

**Carbon Neutral Action Report
Ministry of Tourism, Culture and the Arts**

Executive Summary

The Ministry of Tourism, Culture and the Arts is committed to promoting environmental awareness and sustainable practices that will help achieve government's goal of carbon neutrality. During 2008, the Ministry's B.E.I.N.G. Green Committee (a joint committee with the Ministry of Community Development) members led the implementation of many initiatives aimed at: fostering heightened environmental awareness among employees; promoting and supporting behavioural change in our employees; implementing changes to the building at 800 Johnson Street to help reduce consumption and emissions; and recognizing our successes. We have communicated our commitment to sustainability to all staff through many channels (e.g., forums, events, intranet information, emails), which has resulted in positive change. We also worked with Executive members and staff to seek ideas and have implemented many of these.

As the Ministry's largest source of emissions is business travel, modifying the way we do business and making better use of technology (e.g., teleconferences, video conferences) offers the greatest opportunity for future emission reductions. We will also continue to engage and educate our employees, to inspire them to have more environmentally responsible behaviour.

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

Overview

The Ministry of Tourism, Culture and the Arts has successfully engaged staff and made changes to our processes and facilities to promote environmental sustainability. During 2008, we focused our building-related efforts on our head office at 800 Johnson Street, working together with the Ministry of Community Development, including: installing low flow toilets and faucets, and auto-sensor lights in common areas. We also set duplex printing as the default for staff, purchased 100% recycled paper products and "green" cleaning products. We focused on educating and engaging our employees, to encourage them to change their behaviours to become more environmentally responsible. Our employee education and engagement included events, actions and communications such as: an Earth Day Open House that brought together many environmentally responsible organizations to share their information and knowledge with our employees; collecting staff pledges regarding how they plan to change their behaviour to be more environmentally friendly; a new B.E.I.N.G. Green intranet site that was designed and built by a team of staff passionate about environmental sustainability; Lunch and Learn sessions on a range of environmental topics; intranet articles that increased knowledge in broad areas of impact and interest; and promoting/supporting greener ways of commuting to and from work including carpooling spaces, Rideshare, public transit, and Bike to Work Week events. In delivering our Ministry's programs, our staff take steps to inspire green thinking in our tourism, culture and arts partners and stakeholders, and have had positive impacts in their homes and communities.

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			The Ministry does not have a fleet.

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		Materials have been prepared to be shared with staff during Earth Week.
Undertaken Monitor turn-off challenge	Completed	Guideline Established	The Ministry established a guideline that all monitors should be shut off when not in use.
Replaced # computers with EnergyStar models	Completed	Monitors replaced	All monitors were replaced with EnergyStar Models.
Encouraged staff to use stairs	Completed		Signs have been posted in the lobby and by the elevators to encourage staff to use the stairs instead of the elevators. The Ministry also has an annual "Stairway to Health" challenge to encourage staff to use the stairs.
Turned off lights in unused rooms	Completed	Guideline Established	The Ministry established a guideline that all lights be shut off when the room is not occupied (BCHydro "Lights Off" stickers are used to promote this). At the end of the day, a walkabout is done to ensure lights are off.
Replaced Refrigerators (EnergyStar rated appliance)	Completed		Completed prior to 2008.
Replaced other appliances (with EnergyStar rated appliance)	Completed		Completed prior to 2008.
Installed multi-function devices (and removed stand-alone printers/faxes)	Completed	Devices installed	Multifunction devices have been installed on each floor of 800 Johnson Street.
Installed motion activated lights	Completed	100% installation	Installed auto-sensor lights in break rooms, bathrooms and photocopy rooms.
Committed to use 100% recycled paper	Completed	% of ministry paper expenditures on recycled content paper.	Most paper purchased this year is 100% recycled.
Initiated automatic double sided printing	Completed	All printers have been defaulted to print double sided.	
Committed to hold paperless meetings	In progress	We have held several meetings/events with limited or no paper including Leadership Learning Sessions, focus group sessions, and an All Staff Forum.	We aim to reduce the amount of paper used at all our meetings, and whenever possible, use no paper at all. At our annual All Staff Forum and quarterly Leadership Learning Sessions, we have significantly reduced the amount of paper handouts distributed, and aim to make them paperless.

