

ICBC — 2009 Carbon Neutral Action Report

Executive Summary

In 2009, ICBC continued to implement measures to reduce our carbon footprint. Key actions to address operational greenhouse gas emissions included the development of an Environmental Sustainability Policy, an Energy Policy and Energy Conservation Manual, to be finalized in 2010, and completion of a Strategic Energy Management Plan. We implemented energy retrofits to several facilities, commenced construction on a LEED Gold Driver Licensing Centre, reduced the size of our fleet and brought in a new requirement that all office paper purchased contain a minimum of 30% recycled content.

ICBC also involved our customers in actions to reduce provincial greenhouse gas emissions. Our province-wide television, radio and web campaign encouraged B.C. drivers to engage in more fuel-efficient and safer driving practices, and we integrated fuel-saving driving techniques into our commercial driver licensing stream.

At ICBC, we're excited about the opportunity to contribute to the Provincial Government's climate change objectives, and we are looking forward to building on our carbon neutral program to support our new commitment to make our business environmentally sustainable.



Tim O'Brien

VP, Procurement and Corporate Services

Overviews

Actions Taken to Reduce Greenhouse Gas Emissions in 2009

Carbon Neutrality

In 2009, ICBC took a range of actions to reduce our carbon footprint, starting with significant progress towards finalizing our greenhouse gas inventory from operations. With respect to our carbon footprint from buildings, we developed an energy policy with detailed guidelines, and a strategic plan to reduce energy consumption. We also established regular tracking and benchmarking of energy performance.

ICBC completed energy-saving retrofits in ten buildings and planned for a significant retrofit in our Head Office. We also commenced construction on a LEED Gold Driver Licensing Centre.

ICBC's policy on recycled content in paper resulted in 96% of all paper containing 30% post-consumer recycled fibre content by the end of 2009. Paperless meetings were encouraged throughout the corporation. ICBC also completed a replacement program that reduced the number of printer/copier/fax machines by 57%, saving both energy and paper.

ICBC reduced its vehicle fleet size by 4% in 2009 and began implementation of a new Fleet Management Program that includes further reductions and replacement of the remaining fleet with more fuel-efficient vehicles.

Outreach to employees about climate change and broader sustainability issues was a key feature of 2009, with communication through numerous channels, including internal newsletters, intranet articles, announcements, surveys, guest speakers and more than 20 internal training sessions.

Actions to Reduce Provincial Emissions and Improve Sustainability

ICBC has a program to support staff in using alternative transportation to commute to work, and in 2009 we added an expansion of the Head Office bike cage and a new cycling support network. We also worked to reduce business travel by introducing enabling technologies, such as access to NetMeeting for all staff, and webcasting for large scale virtual meetings.

ICBC continued with its broad range of measures to reduce waste and recycle paper, cardboard, beverage containers, toner cartridges, license plates, metals and plastics, drycell batteries, fluorescent lamps, computers and other types of similar materials and equipment.

In regard to its customers, ICBC continued with Drive Smart, Save Green, its province-wide television, radio and web campaign to encourage all B.C. drivers to engage in more fuel-efficient and safer driving practices. As well, ICBC worked with Natural Resources Canada to integrate fuel-saving driving techniques into the commercial driver licensing stream.

Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2012

Carbon Neutrality

ICBC will meet its goal of being carbon neutral in 2010 through greenhouse gas reduction measures and the purchase of carbon offsets. Over the next three years, ICBC will work to implement its new policies and plans for greenhouse gas reductions, with a view to reducing its reliance on offsets. This work will include communications to employees, establishment of a cross-divisional working group, and the preparation of performance metrics and targets.

With respect to energy, ICBC will complete a significant energy retrofit to our Head Office in 2010 and plan for further retrofits across the corporation; work will continue on reducing energy consumption from information technology equipment; we will continue to improve our Energy Conservation Manual and incorporate further energy and environmental considerations into our procurement standards and lease templates.

Work to reduce paper consumption will continue, with the introduction of further technologies to enable paperless work processes. We will also undertake initiatives to increase the proportion of duplexed printing, increase the standard for recycled content to 100%, and we will involve staff in finding innovative ways to reduce paper use.

