

2009 Carbon Neutral Action Report

Executive Summary

Pacific Carbon Trust (PCT) “walks the talk,” measures its carbon footprint annually and reduces emissions wherever possible. For 2009, PCT was carbon neutral one full year earlier than required and offset 16 tonnes of CO₂e to cover both its travel and operational emissions. We aspire to lead the BC Public Sector as an environmentally responsible organization.

In addition to carbon neutrality, PCT strives to be an effective, environmentally responsible organization known for its industry expertise. This goal is backed up by action, with proven results measured in having a lower than average organizational carbon footprint. During 2009, PCT’s carbon footprint per staff person was 1.8 tonnes of CO₂e compared to 2.8 tonnes CO₂e per staff person (full time equivalent) for core government in 2008.

These actions were set out in PCT’s Carbon Neutral Action Plan for 2009-2012. Three key opportunities have been identified to reduce our future emissions:

- changing the office footprint,
- aggressively targeting travel patterns, and
- engaging all employees in sustaining the change.

Actions Taken to Reduce Greenhouse Gas Emissions in 2009

PCT continues to take a low-emissions approach for any business travel. Staff are encouraged to carpool and must stack meetings for any out-of-town travel. PCT voluntarily tracks this travel to monitor, reduce and offset any remaining emissions. PCT also has a no fleet policy, and makes available transit tickets for in-town meetings encouraging staff to use public transit.

The use of innovative technology, web and teleconference tools became part of PCT staff’s daily work-life in 2009. Most staff use tablet computers which support “paperless” meetings and files and result in lower emissions. All PCT computers have collaborative software installed, such as OneNote and SharePoint, which reduces the need to print documents and further supports the practice of virtual meetings amongst staff. Other key initiatives in 2009 included installing a multifunction device and setting it to print double-sided, using 100% recycled paper and ensuring all computer equipment and appliances were energy star rated.

In 2009, PCT established its corporate office in a central location close to its stakeholders further supporting the reduction of emissions. PCT established a staff-led Green Team and introduced a green savings account. Both of these initiatives engage and incent staff to identify and implement specific actions to reduce emissions even further.

PCT also supported environmental sustainability within its corporate values; one of its values is to champion sustainable business practices and be a role model for low-carbon operations. In addition, staff were provided opportunities for green professional development and education and the corporation incorporated greener approaches for purchase of consumable goods, cleaning products and capital purchases.

Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2012

As PCT moves into our third year of operations, we will continue to build on and enhance our carbon neutral action plan and maintain our carbon neutral status. As a new and growing organization in the low-carbon economy, PCT has additional opportunities to:

- develop new business processes with a “green” lens to ensure environmental sustainability is factored into decisions,
- help promote sustainable practices and technologies, and
- influence change within its sphere of suppliers, clients, partners and business community.

The corporation is taking significant action to begin reducing emissions particularly in building energy consumption and business travel, and to motivate behavioural changes across the corporation and beyond.

For information about the Pacific Carbon Trust: www.pacificcarbontrust.com

The PCT 2010-2012 Carbon Neutral Action Plan is available on our website under corporate reports at: www.pacificcarbontrust.ca

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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) | | | | | | | |
| Behaviour change program | | | | | | | |
| Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking) | Complete | | | PCT continues with its No Fleet Policy; Staff encouraged to carpool, use hybrid taxi, bikes or bus to local meetings; bus tickets made available. | Continue No Fleet Policy; Introduce alternative transportation incentive. | 2009 | No End Date (Continuous) |
| Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings) | | | | | | | |
| Planning/management | | | | | | | |
| Reduce office space (square meters) per employee | Ongoing/In Progress | 19 | is the current average rentable square meters per employee | As a start-up organization, PCT grew from 1 to 16 employees in 2009, and is quickly filling up current space. | PCT is expected to grow further in 2010, which will reduce space per employee. PCT also expects to move to a new location, but will continue to monitor space usage per employee. Shared workspaces is under consideration through telework arrangements at new location. | 2009 | No End Date (Continuous) |
| Leased buildings | | | | | | | |
| Establish energy performance baseline for leased buildings | In Development | | | PCT tracked building emissions for 2009; assessed office location with lower greenhouse gas emissions for potential move when current lease expires. | PCT expects to move to a new location to accommodate growth while also reducing GHG emissions; will continue to track and offset emissions in 2010. | 2009 | 2010 |
| Lease space with operations and maintenance performance labelling/certification (e.g., LEED EB:O&M) | In Development | | | PCT considered LEED standards in new office locations. | PCT expects to move to a new location with lower greenhouse gas emissions; will also consider LEED standard. | 2009 | 2010 |
| Lease space with commercial interiors performance labelling/certification (e.g., LEED CI) | In Development | | | PCT considered LEED standards in new office locations. | PCT expects to move to a new location with lower greenhouse gas emissions; will also consider LEED standard. | 2009 | 2010 |
| Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC) | In Development | | | PCT considered LEED standards in new office locations. | PCT expects to move to a new location with lower greenhouse gas emissions; will also consider LEED standard. | 2009 | 2010 |
| IT power management | | | | | | | |
| Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices | Complete | | | Installed multi-function device. | Continue to use multi-function device in new location. | 2009 | 2010 |
| Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices | In Development | | | | future consideration for auto sleep mode of multi function device. | 2009 | 2010 |
| Replace computers with ENERGY STAR models during regular computer upgrades | Complete | 100 | % of computers are ENERGY STAR rated | All computers, including additional purchases for new employees are Energy Star models. | Continue to purchase Energy Star models only. | 2009 | No End Date (Continuous) |
| Appliances and electronic devices | | | | | | | |
| Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases | Complete | 100 | % of fridges are ENERGY STAR rated | Installed used Energy Star model. | Continue to purchase Energy Star models for new location. | 2009 | 2010 |
| Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases | Complete | | | Installed Energy Star dishwasher and microwave. | Continue to purchase Energy Star models for new location. | 2009 | 2010 |