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Used collaborative software to edit on-line	In progress	SharePoint used for collaboration.	The Ministry has used SharePoint for some purposes and plans to expand use where relevant.
Re-used non-confidential scrap paper	Completed		Non-confidential scrap paper has been used for secondary purposes (e.g., for prize draws, note pads).
Restructured a process to use less paper	Completed	Estimates process, Ministry Newsletter. The use of SMART Boards at meetings instead of printing handouts has been promoted.	We revised the estimates process to reduce the number of copies printed, began using SharePoint, and moved from providing all employees with paper copies of our Ministry Newsletter to providing it electronically. Articles to promote the use of SMART Boards at meetings instead of printing handouts have been posted on the intranet. We have also included information about SMART Boards in our orientation materials.
Purchased cradle to cradle goods	In progress		Have completed such purchasing for walls, chairs and desks.
Chose "Green" items from Distribution Centre	In progress		Wherever possible, green items are purchased.
Encouraged re-use of furniture and equipment	Completed	Reusable offices , and re-use of boardroom & office furniture	All new offices built are constructed with reusable walls.
Email recipients reminder to consider the environment before printing emails	In progress		Many staff have added a line to their signature block that reminds recipients to consider the environment before printing the email.
1.3 Travel			
Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Set a X% Travel reduction goal	In progress		Business travel costs are monitored.
Trained staff in the use of Live Meeting (or other desktop collaborative software)	Planned		Plans developed for training staff on Live Meeting and implementing web conferencing equipment.
Installed Video Conferencing facilities	Planned		

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Supported alternative travel (bike/skateboard/walk/transit) for meetings	Completed	Purchase Ministry owned bikes. Bicycle lock up expanded to 40 spaces from about 20.	The Ministry has purchased 2 bikes for employees to use to travel to work meetings. We continue to promote their use. The bicycle lock-up area was expanded and we promoted the use of the recently installed shower facilities.
Create a list of taxi services that have hybrid vehicles.	Completed	List completed.	The list has been posted on our Ministry intranet site (on our B.E.I.N.G Green site).

1.4 Employee Engagement

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Provided conservation education	Completed	4 Lunch and Learn sessions per year	Education has been provided through Lunch and Learn Sessions, Earth Day Event and information and articles on our Ministry Intranet site. At our Earth Day event we brought in about 15 organizations to share information about their green services and products to educate our staff about more environmentally sustainable options. At our annual All Staff Forum, we have brought in external organizations (such as BC Hydro and the CRD) to raise awareness of programs and opportunities to reduce the environmental impact. We have also provided green tips throughout our slide presentations at the Forum.
Held contests to change behaviour/make pledges	Completed		This is not specifically part of our plan, but during the 2008 Earth Day event, we held a draw prize contest to encourage employees to make a pledge to change their behaviour. Approximately 100 people made a pledge at this event.
Held contests/support to generate ideas	Completed	Ideas submitted	We brought together interested employees for a brainstorming session to generate ideas for how our Ministry could reduce its impact on the environment. About 100 ideas were brought forward at this session.
Developed Green Teams	Completed	Committee Established	The B.E.I.N.G Green Committee was established in August of 2007.

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Provided green tips	Completed		Our B.E.I.N.G Green intranet site lists green tips and we post articles periodically on our intranet main page with green tips. http://icw.tca.gov.bc.ca/climate_change/index.htm .
Added green work goal to performance management	Completed	ADM responsible, Green Team Lead and other supporting staff have a green goal in their EPDP.	Those staff who have responsibility for developing, promoting and maintaining our Ministry Green Team and initiatives have green work goals within their EPDP.
Submit ideas for the "Green Ideas Shine" award.	Completed	Ideas submitted	One of the "Green Ideas Shine" first place award winning ideas called "Greening the Border" was submitted by a team from the Ministry.
Promote Propass Transit Program	Completed	Information available on B.E.I.N.G Green Website.	
Ministry promotes and follows "Green Meeting Guidelines"	Completed	All meeting follow the Green Meeting Guidelines developed by Environment Canada.	Environment Canada's "Green Meeting Guide" is followed for Ministry events such as our Annual All Staff Forum, and has been promoted to staff through our Ministry intranet site.