With respect to ICBC's fleet, work will continue to reduce the number of vehicles, starting with a reduction of 7% in 2010, and we will increase the fuel-efficiency of our fleet. We will implement new policies and procedures for fleet drivers and provide targeted education to encourage fuel-saving behaviours.

Actions to Reduce Provincial Emissions and Improve Sustainability

Over the coming three years, ICBC plans to integrate the principles of its new policy on environmental sustainability into its business by establishing leadership and coordination bodies and implementing awareness and behaviour change programs.

ICBC will continue to make a key contribution to reducing provincial greenhouse gases by encouraging its employees and British Columbians in general to choose alternatives to using a single-occupancy vehicle. With respect to business travel and employee commuting, ICBC will introduce further technologies to enable remote meetings and expand its existing program to support employees in choosing alternative transportation. ICBC will also continue with the next phase of its Drive Smart, Save Green program.

ICBC will expand existing programs to reduce waste and water consumption, and will continue to involve employees via the Green Team. In 2010, ICBC will be a Carbon Partner for the Vancouver Olympic Winter Games and will join the BC Hydro Join Team Power Smart Corporate Challenge, and we will continue to participate in similar programs to reduce provincial greenhouse gas emissions.

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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 12/31/09) | Performance to Date (as of 12/31/09) | Steps Taken in 2009 | Steps Planned for 2010 -2012 | 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 | 0 % of vehicles are fuel- efficient models | Procurement process undertaken to implement a new Fleet Management Program that includes replacement of fleet vehicles with more efficient models. Fleet size reduced by 4%. | Replace existing fleet with more efficient models and reduce fleet size by an additional 7%. | 2009 | 2012 |
| Replace larger vehicles with smaller models according to fleet "right-sizing" principles | Ongoing/In Progress | 0 % of vehicles down-sized since start year indicated | Procurement process undertaken to implement a new Fleet Management Program that includes right-sizing. | Select best fit vehicles during turnover of fleet | 2009 | 2011 |
| Perform regular fleet maintenance to improve fuel-efficiency | Ongoing/In Progress | 0 % of vehicles are subject to regular maintenance for fuel efficiency | Procurement process undertaken to implement a new Fleet Management Program that includes a fuel and maintenance card to best track vehicle activity. | New Fleet Management Program will include access to activity history to analyze life cycle of each vehicle, and monitor maintenance history and requirements. | 2009 | 2012 |
| Behaviour change program | | | | | | |
| Provide fleet driver training to reduce fuel use | Ongoing/In Progress | | Implemented a corporate-wide Drive Smart, Save Green website including videos and tips for fleet drivers and all employees. | Ensure all fleet drivers read the revised Policies and Procedures that includes Drive Smart, Save Green information by signing letter of acknowledgement. Have the ability with the new Fleet Management Program to identify high fuel and maintenance costs on a per vehicle basis and then provide education to specific drivers to improve behaviour. | 2010 | No End Date (Continuous) |
| Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages) | In Development | | | Reduce fuel consumption and offer more training information based on new policy and procedures and new Fleet Management Program. Include information in new policy and procedures to promote driver awareness. | 2010 | No End Date (Continuous) |
| Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking) | In Development | | | Alternative transportation website offers option information, tools and links. Increased communication activities. | 2010 | No End Date (Continuous) |
| Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings) | | | | | | |
| Planning/management | | | | | | |
| Enrol in a building energy benchmarking program (e.g., GREEN UP) | In Development | | | Investment Properties: reviewed portfolio to identify program and prioritize buildings. BOMA Best certification for one investment property budgeted for 2010. Future buildings targeted for certification in 2011 and forward | 2010 | No End Date (Continuous) |
| Install a real time metering system (e.g. Pulse, Reliable Controls, Houle Controls) | In Development | | | Perform evaluation for key buildings | 2010 | 2011 |
| Owned buildings | | | | | | |
| Establish energy performance baseline for owned buildings | Ongoing/In Progress | 100 % of owned buildings have an established energy performance baseline | Strategic energy management plan in place for all operational properties. Detailed energy studies in place for 40% of portfolio. | Further assessment of performance opportunities | 2010 | No End Date (Continuous) |