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|------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------|--------------------------|
| Behaviour change program | | | | | | | |
| Help staff reduce personal energy use through "workstation tune-ups" | Ongoing/In Progress | | | Provided demonstration at staff meeting about workstation tune-up options. | Continue to encourage workstation tune-ups. | 2009 | No End Date (Continuous) |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | | | Remind staff to unplug small appliances in kitchen. | Develop signage for kitchen. Promote awareness and participation in workstation energy conservation. | 2009 | 2010 |
| Ask staff to close blinds at end of work day to reduce heating/cooling demands | Ongoing/In Progress | | | Remind staff to close blinds at end of work day. | Continue policy. | 2009 | No End Date (Continuous) |
| Encourage staff to use air dry setting on dishwashers | Ongoing/In Progress | | | Dishwasher set to air dry. | Develop signage as reminders. | 2009 | 2010 |
| Provide tips to staff on saving energy in the office while working outside of regular business hours | Ongoing/In Progress | | | Information on energy meter readings for computer and kitchen appliances posted on SharePoint. Energy usage gauge available to employees. | Continue to promote awareness in office and workstation energy conservation. | 2009 | 2011 |
| Provide reminders for turning off lights (e.g., signs, stickers, messages) | Complete | | | Signs posted in office. | Continue policy in new location. | 2009 | 2010 |
| Other Stationary Fuel Combustion and Electricity Actions | | | | | | | |
| Ensure GHG emissions reductions are criterion for technology infrastructure review | In Development | | | Assessed energy efficiency of office technology that was purchased. | Continue to consider energy efficiency for corporate technology infrastructure. | 2009 | No End Date (Continuous) |
| Established policy to make PCT carbon neutral for 2009, one year early. Implemented Smarttool to track building-related emissions. | Complete | | | Tracked building-related emissions. | PCT plans to offset building related emissions from 2009 as part of Carbon Neutral Action Plan. | 2009 | 2009 |
| Supplies (Paper) | | | | | | | |
| Paper Type | | | | | | | |
| Purchase 100% post-consumer recycled paper | Ongoing/In Progress | 100 | % of total paper purchased contains 100% recycled content | PCT buys all 100% post consumer recycled paper for printing. | Continue same policy. | 2009 | No End Date (Continuous) |
| Printer/document settings | | | | | | | |
| Switch networked printers and photocopiers to automatic double-sided | Ongoing/In Progress | 100 | % of network printers or photocopiers are set to automatic double-sided | PCT has set its multi-function device to automatic double-sided. | Continue same policy. | 2009 | No End Date (Continuous) |
| Electronic media in place of paper | | | | | | | |
| Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Complete | 100 | % of staff workstations with software installed | Collaborative software available for all employees. | | 2009 | 2009 |
| Use electronic document library for filing common documents | Ongoing/In Progress | | | Use SharePoint and electronic drives for filing common documents. | Continue same policy. | 2009 | No End Date (Continuous) |
| Post materials online that were previously printed | Ongoing/In Progress | | | Post materials for staff meetings and working groups either on SharePoint or OneNote for distribution. | Continue same policy. | 2009 | No End Date (Continuous) |
| Switch to an electronic payroll notification system in place of paper pay stubs | Ongoing/In Progress | | | 81% of PCT staff have switched to electronic payroll notification. | PCT will continue to work towards 100% electronic payroll pay stubs in 2010 for existing and new employees. | 2009 | No End Date (Continuous) |
| Behaviour change program | | | | | | | |

