

# 2015 ICBC Report on Carbon Neutral Action

We're very pleased to report that ICBC has surpassed the provincial target for greenhouse gas (GHG) emissions set out in the provincial Greenhouse Gas Reductions Target Act. In 2015, just our sixth year of being carbon neutral, we exceeded our original goal of a 33 per cent reduction in our operational GHG emissions by 2020. Our operational emissions were 40 per cent lower than our 2007 baseline, exceeding the 2020 target by 449 tonnes.

Enabling us to reach our 2020 target was our dramatic progress since 2007 on implementing our building energy conservation measures and through fleet reductions. In 2015, our building energy conservation measures accounted for the majority of emissions reductions, and are continuing to provide a positive return on investment that will help us save an estimated \$2.6M in operational costs by 2020. In recognition of our progress, we were honoured to have the opportunity to present our accomplishments at the 2015 Carbon Neutral Government Symposium in December.

Our 2015 actions and achievements are described in detail on the following pages. Some 2015 highlights include:

- The completion of eight lighting projects and six boiler replacements as part of our ongoing natural gas and electricity retrofits at our facilities;
- The official launch of our BC Hydro sponsored Workplace Conservation Awareness (WCA) program to raise employee awareness and inspire conservation actions that contribute to energy savings;
- Achieving Leadership in Energy & Environmental Design (LEED) Gold Commercial Interiors (CI) Certification for our Richmond Drivers Licensing Office, and launching two more LEED Gold CI Certification targeted renovation projects for our Drivers Licensing Offices in Abbotsford and Langley;
- Being named one of Canada's Greenest Employers in 2015, for the second year in a row, in recognition of our efforts to lead the nation in incorporating environmental values into our corporate culture; and
- Realizing significant reductions in waste and diverting solid waste from landfills by implementing the organic recycling program at all sites in jurisdictions where organic wastes can be collected.



Even though we have achieved our GHG reduction target five years ahead of schedule, we will continue our strong focus on meeting the energy conservation targets of our energy management partners, BC Hydro and FortisBC. Our annual energy conservation commitments will also help mitigate any risks associated with variations in temperature and emission factors that may increase GHG emissions in future years. As well, we will be revisiting our climate action program in consideration of the direction provided in the new provincial Climate Leadership Plan expected in 2016. We will continue to place a high priority on reducing emissions from natural gas and paper, our two largest emissions sources, for the benefit of our customers and the communities where we live and work.

A handwritten signature in black ink, appearing to read 'Mark Blucher', written in a cursive style.

Mark Blucher  
President and CEO



# Declaration

This Carbon Neutral Action Report for the period January 1, 2015, to December 31, 2015, summarizes our emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2015 to reduce our greenhouse gas (GHG) emissions and our plans to continue reducing emissions in 2016 and beyond.

By June 30, 2016, ICBC's final Carbon Neutral Action Report will be posted on icbc.com.

## Overview: carbon footprint

### 2015 greenhouse gas emissions

In 2015, ICBC's total GHG emissions from operations were 3,951 tonnes<sup>1</sup>.

ICBC owns properties as part of our investment portfolio that are also included in our carbon footprint. GHG emissions from investment properties in 2015 amounted to 19,021 tonnes<sup>2</sup>.

### 2015 performance against reduction targets

In 2015, ICBC reduced GHG emissions in three of our major operational sources: natural gas, electricity, and fleet. Emissions from paper increased nominally by one per cent. The net effect was a reduction of 564 tonnes, 12 per cent from our 2014 total.

We have now met and exceeded our commitment to reduce absolute emissions from operations by 33 per cent from our 2007 baseline by 2020, surpassing the provincial target set out in the Greenhouse Gas Reduction Targets Act. In 2015 our operational emissions were 40 per cent lower than our 2007 baseline, exceeding the 2020 target by 449 tonnes.