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|--|----------------------------|---|--|---|---|------------|--------------------------|
| Register for performance labelling/certification for operations and maintenance of owned buildings (e.g., LEED EB:O&M) | Ongoing/In Progress | 19 | % of owned buildings have operations and maintenance labelling/certification | Head Office BOMA Go Green Certificate obtained in 2008 | Explore certification for further buildings | 2009 | 2012 |
| Achieve LEED NC Gold certification at a minimum for new construction or major renovations | Ongoing/In Progress | 0 | % of owned buildings are certified LEED NC Gold or LEED NC Platinum | Construction underway of LEED NC Gold Driver Licensing Centre | Completion of LEED NC Gold building; certification expected in 2011 | 2010 | 2012 |
| Complete energy retrofits on existing, owned buildings | Ongoing/In Progress | 20 | % of owned buildings have undergone energy retrofits since start year indicated | Completed in 2009: Operational buildings: 10 buildings received lighting upgrades or other energy upgrades. Investment buildings: gas and electricity consumption reduced 45% and 17% respectively in one building. | Further retrofits planned including lighting, insulation and controls retrofit for Head Office in 2010; further retrofits to claims centres | 2010 | No End Date (Continuous) |
| Retrofitting owned buildings | | | | | | | |
| Upgrade mechanical systems (heating, cooling, ventilation) during retrofits | Ongoing/In Progress | 20 | % of retrofits (captured above) had heating, cooling, and ventilation systems upgrades | Operations: one boiler measure (digital controls connection). Investments: installation of new HVAC equipment in one building | Ongoing | 2010 | No End Date (Continuous) |
| Upgrade lighting systems during retrofits | Ongoing/In Progress | 80 | % of retrofits (captured above) had lighting systems upgrades | Lighting retrofits completed at 9 locations | Ongoing | 2010 | No End Date (Continuous) |
| Upgrade/adjust control systems during retrofits | Ongoing/In Progress | 20 | % of retrofits (captured above) had control system upgrades or adjustments | Adjusted controls | Head Office retrofit will include controls recommissioning; retrofits planned for future sites | 2010 | No End Date (Continuous) |
| Improve building insulation (including windows) during retrofits | In Development | | | | Head Office retrofit will include insulation repair and weather stripping ; retrofits planned for future sites | 2010 | No End Date (Continuous) |
| Leased buildings | | | | | | | |
| Lease space with commercial interiors performance labelling/certification (e.g., LEED CI) | Ongoing/In Progress | 0 | % of leased buildings have commercial interiors labelling/certification | Prepared draft policy setting standards for leased spaces. | Policy ratified | 2010 | 2012 |
| Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC) | Ongoing/In Progress | 0 | % of leased buildings have new construction performance labelling/certification | Prepared draft policy setting standards for leased spaces. | Policy ratified | 2010 | 2012 |
| Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations | In Development | | | | Create corporate green lease template. | 2010 | 2012 |
| IT power management | | | | | | | |
| Implement server virtualization | Ongoing/In Progress | 10 | % of servers have been virtualized since start year indicated | Out of a total of 639 servers, 62 were virtualized | Further virtualization | 2010 | No End Date (Continuous) |
| Apply auto-sleep settings on computer monitors and CPUs | Complete | 100 | % of computers have auto-sleep settings applied | Display monitors only | | 2009 | 2009 |

