

2009 CARBON NEUTRAL ACTION REPORT

PUBLIC AFFAIRS BUREAU



Executive Summary

Key actions undertaken by the Public Affairs Bureau in 2009 were focussed on increasing awareness, education and changing behaviour to effect sustainable change in our workplace. As part of the three-year Carbon Neutral Action Plan, the PAB Green Team developed a 2009/10 Implementation Strategy. The objectives of the strategy were to develop measurable activities to persuade PAB staff to adopt green attitudes – both at work and at home and to position the Public Affairs Bureau as a leader in environmental sustainability and practice. The strategy included a communications plan that outlines how the Green Team will engage staff, in addition to other activities planned in 2009 to assist government in achieving its goal of carbon neutrality by 2010.

Ron Norman

Head of Government Communications
Public Affairs Bureau

Overviews

Actions Taken to Reduce Greenhouse Gas Emissions in 2009

As outlined in the 2008-2011 Carbon Neutral Action Plan, the 2009 initiatives focussed on reducing carbon emissions in the workplace. PAB Operations aggressively tackled many of the outlined initiatives in the report, including the replacement of equipment, purchasing policies, etc. However, many PAB staff were unaware that some of the operational changes were directly related to implementation of the Carbon Neutral Action Plan.

The PAB Green Team were responsible for many of the activities that were completed in 2009, the main one being the development of the Implementation Strategy that included a communications plan. As part of the communications plan, the PAB Green Team was reconstituted with new members and initiated an awareness and education campaign targeted at PAB staff to encourage behaviour change and sustainable practices at work and at home. Some of the activities included: updating the PAB intranet site with a Green Team section that hosts the CNAP, PAB Implementation Strategy, LiveMeeting reference documents and other sustainable information; encouraging all PAB staff to complete a workstation tune-up; encouraging staff to reduce their travel by using LiveMeeting or limiting the number of people attending events and press conferences and encouraging PAB staff to book green hotels for their accommodations. As well, PAB purchased 46 energy-saving power bars and started deploying them to various workstations and completed the replacement of appliances and electronic devices with ENERGY STAR models.

Travel was the greenest component of PAB's CNAP last year and this is evident by our total GHG reductions - a 76% reduction from 2008 to 2009 (down from 119.96 tonnes in 2008 to 24.97 tonnes in 2009).

Operational Changes in 2009

The Public Affairs Bureau became part of the Ministry of Citizen Services in 2009.

Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2012

The Carbon Neutral Action Plan (2008 -2011) sets out PAB's priority objectives. These include increasing workplace energy efficiency, increasing the purchase of green office supplies, reducing business travel through increased use of collaborative technologies (i.e. video-conferencing, Groove and LiveMeeting), encouraging the use of green modes of travel, reducing the environmental impact of our contracted services and continuing to look for innovative ways employees can reduce PAB'S carbon footprint.

The PAB Green Team will develop a 2010-11 Strategic Plan that will follow-up on the 2009-10 activities. It will include a continuation of the operational activities that have been successfully implemented for the past two years and developing performance measures that are meaningful and can be easily tracked for reporting purposes as the BC government becomes carbon neutral in 2010.