	2015 GHG Emissions Tonnes CO <sub>2</sub> e	2015 Target Reduction Tonnes CO <sub>2</sub> e	2015 Actual Reduction Tonnes CO <sub>2</sub> e	2015 Results compared to 2014*	2015 Results compared to 2007 baseline
Buildings: Electricity (stationary combustion)	184	5	10	5% ▼	73% ▼
Buildings: Natural Gas (stationary combustion)	2,306	125	523	19% ▼	32% ▼
Fleet (mobile combustion)	489	25	38	7% ▼	59% ▼
Paper (supplies)	971	25	(-7)	1% ▲	28% ▼
<b>Total</b>	<b>3,951</b>	<b>180</b>	<b>564</b>	<b>12% ▼</b>	<b>40% ▼</b>

\* Percentages rounded to units.

<sup>1</sup> 16 tonnes of carbon dioxide emissions from the combustion of biomass and biomass-based fuels are reported within this number as part of our GHG emissions profile in 2015. However, as stated in BC Best Practices 2015, Methodology for Measuring Greenhouse Gas Emissions, the emissions resulting from the combustion of biogenic fuel sources must be reported but does not require offsets.

<sup>2</sup> With respect to both the operational and investment GHG inventories, it was estimated that stationary fugitive emissions from cooling, and emissions from testing diesel backup generators where applicable, do not comprise more than 1% of ICBC's total emissions and are onerous to collect, thus they are considered out of scope as set forth in the BC Best Practices 2015, Methodology for Measuring Greenhouse Gas Emissions and are not included in ICBC's total GHG emissions profile or offset purchase.

## Emissions Reduction Targets

Having now met our 2020 emissions reduction target, our annual reduction targets are focused on delivering our annual building energy conservation targets to our energy management partners, BC Hydro and FortisBC. There is a risk that variations in weather (temperature) and emission factors may increase GHG emissions in future years, and our annual energy conservation commitments will help mitigate this risk. In 2016 we will revisit our corporate emissions reduction targets in consideration of the direction provided in the new provincial Climate Leadership Plan expected in Q2 of 2016. Reducing emissions from natural gas and from paper will be a priority in future years, as they are the two largest emission sources and have the greatest opportunity for future reductions.

## Buildings—2015 Energy Results

A significantly warmer Q1 in 2015 (particularly in the Lower Mainland) and our continued progress implementing building energy conservation measures contributed to the majority of emissions reductions in 2015, enabling us to reach our 2020 target.

While the warmer temperature in Q1 reduced our natural gas consumption, Q4 temperatures in the Lower Mainland were slightly colder than 2014, and our natural gas conservation measures implemented over the last five years mitigated the colder weather.

Building energy projects were implemented in 13 facilities in 2015, including six boiler replacements and eight lighting retrofits. We successfully implemented a new LED office lighting system in two locations that enable us to have discrete control of each fixture for occupancy and dimming, resulting in significant electricity savings and improved light levels.

Energy conservation projects implemented in 2015 continued to provide a positive return on investment and help save operational costs through reduced energy use. Energy studies and audits were conducted in seven locations that identified opportunities for zoning and occupancy control technologies and potential heat recovery solutions in our Claim Centres. We met both of our electricity and natural gas emissions reductions targets in 2015, with reductions of 10 and 523 tonnes of CO<sub>2</sub>e respectively. Over the last five years we have implemented over 110 natural gas and electricity conservation measures in our facilities, including upgraded direct digital controls in over 95 per cent of our owned properties (based on floor area).

Our work has resulted in significant energy consumption and GHG emissions reductions, and our GHG emissions intensity has also decreased dramatically, as shown in the table below. Energy conservation projects implemented in 2015 continued to provide a positive return on investment, and the projected cumulative savings by 2020 from all projects implemented since 2009 is now estimated at \$2.6M.

