# Ministry of Labour, Citizens' Services and Open Government - 2012 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 | Steps Taken | Steps Planned | Start Year | End Year |
|---|---|---|---|---|---|
| **Mobile Fuel Combustion (Fleet and other)** | | | | | |
| **Behaviour change program** | | | | | |
| Provide fleet driver training to reduce fuel use | Ongoing/In Progress | All staff have access to DriveSmart BC and the Easy Green Drivers Guide. | Maintain DriveSmart BC and the Easy Green Drivers Guide on the Where Green Ideas Work website, a site managed and maintained by the Ministry. | 2008 | No End Date (Continuous) |
| Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages) | Ongoing/In Progress | All staff have access to Idle Reduction Guideline and toolkit. | All staff have access to Idle Reduction Guideline and toolkit. | 2010 | No End Date (Continuous) |
| Encourage carpooling in fleet vehicles | Ongoing/In Progress | All staff have access to Easy Green Drivers Guide that promotes car pooling. Ministry Green Team webpage links to EG Driving. | All staff have access to Easy Green Drivers Guide that promotes car pooling. Ministry Green Team webpage links to EG Driving. | 2008 | 2009 |
| Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking) | Ongoing/In Progress | Two CITZ-occupied buildings maintain alternative travel options. At 3350 Douglas Street, free bus tickets are available for staff to travel to meetings. At 4000 Seymour Place, two bicycles are maintained and available for staff to travel to meetings. | The alternative travel programs (bus tickets and spare bikes) will continue into the foreseeable future. | 2008 | No End Date (Continuous) |
| **Vehicle fuel efficiency** | | | | | |
| Replace vehicles with more fuel-efficient models | Ongoing/In Progress | Ongoing and subject to existing operational standards. | Review ministry fleet budget. Plan for replacements as applicable. | 2008 | No End Date (Continuous) |
| Replace larger vehicles with smaller models according to fleet "right-sizing" principles | Ongoing/In Progress | Ongoing and subject to existing operational standards. | Review ministry fleet budget. Plan for replacements as applicable. | 2008 | No End Date (Continuous) |
| Perform regular fleet maintenance to improve fuel-efficiency | Ongoing/In Progress | Ongoing and subject to existing operational standards. | Ongoing and subject to existing operational standards. | 2008 | No End Date (Continuous) |
| **Stationary Fuel Combustion, Electricity** | | | | | |
| **Behaviour change program** | | | | | |
| Help staff reduce personal energy use through ""workstation tune-ups"" | Ongoing/In Progress | The most impactful energy-saving behaviours from the Workstation Tune-up were re-bundled into the Hibernation Challenge in 2010, and the latest Hibernation Challenge ran in December 2012. The Hibernation Challenge (HC) is the defacto annual energy campaign implemented by the Climate Action Secretariat and the Behavioural Energy Manager role within Shared Services BC. CITZ participated heavily in the HC. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Ask staff to unplug electrical equipment or switch off power bars when not in use | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Ask staff to close blinds at end of work day to reduce heating/cooling demands | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Encourage staff to use air dry setting on dishwashers | Not Yet Evaluated | | | | No End Date (Continuous) |
| Provide tips to staff on saving energy in the office while working outside of regular business hours | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Encourage use of stairs instead of elevators | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |

