

# We are all connected

So while BCLC is relatively small, we're also connected to many suppliers, service providers and retailers, increasing our environmental impact. We don't directly control all of these other organizations, but we can provide leadership in minimizing environmental impact where we work, how we travel and in our interactions with British Columbians.

BCLC, through its Corporate Social Responsibility Charter views environmental sustainability as a key component of our corporate responsibilities.

Led by an environmental sustainability specialist, all levels of the organization are being encouraged to develop plans to reduce and offset our greenhouse gas (GHG) emissions to achieve carbon neutrality through our facilities and business operations. We are actively promoting environmentally sustainable behaviours in our organizational culture as an integral component of our business.

Initiatives to reduce our carbon footprint are underway, including relocating to a Leadership in Energy and Environmental Design (LEED) building in Vancouver,



upgrades to the heating, ventilating and air conditioning system in our Kamloops facility, replacing corporate fleet vehicles with hybrid alternatives, enhancing procurement practices to include sustainable criteria, exploring alternative power sources, recycling end-of-life equipment and upgrading videoconferencing equipment.

BCLC's tagline, *Playing it Right*, reflects our commitment to corporate social responsibility. Our goal is to offer fun, innovative gambling experiences to our customers, while considering the impacts of our business on the people and communities of B.C. This includes considering our impact on the environment. Overall we are committed to finding creative ways of going beyond government requirements to build sustainability into our business.

Kevin Gass

*Vice President*  
**Corporate Affairs**





## 2010 Greenhouse Gas Emissions

In 2010, BCLC continued to reduce our greenhouse gas emissions. We reduced our fleet gas consumption, used less natural gas and for the first time since 2007, our office paper consumption went down. The result of these wins is a 100 Tonne reduction in our reportable emissions from 2009.

### OUR REPORTABLE GREENHOUSE GAS EMISSIONS FOR 2010 ARE:

Electricity	210.05 Tonnes Carbon Dioxide equivalent.
Natural gas	776.38 Tonnes Carbon Dioxide equivalent.
Fleet gas	487.54 Tonnes Carbon Dioxide equivalent, <i>of which 471.71 Tonnes must be offset.</i>
Supplies of office paper	29.67 Tonnes Carbon Dioxide equivalent.
Fugitive sources	Out of scope as these emissions comprise less than 1% of our total inventory.
Total declared emissions	1503.63 Tonnes Carbon Dioxide equivalent.
Total emissions for offset	1487.8 Tonnes Carbon Dioxide equivalent.

### FUGITIVE EMISSIONS

Although we monitor and record the amount of refrigerant added to building HVAC systems and car air-conditioning, the amount used is under 1% of our GHG inventory and as such is not deemed as material for disclosure purposes. In 2010 no building HVAC systems required refrigerant replacement that is reportable under the Carbon Neutral Government Regulation, and only one fleet car required additional refrigerant.

### OFFSETS APPLIED TO BECOME CARBON NEUTRAL IN 2010

As required by Section 7 of the Carbon Neutral Government Regulation, BCLC has offset a total of 1488 Tonnes of Carbon Dioxide equivalent emissions from the following sources:

- Building operations, including the consumption of natural gas and electricity.
- Fleet gas consumption.
- Supplies of office paper.

The emissions offset do not include:

- 16 Tonnes of Bio Carbon Dioxide from fleet gas. Bio Carbon Dioxide has been deemed by Government as out of scope for emissions offsets.
- 9.22% of fleet gas emissions. This is equal to the percentage of private km declared to Revenue Canada by our fleet drivers in 2009. We will continue to subtract a percentage of fuel, equal to the previous year's declared private km's driven, from our reported fleet emissions.

- Fugitive emissions from building and fleet refrigeration units. These sources account for less than 1% of our total emissions inventory.

## Emissions Reductions Activities

### Actions Taken to Reduce Greenhouse Gas Emissions in 2010

#### ELECTRICITY

Although our electricity consumption continued to increase, the rate of increase slowed when compared to previous years. As our industry moves to more agile and data intensive gaming models, we required expansion of our data management infrastructure, which resulted in new energy demands. As we continue to respond to consumer interest in web-based gambling products, the need for IT data servers will not diminish. However, we will continue to optimize our servers through operating more than one server on the same piece of hardware, a process known as virtualization, which will slow the rate of consumption.

In December 2010, we consolidated our Richmond facilities into a new LEED building in Vancouver and are expecting to realize efficiencies from several initiatives, including building operations control systems that automatically switch off lighting unless movement is detected.

We also continued the project to replace aging Heating Ventilation and Air Conditioning (HVAC) systems at our offices in Kamloops with a new system featuring energy efficient technology.