Building Energy Metric	2015 Total	2015 results compared to 2014	2015 results compared to 2007 baseline
Electricity Consumption GWh	19	5% ▼	37% ▼
Electricity GHG Emissions (tCO <sub>2</sub> e)	184tCO <sub>2</sub> e	5% ▼	73% ▼
Electricity GHG Intensity (tCO <sub>2</sub> e/m <sup>2</sup> )	.0013	3% ▼	72% ▼
Natural Gas Consumption (GJs)	46,357	18% ▼	31% ▼
Natural Gas GHG Emissions (tCO <sub>2</sub> e)	2,306tCO <sub>2</sub> e	18% ▼	31% ▼
Natural Gas GHG Intensity (tCO <sub>2</sub> e/m <sup>2</sup> )	.017	16% ▼	31% ▼

### Buildings—Energy 2016 - 2017 Plans

Our 2016 reduction targets remain five tCO<sub>2</sub>e (tonnes of carbon dioxide equivalent greenhouse gas emissions) for electricity and 125 tCO<sub>2</sub>e for natural gas in accordance with our commitments to the BC Hydro and FortisBC energy conservation agreements. With respect to electricity projects, we will continue to pursue LED office lighting projects that permit dimming and occupancy controls as we did in 2015. Similar LED technologies are being considered for our parkade areas, in particular the multi-story parkade in our North Vancouver Head Office location. This location is also scheduled for a replacement of the uninterruptible power supply (UPS) system that will offer electricity reductions resulting from the replacement of transformer and battery systems. Ongoing efforts from our Information Services Division (ISD) will continue to provide electricity reductions in future years through initiatives such as server virtualization.

Natural gas reductions will be realized through further end-of-life boiler replacements expected in the next one to two years. Leveraging the findings of the energy studies completed in 2015, we will analyze and develop business cases to support natural gas reductions through the implementation of envelope improvements, enabling controls on our infrared heaters in vehicle bays, and utilizing heat recovery technologies that can be integrated with mechanical system improvements and replacements. As we did with our Richmond Driver Licensing Office, which achieved LEED Gold certification in 2015, we are currently constructing two new Driver Licensing Offices in Langley and Abbotsford. These projects will result in completely removing natural gas consumption from the locations, and will achieve electricity reductions through the use of high efficiency mechanical systems, LED lighting and controls, and improved glazing for a better envelope.

Finally our energy management priority in 2016 and beyond will be to continue to leverage our direct digital control systems, and leverage the data trending we have collected to further improve a multitude of system settings to save energy through

reduced run times, improved heating and cooling strategies, and the optimization of equipment efficiencies. This work will contribute to both electricity and natural gas reductions, save operational costs and improve employee comfort.

### **Investment Properties**

As reported in prior years, ICBC has a number of investment properties located throughout Canada that provide another opportunity to reduce building GHG emissions. While they are not part of our operational footprint, we do endeavor to promote conservation with these locations. Five of our investment properties have achieved the Building Owners and Managers Association's Building Environmental Standards (BOMA BEST) certification and one property achieving LEED Existing Building: Operations and Maintenance (EB:O&M) silver certification in 2015. We continue to purchase zero emissions electricity for our investment properties and our datacenter in Alberta. This commitment has enabled us to prevent the release of 15,118 tonnes of GHG emissions in 2015, and a cumulative total of nearly 72,000 tonnes of emissions since 2010.

## **Supplies Office Paper**

### **Performance against 2015 target**

While GHG emissions related to our total paper consumption increased slightly by seven tonnes in 2015, we were pleased to note that our consumption of office paper decreased. Our cumulative reductions have reduced emissions from the paper category by 28 per cent below our baseline level.

### **Projects and actions in 2015**

The consumption of our office paper decreased by 10 per cent in 2015, which was offset by a slight increase in our customer forms related to order timing for our highest volume form, the customer insurance document. A decrease in office paper provides evidence that our technical and behavioural solutions to reducing paper usage are now providing results.

Our paper stock continues to be 100% post-consumer waste recycled Forest Stewardship Council (FSC) certified paper for our printers and copiers, and 30% recycled paper for our highest volume printed forms.

