

BC Public Service Agency

2009 Carbon Neutral Action Report

Executive Summary

In 2009, the BC Public Service Agency (the Agency) took a number of steps to reduce greenhouse gas emissions and support environmental sustainability. Overall emissions from business travel were reduced by 41 per cent compared to 2008. This was accomplished by supporting an active Green Team, encouraging staff to host virtual meetings and actively taking part in a number of corporate challenges such as Bike To Work Week and Spring Green Clean.

Overview

Actions Taken to Reduce Greenhouse Gas Emissions in 2009

The BC Public Service Agency's main initiatives for carbon neutrality in 2009 were:

- » Retrofitting 810 Blanshard for energy efficiency;
- » Implementing computer upgrades and offering a Workstation Tune-up program;
- » Offering training and tools (laptops, head-sets, web-cams) to ensure staff have the ability to efficiently conduct business virtually;
- » Using 30 per cent post-consumer recycled paper; and,
- » Reducing overall paper consumption by setting the default on multi-functional devices to print double-sided.

The BC Public Service Agency's main initiatives to encourage sustainable behaviour in 2009 were:

- » Championing, with executive support, an active Green Team with volunteers across the province;
- » Encouraging staff to use alternate methods of transportation;
- » Participating in corporate challenges including Target Green Streets, Bike to Work Week and Spring Green Clean;
- » Hosting Lunch and Learn sessions on topics such as waste reduction, battery recycling and paper recycling; and,
- » Providing reusable cutlery and dishes to staff for meetings and events.

Operational Changes in 2009

In 2009, multi-functional printing devices were installed, 810 Blanshard was retrofitted with energy efficient lighting and automated temperature and light controls.



The Agency's space utilization was optimized with the relocation of staff from Abbotsford and Burnaby into other existing locations.

Plans to Continue Reducing Greenhouse Gas Emissions 2010 – 2011

The Agency continues to champion a Green Team and encourage the use of collaboration tools (e.g., Groove, Live-Meeting) to reduce greenhouse gas emissions associated with travel. Planned events for 2010/2011 include:

- » Implementing further building retrofits to 810 Blanshard to maximize space efficiencies and installation of other water conservation measures including low flow toilets;
- » Holding a virtual conference for all staff in May 2010;
- » Continuing to participate in Bike to Work Week and corporate challenges including the Great Paper Chase, Target Green Streets and Monitor Shut-off Contest;
- » Implementing changes in collective bargaining with the BCGEU in 2010 that will result in a two-third reduction in printing collective agreements with availability in electronic format;
- » Requiring Agency executives who lead virtual teams to incorporate training in collaborative tools in their performance plans;
- » Reducing the employer's "training footprint" by transitioning many of the Learning Centre's courses to e-learning, Live Meeting and other blended learning models that use technology. More e-learning means less greenhouse gas emissions expended on planes, cars, taxis, training rooms and less resources used on training manuals; and,
- » Developing a Climate Change 101 course through a partnership with the Learning Centre, Climate Action Secretariat and the Pacific Institute for Climate Solutions to be included as part of the core learning programs for all BC Public Service employees in 2010/2011.

Sincerely,



Lynda Tarras

BC Public Service Agency - 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)						
Behaviour change program						
Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking)	Ongoing/In Progress		Staff participated in Target Green Streets, Bike to Work Week Challenge and Bike Tune up clinics.	The Agency executive and Green Team will continue to inform and encourage staff to use alternate modes of transportation to and from work and promote staff participation in corporate Bike to Work Week challenge.	2009	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)	Ongoing/In Progress		810 Blanshard is enrolled in the energy benchmarking program. Upgrades have been made to lighting, window and door treatments.	Agency executive will continue to action future energy retrofits as the opportunity arises.	2009	No End Date (Continuous)
Reduce office space (square meters) per employee	Ongoing/In Progress		Organizational changes in 2009 resulted in the consolidation of office space in the Lower Mainland and optimization of space per employee.	Agency executive will continue to consolidate space and action building upgrades as the opportunity arises to reduce office space per employee to maximize efficiencies.	2009	No End Date (Continuous)
Owned buildings						
Complete energy retrofits on existing, owned buildings	Ongoing/In Progress		Energy efficient lights were installed at 810 Blanshard building. Also at 810 the seals on doors and windows were examined to conserve energy and reduce inefficiencies.	Agency executive will continue to action building retrofits as the opportunity arises.	2009	No End Date (Continuous)
IT power management						
Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress		Computers have been upgraded with this option.	Agency executive will continue to upgrade computers, including powermanagement software as the opportunity arises.	2009	2010
Apply auto-sleep settings on computer monitors and CPUs	Complete		Auto-sleep settings on computer monitors and CPUs is set as the default as part of the computer upgrades.		2009	2009
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress		The Agency purchased and installed 20 multi-function devices and reduced the total number of printers available.	The Agency executive is phasing out all other models in 2010.	2009	2010
Apply auto-sleep settings on printers, copiers, fax machines, and/or multi-function devices	Complete		Computers have been upgraded with this option.		2008	2010
Replace computers with ENERGY STAR models during regular computer upgrades	Complete		Computers have been upgraded with this option.	The Agency executive will continue to be upgrade computers with this feature as the opportunity arises.	2009	2010
Appliances and electronic devices						
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress		Higher % of Energy Star appliances	The Agency executive and Green Team will continue to replace appliances as the opportunity arises.	2008	2010
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress		Higher % of Energy Star appliances	The Agency executive and Green Team will continue to replace appliances as the opportunity arises.	2009	No End Date (Continuous)