12 solar panels on the roof of the Kamloops office have generated 5,800 Kilowatt hours of electricity since going live in May 2009. In 2010, the panels generated enough electricity to power seven computers for eight hours a day for an entire year.

#### NATURAL GAS

A relatively mild winter, along with continued building upgrades in Kamloops, helped to reduce our natural gas use. The annual natural gas consumption in both real terms and per FTE has decreased year on year for the last four years. Again, with the consolidation of our Richmond operations from multiple sites to a single Vancouver building in December 2010, we are expecting further reductions, although these cannot be precisely forecast so early in our occupation of the new building.

#### FLEET GAS

We continued to replace all end of lease fleet vehicles with hybrid alternatives and in 2010 we used nearly 21,000 litres less gas than in 2009. Our fleet size remains fairly stable, around 100 vehicles with small variations of 1-3 vehicles over the year.

### OFFICE PAPER

In 2010, our office paper purchases decreased for the first time in three years. Addressing printers that were still defaulting to single sided printing certainly helped, however, our employees, having indicated that paper use reduction was high on their agenda, have also contributed by changing their behaviours.

Although far less significant in terms of our overall emissions, BCLC's office paper use decreased in 2010 resulting in two Tonnes lower emissions than 2009. During 2010 we identified a shortfall in our paper reporting and have this year captured reportable paper sizes other than letter. Paper use per FTE has decreased contributing to a real reduction in paper purchased.

### OTHER ACTIVITIES

As a supporter of the 2010 Olympic Winter Games, we agreed to help make the Games carbon neutral by purchasing carbon offsets for the following activities:

- Games-related lottery prize winners' travel and accommodations
- BCLC Torchbearers' travel and accommodations
- The operation of the BCLC Games Dome

The passion and innovation of our employees remained critical to our success. Employees were recognized for their extra effort to include sustainability in to their day to day activities. As an example, by working a more flexible schedule, our Customer Sales Group commuted less. In fact, the reduction in kilometres driven was the equivalent of taking three cars off the road for the year.

BCLC's employee-led Green Committee continued to engage all employees through events, campaigns and internal news stories. The highlight of 2010 was a monthly campaign which educated, informed and challenged employees to reduce their environmental impact by 10% through simple actions. Actions included saving electricity, natural gas and reducing travel, as well as eating better, using less water and reducing waste.

September 2010 saw the launch of BCLC's Environmental Policy. Endorsed at Executive Level and under leadership of a Vice-President, the policy formalized our commitment to environmental management by setting overarching goals that include greenhouse gas emissions, resource use and supplier engagement. As we progress along the path of continual improvement, we will set specific targets to drive further reductions in emissions. For 2010, we extended our internal metrics baselines to include the use of videoconferencing and began a project to quantify the impact of business travel.





# Operational changes in 2010

Our reportable greenhouse gas emissions decreased by just over 100 Tonnes to 1504 Tonnes when compared to our 2009 performance, which is encouraging considering BCLC's headcount and vehicle fleet remained relatively stable in 2010. We have reduced reportable emissions from 1.9 Tonnes of CO<sub>2</sub> equivalent per FTE in 2009 to 1.76 Tonnes of CO<sub>2</sub> equivalent for 2010. This is the fourth year of reduced emissions per FTE.

Both of our corporate offices are heated by natural gas. The mild winter of 2010 contributed to a reduction in natural gas consumption and again led to a reduction in emissions from this source for the fourth year in a row.

## Plans to Continue Reducing Greenhouse Gas Emissions 2011 – 2013

In the coming three years, we will continue to improve our environmental performance by reducing our operational footprint and encouraging our employees to make green choices at and outside of work.

Our operational footprint ultimately begins at work, and our Vancouver office remains key to our medium-term emissions reduction. This new office will achieve a minimum of LEED Gold certification, and we anticipate savings in both electricity and natural gas use through the improved energy efficiency of the building. We will also further reduce our GHG emissions and energy consumption by providing better access to public transit for our customers and our employees. We have also committed to implementing and promoting other sustainability practices, such as centralized printing, improved videoconferencing and office composting.

In addition, an extensive assessment of our head office in Kamloops, completed in 2010, will enable us to build a strategy for improving the building's energy and environmental performance over the coming years. Reducing travel between our two offices remains a priority. We are currently finalizing baselines for travel emissions and will use this information to actively pursue reductions in inter-office travel through enhanced use of videoconferencing, online meetings, and collaboration tools such as WebEx. We completed a review of videoconferencing use for 2009, and a conservative estimate indicates that we avoided over 170 Tonnes of emissions from air travel through use of videoconferencing.

We plan to reduce our reportable operational emissions by at least 33% from a 2007 baseline by 2020. This remains a challenging target; however, we will aggressively pursue emissions reductions to meet the Government of BC's expectations.