Public Affairs Bureau - 2009 Carbon Neutral Action Report

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)						
This section is not applicable to this organization						
Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)						
Planning/management						
Enrol in a building energy benchmarking program (e.g., GREEN UP)	Ongoing/In Progress		Shared Services BC partnered with the Canada Green Building Council to contribute to an energy benchmarking database for the Green Up initiative. Utility data from eight buildings were included in the initiative.	By December 2010 SSBC will be working with WSI to develop a per building cost associated with enlisting in CaGBC's Green Up program and an implementation strategy that aligns with the new funding model as appropriate (i.e. SSBC voted appropriation, cost recoverable or a blend)	2009	No End Date (Continuous)
Reduce office space (square meters) per employee	Ongoing/In Progress		Shared Services BC launched a portfolio-wide building and space rationalization initiative in 2009 to reconcile workspace allocations with government office space standards, and to consolidate customer workspaces where appropriate and available.	Space rationalization will continue through 2010 to strategically leverage opportunities to divest leases when renewal is considered and when appropriate. PAB will continue to work with SSBC on the space allocation reduction for any planned moves in the Communication offices.	2009	2012
Owned buildings						
Establish energy performance baseline for owned buildings	Ongoing/In Progress		Building level energy performance target setting was identified as one of six key priorities under an Energy Management and Conservation Strategy for core government buildings. The Strategy was completed in the spring of 2009. Shared Services BC, in partnership with government's outsource service provider for property management (BLJC-WSI) launched a building level energy performance target setting initiative in December of 2009. The results of this initiative will enable WSI operations and management teams to better monitor energy performance relative to a realistic baseline Building Energy Performance Index (BEPI) goal. The established goal BEPI is based on a combination of empirical knowledge of building-specific systems and energy accounting data. Issues related to tenant behaviour that may have a significant impact on the goal BEPI is being flagged for follow-up with appropriate client services and green team representatives.	A summary of operational efficiency opportunities and target building energy performance index will be finalized by end of Q2 2010. An implementation strategy will follow, to be implemented Q3 and Q4 of 2010.	2009	2010
Register for performance labelling/certification for operations and maintenance of owned buildings (e.g., LEED EB:O&M)	Ongoing/In Progress		During the first quarter of 2009, SSBC participated in the LEED Canada 2009 initiative. Eight buildings were selected to participate in a benchmarking exercise. A workshop was also conducted by the Canada Green Building Council, during which participants from BLJC-WSI and SSBC completed a LEED certification gap analysis on selected buildings. In addition, two private sector landlords of buildings where government employees are accommodated have recognized the Province's interest in third party verification of government space. The eight buildings involved in the pilot included 3350 Douglas in Victoria, a building occupied by Citizens' Services staff.	A draft LEED EB-OM attainment strategy has been developed for further review during fiscal 2010/11.	2009	2012

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Register for performance labelling/certification for commercial interiors of owned buildings (e.g., LEED CI)	Ongoing/In Progress		Two LEED CI certifications are being pursued at Robson Square in Vancouver. One is for showcase and hosting and one for the Asia Pacific Business Centre.	Other opportunities will be explored as they arise.	2008	2010
Achieve LEED NC Gold certification at a minimum for new construction or major renovations	Ongoing/In Progress		Several owned buildings were considered for LEED certification during the 2009 calendar year, including the Squamish-Lil-Wat Cultural Centre, the CL3 Laboratory at the Abbotsford Agricultural Centre, the Burnaby Youth Justice Services Centre, the Revelstoke Ambulance Station, and the Capital and infrastructure projects at several Correction Centres.	Any new facilities or major renovations will be constructed to achieve LEED Gold certification.	2008	2010
Incorporate integrated design process into new construction or during renovations of owned buildings	Ongoing/In Progress		The inclusion of the Integrated Design Process in procurement documents was piloted during the 2009 calendar on an adhoc basis by Shared Services BC. Process expectations were reviewed and a plan to better incorporate IDP expectations is being considered for future procurement activities.	The integrated design process will be further incorporated into procurement of new building developments as they arise.	2008	2010
Complete energy retrofits on existing, owned buildings	Ongoing/In Progress		SSBC successfully applied for retrofit funding through the Public Sector Energy Conservation Agreement to advance energy efficiency projects at several buildings, including the Prince George Courthouse (107k kWhs saved), Prince George Youth Custody Centre (800 GJ's saved), Robson Square Complex (7,460 GJs saved), BC Centre for Disease Control (2,060 GJs saved), Colony Farms Forensic Hospital (3,000 GJs saved), Abbotsford Agriculture Centre (1,600 GJs saved), and St. Anne's Academy (728 GJs saved). It is expected a significant amount of associated greenhouse gas emissions will be diverted as a result of these retrofits.	A list of potential projects has been scoped out for submission into the third PSECA funding intake. Approvals for projects are expected during Q3 2010. Projects (in some cases adding to previous retrofit measures in previous years) are proposed at Abbotsford Agricultural Centre (78612), BC Centre for Disease Control (90258), FPI Colony Farms, Port Coquitlam Courthouse (78604), Robson Square (45047,46581, 43398), Vancouver Courts 17871), and Queen's Printer (10652).	2008	2009
Leased buildings						
Establish energy performance baseline for leased buildings	Ongoing/In Progress		The same building level energy performance target setting exercise that is being applied to owned buildings is also being rolled out to leased facilities. The results of this initiative will enable WSI operations and management teams to better monitor and manage energy performance where they have influence, relative to a realistic baseline Building Energy Performance Index (BEPI) goal. The established goal BEPI is based on a combination of empirical knowledge of building-specific systems, lease terms, and energy accounting data where known. Issues related to tenant behaviour that may have a significant impact on the goal BEPI is also being flagged for follow-up with appropriate client services and green team representatives.	A summary of operational efficiency opportunities and target building energy performance index will be finalized by end of Q2 2010. An implementation strategy will follow, to be implemented Q3 and Q4 of 2010. PAB will continue to work with WSI on this with regards to our leased facilities.	2009	2010
Lease space with operations and maintenance performance labelling/certification (e.g., LEED EB:O&M)	Ongoing/In Progress		The known leased spaces where a green building or energy performance label has been sought (lead by landowners) include: 818 Fort Street (BOMA BEST Level 2), 1007 Fort Street (BOMA BEST Level 2), 1405 Douglas (BOMA BEST Level 2), 1802 Douglas (BOMA BEST Level 2), 3350 Douglas (BOMA BEST Level 3), 395 Waterfront (Gatehouse BOMA BEST Level 3), and 800 Johnson (LEED Gold). The following buildings have successfully passed their audits and are awaiting official confirmation of certification by BOMA; the Belmont Building (BOMA BEST Level 2), the Robert Kerr Building (BOMA BEST Level 2) and 3960 Quadra (BOMA BEST Level 3).	Other opportunities will be explored as they arise.	2008	2010