BC Public Service Agency - 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
Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases	Ongoing/In Progress			Energy efficient lighting was installed at the 810 Blanshard building.	The Agency executive will continue to prioritize the instalation of energy efficient lighting as the opportunity arises.	2009	2010
Behaviour change program							
Help staff reduce personal energy use through "workstation tune-ups"	Ongoing/In Progress			Workstation Tune-up Tool was introduced to staff.	The Agency executive and Green Team will continue to encourage and remind staff about the Workstation Tune-up information and tools.	2009	2010
Ask staff to unplug electrical equipment or switch off power bars when not in use	Ongoing/In Progress			Staff were informed and encouraged to switch off power-bars and computer monitors when not in use. Information was available on the Sharepoint site and provided at a Lunch and Learn session.	The Agency executive and Green Team will continue to encourage and remind staff about the benefits of each person's individual efforts.	2009	No End Date (Continuous)
Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress			Staff were informed and encouraged to close blinds as part of their daily work routines.	The Agency executive and Green Team will continue to encourage and remind staff of the benefits of conserving energy.	2008	No End Date (Continuous)
Encourage staff to use air dry setting on dishwashers	Ongoing/In Progress			Staff were informed and encouraged to use this option.	The Agency executive and Green Team will continue to encourage and remind staff about this feature.	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			Staff were informed and encouraged save energy in the office. Instructions to shut off the lights displayed on the light switches.	The Agency executive and Green Team will continue to encourage and remind staff how to save energy.	2009	No End Date (Continuous)
Encourage use of stairs instead of elevators	Ongoing/In Progress			Staff were informed and encouraged to use the stairs.	The Agency executive and Green Team will continue to encourage and remind staff how to save energy.	2009	No End Date (Continuous)
Provide reminders for turning off lights (e.g., signs, stickers, messages)	Ongoing/In Progress			Staff were informed and encouraged to turn off the lights.	The Agency executive and Green Team will continue to encourage and remind staff how to save energy.	2008	No End Date (Continuous)
Promote hot water conservation	Ongoing/In Progress			Staff were informed and encouraged to promote hot water conservation by using the alternate settings on dishwashers.	The Agency executive and Green Team will contrinue to encourage and remind staff how to save energy.	2009	No End Date (Continuous)
Supplies (Paper)							
Paper Type							
Purchase 30% post-consumer recycled paper	Ongoing/In Progress			Staff were encouraged and reminded to purchase 30% post-consumer recycled paper.	Agency executive and Green Team will continue to encourage and remind staff to switch to 100% recycled content where feasible.	2009	No End Date (Continuous)
Purchase 100% post-consumer recycled paper	Ongoing/In Progress			Staff were encouraged and reminded to purchase 100% post-consumer recycled paper.	Agency executive and Green Team will continue to encourage and remind staff to switch to 100% recycled content where feasible.	2009	No End Date (Continuous)
Printer/document settings							
Switch networked printers and photocopiers to automatic double-sided	Complete	100	% of network printers or photocopiers are set to automatic double-sided	The automatic double-sided default was set for all networked printers and photocopiers.		2009	2010
Apply "print and hold" settings to networked printers to eliminate unclaimed print jobs	Ongoing/In Progress	100	% of network printers have 'print and hold' settings applied	All multi-function devices have this capability.	Agency executive and Green Team will continue to encourage and remind staff of the benefits of the "print and hold" feature to eliminate unnecessary printing.	2010	2011
Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	Ongoing/In Progress			All multi-function devices have this capability.	Agency executive and Green Team will continue to encourage and remind staff of the benefits of reducing margins on templates where feasible.	2010	2011
Electronic media in place of paper							