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|--|----------------------------|---|--|--|--|------------|--------------------------|
| Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices | Complete | 57 | % reduction in printers, copiers, and/or fax machines since start year indicated | Reduced from 2366 to 1000 | | 2008 | 2009 |
| Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices | Complete | 100 | % of devices have auto-sleep settings applied | Included in printer renewal program | | 2008 | 2009 |
| Replace computers with ENERGY STAR models during regular computer upgrades | Ongoing/In Progress | | | Replacement with Energy Star on an ongoing basis for laptops only. | Energy Star and other ratings incorporated into procurement process | 2009 | No End Date (Continuous) |
| Appliances and electronic devices | | | | | | | |
| Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases | Ongoing/In Progress | | | Replacement with Energy Star on an ongoing basis. Procurement documents for all electrical goods include Energy Star and other certification, relative energy efficiency and life cycle analysis | Continuous improvement of procurement documents and processes based on internal reviews. | 2010 | No End Date (Continuous) |
| Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases | Ongoing/In Progress | | | Replacement with Energy Star on an ongoing basis. Procurement documents for all electrical goods include Energy Star and other certification, relative energy efficiency and life cycle analysis | Continuous improvement of procurement documents and processes based on internal reviews. | 2010 | No End Date (Continuous) |
| Behaviour change program | | | | | | | |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | | | Integrated into communication tools and signage | Behaviour change program | 2008 | 2012 |
| Ask staff to close blinds at end of work day to reduce heating/cooling demands | Ongoing/In Progress | | | Integrated into communication tools and signage | Behaviour change program | 2008 | 2012 |
| Encourage use of stairs instead of elevators | Ongoing/In Progress | | | Escalators off on Fridays initiatives in 2 locations | Ongoing escalator initiatives | 2009 | No End Date (Continuous) |
| Provide reminders for turning off lights (e.g., signs, stickers, messages) | Ongoing/In Progress | | | Signage in many locations | Behaviour change program | 2007 | 2012 |
| Promote hot water conservation | Ongoing/In Progress | | | Tips and statistics incorporated in communications, aerators added to faucets in some locations | Further communications | 2009 | 2012 |
| Other Stationary Fuel Combustion and Electricity Actions | | | | | | | |
| Zero emissions electricity provider for Alberta investment properties | Ongoing/In Progress | | | Decision taken to use zero emissions provider | Purchasing zero emissions electricity | 2009 | No End Date (Continuous) |
| Supplies (Paper) | | | | | | | |
| Paper Type | | | | | | | |
| Purchase 30% post-consumer recycled paper | Complete | 96 | % of total paper purchased contains 30% recycled content | Increased proportion of office paper containing recycled content from 2% in 2007 to 96% by the end of 2009 | | 2008 | 2009 |
| Purchase 100% post-consumer recycled paper | In Development | | | | Exploring potential for switch to 100% recycled | 2010 | No End Date (Continuous) |
| Printer/document settings | | | | | | | |
| Switch networked printers and photocopiers to automatic double-sided | Ongoing/In Progress | 60 | % of network printers or photocopiers are set to automatic double-sided | 60% is an estimate. The balance currently do not default due to workflow issues and shared units. | Implementations to increase proportion of duplexed jobs | 2010 | No End Date (Continuous) |

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|--|----------------------------|---|--|---|---|------------|--------------------------|
| Apply "print and hold" settings to networked printers to eliminate unclaimed print jobs | Complete | 50 | % of network printers have 'print and hold' settings applied | Note that this is optional for the user | | 2008 | 2009 |
| Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.) | In Development | | | | Complete in select areas; explore standards | 2010 | 2012 |
| Electronic media in place of paper | | | | | | | |
| Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Ongoing/In Progress | 100 | % of staff workstations with software installed | Office 2007- 100% of staff; no collaboration software or services in place; planning for SharePoint Infrastructure. OneNote - 100% of tablet users. Sharepoint POC completed. IT SharePoint Readiness Assessment completed. | Initiate the SharePoint Collaboration and Team Sites Pilot; expand the roll-out to all project/departmental teams. Redevelop ICBC's intranet and promote more sharing of information. | 2010 | 2012 |
| Use electronic document library for filing common documents | Ongoing/In Progress | | | Enterprise Content Management is in place. | Working on the Microfiche Replacement project as the initial implementation for this solution scheduled for 2010. Project work on Claims management system, Claims document and content project, insurance projects | 2010 | 2012 |
| Post materials online that were previously printed | In Development | | | | Complete in select areas. | 2010 | No End Date (Continuous) |
| Switch to an electronic payroll notification system in place of paper pay stubs | Complete | | | In place since 2004 | | 2004 | 2009 |
| Behaviour change program | | | | | | | |
| Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | In Development | | | | SharePoint Collaboration and Team Sites pilot; broader rollout | 2010 | 2012 |
| Encourage staff to hold paperless meetings or presentations (i.e., no handouts) | Ongoing/In Progress | | | Paperless meetings encouraged throughout corporation; staff can share meeting documents using common file shares; Office and One Note capabilities available; NetMeeting for multi location meetings. Additional laptops and tablets made available during workstation evergreening project. Additional projects provided for meeting rooms. "Paperless office" pilots with select employees. | Make improvements to the structure of the main drive to promote improved document sharing; increase laptops and projectors for meeting rooms; provide collaboration and team sites. | 2010 | 2012 |