Our 2011/12- 2013/14 Service Plan emphasises environmental sustainability as a key component of our wider corporate social responsibilities and we will continue to develop plans to reduce and offset our emissions from our facilities and operations.





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 <i>Greenhouse Gas Reduction Targets Act</i> .						
Action	Status (as of 12/31/10)	Performance to Date (as of 12/31/10)	Steps Taken in 2010	Steps Planned for 2011 -2013	Start Year	End Year
<b>Mobile Fuel Combustion (Fleet and other mobile equipment)</b>						
Vehicle fuel efficiency						
Replace vehicles with more fuel-efficient models	Ongoing/In Progress	72 % of vehicles are fuel- efficient models	We continued to replace all fleet vehicles with hybrid type engine design as lease terms expired , or when additional vehicles were approved.	We will continue to replace our vehicles with hybrid alternatives as the lease terms expire or if additional vehicles are required.	2009	No End Date (Continuous)
Replace larger vehicles with smaller models according to fleet "right-sizing" principles	Ongoing/In Progress	27 % of vehicles down-sized since start year indicated	We discontinued use of vans and replaced with small hybrid SUV's. Our vehicles were assessed on an individual basis and "right sized" as lease term expired.	We will continue to replace our vehicles with hybrid alternatives as the lease terms expire or if additional vehicles are required.	2009	No End Date (Continuous)
Perform regular fleet maintenance to improve fuel-efficiency	Ongoing/In Progress	100 % of vehicles are subject to regular maintenance for fuel efficiency	All vehicles were monitored to ensure drivers performed regular maintenance checks according to manufactures recommendations.	We will continue regular maintenance checks as per the vehicle warranty.	2009	No End Date (Continuous)
<b>Behaviour change program</b>						
Provide fleet driver training to reduce fuel use	Ongoing/In Progress	99 % of current drivers are trained	BCLC utilized an on-line training program that addressed best practise for driving behaviours, including anti-idling awareness.	We will review the driver training programs offered by our new fleet management company to identify where improvements can be made.	2008	No End Date (Continuous)
<b>Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)</b>						
<b>Planning/management</b>						
Reduce office space (square meters) per employee	Ongoing/In Progress		The work spaces in the Vancouver facility were standardized to an average size of 6x8 feet. Installation of work stations in the Kamloops building were standardized to 6x7 feet.	Any build outs will be managed to the identified workspace standards.	2008	No End Date (Continuous)
Install a real time metering system (e.g. Pulse, Reliable Controls, Houle Controls)	In Development	0 % of buildings have a real time metering system installed		Any build outs will be managed to the identified workspace standards.	2011	2011
<b>Owned buildings</b>						
Incorporate integrated design process into new construction or during renovations of owned buildings	In Development	0 % of buildings built or renovated since start year indicated used the integrated design process	A complete facility assessment and report were undertaken for the Kamloops building.	Year 1; we will address building code issues identified in the report and plan for subsequent years activities. Year 2; we will begin implementation of a 3-5 year build plan.	2011	No End Date (Continuous)
Incorporate a refrigerant management strategy into regular building management/maintenance to reduce fugitive emissions	Ongoing/In Progress		An inventory was completed and documented. Fugitive emissions were controlled through rigorous inspection and testing programmes.	We will continue the inspection and testing activities to minimize fugitive emissions.	Started before 1995	No End Date (Continuous)
Complete energy retrofits on existing, owned buildings	In Development	0 % of owned buildings have undergone energy retrofits since start year indicated	The facility assessment of the Kamloops building identified opportunities for energy retrofits.	Retrofits will be scheduled in to a 3-5 year build plan that begins in 2012.	2008	No End Date (Continuous)
<b>Retrofitting owned buildings</b>						
Upgrade mechanical systems (heating, cooling, ventilation) during retrofits	Completed in 2010	20 % of retrofits since start year indicated had heating, cooling, and ventilation systems upgrades	An upgrade of the 1st Floor Heating Ventilation and Air Conditioning (HVAC) system was completed.	Further upgrades where required will be included in the Kamloops building retro-fit plan that begins in 2012.	2009	2010