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| Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | In Development | | All staff currently using SharePoint. A number of PCT staff have received on-line training on collaboration tools. | Continue to identify training opportunities for staff re: collaborative software to staff as required. | 2009 | No End Date (Continuous) |
| Encourage staff to hold paperless meetings or presentations (i.e., no handouts) | Ongoing/In Progress | | Agenda and documents for staff meetings distributed through OneNote to allow people to use computer tablets and reduce paper. | Continue same policy. | 2009 | No End Date (Continuous) |
| Other Paper Supplies Actions | | | | | | |
| Use tablets for meetings | Ongoing/In Progress | | Tablets supplied to most staff; provided internal training on use of collaborative software (e.g.. OneNote). | Provide training on tablets or collaborative software as required. | 2009 | No End Date (Continuous) |
| Established policy to make PCT carbon neutral for 2009, one year early. Implemented Smarttool to track supplies-related emissions (paper). | Complete | | Tracked supplies-related emissions. | PCT plans to offset paper-related emissions from 2009 as part of Carbon Neutral Action Plan. | 2009 | 2009 |

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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 | | | | | | |
| Policy and budgeting | | | | | | |
| Create a low-carbon travel policy or travel reduction goal | Ongoing/In Progress | | Track travel-related emissions. Limit out of town travel through stacked meetings. Green Key Hotels information provided to staff . PCT has identified green key hotels that have lowest carbon footprint, staff book with these hotels as much as possible. | 2010: Track travel emissions and report out at staff meetings. 2011: Set baseline and reduction targets. | 2009 | No End Date (Continuous) |
| Virtual meeting technology | | | | | | |
| Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.) | Complete | | Live meeting installed on all computers. | | 2009 | 2009 |
| Make desktop web-cameras available to staff | Ongoing/In Progress | | Web cameras available on some computers, shared web cameras available for staff to use as needed. | Sufficient number of web cameras available for staff. | 2009 | No End Date (Continuous) |
| Install video-conferencing units in meeting rooms or provide mobile video-conferencing units | Ongoing/In Progress | | Used teleconference to conduct out of town meetings. Assessed video-conferencing capabilities for new office location. | 2010: PCT will make every effort to ensure that new location has video-conferencing capabilities (meeting room and mobile tablets). | 2009 | 2010 |
| Behaviour change program | | | | | | |
| Train staff in web-conferencing | Ongoing/In Progress | | Staff participated in web-conferencing (e.g. Webinars, Live meetings). | 2010: Train staff in hosting webinars. | 2009 | 2010 |
| Train staff in video-conferencing or provide technical support for video-conferencing set-up | In Development | | | 2010: Train staff in video-conferencing. | 2010 | 2010 |
| Encourage staff to consider virtual attendance/presentation at events where possible | Ongoing/In Progress | | Staff provided with technology to attend webinars, live meetings and other web conferencing options. | 2010: PCT will make every effort to ensure new location has video-conferencing capabilities. Whenever possible, industry meetings hosted by PCT will have remote communication potential. | 2009 | No End Date (Continuous) |
| Encourage carpooling to meetings | Ongoing/In Progress | | Staff encouraged to carpool when possible. | Continue policy. | 2009 | No End Date (Continuous) |
| Encourage alternative travel to meetings (e.g., bicycles, public transit, walking) | Ongoing/In Progress | | Bus tickets available; encouraged to use bicycles and hybrid taxis. | 2010: Implement alternative transportation incentive. | 2009 | No End Date (Continuous) |
| Other Business Travel Actions | | | | | | |
| Established policy to make PCT carbon neutral for 2009, one year early. PCT is voluntarily tracking and offsetting the organization's business travel emissions as part of that commitment. | Complete | | Tracked travel-related emissions. | Offset 2009 related travel emissions as part of PCT Carbon Neutral Action Plan. | 2009 | 2009 |
| PCT will continue to voluntarily track and offset the organization's business travel emissions. | In Development | | | Track and offset travel-related emissions. | 2010 | No End Date (Continuous) |
| Education, Awareness, and Engagement | | | | | | |