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| Provide reminders for turning off lights (e.g., signs, stickers, messages) | Ongoing/In Progress | This behaviour is promoted through the Hibernation Challenge as described above in Workstation Tune-ups. | CITZ will continue to participate in the annual Hibernation Challenge. | 2008 | No End Date (Continuous) |
| Promote hot water conservation | Not Yet Evaluated | | | | No End Date (Continuous) |
| **IT power management** | | | | | |
| Implement server virtualization | Ongoing/In Progress | Information available in the SSBC 2012 Carbon Neutral Action Report. | Information available in the SSBC 2012 Carbon Neutral Action Report. | 2009 | No End Date (Continuous) |
| Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices as part of a print management strategy | Ongoing/In Progress | Efforts to remove or replace multiple personal printers with multi-function devices (MFDs) are ongoing. | MFDs are recommended as best practice in place of personal printers. | 2009 | No End Date (Continuous) |
| Apply auto-sleep settings on printers, fax machines, and/or multi-function devices | Ongoing/In Progress | Auto-sleep settings are applied to MFDs, but due to number and diversity of other stand-alone peripheral devices, no formal auto-sleep standard has been established. | Low auto-sleep settings for MFDs will remain the standard moving forward. | 2009 | No End Date (Continuous) |
| **Planning/management** | | | | | |
| Reduce office space (square meters) per employee | Ongoing/In Progress | Information available in the SSBC 2012 Carbon Neutral Action Report. | Information available in the SSBC 2012 Carbon Neutral Action Report. | 2010 | No End Date (Continuous) |
| **Supplies (Paper)** | | | | | |
| **Behaviour change program** | | | | | |
| Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Ongoing/In Progress | The SSBC-developed one-hour course that trains staff on, and encourages the use of, collaboration tools is available online to all Government staff. | SSBC is committed to maintaining Collaboration Tool support through online tools. | 2010 | No End Date (Continuous) |
| Encourage staff to hold paperless meetings or presentations (i.e., no handouts) | Ongoing/In Progress | Some business units use the tablet-style laptops and projectors to avoid handouts and paper note-taking. As well, the move to mobile workstations has seen a significant increase in small to large meeting rooms with large viewing screens that enable digital note taking. | As the Leading Workplace Strategies program expands in 2013-2015, even more opportunities for digital note taking and paperless meetings will arise. | 2008 | No End Date (Continuous) |
| **Electronic media in place of paper** | | | | | |
| Install collaborative software for electronic editing (e.g. SharePoint, Groove, etc.) | Completed (in Previous Year) | | | | No End Date (Continuous) |
| Use electronic document library for filing common documents | Completed (in Previous Year) | | | | No End Date (Continuous) |
| Switch to an electronic payroll notification system in place of paper pay stubs | Completed (in Previous Year) | | | | No End Date (Continuous) |
| **Paper Type** | | | | | |
| Purchase 30% post-consumer recycled paper | Ongoing/In Progress | Overall, the Ministry's high levels of virgin paper-use and low levels of recycled paper-use is an area of opportunity for carbon neutral reductions. | The Ministry Green Team will consider presenting a business case to executive to adop aggressive procurement targets similar to those found in the procurement policy of the Ministry of Environment. | 2008 | No End Date (Continuous) |
| Purchase 40% post-consumer recycled paper | Ongoing/In Progress | Overall, the Ministry's high levels of virgin paper-use and low levels of recycled paper-use is an area of opportunity for carbon neutral reductions. | The Ministry Green Team will consider presenting a business case to executive to adop aggressive procurement targets similar to those found in the procurement policy of the Ministry of Environment. | 2008 | No End Date (Continuous) |
| Purchase 100% post-consumer recycled paper | Ongoing/In Progress | Overall, the Ministry's high levels of virgin paper-use and low levels of recycled paper-use is an area of opportunity for carbon neutral | The Ministry Green Team will consider presenting a business case to executive to adop aggressive procurement targets similar to those | 2008 | No End Date (Continuous) |

## Actions Towards Carbon Neutrality

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| Action | Status | Steps Taken | Steps Planned | Start Year | End Year |
|---|---|---|---|---|---|
| | | reductions. | found in the procurement policy of the Ministry of Environment. | | |
| **Printer/document settings** | | | | | |
| Switch networked printers and photocopiers to automatic double-sided | Completed (in Previous Year) | | | | No End Date (Continuous) |