1.5 Sustainability Actions (others)

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Reduced/replaced bottled water with filtered or refrigerated water	Completed		All kitchen faucets have filters on them to reduce the use of bottled water. We also do not use bottled water at meetings. The Ministry has purchased pitchers and glasses to use at meetings instead of bottled water. At offsite meetings, such as our Annual All Staff Forum and quarterly Leadership Learning Sessions, we work with the venue to provide jugs of water and juice instead of bottled beverages.

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Improved recycling measures	Completed	Recycling program implemented.	<p>We have a basic recycling program (hard plastic, paper and aluminum) and a battery recycling program in place and are planning to implement the corporate extended recycling program when available to our Ministry. We also have a no waste policy in place whereby each employee only has a very small desktop garbage can to reduce the amount of garbage generated.</p> <p>We also reuse name tags at meetings such as our Orientation Breakfasts, All Staff Forums, and quarterly Leadership Learning Sessions.</p>
Supported composting	Completed	Composting program implemented.	A composting program was implemented at 800 Johnson Street in the fall of 2007.
Used re-usable dishes	Completed		We ask employees to bring their own reusable dishes to Ministry meetings and do not provide any plastic options to them. We have also purchased a small set of dishes and some recyclable utensils.
Purchased green cleaning products	Completed	Green cleaning supplies are purchased.	
Supported sustainable procurement practices	In progress		A weekly organic market was supported in the lobby of our building (organic products mostly local were sold to staff).
Create carpool parking spaces.	Completed	# of spaces created.	4 spaces have been designated as carpool spaces.
Install showers to promote alternate transportation (i.e. cycling to work).	Completed	Showers installed	

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

Overview	<p>As a major source of our Ministry's emissions is from business travel, a key area of focus over the next couple of years will be related to reducing this source of emissions.</p> <p>We will also continue our focus on increasing employee engagement and education, in order to influence the behaviour of our employees and promote reducing, reusing and recycling. We will showcase some innovative and inspiring actions employees have taken in making more environmentally responsible choices, and the positive impacts they have had at home and in their communities. One approach we take to influencing employee behaviour is through Executive member involvement and communication in support of various green initiatives (such as Bike to Work Week) and including green content in Deputy Minister speeches and communications, and we will continue this approach in the year ahead.</p> <p>We will also work with ARES and our landlord during our next building lease negotiations in the fall of 2010 to find more ways to make our building infrastructure more efficient.</p>
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2.1 Stationary Fuel Combustion (including electricity)

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Undertake workstation tune-ups to help staff understand what they can do to reduce personal energy use	In progress	Materials developed	We have drafted communication materials to promote the use of the on-line Workstation Tune-up tool and to promote other tips specific to our building. In addition to marketing this tool to our existing staff, we will be incorporating this information into our orientation program, including adding it to our one-on-one sessions with new employees.	Spring 2009
Undertaken Monitor turn-off challenge	Planned			Summer 2009
Ask staff to close blinds daily	Planned		Planned as part of Work-station Tune-up initiative	Spring 2009
Encourage staff to use stairs	Planned		Annual "Stairway to Health" challenge will be initiated.	Fall 2009
Turn off lights in unused rooms	Planned		Continue to promote "Lights Off" in meeting rooms and offices.	Summer 2009

2.2 Supplies

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Commit to use 100% recycled paper	Planned		Ongoing use of 100% recycled paper is planned.	
Initiate automatic double sided printing	Planned		Ongoing double sided printing is planned.	