Upgrade lighting systems during retrofits	Ongoing/In Progress	15 % of retrofits since start year indicated had lighting systems upgrades	Lighting upgrades were completed in the parking lot, mechanical areas and the Gaming of the Future room. We received approximately \$16,000 in lighting rebates from BC Hydro for the work undertaken.	Further upgrades where required will be included in the Kamloops building retro-fit plan that begins in 2012.	2010	No End Date (Continuous)
Upgrade/adjust control systems during retrofits	Ongoing/In Progress	10 % of retrofits since start year indicated had control system upgrades or adjustments	The Kamloops building 1st Floor HVAC upgrade employed new control technology.	Further upgrades where required will be included in the Kamloops building retro-fit plan that begins in 2012.	2011	No End Date (Continuous)
Improve building insulation (including windows) during retrofits	In Development	0 % of retrofits since start year indicated had insulation improvements	The facility assessment of the Kamloops building identified opportunities for building insulation retrofits.	Retrofits will be scheduled in to a 3-5 year build plan that begins in 2012.	2012	No End Date (Continuous)
<b>Leased buildings</b>						
Establish energy performance baseline for leased buildings	Ongoing/In Progress	100 % of leased buildings have an established energy performance baseline	A baseline for natural gas and electricity consumption has already been established for buildings in Richmond. BCLC centralized and relocated its Richmond operations to Vancouver in December of 2010.	A baseline for the Vancouver building will be established over 2011 during the first year of operation.	2011	2011
Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress	0 % of leased buildings have commercial interiors labelling/certification	Our Vancouver facility Core and Shell was built to a high LEED standard. The developers targeted LEED Platinum. As a tenant, BCLC built out the facility office interior and targeted LEED Platinum.	We will receive notification of the LEED level certification awarded to the facility.	2010	2011
Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations	Completed in 2010	100 % of leases negotiated since start year indicated have included green features	The lease for the new Vancouver facility contained green features to allow us to apply for a high LEED certification. Examples of the features include parking, sanitorial supplies and composting. Our lease is initially for 15 years.	We are not anticipating any new leases.	2009	No End Date (Continuous)
<b>IT power management</b>						
Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress	0 % of computers shut down automatically outside of regular business hours	Our computer power management can be better utilized through a process known as Active Directory functionality. 10% of Active Directory upgrades started in 2010.	The Active Directory upgrades are planned to complete in 2011. We will then be able to remotely shutdown computers. We will also configure our telephone system to shut Voice over Internet Protocol (VoIP) phones down outside of normal office hours.	2011	2013
Implement server virtualization	Ongoing/In Progress	30 % of servers have been virtualized since start year indicated	The server virtualization programme continued in 2010. We now have 30% of our servers virtualized. Our Information Technology EverGreen program aims to maximise the lifecycle of our IT, refreshing equipment when required to maintain business effectiveness.	Our EverGreen programme will continue and we will reassess the extent to which we can implement server virtualization.	2009	No End Date (Continuous)
Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress		We have reduced the number of printers in our Vancouver facility by approximately 75%. We also reduced the number of printers in our Kamloops building by approximately 25%. The Vancouver facility move provided an opportunity to reduce the 75 plus stand alone and network printers down to approximately 15 printers with centralized Multi Function Devices.	We will continue the printer reduction programme at our Kamloops building.	2010	2013
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	90 % of computers are ENERGY STAR rated	We upgraded a number of office computers when we relocated from Richmond to Vancouver and now have 90% Energy Star rated computers at the Vancouver facilities.	We aim to complete the office computer refresh in the 2011/2012 fiscal year. When complete all our office computers will be Energy Star compliant.	2010	2012