## 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

| Action | Status | Steps Taken | Steps Planned | Start Year | End Year |
|---|---|---|---|---|---|
| **Business Travel** | | | | | |
| **Behaviour change program** | | | | | |
| Train staff in web-conferencing | Ongoing/In Progress | Developed in partnership by SSBC and the Public Service Agency, there are extensive coures on web conferencing, including Live Meeting training for beginners and advanced users, as well as three courses for team-leads to build, set up and sustain virtual teams. | CITZ will continue to support the wide array of existing training courses to encourage web-conferencing. | 2008 | No End Date (Continuous) |
| Encourage staff to consider virtual attendance/presentation at events where possible | Ongoing/In Progress | The Minstry supports the use of LiveMeeting as a viable alternative to business travel. Examples of support inlclude but are not limited to:<br>- Virtual-enabled executive coffee chats<br>- Virtual-enabled ministry-wide and division-wide staff meetings<br>- Increase of teleworking as a result of leading workplace strategy implmenetation in facilities, primarily 4000 Seymour in 2012 | The Ministry will continue to strongly encourage the use of LiveMeeting as a viable alternative to business travel through major initiatives like Leading Workplace Strategies. | 2008 | No End Date (Continuous) |
| Encourage carpooling to meetings | Ongoing/In Progress | The Ministry supports carpooling through an informal policy to share taxis and vehicles for local and extended business travel. | A formal Ministry policy to encourage this behaviour may be considered during the development of a low carbon travel goals (see Low-Carbon Travel Policy below). | 2008 | No End Date (Continuous) |
| Encourage alternative travel to meetings (e.g., bicycles, public transit, walking) | Ongoing/In Progress | The Green Team encourages staff to bicycle to meetings during two annual cycling-related initiatives: Bike-to-Work-Week and Target: Green Streets. | The Green Team will continue to encourage staff to bicycle to meetings during two annual cycling-related initiatives: Bike-to-Work-Week and Target: Green Streets. | 2008 | No End Date (Continuous) |
| **Policy and budgeting** | | | | | |
| Create a low-carbon travel policy or travel reduction goal | Ongoing/In Progress | A low carbon travel policy may be considered if the Ministry expands work on its Sustainable Workplace Assessment Tool (SWAT). Although a travel policy was identified as an important component of an overall sustainable behavioural strategy, there was no addtional steps taken in 2012 to move this policy forward. | SSBC is considering the development of planning document in 2013 that will contain well-defined carbon neutral goals, including low carbon travel. | 2009 | No End Date (Continuous) |
| **Virtual meeting technology** | | | | | |
| Make desktop web-cameras available to staff | Ongoing/In Progress | SSBC provides the means through which Ministry divisions can order web-cameras through the online store. | SSBC will continue to stock web-cameras and the use of LiveMeeting and video conferencing will be encouraged through training programs like LiveMeeting for beginners and presenters available through the Public Service Agency. | 2008 | No End Date (Continuous) |
| **Education, Awareness, and Engagement** | | | | | |
| **Awards/Recognition** | | | | | |
| Establish a sustainability/green awards or recognition program | Ongoing/In Progress | SSBC co-leads the annual Hibernation Challenge with the Ministry of Environment. Last year SSBC obtained partner (BC Hydro and Fortis BC) funding to award staff in who participate in energy conservation behaviours. Over $1200 in prizes were awarded to staff in November 2012 for their energy conservation efforts. | SSBC plans to develop and launch a second energy conservation initiative in Summer of 2013 to address seasonally-themed energy consumption . For example, there will be an emphasis on reduction of cooling needs in buildings through behaviours like dressing in light clothing to avoid over heating and shutting south-facing window blinds on hot days. Once again, staff will be awarded for their participation. | 2008 | No End Date (Continuous) |
| **Staff Professional Development** | | | | | |
| Support green professional development (e.g., workshops, conferences, training) | Ongoing/In Progress | The Ministry supports numerous workshops and training materials related to wide range of sustainability topics. These workshops relate to all the major carbon neutral categories: facilities, fleet, travel and | The Ministry will continue to support professional development and provide ongoing opportunities for staff education and training. | 2008 | No End Date (Continuous) |