BC Public Service Agency - 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
Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Complete	100	% of staff workstations with software installed	All computers were upgraded with these features in 2009.	Agency executive and Green Team will continue to encourage and remind staff use of Live Meeting technology to conduct virtual meetings where feasible. An all Agency virtual conference is planned for May 2010. All supervisors who manage virtual teams are required in their EPDPs to take collaborative software training. In addition, some Agency staff are participating in a corporate initiative, sponsored by the Chief Information Office, one of the six projects chosen across government to work to increase the familiarity and sustained use of the collaborative tools.	2010	2010
Use electronic document library for filing common documents	Ongoing/In Progress			Staff use shared drives and SharePoint sites to file common documents.	Continue to seek opportunities to promote electronic filing. The HR Service Center will be adopting the TRIM electronic filing system in 2010.	2010	2011
Post materials online that were previously printed	Ongoing/In Progress			Staff were encouraged to post materials on shared drives and SharePoint sites to save printing where feasible.	Continue to encourage and remind staff of the benefits of electronic posting.	2009	2010
Switch to an electronic payroll notification system in place of paper pay stubs	Complete			Paper pay stubs were eliminated in 2009, except upon special request.		2009	2009
Behaviour change program							
Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress			Training options have been provided and staff have been encouraged to take advantage of the training.	The Agency executive and Green Team will continue to encourage and remind staff of the benefits of the training.	2009	No End Date (Continuous)
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	Ongoing/In Progress			Staff were encouraged and have been reminded to avoid handouts where feasible.	The Agency executive and Green Team will continue to encourage staff and remind them to use less paper for meeting purposes and direct them to the Sharepoint for additional resources and tips. In 2010, the Agency Executive will hold "paperless" meetings.	2009	No End Date (Continuous)
Encourage re-use of scrap paper	Ongoing/In Progress			Staff were encouraged and reminded to use scrap paper where feasible.	The Green Team will continue to encourage and remind staff to re-use scrap paper for notes etc. Emphasis will be placed on measuring, reporting and tracking of paper consumption with The Great Paper Chase.	2009	No End Date (Continuous)
Business Travel							
Policy and budgeting							
Create a low-carbon travel policy or travel reduction goal	Ongoing/In Progress			Staff were encouraged and reminded to choose low-carbon methods of travel.	The Agency executive and Green Team will continue to encourage and remind staff of the benefits of low-carbon travel.	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	Computer upgrades included installation of Live Meeting.	All computers have been upgraded.	2009	2009
Make desktop web-cameras available to staff	Complete	100	% of staff have access to a desktop web-camera	Agency purchased extra web-cams to ensure all staff have access.	All staff have access to web cams.	2009	2010
Behaviour change program							
Train staff in web-conferencing	Ongoing/In Progress			The collaboration tools give employees the ability to host virtual meetings.	Continue use and training will increase the staff's knowledge and comfort using these tools.	2009	No End Date (Continuous)

BC Public Service Agency - 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
Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress		Agency executive and the Green Team encourage staff to use LiveMeeting technology to meet virtually and provide training.	Agency executive will continue to use Live Meetings for monthly all staff virtual meetings and is planning an all staff virtual conference in May 2010.	2009	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	Ongoing/In Progress		Staff were informed and reminded of the alternative travel options.	Agency executive and the Green Team will continue to inform and remind staff to use alternative travel where feasible.	2009	No End Date (Continuous)