## Actions Towards Carbon Neutrality. Continued.

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### Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)

Appliances and electronic devices							
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	50	% of fridges are ENERGY STAR rated	All fridges purchased for both the Kamloops building and Vancouver facility were Energy Star rated.	We will continue to purchase Energy Star rated fridges when a replacement appliance is needed.	2009	No End Date (Continuous)
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	75	% of appliances are ENERGY STAR rated	Energy Star appliances were purchased where appliances have an Energy Star rating.	When requiring replacement appliances the purchases will be Energy Star rated if the standard exists for the appliance.	2009	No End Date (Continuous)
Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases	Ongoing/In Progress	75	% of desk lamps are ENERGY STAR rated	All desk lamps purchased for our Kamloops building were Energy Star rated.	All new desk lamps purchased will be Energy Star rated.	2009	No End Date (Continuous)
Behaviour change program							
Ask staff to unplug electrical equipment or switch off power bars when not in use	In Development			An information article was prepared asking employees to power down equipment when possible. IT upgrades led to the release of the article being postponed until 2011.	Once the IT evaluation of remote power management has been completed we will follow up with education on switching off and unplugging equipment.	2011	No End Date (Continuous)
Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress			This activity has already been implemented at our Kamloops building. BCLC moved to a new facility in Vancouver in December 2010 and the request to close blinds will be planned in to 2011 activities.	Requesting blinds to be closed will form part of an energy awareness campaign that will run in 2011.	2008	No End Date (Continuous)
Provide tips to staff on saving energy in the office while working outside of regular business hours	In Development			No action was taken in 2010.	We will plan and run an energy saving campaign during 2011.	2011	2012
Encourage use of stairs instead of elevators	In Development			No action was taken in 2010.	Signage will be developed to encourage our employees to use the stairs rather than use elevators.	2011	2012
Provide reminders for turning off lights (e.g., signs, stickers, messages)	In Development			No action was taken in 2010.	We will include appropriate signage as part of our energy saving campaign.	2011	No End Date (Continuous)
Promote hot water conservation	In Development			No action was taken in 2010.	We will include appropriate signage as part of our energy saving campaign.	2011	No End Date (Continuous)
Other Stationary Fuel Combustion and Electricity Actions							
Standby generator purchases	Ongoing/In Progress			Generators specified and purchased in 2010 had as high an efficiency rating as possible and were operated and maintained to continue that rating.	We will continue to specify and operate efficient standby generators.	2009	2010
Supplies (Paper)							
Paper Type							
Purchase 30% post-consumer recycled paper	Ongoing/In Progress	1	% of total paper purchased contains 30% recycled content	We switched from a non-recycled to a 20% recycled content paper on special use papers.	We will continue to test product that contains recycled content for use in print machines, that previously required the use of virgin stock.	2010	No End Date (Continuous)
Purchase 100% post-consumer recycled paper	Completed in 2010	90	% of total paper purchased contains 100% recycled content	All of our multi-function devices were switched to use 100% recycled content. We continued to track the consumption of major types of paper.	We will continue to look for opportunities to utilize 100% post consumer recycled paper to a target of 95%.	2009	2013
Printer/document settings							
Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	In Development			No action was taken in 2010.	We will run a campaign to encourage our employees to decrease margins on non letterhead documents.	2011	No End Date (Continuous)
Electronic media in place of paper							
Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Completed in 2010			We introduced Share Point collaborative software and employees were able to access either internal or external sites.	We will continue to promote use of these applications to encourage more collaborative working.	2009	2010
Use electronic document library for filing common documents	Ongoing/In Progress			Employees used sever based file shares as well as Share Point to file common documents. We also used an online system, service-now.com to access knowledge base articles and training.	We will continue to promote use of these applications to encourage more collaborative working.	2009	No End Date (Continuous)
Behaviour change program							
Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress			Training continued to be available for all employees that required access to Share Point.	We will continue to promote use of these applications to encourage more collaborative working.	2009	No End Date (Continuous)
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	Ongoing/In Progress			The new Vancouver facility expanded the number of meeting rooms with projection facilities. There are also a number of break out areas that include white board walls rather than paper based flip charts.	A paper awareness and reduction campaign will run in 2011 that will include promoting using less paper through holding paperless meetings and not providing printed hand out materials.	2009	No End Date (Continuous)
Encourage re-use of scrap paper	In Development			No action was taken in 2010.	A paper awareness and reduction campaign will run in 2011 that will include promoting the re-use of scrap paper before recycling.	2011	2011