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| | | procurement. Some examples include DriveSmart training, Empower Toolkit, Live Meeting and the Easy Green Guides. | | | |
| Include green options in employee performance measurement system | Ongoing/In Progress | There are isolated examples of Green Team members adding green goals in their performance planning and reviews, but the practice is not widespread. | No plans to expand of the practice of green goals in performance planning and reviews. | 2008 | No End Date (Continuous) |
| **Staff awareness/education** | | | | | |
| Provide education to staff about the science of climate change | Ongoing/In Progress | The Ministry maintains climate change information on the Where Green Ideas Website, a widely-accessible intranet site. | Review and update the climage change content where necessary. | 2008 | No End Date (Continuous) |
| Provide education to staff about the conservation of water, energy, and raw materials | Ongoing/In Progress | The Ministry promoted international Earth Day with booths in three buildings that distributed information about the suggested topics. | The Ministry GT has an approved budget from executive to continue to support international Earth Day. As well, the Green Team garnered more support from all of SSBC's Assistant Deputy Ministers to extend Earth Day activities all week. Each day will have a theme related to various conservation streams like waste, travel and building energy. | 2008 | No End Date (Continuous) |
| Provide green tips on staff website or in newsletters | Ongoing/In Progress | The Ministry Green Team maintains seven Easy Green Guides on the intranet site - Where Green Ideas Work. The Guides contain over 100 green tips. | Review Easy Green Guides and update where necessary. | 2008 | No End Date (Continuous) |
| Provide sustainability education during new staff orientation | Not Yet Evaluated | | | | No End Date (Continuous) |
| **Team-building** | | | | | |
| Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement | Ongoing/In Progress | The Ministry Green Team continues to grow in strength and numbers. They increased membership from 96 members to 136 in 2012. To enable more staff to participate, the Green Team strategically provides two levels of membership: active and network. For those staff who are unable to participate directly in large initiatives, they become network members who received updates and sustainability-related communications throughout the year. Approximately 20% of the total 136 are active members who contribute time and resources to green team events. | The Ministry Green Team will continue to recruit more members during high-profile events like the Hibernation Challenge in the Fall and Earth Week in the Spring. | 2008 | No End Date (Continuous) |
| Provide resources and/or dedicated staff to support teams | Ongoing/In Progress | The Facilities Management Services Branch of SSBC successfully re-negotiated BC Hydro's 50% funding of the Strategic Energy Manager position than ends in Aug 2014. The Strategic Energy Manager is 50% dedicated to Green Team activities and leads behavioural-based initiatives like the Empower 2013-14 Project.<br><br>In addition to the Energy Manager, green team members are able to work the equivalent of a full day each month on sustainability initiatives, in addition to the their regular duties. | Renegotiate 50% funding of the Energy Manager for in 2014. Continue to support green team engagement. | 2008 | No End Date (Continuous) |
| Providing behaviour change education/training to teams (e.g., community-based social marketing) | Ongoing/In Progress | At least five long standing ministry green team members have taken extensive community-based social marketing (CBSM) training from Doug Mackenzie-Mohr during past annual green team conferences. Those team members assist in the development of CBSM-based green team initiatives throughout the year, and encourage fellow members learn the CBSM approach. | The Green Team is committed to developing and launching engagement initiatives using CBSM principles and practices. | 2008 | No End Date (Continuous) |
| **Other Sustainability Actions** | | | | | |

## Actions to Reduce Provincial Emissions and Improve Sustainability

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| **Adaptation to Climate Change** | | | | | |
| Assessed whether extreme weather events and/or long term changes in climate will affect the organization's business areas | Ongoing/In Progress | The Ministry annually reviews an existing business continuity plan in the event of extreme weather or other emergencies. As the plan relates to government facilities, it is support by dedicated Emergency Operations staff who act as advisors for planning purposes and response coordinators during emergencies. Business continuity planning is a requirement of the organization's committment to maintaining a comprehensive Environmental Management System (EMS), a well-established system that is audited and performance-reviewed each year. Following a successful third-party audit in 2012, the EMS has renewed its ISO140001 certification. | The Ministry will continue to support ongoing business continuity planning as a crucial component of its Environmental Management System. | 2008 | No End Date (Continuous) |
| Integrated considerations of extreme weather events and/or long term changes in climate into the organization's decision making. | Ongoing/In Progress | Long term climate change:<br>SSBC measures facility energy performance using a customized metric called the Building Energy Performance Index (BEPI) that takes into account long term (30 years) weather averages supplied by Environment Canada. The BEPI is rolling and incorporates the current warming trend, and so influences decisions around infrastructure purchases and operational adjustments related to heating, cooling and ventilation systems.<br><br>Extreme weather:<br>SSBC is currently working on a facility condition index (FCI) to aid in decision making related to the Government's real estate portfolio. The intent is to include criteria in the FCI that takes into account the safety of existing or potential government facility locations (e.g. flood plains). | Long term climate change:<br>The BEPI will continue to the standard for measuring energy intensity in government facilities in 2013 and 2014.<br><br>Extreme weather:<br>The FCI and the future safety of Government facilities is an ongoing priority. | 2008 | No End Date (Continuous) |
| **Commuting to and from home** | | | | | |
| Introduce telework/work from home policy | Ongoing/In Progress | Teleworking is regularly practiced by many business units, although tracking and measurement is not mandatory. The Ministry leads a major initiative called Leading workplace Strategies to encourage mobile, flexible and collaborative work environments. As more of this initiative's project phases and renovations were complete in 2012, the staff density at 4000 Seymour has increased, and managers are encouraging teleworking pilots to make better use of less workspace. | Though specific targets have not been set or approved at the date of this report, teleworking is widely regarded in the Ministry as a key aspect of SSBC's Leading Workplace Strategies, and will contribute significantly to the ministry's overall sustainable efforts. | 2010 | No End Date (Continuous) |
| Offer staff a compressed work week | Completed (in Previous Year) | | | | No End Date (Continuous) |
| Encourage commuting by foot, bicycle, carpool or public transit | Ongoing/In Progress | The Ministry participated in several "alternate travel" initiatives in 2012 including Bike To Work Week, Target Green Streets, and Low Carbon Transportation options. The initiatives were run or assisted by Ministry Green Team members. | Green Teams to organize ministry participation in Bike To Work Week and Target: Green Streets. | 2008 | No End Date (Continuous) |
| Provide shower or locker facilities for staff/students who commute by foot or by bicycle | Completed (in Previous Year) | | | | No End Date (Continuous) |
| Provide secure bicycle storage | Completed (in Previous Year) | | | | No End Date (Continuous) |
| **Other Sustainability Actions** | | | | | |