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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 12/31/09) | Performance to Date (as of 12/31/09) | Steps Taken in 2009 | Steps Planned for 2010 -2012 | Start Year | End Year |
|---|----------------------------|---|---|--|--|----------------------------------|
| Business Travel | | | | | | |
| Virtual meeting technology | | | | | | |
| Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.) | Ongoing/In Progress | 100 | % of computers have web-conferencing software installed | 100% of staff have access to NetMeeting. Larger group web conferencing available upon request. Large scale webcasting used for announcements. | Installation of LiveMeeting software for all staff. | 2009 2010 |
| Make desktop web-cameras available to staff | In Development | | | | Webcam video conferencing PoC with staff in North Vancouver and Victoria. Broad rollout of desk-top web cameras. | 2009 2012 |
| Install video-conferencing units in meeting rooms or provide mobile video-conferencing units | In Development | | | | Installed two room-based video-conferencing units in 2009. Installation of room-based video-conferencing in four additional locations. | 2009 2012 |
| Behaviour change program | | | | | | |
| Train staff in web-conferencing | Ongoing/In Progress | | | 100% of staff who handle the large scale webcasting have been trained; 100% of staff have access to online reference material for NetMeeting. Transition webcasting skill set to business area; prepare for LiveMeeting rollout | Provide LiveMeeting access, training and support as capability is rolled out with instant messaging server. | 2009 2010 |
| Train staff in video-conferencing or provide technical support for video-conferencing set-up | Ongoing/In Progress | | | 100% of staff using the video conferencing equipment have access to the Help Desk for problem reporting and resolution; 50% of direct support staff have received training in setup and use of video conferencing. Room-based video conferencing unit acquired and staff trained; all participants in desktop video conferencing PoC received training and were provided technical support | Provide video conferencing training and support as capability is rolled out with instant messaging server. | 2009 2012 |
| Encourage carpooling to meetings | In Development | | | | Jack Bell Carpool website portal for finding ride matches to meetings. | 2010 No End Date (Continuous) |
| Encourage alternative travel to meetings (e.g., bicycles, public transit, walking) | Complete | | | For meetings: Transit tickets provided or carpooling encouraged; participation in employer transit pass programs; preferred carpool parking at Head Office and other locations; bicycle lock-up with lockers. | | 2007 2009 |
| Education, Awareness, and Engagement | | | | | | |
| Team-building | | | | | | |
| Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement | Ongoing/In Progress | | | Existing Green Team has 65 members; supports recycling and alternative transportation efforts | Increase Green Team membership; future training, webmeetings; expansion of role | 2010 No End Date (Continuous) |
| Provide resources and/or dedicated staff to support teams | Ongoing/In Progress | | | 0.1 FTE dedicated to Green Team coordination | Increase resourcing for Green Team coordination | 2000 No End Date (Continuous) |
| Awards/Recognition | | | | | | |
| Establish a sustainability/green awards or recognition program | Ongoing/In Progress | | | Sustainable actions content included in internal challenge | Future recognition programs | 2011 No End Date (Continuous) |