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress			LEED CI certification was registered for one building within SSBC's portfolio (i.e., 976 Meares Street in Victoria).	Other opportunities will be explored as they arise.	2008	2010
Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC)	Ongoing/In Progress			LEED certification was pursued in one new and leased building development projects, in Kamloops, occupied by the Ministry of Transportation.	Any new facilities or major renovations will be constructed to achieve LEED Gold certification.	2008	2010
Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations	Complete			A significant amount of government's building portfolio is leased space. SSBC has focused a considerable amount of research and analysis on green lease schedules that are intended to improve performance regarding conservation of energy and water, waste reduction and recycling, and support of green team activities. Schedules that have been drafted and available for use on new leases and lease renewals.		2008	2009
IT power management							
Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress	99	% of computers shut down automatically outside of regular business hours	In 2008, software was applied to all Ministry computers which powers them down outside of regular business hours (unless they cannot be powered down due to critical business needs). The same software was applied to any new workstations acquired in 2009.	In 2008, software was applied to all Ministry computers which powers them down outside of regular business hours (unless they cannot be powered down due to critical business needs). The same software was applied to any new workstations acquired in 2009.	2008	No End Date (Continuous)
Implement server virtualization	Ongoing/In Progress			Shared Services BC committed to virtualizing 65% of core government servers over 5 years between 2009 and 2014. As part of this initiative, a number of Ministry servers were virtualized in 2009.	As a best practice, server virtualization will be considered before any additional servers are added to core government's data warehouse.	2009	2012
Apply auto-sleep settings on computer monitors and CPUs	Complete			As part of the U2.0 upgrade, workstations had their setting applied so that after 5 minutes of inactivity, all workstation CPU go into sleep mode and each monitor displays a screen saver. After another 5 minutes the monitor goes into sleep mode as well.		2008	2009
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress	40	% reduction in printers, copiers and/or fax machines since start year indicated	Purchased one MFD for PAB in November 2009. Removed 2 high-speed Ricoh photocopiers.	There are currently four MFDs on hold for upgrading testing and will be replaced by May 2010.	2009	2010
Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices	Complete	100	% of devices have auto-sleep settings applied	This was completed by May 2009.		2009	2009
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	99	% of computers are ENERGY STAR rated	All Ministry workstations computers and monitors were replaced with ENERGY STAR models as part of the Government-wide U2.0 upgrade.	A few workstations that require specialized applications were not replaced during the upgrade. These will be replaced as new versions of the applications (compatible with the newer operating system) become available.	2008	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	All fridges are ENERGY STAR models.		2008	2009
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Complete	100	% of other appliances or electronic devices with ENERGY STAR models	Purchased one ENERGY STAR dishwasher and microwave in kitchen. All the other appliances in PAB are ENERGY STAR models.		2008	2009
Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases	Ongoing/In Progress	100	% of bulbs replaced and lamps replaced	PAB replaced the bulbs with more efficient ones and replaced any old lamps with more efficient ones. Completed in 2009.	PAB will continue to promote this action.	2009	No End Date (Continuous)