In 2015, ICBC made significant strides towards replacing paper records with electronic. Building upon the electronic processing of new insurance claims that began last year, we implemented an electronic workflow to approve and review claims procedures information in a fully electronic format. We put in place the foundation for electronic management of our internal business records by revising and simplifying our business records classification system. These measures improve operational efficiency and help us reduce emissions related to paper consumption, and the transport and warehousing of paper records. We also continued to support employees' ability to share and manage information and documents electronically by increasing the number of team sites with collaborative software by 35 per cent in 2015.

### Plans for 2016 and 2017

We will continue to emphasize the development of electronic formats and focus on high value opportunities to improve handling of digital files. We will be exploring various methods and advancing tools to analyze and manage electronic document repositories, and moving forward with the delivery of business-led, paperless document handling priorities. Other initiatives include switching to electronic claims file processing and moving towards enhanced online customer services, for example 24/7 instant access to electronic records such as driver abstracts.

As well, we will continue to expand the use of collaborative team sites on our intranet and explore other technology options to support collaboration across the corporation and within corporate teams. The development of community sites (similar to team sites) is planned for our external insurance brokers' portal to deliver various reports in electronic format, thus reducing the need for printed reports that must be mailed.

In 2016, we will be completing the roll-out of our new print management program that was introduced in 2015. We will be down-sizing by 400 fewer units, as well as using newer models that are able to provide detailed printing metrics and monitor ink usage. These measures will enable further reductions in overall office paper consumption. Our year-over-year reduction target for 2016 is 20 tonnes.

Further paper reduction emissions are addressed in the Awareness and Behaviour Change below.

## Fleet Fuel

### Performance against 2015 target

In 2015, we realized a reduction of 38 tonnes in GHG emissions from our fleet vehicles. This is a reduction of seven per cent from 2014 emissions and an absolute reduction of 59 per cent from our baseline. We have exceeded our targeted reduction of 25 tonnes, year over year, for our fleet which continues to surpass the overall carbon reduction target for combined operational emissions.

### Projects and actions in 2015

We continued to realize progress as a result of our fleet management program and our policy to reduce business travel. Fleet vehicles were reduced by a further seven in 2015, helping us reduce emissions and save operational costs. While out of scope for our carbon reporting, we switched one of our forklifts to electric drive, helping us reduce pollution from propane use.

### Plans for 2016 and 2017

In the short term, we will continue to optimize maintenance schedules and analyze fleet data for further reduction opportunities. Between these efforts and ICBC's ongoing goal to reduce business travel and operate in a low cost manner, we expect to achieve further GHG reductions from fleet in 2016. Our year-over-year reduction target for 2016 is 25 tonnes.

## Awareness and Behaviour Change

In 2015 we launched the first year of our BC Hydro sponsored Workplace Conservation Awareness (WCA) program. WCA is a two year program with the objective of creating a strategic framework to raise employee awareness and inspire conservation actions that contribute to energy savings. We made significant progress towards meeting our goals of the WCA program, and accomplished many milestones in the program. Some of the key program achievements are as follows:

- Completion of a sustainability survey to assess employees' engagement with energy and materials conservation.
- Four awareness campaigns implemented to engage employees on conservation in the workplace.
- Launch of an environmental sustainability learning tool platform, with almost 1,000 employees completing the tutorial.
- Seven news articles on energy management posted on the ICBC intranet site.
- Interviews with management teams and green team members to better understand how to engage all levels of the organization.
- Completion of a report on engagement drivers and barriers to address future WCA strategies.
- Continued momentum reducing the number of printed ICBC Optional Autoplan Booklets, resulting in a reduction of 736,000 since the roll-out of a web-based version in 2013 that has encouraged customers, brokers and employees to download the booklet online. This has reduced the number of printed booklets by 87 per cent—equivalent to saving 738 trees from being cut down since 2012.

The foundational WCA work in 2015 has provided us with a comprehensive strategy to further enhance employee engagement with sustainability in future years. In 2016 we will continue to build on this work by launching additional awareness campaigns, enhancing our learning tool to cover specific departmental accountabilities, and analyze opportunities to improve communications. We are also planning a comprehensive campaign to reduce paper usage in 2016, leveraging the new print management strategy rolled out in 2015. This initiative will target not only paper reduction but electricity reduction as well, as the usage and quantity of print devices will be reduced.