## 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 12/31/10)	Performance to Date (as of 12/31/10)	Steps Taken in 2010	Steps Planned for 2011 -2013	Start Year	End Year
<b>Business Travel</b>						
<b>Policy and budgeting</b>						
Create a low-carbon travel policy or travel reduction goal	In Development		Our Environment Policy was launched in 2010. The policy committed BCLC to reducing greenhouse gas emissions. Business travel data has been collected during 2010 to enable a baseline to be set during 2011.	In 2011 we will complete the review of business travel, establish a baseline and set a travel reduction target for future years.	2010	No End Date (Continuous)
<b>Virtual meeting technology</b>						
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Completed in 2010	100 % of computers have web-conferencing software installed	We completed the roll out of WebEx accounts, making WebEx available for all employees that required web conferencing facilities.		2009	2010
Make desktop web-cameras available to staff	Completed in 2010		Cameras were made available upon request and private study rooms were fitted with web-cameras.		2009	2010
<b>Behaviour change program</b>						
Train staff in web-conferencing	Ongoing/In Progress		WebEx training was available for all employees. WebEx provided access to an online 'WebEx University' once access to the service has been granted. Regular WebEx 'Coffee Breaks' are held by WebEx and employees were encouraged to join and learn more about WebEx.	We will continue to make WebEx conferencing services available to employees and provide access to training in how to use the system.	2010	No End Date (Continuous)
Train staff in video-conferencing or provide technical support for video-conferencing set-up	Ongoing/In Progress		All employees were able to access Video Conferencing Training. We utilized our online training system where possible, but also provided hands-on training.	We will continue to utilize our online training system where possible, as well as provide hands-on training. Regular sessions will be held to keep staff up to date.	2009	No End Date (Continuous)
Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress		The availability of tele/video-conferencing and webinar tools allowed employees to make decisions whether travel was required. Video conferencing continued to be well used within BCLC and we started to capture usage data for 2009 and 2010.	Video-conferencing usage data for 2010 will be completed and estimates of travel and greenhouse gas emissions avoided will be calculated. This baseline data will be communicated to employees and a target set for increased video-conferencing use. Business travel procedures will be reviewed in 2011.	2009	No End Date (Continuous)
Encourage carpooling to meetings	Ongoing/In Progress		Our employees were able to make informal arrangements to carpool to offsite meetings.	We will review business travel procedures in 2011.	2009	No End Date (Continuous)
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	Ongoing/In Progress		Employees continued to make their own decisions on how to travel to external meetings. Where face to face meetings were held, distances travelled often precluded bicycle and walking as options.	We will review business travel procedures in 2011.	2009	No End Date (Continuous)
<b>Education, Awareness, and Engagement</b>						
<b>Team-building</b>						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	Ongoing/In Progress		In 2010, the Green Committee ran an employee eco-challenge between April and December. Each month employees were challenged to reduce their environmental impact at work and at home through a number of small actions. The challenges covered travelling less, using less energy, conserving water, cutting down on wastes and even eating local and organic. Over 120 employees participated in at least one challenge. A draw for sustainable prizes was held each month.	The Green Committee will continue to work with BCLC's Sustainability Specialist to run grassroots education and awareness campaigns.	2004	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress		Our Sustainability Specialist supported the Green Committee employee eco-challenge by assisting in the development and monthly management of the program.	The Sustainability Specialist will continue to support the Green Committee and budget for competition prizes will be set aside.	2009	No End Date (Continuous)
Providing behaviour change education/training to teams (e.g., community-based social marketing)	Ongoing/In Progress		We held lunch'n learn sessions on employee commuting and energy use. Communications campaigns have also been completed.	We will research an employee engagement tool that allows for social interaction, the ability to set sustainability challenges and provision of information.	2010	No End Date (Continuous)
<b>Awards/Recognition</b>						
Establish a sustainability/green awards or recognition program	Ongoing/In Progress		We made a number of retrospective awards at the start of year to kick start our 'green' recognition program, 'A Shade Deeper'. Further employee nominated awards were made during the year. A 'Green Wall' on the employee intranet celebrates recipients and stories about their actions are posted.	We will review the success of the recognition program by the end of 2011 and decide whether to integrate in to the mainstream employee recognition program or maintain it as a standalone programme.	2010	No End Date (Continuous)
<b>Staff Professional Development</b>						
Support green professional development (e.g., workshops, conferences, training)	Ongoing/In Progress		David Suzuki Ambassadors at Work presented to our Green Committee and helped develop a focus for activities in 2010. The Sustainability Specialist attended the Recycling Council of BC conference, the PowerSmart Forum plus other self directed webinars, events and reading. Our Sustainability Specialist also qualified for Canadian Professional Sustainability Institute membership.	The Sustainability Specialist will continue Professional Development to ensure he remains up to date on current best practice and regulatory requirements.	2009	No End Date (Continuous)
Include green options in employee performance measurement system	Ongoing/In Progress		Employees set annual goals and objectives that align with departmental, divisional, and corporate strategies. Where appropriate green options would be agreed between individual employee and their line manager.	Employees will continue to set annual goals and objectives and where appropriate, include green options.	2009	No End Date (Continuous)
<b>Staff awareness/education</b>						
Provide green tips on staff website or in newsletters	Ongoing/In Progress		Green tips, articles and stories were published on our employee intranet.	We will continue to identify and publish green tips and stories on the employee intranet.	2009	No End Date (Continuous)
Provide sustainability education during new staff orientation	Ongoing/In Progress		Sustainability information that forms part of our employee orientation day was reviewed and updated.	We will review the employee orientation sustainability information for relevance and accuracy.	2009	No End Date (Continuous)