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Behaviour change program							
Help staff reduce personal energy use through "workstation tune-ups"	Ongoing/In Progress	17	% of current staff have completed a workstation tune-up	As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to complete the workstation tune-up and 34 people completed the tune-up.	Continue to promote the workstation tune-up through the PAB Green Team section of intranet site and encourage staff to complete it.	2009	No End Date (Continuous)
Ask staff to unplug electrical equipment or switch off power bars when not in use	Ongoing/In Progress	34	% of power-saving bars deployed to PAB staff	As part of the 09-10 Green Team Implementation Plan, 46 power-saving bars were purchased and 16 bars were deployed to staff workstations with a remaining 30 to deploy.	A total of 100 additional power-saving bars will be purchased before March 31st and those will be deployed throughout the organization as time permits.	2009	2010
Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress	45	% of staff who close their blinds	As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to close their blinds at the end of the day as a means of conserving energy.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Encourage staff to use air dry setting on dishwashers	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to use air dry setting on dishwashers.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Provide tips to staff on saving energy in the office while working outside of regular business hours	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, staff were provided with tips on how they can continue to save energy at home.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Encourage use of stairs instead of elevators	Ongoing/In Progress	60	% of staff who take the stairs	As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to take the stairs instead of riding the elevator as a means of conserving energy.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Provide reminders for turning off lights (e.g., signs, stickers, messages)	Ongoing/In Progress	65	% of staff who turn out the lights when they leave a room	Included as part of PAB's PowerWise Month promotion; many employees now turn out the lights when they leave their offices to attend meetings; better still they are starting to turn off the lights in meeting rooms, lunchrooms and washrooms where stickers were placed.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Promote hot water conservation	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to conserve hot water.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Other Stationary Fuel Combustion and Electricity Actions							
Explore opportunities to partner with the Ministry of Finance on building-related emissions reductions at 617 Gov't St.	Ongoing/In Progress			This was incorporated into the PAB Green Team Strategic Communications Plan.	PAB Green Team to meet with Finance Green Team lead and consider projects we can collaborate on.	2009	2011
Supplies (Paper)							
Paper Type							
Purchase 30% post-consumer recycled paper	Ongoing/In Progress	100	% of total paper purchased contains 30% recycled content	All paper purchased for PAB contains 30% recycled content. Reduced overall office paper usage by 12.4% in 2009 vs. 2008 and usage of virgin paper (0% recycled content) by 26.8% while increasing the usage of 30% recycled content paper by 3.1%. PAB reduced paper consumption and GHG emissions by 41% from 2008 (down from 33.20 tonnes in 2008 to 19.48 tonnes in 2009).	Continue to purchase recycled paper, reduce paper use (and GHG emissions by 10%) and promote recycling.	2007	No End Date (Continuous)
Purchase 100% post-consumer recycled paper	Ongoing/In Progress			Increased the usage of 100% recycled content office paper by almost 200% while reducing overall office paper usage by 12.4% in 2009 vs. 2008.	Continue to purchase recycled paper, reduce paper use (and GHG emissions by 10%) and promote recycling.	2007	No End Date (Continuous)
Printer/document settings							

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Switch networked printers and photocopiers to automatic double-sided	Complete	100	% of network printers or photocopiers are set to automatic double-sided	PAB has switched network printers and photocopiers to automatic double-sided where possible.		2009	2009
Apply "print and hold" settings to networked printers to eliminate unclaimed print jobs	Complete	100	% of network printers have 'print and hold' settings applied	PAB has applied "print and hold" settings to network printers.		2009	2009
Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	In Development			As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to reduce default margin size in corporate documents and this was done for all templates (BN, IN, NR, letters). PAB did reduce the margin when we created the BC ID Stationery templates to the default setting in Word, which is approx. .75 inch	PAB Green Team will continue to work on this activity for the 10-11 strategy as a action item.	2009	2011
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	This was done as part of the Government-wide U2 Refresh.		2009	2009
Use electronic document library for filing common documents	In Development				PAB is exploring the use of TRIM for records management.	2010	No End Date (Continuous)
Post materials online that were previously printed	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to post materials online that were previously printed.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Switch to an electronic payroll notification system in place of paper pay stubs	Complete			PAB has moved to electronic payroll notification system.		2009	2009
Behaviour change program							
Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress	25	% of staff currently have received collaborative software training	As part of the 09-10 Green Team Strategic Communications Plan, training information was made available on this.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	2010
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Encourage re-use of scrap paper	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this habit through the PAB Intranet site.	2009	No End Date (Continuous)
Other Paper Supplies Actions							
Explore partnership with Queen's printer to incorporate recycled materials and green procedures when printing publications.	Ongoing/In Progress	100	% of printed materials using recycled materials (paper)	Work with the Queen's Printer to examine the % of printed materials using recycled materials and green procedures.	PAB will continue to ensure that any publications printed through the QP use recycled materials and green procedures and this is documented on the publications.	2009	No End Date (Continuous)
Business Travel							
Policy and budgeting							