# Actions to reduce provincial emissions and improve sustainability

## Pollution Prevention

We have continued to develop and enhance our online collaboration site to provide employees with the knowledge, training, and tools they need to effectively manage environmental risks and prevent pollution. Through the environmental site audit program, we continue to take detailed looks in person at specific sites each year, in addition to leveraging the online collaboration site to easily track all sites for annual compliance with environmental requirements. This approach has continued to confirm that our environmental management system is working, and enables us to identify opportunities for improvement.

## Waste Reduction

We continued to grow our program to divert solid waste from landfills by expanding the organic waste recycling program introduced at a handful of sites in 2014 to all sites in jurisdictions where organic wastes can be collected. Ten sites were audited in 2015 to better understand diversion rates, best practices, and opportunities for improvement. We will continue to develop and improve the program, sharing with the rest of the sites those practices found to be working best at the leading sites, and auditing again in 2016.

Other waste reduction and recycling actions have continued to gain ground. The number of licence plates recycled and kept out of landfills in 2015 increased to 1,286,994 plates. We continued to encourage the use of recycled auto parts in automotive repairs. Towards that end, we maintain a search engine for body shops to access recycled parts from 77 recyclers province-wide who meet rigorous operational requirements, and to explore processes with the Automotive Retailers Association recycler division that would increase the use of recycled parts on ICBC claims. Our Head Office green waste and coffee grounds composting program, introduced in 2014, continued to produce a mulch of superior quality and moisture retention that contributes to the health and beauty of the landscaping surrounding the building—a true green win-win.

## Water Conservation

As part of our water conservation strategy, a drought-tolerant garden was planted on the grounds of our Head Office in 2015, and new in-ground drip irrigation technology that uses less water was installed. Our ability to reduce water used for irrigation purposes will be augmented further in 2016 when the rooftop rainwater collection capacity will be increased by 41 per cent as additional collection tanks are installed.

## Business Travel and Commuting

In 2015, promoting and facilitating alternative options for business travel and commuting remained priorities. Our business travel policy encourages the use of public transportation whenever possible, and our ability to have online meetings and avoid travel has been enhanced with the functionality of our unified communications platform technology. We also promote ride sharing and cycling to work, with preferential carpool parking at our Head Office facility and bicycle lock-ups at various locations.

## Planning for Climate Change

Climate change played an important role in our business decisions, with a commitment to factoring in extreme weather changes into the design process for all LEED projects as well as non-LEED projects where appropriate. As well, each of our facilities conducts annual hazardous risk vulnerability analyses that include the climate change risks, floods and wild fires.

# Expanding our reach: actions to help reduce British Columbia's environmental footprint

We continued to be strongly focused in 2015 on fostering sustainable transportation options and behaviours in order to reduce GHG emissions on a provincial scale. ICBC employees enthusiastically embraced bicycle commuting and participated in the province-wide Commuter Challenge and Bike to Work Week.

The licensing of commercial drivers in BC continued to provide significant gains towards reducing provincial GHG emissions through the adoption of the federal government's FleetSmart training program. Since the program's inception in 2010 at ICBC, 60,589 commercial drivers have passed the test. It is estimated that just over 827,000 tonnes of GHG emissions have been prevented as a result to date, making this our most impactful initiative for reducing provincial GHG emissions.

We were pleased to find that our electric vehicle station at our Port Coquitlam Driver Licensing Office increased vehicle charges by 50 per cent in 2015 as compared to 2014, with the majority of the charging happening in Q4 2015. This station is available to the public for use. It is encouraging to see the increase in electric vehicle usage in the province which will help offset provincial transportation emissions. We will continue to evaluate opportunities for electric vehicle stations for our locations where appropriate.