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| Master standing agreements for goods bought commonly by multiple ministries | Ongoing/In Progress | SSBC maintains sustainability-minded corporate supply arrangements (CSAs). Current "Green Leaf" supply aggreements include:<br><br>Accomodation for business travel (Hotel Association of Canada - Green Leaf program)<br><br>Animal Repellent (certified organic)<br><br>Carbon Planning (services to assist ministries and BPS customers with energy reductions)<br><br>Furniture (Cradle to Cradle Silver, Level 1 Certified or better, where available)<br><br>Multifunction Devices (replace multiple single-function machines at end-of-life)<br><br>Office Products (where not available through DCV, suppliers have green product offerings)<br><br>Record Destruction (all shredded paper is recycled, recommendations on optimizing service for reduced emissions)<br><br>Utility Data Management Services and Software (available to BPS customers for energy management towards CN status)<br><br>Vehicle Rentals (hybrids available, hourly rentals to reduce fleet size) | Green Leaf CSAs are created whenever feasible; CSAs are reviewed at time of renewal for possible inclusion of environmentally preferable criteria. | 2008 | No End Date (Continuous) |
| Develop/launch a green purchasing website with direct links to sustainability policy and best practice information about sustainable procurement of goods and services | Ongoing/In Progress | Developed and launched the widely-accessible public website that includes enxtensive information on:<br><br>Why purchase green, what to look for in environmental labels, design for environment, avoiding purchasing, considering environmental costs in an initial price, and what to look for in packaging. Sections for procurement professionals include environmental specifications for typically purchased goods, and criteria related to service procurement including: travel and transportation; equipment and supplies; reports and manuals; conferences and workshops; facilities; and waste reduction. | Green Purchasing site promotions:<br><br>Webinar for Procurement Community of Practice;<br>Webinar for Local Governments;<br>additional presentations across government as opportunities arise. | 2011 | 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 | SSBC's centralized office supplier offers more than 650 Eco-logo (50 more than in 2011) certified or environmentally preferable products, including re-manufactured toner cartridges, pens with recycled content and refillable ink cartridges, and biodegradable corn plastic mugs and rulers. | The Ministry will consider developing concrete carbon neutral targets related to paper and supplies during a review of carbon neutral strategy in 2013. Evironmentally preferable products will continue to be offered through our centralized office supplier. | 2010 | No End Date (Continuous) |

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| 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 | Sustainable procurement practice is consistent with SSBC's Technical Standards for new development or major renovations.<br><br>As well, SSBC has managed a surplus furniture redeployment program since 2011 where re-useable items are redeployed through a central hub to avoid purchase of new products. To date, approximately $1.2 Million in new furniture costs have been avoided. | SSBC will actively support sustainable practice in the Technical Standards and furniture redeployment program.<br><br>Forecasting $1.4 Million in avoided cost of new furniture in 2013. | 2008 | No End Date (Continuous) |