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Create a low-carbon travel policy or travel reduction goal	Ongoing/In Progress	76	% of annual GHG reductions for business travel (SMARTTEC)	<p>As part of the 09-10 Green Team Strategic Communications Plan, a travel policy was initiated and staff were encouraged to use green hotels for their accommodations when travelling. All travel is centralized and booked through the Travel Coordinator. Overall, 75% of the staff booked a green hotel for accommodation.</p> <p>Fewer staff traveling to support special events and press conferences so there is a reduction in the # of trips. The travel budget was cut by 25% between 08-09 and 09-10 and PAB further reduced travel by an additional 3% for a total of 28%.</p> <p>Travel was the greenest component of PAB's CNAP last year and this is evident by our total GHG reductions - a 76% reduction from 2008 to 2009 (down from 119.96 tonnes in 2008 to 24.97 tonnes in 2009).</p>	<p>PAB Green Team will continue to promote this policy through the PAB Intranet site and the Travel Coordinator.</p> <p>PAB would like to continue to reduce its overall travel emissions in 2010.</p>	2009	No End Date (Continuous)
Virtual meeting technology							
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Complete	100	% of computers have web-conferencing software installed	This was done as part of the Government U2 Refresh.		2009	2009
Make desktop web-cameras available to staff	Ongoing/In Progress	100	% of staff have access to a desktop web-camera	PAB purchased one web cam that can be loaned out to staff. Utilization is low.	PAB Green Team will continue to promote the web cam and encourage Live Meetings instead of face-to-face meetings.	2009	2010
Install video-conferencing units in meeting rooms or provide mobile video-conferencing units	Ongoing/In Progress	33	% of meeting rooms have access to video-conferencing equipment	Installed one video-conferencing unit in the Quadra Hornby meeting room in PAB HQ. It is a now a government-wide meeting room available for booking.	PAB Green Team will continue to promote the video-conferencing capability within PAB and place the Quadra/Hornby on a centralized government list so others can use it.	2009	2010
Behaviour change program							
Train staff in web-conferencing	Ongoing/In Progress	25	% of staff trained are in web-conferencing	As part of the 09-10 Green Team Strategic Communications Plan, staff were trained on Live Meeting and information was provided to them for online training.	PAB Green Team will continue to promote the training through the Green Team intranet site.	2009	2011
Train staff in video-conferencing or provide technical support for video-conferencing set-up	Ongoing/In Progress	100	% of staff are trained in video-conferencing or have access to technical support	100% of the PAB staff have access to technical support (two staff members)	PAB Green Team will continue to promote the technical support and use of video-conferencing through the Green Team intranet site.	2009	No End Date (Continuous)
Encourage carpooling to meetings	Ongoing/In Progress	90	% of staff who carpool to meetings	As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to either walk or share a taxi to meetings.	PAB Green Team will continue to promote this through the Green Team intranet site.	2009	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	Ongoing/In Progress	90	% of staff who walk to meetings	PAB created a best practice where if staff could walk to the meeting within 10 or 15 minutes they were expected to do that.	PAB Green Team will continue to promote this best practice through the Green Team intranet site.	2009	No End Date (Continuous)
Other Business Travel Actions							
Green Travel Bug Pilot - select 5 people from each division to commit to green travel and use of collaboration tools for one month	In Development			This action was planned however it was not initiated. Performance Measure could be: reduction in travel emissions/kms traveled	PAB Green Team will consider this activity for the 10-11 strategy as a action item.	2009	2011
Establish new green communication procedures for press conferences (press web or teleconferencing)	In Development			This action was planned for however it was not initiated.	PAB Green Team will consider this activity for the 10-11 strategy as a action item.	2009	2011
Explore making bus passes available to all staff when attending meetings within the local vicinity.	In Development			This action was planned for however it was not initiated.	PAB Green Team will consider this activity for the 10-11 strategy as a action item.	2009	2011