## Emissions and Offset Summary Table

Insurance Corporation of British Columbia GHG Emissions and Offset for 2015 (tCO <sub>2</sub> e)	
GHG Emissions created in Calendar Year 2015 (from SMARTTool Homepage):	
Total Emissions (tCO <sub>2</sub> e)	22,988
Total Offsets (tCO <sub>2</sub> e)	22,972
Adjustments to GHG Emissions Reported in Prior Years (from SMARTTool Homepage):	
Total Emissions (tCO <sub>2</sub> e)	0
Total Offsets (tCO <sub>2</sub> e)	0
Grand Total Offsets for the 2015 Reporting Year (from SMARTTool Homepage): (This is the total of emissions that must be offset for Reporting Year 2015)	
Grand Total Offsets (tCO <sub>2</sub> e)	22,972

## Retirement of Offsets

In accordance with the requirements of the Greenhouse Gas Reduction Targets Act and Carbon Neutral Government Regulation, the Insurance Corporation of British Columbia (the Organization) is responsible for arranging for the retirement of the offsets obligation reported above for the 2015 calendar year, together with any adjustments reported for past calendar years. The Organization hereby agrees that, in exchange for the Ministry of Environment ensuring that these offsets are retired on the Organization's behalf, the Organization will pay the associated invoice to be issued by the Ministry in an amount equal to \$25 per tonne of offsets retired on its behalf plus GST.

### Executive sign-off:

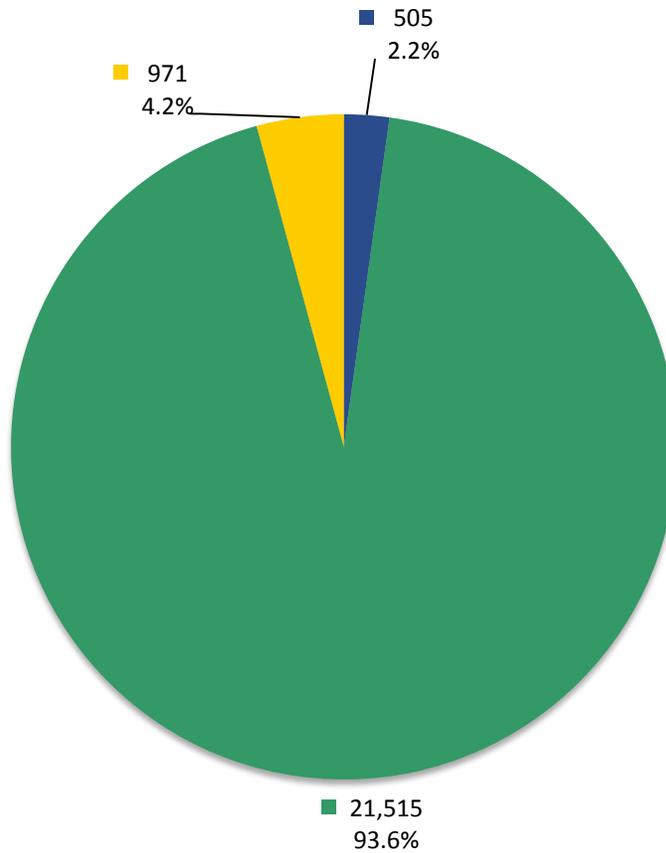


Barbara Meens Thistle, Vice President, Corporate Services

May 28, 2016.



## Insurance Corporation of BC Greenhouse Gas Emissions by Source for the 2015 Calendar Year (tCO<sub>2</sub>e\*)



**Total Emissions: 22,992**

- Mobile Fuel Combustion (Fleet and other mobile equipment)
- Stationary Fuel Combustion (Building Heating and Generators) and Electricity
- Supplies (Paper)

### **Offsets Applied to Become Carbon Neutral in 2015 (Generated May 25, 2016 8:40 AM)**

Total offsets required: **22,976**. Total offset investment: **\$574,400**. Emissions which do not require offsets: **16** \*\*

\*Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) is a standard unit of measure in which all types of greenhouse gases 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.