## Actions to Reduce Provincial Emissions and Improve Sustainability. Continued.

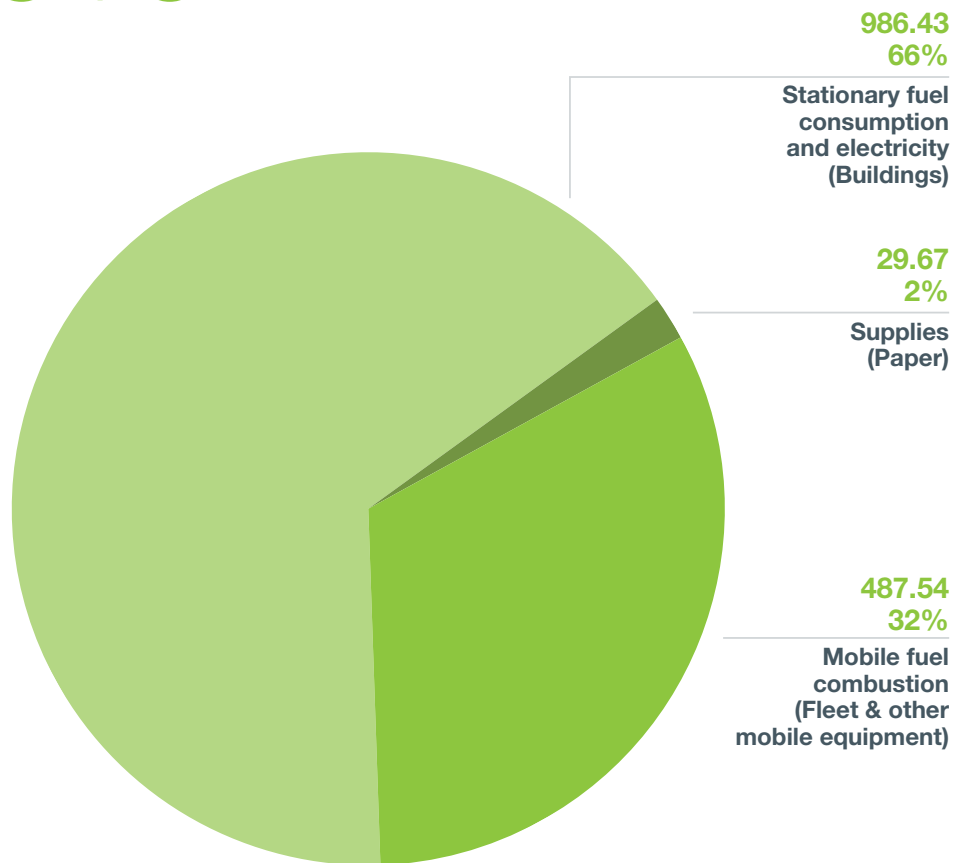
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### Other Sustainability Actions

Water conservation							
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Ongoing/In Progress			Replacement water fixtures fitted in our Kamloops building were the highest efficiency possible and operate hands free. The new Vancouver facility has water fixtures such as dual flush toilets, waterless urinals and aerated auto on/off taps to reduce water use.	We will use our employee intranet and large display screens to promote water saving and educate employees on good water conservation practice.	2009	No End Date (Continuous)
<b>Waste reduction/diversion</b>							
Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Ongoing/In Progress			In 2010 we began a waste audit of our main office facilities at Kamloops and Richmond. We continued to segregate office paper, cardboard, cans, bottles and plastic containers for recycling.	We will introduce composting at our Vancouver facility to divert organic material from landfill. We will assess the waste generated at the new Vancouver facility and set a diversion target. We will research and assess the feasibility of introducing composting to our Kamloops building through an on-site, in vessel system.	2010	No End Date (Continuous)
Implement a hazardous waste reduction and disposal strategy	In Development			A proposal for an electronic waste management project to run in early 2011 was developed with an external consultancy, Casino, Lottery and IT specialists.	We will complete a review of our current e-waste management processes and identify opportunities to improve recycling and reduce costs.	2010	2011
<b>Procurement (non-paper supplies)</b>							
Incorporate minimum recycled content standards into procurement policy for consumable, non-paper supplies (e.g., writing instruments, binders, toner cartridges, etc.)	Ongoing/In Progress			We promoted 'green' options for office supply items, utilizing the on-line catalogue.	We will mandate the use of 'green' office supplies by restricting choices where possible, to 'green' only.	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			All major office furniture purchased included green standards as mandatory criteria.	Any new office furniture will adhere to new standards set in 2010.	2009	No End Date (Continuous)
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	Ongoing/In Progress			The cleaning products used in our Kamloops building continued to be selected for their low environmental impact.	We will review the cleaning products used at our Kamloops office.	2007	No End Date (Continuous)
Require a minimum purchase of sustainable, and organic food and beverages supplied by contracted food suppliers or caterers	Completed in 2010			An RFP for beverages resulted in BCLC procuring 100% Fair Trade Organic coffee supplies.		2010	2010
<b>Building construction, renovation, and leasing</b>							
Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities	Ongoing/In Progress			Although there is no formal policy in place, we continued our standard practice and re-purposes as much construction material as possible.	We will continue the re-purposing of materials where possible.	2010	No End Date (Continuous)
<b>Indoor air quality</b>							
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Ongoing/In Progress			The fit out of the new Vancouver facility was to a minimum LEED Gold Standard which specifies the reduction of VOC's.	The Kamloops building renovations planning will include LEED standards. The renovations are planned for 2011 onwards.	2009	2013
<b>Commuting to and from home</b>							
Introduce telework/work from home policy	Completed in 2010			Telecommuting was reviewed in 2010; however we opted not to implement a formal telework/work from home policy at this time.		2010	2010
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress			Bike to work week challenges were held by our Green Committee. We promoted the transit Employee Pass Schemes for Kamloops and Richmond/Vancouver and launched a BCLC rideshare site in association with Jack Bell RideShare.	We will continue to promote the transit pass program and rideshare to our employees.	2009	No End Date (Continuous)
Provide shower or locker facilities for staff/students who commute by foot or by bicycle	Completed in 2010			The new Vancouver facility has shower and locker facilities.		2010	2010
Provide secure bicycle storage	Completed in 2010			The new Vancouver facility has secure cycle storage facilities.		2010	2010
Modify parking fees or parking availability for staff/students	Completed in 2010			We continue to offer free parking for employees at our Kamloops building and an Executive decision was made not to charge for parking at our new Vancouver facility.		2010	2010