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Change document template margins				
Commit to hold paperless meetings	Planned			Continue to expand paperless meetings to include branch and division meetings, etc.
Use collaborative software to edit on-line	Planned			Continue to expand use of SharePoint for collaboration.
Re-use non-confidential scrap paper	Planned			Continue to expand use of scrap paper for secondary purposes.
Restructure a process to use less paper	In progress	The use of SharePoint and online approvals have been implemented.		Continue to move to paperless processes by increasing the use of technology (SharePoint, online approvals, intranet, etc.). Fall 2009
Purchase cradle to cradle goods	Planned			Ongoing purchasing as necessary.
Choose "Green" items from Distribution Centre	Planned			Ongoing selection of "green" items wherever possible.
Encourage re-use of furniture and equipment	Planned			Ongoing re-use of items wherever possible.

2.3 Travel

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Set a X% Travel reduction goal	In progress	Business Travel Expenditures are reduced	The targeted percentage reduction in Business Travel expenditures is 25%.	Spring 2009
Train staff in the use of Live Meeting (or other desktop collaborative software)	In progress	% or # of staff trained on LiveMeeting At least six HR sessions a year are provided via LiveMeeting	Three of our facilitation staff have been trained on LiveMeeting and we plan to have more trained over the coming months. Whenever appropriate, we will be providing HR training sessions via LiveMeeting to reduce travel. Three sessions have already been offered via LiveMeeting so far this year.	Summer 2009 Spring 2009
Install Video Conferencing facilities	Planned	Option has been explored	The installation of this equipment will be dependent on affordability (considering both installation and ongoing maintenance costs).	2010
Initiate Travel Policy	Planned	Guidelines established	A list of taxi companies with hybrid vehicles has been communicated to staff (intranet). This will be promoted again when the travel guidelines are established.	Summer 2009
Support alternative travel (bike/skateboard/walk/transit) for meetings	Planned		Continue to promote use of the Ministry's work bikes and walking to meetings in downtown Victoria.	

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Promote the use of BC Government Shared Video Conferencing sites.	In progress	Sites have been promoted	We have posted an article on our Ministry intranet site and will continue to look for opportunities to promote the use of these sites.	Spring 2009
100% compliance with SMARTTEC to monitor and track GHG impact of travel.	In progress	Travel claims are reviewed quarterly to ensure appropriate SMARTTEC documentation is included.		Winter 2009

2.4 Employee Engagement

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
	Planned	Article published to profile green actions in the Ministry newsletter Communication plan is complete	We will be profiling green actions in the Ministry newsletter. We are currently writing an article to be placed in the next issue of the newsletter. We will be updating our communications plan to ensure we have ongoing effective communications about important information supporting the actions within our Carbon Neutral Action Plan.	Spring 2009 Summer 2009
Provide conservation education	Planned		Continue to provide information regarding conservation of water and energy.	
Hold contests to change behaviour/make pledge	Planned		Continue to include as part of Earth Week, Stairway to Health event, etc. Review our formal "APPLE Awards" recognition program categories to ensure environmentally friendly actions are also recognized.	
Hold contests/support to generate ideas	Planned		The B.E.I.N.G. Green Team will hold another brainstorming session to help generate new ideas. All staff are also invited to share ideas through our B.E.I.N.G. Green website.	
Develop Green Teams	Planned	Committee has been refreshed and regional members are included on the committee	Revitalize B.E.I.N.G Green Team (including recruiting members from regional offices). B.E.I.N.G Green Team is in the process of being refreshed.	Winter 2009
Provide green tips	Planned		Continue to provide information on our intranet, in our newsletter, at staff forums, etc.	
Add a green work goal to performance management	Planned		Continue to include in EPDPs of staff who are significantly involved in this initiative.	

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Promote and communicate alternative transportation days/weeks such as rideshare week, and bike to work week/day.	Completed	% of employees participating in Bike to Work Week, and information is posted on the intranet to promote these events.	The Ministry has organized a Bike to Work Week team for many years and expanded the bike cage to accommodate all the staff who commute this way.	May 2009
2.5 Sustainability Actions (others)				
Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Replace battery powered paper towel dispensers with manual dispensers.	Planned	% of manual dispensers installed	This action will reduce the amount of batteries used.	Spring 2009