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Education, Awareness, and Engagement							
Team-building							
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	Complete			Completed the formation of a PAB Green Team in May 2009. There was a presentation developed for the Head of Communications for PAB (Ron Norman) who introduced the new Green Team and the planned activities, as well as the new Green Team intranet site.	2010: continue to meet and promote new ideas for the organization. Complete a 2010-11 strategic plan that compliments the 2009-10 communications plan.	2009	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress			The Manager of Operations is the Chair of the PAB Green Team and is responsible for creating the strategic plan and CNG reporting. The rest of the PAB Green Team are volunteers and a new team was formed in 2009. Continued to build better relationships with PAB satellite offices.	2010: continue to meet and promote new ideas for the organization. Will keep the same team for one more year and may consider new members in 2011-12.	2009	2011
Providing behaviour change education/training to teams (e.g., community-based social marketing)	In Development			No training for the Green Teams was provided.	2010: This is an activity the Green Team could make use of if we could find someone who could train us on community-based social marketing.	2009	2011
Awards/Recognition							
Establish a sustainability/green awards or recognition program	Ongoing/In Progress	35	% of people who participate in the contest	PAB Green Team hosted a "Holiday Season" decorating contest that used recyclable materials and prizes awarded for the winners.	PAB Green Team will continue to host a contest or award event with a green theme.	2009	2011
Staff Professional Development							
Support green professional development (e.g., workshops, conferences, training)	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan.	2009	No End Date (Continuous)
Include green options in employee performance measurement system	Ongoing/In Progress	10	% of staff who include green measures in their EPDPs	As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this. Many staff include green measure in their EPDPs.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan. Try to increase the PM to 30%.	2009	No End Date (Continuous)
Staff awareness/education							
Provide education to staff about the science of climate change	Ongoing/In Progress	35	% of staff who visit the Green team intranet site	As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan. Try to increase the visits to the intranet site to 60%.	2009	No End Date (Continuous)
Provide education to staff about the conservation of water, energy, and raw materials	Ongoing/In Progress	35	% of staff who visit the Green team intranet site	As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan. Try to increase the visits to the intranet site to 60%.	2009	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress	35	% of staff who visit the Green team intranet site	As part of the 09-10 Green Team Strategic Communications Plan, information was made available on the PAB intranet site.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan. Try to increase the visits to the intranet site to 60%.	2009	No End Date (Continuous)

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Provide sustainability education during new staff orientation	Ongoing/In Progress	100	% of staff who complete the orientation	As part of the 09-10 Green Team Strategic Communications Plan, Human Resources included Green Team information and the link to the intranet site in orientation materials.	PAB Green Team will continue to work with HR to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan.	2009	No End Date (Continuous)
Other Education, Awareness, and Engagement Actions							
Hold lunch and learns on sustainability and green living topics	In Development			This was part of the 09-10 strategic plan however there were no events organized.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the 10-11 Strategic Plan and track attendance.	2010	2011
Other Sustainability Actions							
Water conservation							
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Complete			Shared Services BC's Technical Standards require water efficient fixtures when new developments and major tenant improvements are undertaken in owned government facilities.			No End Date (Continuous)
Put in place a potable water management strategy to reduce potable water demand of building-level uses such as cooling tower equipment, toilet fixtures, etc. and landscape features	Complete			Potable water management by Shared Services BC is done on a case by case basis to meet both customer programming needs and required codes and standards.			No End Date (Continuous)
Introduce a storm water management landscape strategy (e.g., vegetated roofs, permeable paving, rain gardens, bioswales)	Complete			Storm water management is considered on a case by case basis when determining the building site and systems design from a whole buildings perspective. Shared Services BC's Technical Standards require the consideration of indigenous plants and other water reduction strategies where appropriate.			No End Date (Continuous)
Waste reduction/diversion							
Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Complete			Shared Services BC lead the development of a solid waste reduction program in 2009. Buy in to the program is at the discretion of Ministry customers.			No End Date (Continuous)
Implement a hazardous waste reduction and disposal strategy	Complete			Hazardous waste reduction and disposal is managed by Shared Services BC in accordance with strict laws and regulations.			No End Date (Continuous)
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	90	% of purchases are green where possible	This includes pens, supplies, binder and toner cartridges.	PAB Green Team will continue to promote the policy through purchasing services.	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.)	In Development			None	SSBC is currently investigating an enhanced green strategy for space tenant improvements under its Climate Action Program.	2010	2011
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	Complete			In 2009, WSI (Shared Services BC's outsourced service contractor for property management) issued a new janitorial contract that specified the usage of Green Seal and/or Ecologo products. Performance is audited by WSI.		2004	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	Complete			Under it's Master Services Agreement with WSI, Shared Services BC requires that 80% of waste be diverted from landfills on projects over \$80K in the Lower Mainland and Southern Vancouver Island where diversion facilities are available.			No End Date (Continuous)

