSECA) funding to undertake retrofits.		2009 - implementation.
Implement standard green lease schedules in all lease renewals and new leases.	In Progress	Measure : Standard lease documents include green lease schedules.		Ongoing
Develop direct and indirect emission reduction targets associated with LCS occupied buildings	In Progress	Measure : Building level targets identified.		March 2009 - complete
Develop a three year Climate Action Program with projects to be applied to LCS occupied buildings.	In Progress	Climate Action Program prepared.		March 2009- complete
Develop a LCS business operations transformation strategy as it pertains to buildings occupied by LCS.	In Progress	Measure : Strategy developed.		December 2009- Complete
All tenant improvements will follow recommendations under the Project Management for Green Projects ARES' Climate Action Program.	In Progress	Measure : Confirmation that project management criteria are being applied.		Ongoing
Secure, covered bike locker facilities at all LCS locations based on LEED criteria	Planned	Currently 5 bike facilities in Victoria. Measure : Report of covered facilities.	Currently 5 LCS bike facilities in Victoria.	March 2010 - Complete
<b>2.3 Supplies</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Purchase cradle to cradle goods	Planned	Measure : Exclusive purchasing of cradle to cradle office furniture in procurement requests.		2008/09- Initiate
Encourage re-use of furniture and equipment	In progress	Measure : Increase in surplus furniture acquisitions from Asset Investment Recovery at LCS.		Ongoing

Development and implementation of a green procurement approach based on the recommendations of the Climate Action Procurement Working Group.	Planned	Measure : Percentage of contracts with green selection elements.		2009 - Assemble a working group to assess opportunities and best practice. 2010/11 - Implement approach.
<b>2.4 Travel</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Train staff in the use of Live Meeting (or other desktop collaborative software)	Planned	Measure : Percentage of employees who have taken the training.		2008/09- U2 refresh completed. 2009 - Offer and promote IT training on collaboration tools to employees.
Install Video Conferencing facilities	Planned	Measure : Number of meetings deferred by using video conferencing sites.		2009- Create business case. 2009/10 Undertake bandwidth feasibility assessment of LCS buildings. 2010/11 - Implement facilities where required.
Initiate Travel Policy	Planned	Measure : Reduction in personal mileage claims.		2009/10- implement.
Support alternative travel (bike/skateboard/walk/transit) for meetings	Planned	Measure : Percentage of LCS buildings with a blue bike.		
Implement a Green Travel Bug Pilot	Planned	Measure : Reduction in kilometres travelled.		2009-Develop project approach and timelines and implement

<b>2.5 Employee Engagement</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Support Green Teams (resources)	In Progress	Measure : Number of new recruits added from regions to Green Team.		Ongoing
Implement LCS Green Team Communications Plan	In Progress	Measure : Plan complete		2009-Complete
Improve communication of environmentally conscious services (meetings, events, travel)	In Progress	Measure : Employees and clients are automatically familiar with green services and options.		2009-Create Green Services Toolkit and communicate to employees.
Dedicated FTE (1/2) to advance green and carbon reduction priorities	Planned	Measure : Position implemented.		2009-Develop business case. 2009/10 - Secure resources.
Create a cycling committee to increase cycling as a mode of transportation.	In Progress	Measure: Committee created.		2009 - Create committee and designate a lead.

<b>2.6 Sustainability Actions (others)</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Improve recycling measures	Planned	Measure : Percentage of LCS buildings with enhanced recycling.		2009- implement in Victoria buildings. 2010/11- implement in other provincial buildings once municipal infrastructure is available.
Support composting	Planned	Measure : Percentage of LCS buildings with enhanced recycling.		Same as above

<b>Additional Actions Taken or Planned</b>				
<b>Action</b>	<b>Action Planned</b>	<b>Outcome/Performance Measure</b>	<b>Notes Clarifying Action Taken</b>	<b>Timeframe</b>
Feasibility study and business plan for a building reuse program. (2.2 STATIONARY FUEL)	Planned	Measure : Study and plan completed.		March 2010 - Complete
Create partnerships with co-located agencies (Office of the Premier, Ministry of Environment) (2.2 STATIONARY FUEL)	In progress	Measure: Number of partnership projects.		2009/10 - Establish relationships. 2010/11 - Inert into phased action.