BC Public Service Agency - 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	Ongoing/In Progress		Agency executive champions carbon neutral government and actively supports a strong Green Team.	Agency executive will continue to support an active Green Team and role model sustainable behavior. In 2010 Agency executive plans to hold "paper free" executive meetings using the Groove collaboration tool.	2009	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress		Agency executive champions carbon neutral government and actively supports a strong Green Team.	Agency executive will continue to support an active Green Team.	2009	No End Date (Continuous)
Providing behaviour change education/training to teams (e.g., community-based social marketing)	Ongoing/In Progress		Agency executive champions carbon neutral government and actively supports a strong Green Team.	Agency executive will continue to support an active Green Team.	2009	No End Date (Continuous)
Staff Professional Development						
Support green professional development (e.g., workshops, conferences, training)	In Development			Agency will be holding its first virtual all employee conference in May 2010 and will continue to use collaborative tools (e.g., Livemeeting) to meet with staff virtually to reduce travel.	2010	2011
Include green options in employee performance measurement system	In Development			Agency executive has approved common standards for inclusion in the performance plans of every manager or supervisor who leads a virtual team to reinforce and recognize the new knowledge and skills required to support staff work effectively virtually.	2010	2011
Staff awareness/education						
Provide education to staff about the science of climate change	Ongoing/In Progress		Agency's Green Team SharePoint site has information and links to resources.	Agency's Green Team SharePoint site will continue to provide up to date information and links to resources.	2009	No End Date (Continuous)
Provide education to staff about the conservation of water, energy, and raw materials	Ongoing/In Progress		Agency's Green Team SharePoint site has information and links to resources including the "Workstation Tune-up Tool".	Agency's Green Team SharePoint site will continue to provide up to date information and links to resources.	2009	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress		Agency's Green Team SharePoint provides regular updates to all Agency staff and includes links to resources.	Agency's Green Team SharePoint site will continue to provide up to date information and links to resources.	2009	No End Date (Continuous)
Provide sustainability education during new staff orientation	Ongoing/In Progress		Agency executive and the Green team invites new employees to join and contribute to the Green Team.	Agency executive and the Green Team will continue to invite new employees to join and contribute to the Green Team.	2009	No End Date (Continuous)
Client/public awareness/education						
Provide education to clients/public about the science of climate change	In Development			The Learning Center will be offering elearning opportunities for all public service employees related to Climate Change 101 in 2010.	2010	No End Date (Continuous)
Other Education, Awareness, and Engagement Actions						
Reduce printing by providing information to clients electronically	In Development			In April 2010, the Agency concluded negotiations with the BC Government Employees Union and agreement was reached to provide copies of collective agreements to employees in electronic format, thereby eliminating significant printing.	2010	2010

BC Public Service Agency - 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
Reduce "training footprint" for all BC Public Service employees	Ongoing/In Progress		The Learning Center launched in 2009, began transitioning its courses to eLearning, LiveMeeting and other technology to reduce the costs related to developing and delivering training.	The Learning Center's calendar offers many courses via eLearning reducing the carbon emission related to travel, buildings and materials that would have traditionally been expended on face to face training.	2009	No End Date (Continuous)
Other Sustainability Actions						
Water conservation						
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	In Development			In 2010, low flush toilets will be installed in 810 Blanshard.	2010	No End Date (Continuous)
Indoor air quality						
Enforce a scent-free policy (e.g., no strong perfumes, deodorants, etc.)	Ongoing/In Progress		Agency executive and the Green Team continues to raise awareness in support of a respectful workplace.	Agency executive and Green Team continue to inform and remind staff of respectful workplace and enhanced air quality.	2009	No End Date (Continuous)
Commuting to and from home						
Introduce telework/work from home policy	Ongoing/In Progress		Flexible work guidelines for all BC Public Service employees are available on @Your Service.	The flexible work guidelines will be reviewed and updated, as necessary, to support the Corporate HR Plan.	2009	2011
Offer staff a compressed work week	Ongoing/In Progress		Flexible work guidelines for all BC Public Service employees are available on @Your Service.	The flexible work guidelines will be reviewed and updated, as necessary, to support the Corporate HR Plan.	2009	2011
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress		Agency executive and the Green Team encourage employees to use alternative transportation where feasible and to participate in corporate events including the annual Bike to Work Week challenge.	Agency executive and the Green Team will continue to encourage employees to use alternative transportation where feasible and to participate in corporate events including the annual Bike to Work Week Challenge.	2009	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Ongoing/In Progress		810 Blanshard has a secured, indoor, bike lock up and parking spaces for scooters for staff to use. Most other locations also have some amenities.	Agency executive and the Green Team will continue to explore opportunities to provide bike storage and access to shower amenities for employees where feasible.	2009	No End Date (Continuous)
Provide secure bicycle storage	Ongoing/In Progress		810 Blanshard has a secured, indoor, bike lock up and parking spaces for scooters for staff to use. Most other locations also have some amenities.	Agency executive and the Green Team will continue to explore opportunities to provide secure bike storage to employees.	2009	No End Date (Continuous)