Public Affairs Bureau - 2009 Carbon Neutral Action Report

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
Incorporate lifecycle costing into new construction or renovations	Complete			Shared Services BC's Technical Standards are based on lifecycle costing. All major projects where the Technical Standards are applied (e.g. major tenant improvements and new construction) have been considered under a lifecycle costing model.			No End Date (Continuous)
Indoor air quality							
Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.)	Ongoing/In Progress			Signage is posted in all kitchens and bathrooms.	PAB will continue to promote this as part of the 10-11 Strategy.	2009	No End Date (Continuous)
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Complete			Shared Services BC's Technical Standards include consideration for reducing volatile organic compounds. Also, VOCs have been considered for all projects where LEED certification has been pursued (see section A2).		2007	No End Date (Continuous)
Commuting to and from home							
Introduce telework/work from home policy	In Development			Shared Services BC conducted a study on the potential for and implications of a significant and mandated teleworking strategy. While more research is needed, while environmental impacts associated with transportation to and from work were assumed to be reduced, the potential net reduction in carbon emissions was inconclusive, as was the impact on the quality of program delivery to the public by various ministry customers.	Further investigation will be conducted once the standardized shared services model has been further defined and implemented, which is expected to be complete by Q4 2010.	2009	2011
Offer staff a compressed work week	Complete	5	% of staff who enrolled in the 4-day work week	PAB had enrolment in the 4-day work week offered by government.		2009	2009
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, staff were encouraged to commute to work.	PAB Green Team will continue to promote this through the Green Team intranet site.	2009	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Ongoing/In Progress			Although not a requirement, the provision of showers and bike locking facilities is a consideration of providing accommodations to ministry customers by Shared Services BC. Tenant improvements associated with the addition of showers and bike locking facilities that are requested and funded by Ministry customers will be reasonably considered by Shared Services where they can be provided.	No further SSBC action planned beyond consideration of Ministry requests for enhanced foot and cycling facilities.	2008	No End Date (Continuous)
Provide secure bicycle storage	Ongoing/In Progress			Although not a requirement, the provision of bike storage is a consideration of providing accommodations to ministry customers by Shared Services BC. PAB HQ staff have access to the bike locker in the basement of 617 Government St.	PAB Green Team will continue to promote the bike locker to HQ staff and biking to work as an alternative means of transportation.	2009	No End Date (Continuous)
Other Sustainability Actions							
Encourage staff to use re-usable dishes at events, meetings and in the kitchens	Ongoing/In Progress			As part of the 09-10 Green Team Strategic Communications Plan, information was made available on this.	PAB Green Team will continue to promote this through the PAB Intranet site as part of the communications plan.	2009	No End Date (Continuous)
Require the procurement process for the advertising agencies of record to take into account green processes and procedures	Ongoing/In Progress			This is part of the existing AOR contracts.	PAB will continue to promote this as part of the 10-11 Strategy.	2009	No End Date (Continuous)
Encourage recycling and provide containers in staff rooms.	Ongoing/In Progress	80	% of staff who recycle consistently	PAB did initiate a composting, recycling and a no-bottled water program within PAB HQ.	PAB Green Team will continue to promote the policy through the PAB intranet site and signage.	2009	No End Date (Continuous)
PAB reuses furniture and equipment wherever possible to avoid it going to the landfill.	Ongoing/In Progress			PAB reuses furniture and equipment wherever possible through facility management.	PAB will continue to promote this as part of the 10-11 Strategy.	2009	No End Date (Continuous)