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| Team-building | | | | | | |
| Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement | Complete | | Developed a Green Team; Provided open carbon neutral planning time slot at staff meetings | 2010: Develop meeting schedules; continue to brainstorm to engage staff and prioritize tasks. | 2009 | No End Date (Continuous) |
| Provide resources and/or dedicated staff to support teams | Ongoing/In Progress | | Green team membership is resourced by PCT staff members | 2010: Further develop green team, consider sub-committees to green team. | 2009 | No End Date (Continuous) |
| Staff Professional Development | | | | | | |
| Support green professional development (e.g., workshops, conferences, training) | Ongoing/In Progress | | PCT employees have participated in several conferences, training and workshops in this field, which focus or include sections related to green professional development. (e.g. Climate Smart, ISO training, Carbon Finance, Govt Carbon Neutral working groups). | Continue to support professional development in this area. | 2009 | No End Date (Continuous) |
| Staff awareness/education | | | | | | |
| Provide education to staff about the science of climate change | Ongoing/In Progress | | Provided climate change presentation based on science from IPCC 4th assessment report; Share reports on climate change and carbon market, including information related to science. | Continue to provide information to staff about the science of climate change. | 2009 | No End Date (Continuous) |
| Provide green tips on staff website or in newsletters | Ongoing/In Progress | | Articles, tips and news shared between staff; BC government and BC Hydro green tips made available to staff. | Continue to provide tips and articles to employees; also available on shared electronic drives. | 2009 | No End Date (Continuous) |
| Provide sustainability education during new staff orientation | In Development | | | 2010: Develop employee orientation guide to provide overarching information on low carbon business practices to new employees. | 2010 | 2010 |
| Client/public awareness/education | | | | | | |
| Provide education to clients/public about the science of climate change | Complete | | Information provided about climate change and offsets on PCT website; links to similar sites. | | 2009 | No End Date (Continuous) |
| Other Education, Awareness, and Engagement Actions | | | | | | |
| Establish a performance measure in Service Plan related to lowering emissions | Complete | | Established performance measure in service plan to reach a lower level of greenhouse gas emissions per FTE than BC government average. | 2010: Continue same performance measure. | 2009 | No End Date (Continuous) |
| Introduce a Green Savings Account to motivate emission-reducing behaviours among staff | In Development | | Developing a modest account to support emission-reducing behaviour among staff. | 2010: Finalize and initiate account. | 2009 | 2010 |
| Include strategies or values related to "sustainable business practices" in corporate planning. | Complete | | Developed a core value around "sustainable business practices", and established a strategy to "continue working towards becoming a leader in low-carbon business practices." | | 2009 | No End Date (Continuous) |
| 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 | | Recycling program in place for occupant waste. | 2010:Contact ARES to determine optimal recycling system (E.g. "enhanced recycling program") | 2009 | No End Date (Continuous) |
| Implement a hazardous waste reduction and disposal strategy | Ongoing/In Progress | | Electronics are recycled with asset warehouse, disposable batteries recycled. | 2010 PCT will move to use of rechargeable batteries. | 2009 | No End Date (Continuous) |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------|
| 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 | | Use OPS and Monk manuals to purchase green products as available. | Develop a list of lowest GHG emission office supplies; make available to staff responsible for purchasing supplies. Develop a purchasing policy that considers total cost as well as GHG emission reductions. | 2009 | 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 | | When moved to new location purchased used furniture. | 2010: consideration to green standards for all decisions as to office furniture, carpeting, paint, etc | 2009 | No End Date (Continuous) |
| Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags | Complete | | All cleaning products used by PCT staff and janitorial service for office are sustainable products. | | 2009 | 2009 |
| Require a minimum purchase of sustainable, and organic food and beverages supplied by contracted food suppliers or caterers | Ongoing/In Progress | | Identified and used caterers that use sustainable and organic foods for PCT catered events. | Develop resource listing for caterers in Victoria and downtown Vancouver that use sustainable and organic products. | 2009 | 2010 |
| Building construction, renovation, and leasing | | | | | | |
| Incorporate lifecycle costing into new construction or renovations | Ongoing/In Progress | | Renovations to office space included installation of cork flooring in copy room and low VOC paint. | 2010: Awareness of lifecycle costs included in planning for new location. | 2009 | No End Date (Continuous) |
| Indoor air quality | | | | | | |
| Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture | Ongoing/In Progress | | Low VOC standards were followed for paint, carpet and furniture when moved locations in 2009. | 2010: Consideration to low VOC for all decisions as to office furniture, carpeting, paint, etc | 2009 | No End Date (Continuous) |
| Commuting to and from home | | | | | | |
| Introduce telework/work from home policy | In Development | | Draft policy developed. | 2010: Finalization of policy and expansion of telework opportunities to all staff at PCT as makes sense operationally. | 2009 | 2010 |
| Encourage commuting by foot, bicycle, carpool or public transit | Ongoing/In Progress | | Staff encouraged to commute by foot, bicycle, carpool and public transit. A number of PCT staff currently commute to and from work in this manner. | 2010: Introduce incentive plan to encourage increase in alternate commuting practices. | 2009 | No End Date (Continuous) |
| Provide shower or locker facilities for staff/students who commute by foot or by bicycle | In Development | | Staff requiring shower facility can apply to have costs covered from external providers through green savings account. | 2010: New location to provide shower/locker facility. | 2009 | 2010 |
| Provide secure bicycle storage | In Development | | Staff requiring bike lock-up can apply to have costs covered from external providers through green savings account. | 2010: New location to provide secure bike lock-up. | 2009 | 2010 |