## Greenhouse Gas Emissions by source (tCO<sub>2</sub>e\*)

# 2010



### Offsets Applied to Become Carbon Neutral in 2010

Total offsets purchased: 1,487.82

Total offset investment: \$37,195.50

Emissions which do not require offsets: 15.82\*\*

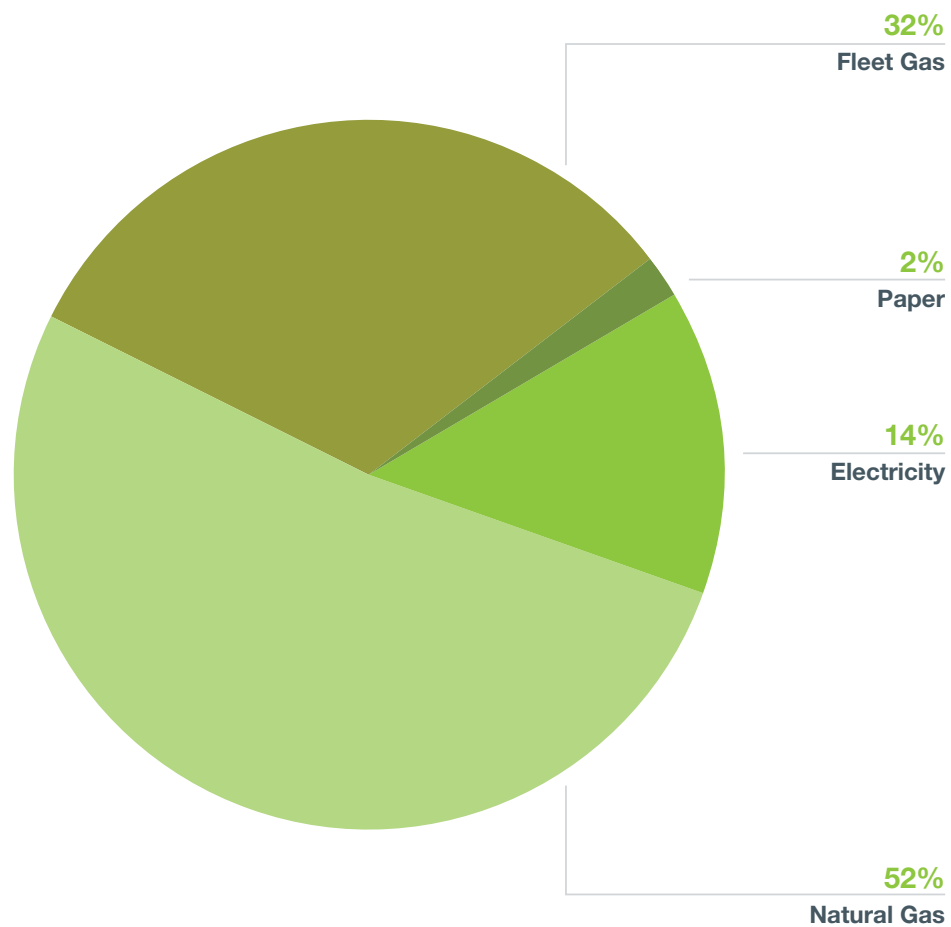
\* Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) is a standard unit of measure in which all types of greenhouse gas are expressed based on their global warming potential relative to carbon dioxide.

\*\* Under the Carbon Neutral Government Regulation of the Greenhouse Gas Reduction Targets Act, all emissions from the sources listed above must be reported. As outlined in the regulation, some emissions do not require offsets.



## Greenhouse Gas Emissions source totals

# 2010



### Contact Information

To find out more about how we're *Playing it Right* with respect to our Corporate Social Responsibility, visit:  
[www.bclc.com/cm/aboutbclc/csr/home.htm](http://www.bclc.com/cm/aboutbclc/csr/home.htm)

If you have any questions or comments about our Carbon Neutral Action Report or our Corporate Social Responsibility performance, please contact us at:  
[consumeraffairs@bclc.com](mailto:consumeraffairs@bclc.com)