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|--|----------------------------|---|--|--|------------|--------------------------|
| Staff Professional Development | | | | | | |
| Support green professional development (e.g., workshops, conferences, training) | Ongoing/In Progress | | Professional development offered to employees with environmental component in their job descriptions; training sessions provided internally for broader management and staff | Continued training and broader rollout | 2000 | No End Date (Continuous) |
| Staff awareness/education | | | | | | |
| Provide education to staff about the science of climate change | Ongoing/In Progress | | Internal newsletters, intranet articles, announcements, surveys, guest speakers, training and 23 internal presentations | Further internal newsletters, intranet articles, announcements, surveys, guest speakers, training and internal presentations | 2009 | No End Date (Continuous) |
| Provide education to staff about the conservation of water, energy, and raw materials | Ongoing/In Progress | | Internal newsletters, intranet articles, announcements, surveys, guest speakers, training and 23 internal presentations | Further internal newsletters, intranet articles, announcements, surveys, guest speakers, training and internal presentations | 2009 | No End Date (Continuous) |
| Provide green tips on staff website or in newsletters | Ongoing/In Progress | | Intranet and print articles regarding alternative transportation; recycling; waste reduction; energy saving tips. | Further communications | 2009 | No End Date (Continuous) |
| Client/public awareness/education | | | | | | |
| Provide education to clients/public about the conservation of water, energy, and raw materials | Ongoing/In Progress | | Drive Smart, Save Green campaign provides guidance for greener driving practices | Next phase of Drive Smart, Save Green | 2009 | 2011 |
| Provide green tips on client/public website or in newsletters | Ongoing/In Progress | | Drive Smart, Save Green campaign provides guidance for greener driving practices | Next phase of Drive Smart, Save Green | 2009 | 2011 |
| Other Sustainability Actions | | | | | | |
| Waste reduction/diversion | | | | | | |
| Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities | Ongoing/In Progress | | Blue Box recycling program (glass, metal & plastics); fluorescent tube recycling company-wide; drycell battery recycling for employees; enhanced paper recycling. Seven tonnes of drycell batteries recycled since 2001. | Continuation of programs | 2001 | No End Date (Continuous) |
| Implement a hazardous waste reduction and disposal strategy | Complete | | Program in place. Updated environmental requirements in Purchase Orders for disposal of hazardous waste. | | 2003 | 2009 |
| Procurement (non-paper supplies) | | | | | | |
| Incorporate minimum recycled content standards into procurement policy for consumable, non-paper supplies (e.g., writing instruments, binders, toner cartridges, etc.) | Ongoing/In Progress | | Procurement documents include carbon footprint and product certification for general goods. | Continuous improvement of procurement documents and processes based on internal reviews | 2010 | No End Date (Continuous) |
| Establish green standards for goods that are replaced infrequently and/or may require capital funds to purchase (e.g., office furniture, carpeting, etc.) | Ongoing/In Progress | | Procurement documents include carbon footprint and product certification for general goods. | Continuous improvement of procurement documents and processes based on internal reviews | 2010 | No End Date (Continuous) |
| Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags | In Development | | | Build on existing green cleaning product purchasing policy | 2008 | No End Date (Continuous) |
| Building construction, renovation, and leasing | | | | | | |
| Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities | In Development | | | Ratify policy regarding LEED for commercial interiors | 2010 | No End Date (Continuous) |
| Indoor air quality | | | | | | |

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|---|----------------------------|---|---|--|------------|-----------------------------|
| Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.) | Ongoing/In Progress | | Scent reduction guidelines available on the intranet and enforced as needed. | Continuation of program | 2008 | No End Date (Continuous) |
| Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture | Ongoing/In Progress | | Current practice is to request low VOC products. | Continuation of practice. | 2008 | No End Date (Continuous) |
| Commuting to and from home | | | | | | |
| Encourage commuting by foot, bicycle, carpool or public transit | Ongoing/In Progress | | Alternative transportation website offers options information, tools and links. Participation in employer transit pass programs; preferred carpool parking at Head Office and other locations; free parking for Jack Bell Rideshare participants; bicycle lock-up with lockers; participation in Commuter Challenge and Bike to Work Week. Offered Lunch and Learn and Bike Fit/Bike Tune ups. Bike cage expanded; new Cyclist Advisory Committee and Bike Buddy program created in 2009. | Creating new Jack Bell Carpool website portal for ICBC employees | 2000 | No End Date (Continuous) |
| Provide shower or locker facilities for staff/students who commute by foot or by bicycle | Ongoing/In Progress | | Head Office - End of Trip Facilities program, access to secure bike cages/lockers and shower facilities. 126 members, 43 new in 2009 | Continue to increase participation | 2000 | No End Date (Continuous) |
| Provide secure bicycle storage | Ongoing/In Progress | | Head Office - Facility expanded in 2009, 2 cages; 59 racks; 110 lockers. | Continue to increase participation | 2009 | No End Date (Continuous) |
| Modify parking fees or parking availability for staff/students | Ongoing/In Progress | | Free parking at Head Office - for registered Jack Bell Ride Share participants. Preferred self paid parking at Head Office for those registered as a carpooler. | Continuation of program | 2000 | No End Date (Continuous) |