# 2015 Carbon Neutral Action Report Survey

Organization Name:

*Insurance Corporation of British Columbia*

Please select your sector:

- Crown Corporation

1) Stationary Sources (Buildings, Power Generators, Ext. Lighting) Fuel Combustion, Electricity use, Fugitive Emissions:

Please indicate which actions your PSO took in 2015:

Have developed an overall strategy/plan to reduce energy use in your organization's buildings inventory:

*Yes*

If Yes, please describe:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Buildings section on page three and the Awareness & Behaviour Change section on page seven.*

Undertook evaluations of building energy use:

*Yes*

Performed energy retrofits on existing buildings:

*Yes*

Built or are building new LEED Gold or other "Green" buildings:

*Yes*

Please list any other actions, programs or initiatives that your organization has introduced that support emissions reductions from buildings:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Buildings – 2015 Energy Results section on page three.*

2) Mobile Sources (Fleet, Off-road/Portable Equipment) Fuel Combustion:

Indicate which actions your PSO took in 2015:

Have put in place an operations policy/program to support systematic reductions in fleet related emissions:

(e.g., program to convert fleet to renewable fuels)

No

If Yes, please describe:

(No response)

Replaced existing vehicles with more fuel efficient vehicles (gas/diesel):

Yes

Replaced existing vehicles with hybrid or electric vehicles:

Yes

Took steps to drive less than previous years:

Yes

Please list any other actions, programs or initiatives that your organization has introduced that support emissions reductions from fleet combustion:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Fleet Fuel section on page six.*

3) Supplies (Paper):

Indicate which actions your PSO took in 2015:

Have put in place an operations policy/program to facilitate a systematic reduction in paper-related emissions:

(e.g., policy to purchase 100% Recycled Content; default to double-sided printing)

Yes

If yes, please describe:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Supplies Office Paper section on page five.*

Have put in place an operations policy/program to facilitate behavioural changes from paper use:

(e.g. awareness campaign to reduce paper use):

Yes

If yes, please describe:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Supplies Office Paper section on page five and the Awareness and Behaviour Change section on Page 7.*

Used only 100% recycled paper:

No

Used some recycled paper:

Yes

Used alternate source paper:

(e.g., bamboo, hemp, wheat etc.)

No

Please list any other actions, programs or initiatives that your organization has introduced that support emissions reductions from paper supplies:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Supplies Office Paper section on page five.*

4) Other Sustainability Actions:

Please note that this section is optional

Business Travel

Created a low-carbon travel policy or travel reduction goal:

(low-carbon = lowest emission of greenhouse gas per kilometer per passenger)

Yes

Encouraged alternative travel for business:

(e.g. bicycles, public transit, walking)

Yes

Encouraged or allow telework/working from home:

Yes

Other:

NA

Education Awareness

Have a Green/Sustainability/Climate Action Team:

Yes

Supported green professional development:

(e.g. workshops, conferences, training)

Yes

Supported or provided education to staff about the science of climate change, conservation of water, energy and/or raw materials:

Yes

Other:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Awareness & Behaviour Change section on page seven, Pollution Prevention, Waste Reduction, and Water Conservation sections on page 8, and Business Travel and*

## Adaptation Planning for Climate Risks

Have assessed whether increased frequency of extreme weather events and/or long term changes in climate will affect your organization's infrastructure, its employees and/or its clients:

Yes

Have incorporated these anticipated changes in climate into your organization's planning and decision making:

Yes

Other:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Planning for Climate Change section on page nine.*

## Other Sustainability Actions

Established a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models:

Yes

Have put in place an operations policy/program to facilitate the reduction and diversion of building occupant waste stream from landfills or incineration facilities:

(e.g., composting, collection of plastics, batteries)

Yes

Established green standards for goods that are replaced infrequently and/or may require capital funds to purchase:

(e.g., office furniture, carpeting, etc.)

Yes

Incorporated lifecycle costing into new construction or renovations:

Yes

Please list any other sustainability actions your organization has taken not listed above:

*Please see our 2015 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Waste Reduction Section on page 8, and Expanding our reach: actions to help reduce British Columbia's environmental footprint section on page nine.*