

# BC FAMILY MAINTENANCE AGENCY

## Public Sector Organization Climate Change Accountability Report (CCAR) 2021 Reporting Year

**Title:** 2021 PSO Climate Change Accountability Report

**Organization:** BC Family Maintenance Agency

### PART 1. Legislative Reporting Requirements

**Declaration statement:** This PSO Climate Change Accountability Report for the period January 1, 2021 to December 31, 2021 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2021 to reduce our GHG emissions, and our plans to continue reducing emissions in 2022 and beyond.

By June 30, 2022 BC Family Maintenance Agency's (BCFMA) final 2021 Climate Change Accountability Report will be posted to our website at [www.bcfma.ca/about-us/reporting/](http://www.bcfma.ca/about-us/reporting/).

#### Emission Reductions: Actions & Plans

BCFMA is committed to a vision that promotes healthy and thriving families achieving their full potential and securing the best possible future for their children, to securing our compliance with the B.C. Carbon Neutral Government program, and to establishing BCFMA as a green conscious corporate citizen.

During 2021 BCFMA demonstrated a strong commitment towards reducing greenhouse gas emissions by contracting with Radicle Climate Smart, a training and certification that focuses on helping businesses to reduce their emissions. Over the course of the year BCFMA trained staff to build and implement an emissions reduction plan. BCFMA tracked and accounted for all of its emission types, mapped its emission types to understand where they derived from, and then worked with a climate advisor to:

- develop emissions reduction goals;
- prioritize areas of reduction by ease of implementation/decreasing costs and potential benefit; and,
- identify greenhouse gas reduction tactics/quick win opportunities in the areas of paper, electricity, third party shipping, staff commuting, waste, and employee/supply chain engagement.

The result was the introduction and/or implementation of a number of key initiatives to support a green corporate culture. Communication with and initiating the involvement of BCFMA employees occurred with the establishment of the BCFMA's first Green Team. With at least two representatives from each of BCFMA's three offices who met via Microsoft Teams on a monthly basis, the Green Team set targets, developed strategies, and developed methods to communicate emission reduction initiatives to staff. Educating staff on best practices and communicating information on Green Team initiatives was shared person to person, through emails/newsletters, and by making presentations at organization-wide All-Agency meetings. Gaining the support of employees was seen as the most effective way to drive change

across the organization. Green Team leaders were able to generate new ideas and to obtain feedback directly from staff on existing reduction efforts.

#### **A. Stationary Sources (e.g. buildings, power generation)**

The BCFMA Green Team's strategy to reduce emissions from stationary sources included utilizing building energy-saving and recycling/waste reduction/composting best practices. Saving electricity was identified by Climate Smart as not only the easiest but also the most impactful way for BCFMA to change its operational practices.

A number of energy-saving initiatives were initiated during 2021, including:

- Lights Out Program – Staff were encouraged through education to turn off any/all lights when leaving a room, and light timers and motion lights were added to areas that are visited frequently but don't require constant lighting, to save electricity and maximize the lifespan of lighting.
- All offices confirmed full use of LEDs only (not fluorescent/incandescent lighting) in buildings. LED lights are more energy efficient and have a longer lifespan than traditional lighting.
- Increased the minimum temperature of the server room. Computer servers emit heat as they run, thus raising the temperatures of the rooms they are located in. Air conditioning is required to keep server rooms cool enough so that computers don't over-heat, and to ensure the temperature of the room doesn't effect the temperatures of neighbouring offices (e.g. the heat from the server room can make adjacent rooms occupied by staff extremely warm, even in winter). By raising the minimum temperature of the server room (to a temperature that keeps both the computers cool enough and the adjacent offices minimally effected), electricity is saved.
- Improved printer efficiencies through the removal of low-efficiency printers and by encouraging staff to use our most efficient printers.
- Replaced out-dated desktop computers with laptop computers (laptop computers utilize less energy).
- Ensured equipment that is used less often is either turned off, unplugged, or utilizes a sleep/stand by mode until needed (to save electricity).

BCFMA's recycling/waste reduction systems were already well-established in most offices however several new programs began in 2021. Almost all disposables at BCFMA offices are now collected and recycled. The BCFMA Kamloops office fully re-organized its central recycling to make it more visible and and by adding recycling options for soft plastics, styrofoam, aerosol, tins, glass and writing instruments. Looking forward offices will continue to investigate opportunities to recycle, reduce space, and minimize power usage (such as replacing outdated equipment and computers with more energy-efficient devices).

#### **B. Mobile Sources (e.g. fleet vehicles, off-road/portable equipment)**

BCFMA does not have any fleet vehicles, off-road equipment, or portable equipment of its own. Reductions from mobile sources were focused on staff travel reductions and travel required by suppliers to deliver goods and services to our buildings.

With a move from in-person to virtual court proceedings through the Covid-19 pandemic, many legal counsel activities (e.g. attending court, meeting with clients) that previously was conducted with or was required to be in-person attendance were instead held through virtual

meetings (e.g. virtual court). Many other meetings held with/by general staff were also able to occur virtually rather than in person. A bus pass program was also established that encouraged staff to travel using mass transit. Travel using mass transit occurs at a lower trip cost and with a lesser impact on the environment than travel by personal vehicle.

BCFMA was also able to gain minimize the impacts of supplier travel. Common supplier orders (e.g. paper) often submitted by separate business areas within the same building were organized and consolidated, resulting in less one-off deliveries (less truck trips to/from our organization). Less supplier trips resulted in less emissions expended by suppliers to meet our supply needs. Maximum efficiencies were gained through the combination of reduced supplier travel along with paper usage reduction strategies (discussed further below).

### **C. Paper Consumption**

During 2021 BCFMA underwent significant business process re-designs that resulted in a reduction of paper-based processes (and less overall need for paper) across the organization. Working groups worked to identify opportunities and develop solutions for business and information security/procedural re-engineering of our processes, using a phased approach, to improve efficiencies and reduce dependence on paper usage.

Many of the business processes reviewed that had previously required the printing of paper were transformed to digitized processes, including leveraging technologies for communications with clients. Client letters that previously required staff to print letters on BCFMA letterhead to be mailed to clients were transferred to digitized letterhead so that a digitized file could instead be webmailed to the client (i.e. less paper mail sent). . Payment reports that had required the printing and filing of physical paper copies (for storing for seven years) were revised so that only a digitized copy required saving (to the client's digitized file). Case Management System and Payment Services reports were identified for conversion to digital format, which allowed for reports that previously were automatically printed for management's use to instead be viewable on-screen in real time.

The first phase of our Online Enrolment Application was implemented to allow clients to apply to the BCFMA program through our website, (rather than having to print and mail in an application form). Online testing for staff recruitment was re-developed to eliminate the need for paper-based testing. In addition, staff were encouraged to only print when necessary, to utilize electronic means of communication with clients, and to rely more-so on viewing files digitally rather than printing a paper copy to read. And when paper was still required, staff were encouraged to use double-sided printing.

BCFMA estimates that it used 25% less paper during 2021 (compared to 2020) as a direct result of these changes. BCFMA also transitioned from regularly using 0% recycled paper to ordering 30% recycled paper during 2021. Utilizing higher recycled content/alternative paper products, increased communications and reporting through electronic means, and fully digitizing personnel and case files are ways that BCFMA will look to continue to address its paper consumption practices over the coming years.

**2021 GHG Emissions and Offsets Summary Table:**

<i>BC Family Maintenance Agency 2021 GHG Emissions and Offsets Summary</i>	
<b>GHG Emissions created in Calendar Year 2021</b>	
Total Emissions (tCO <sub>2</sub> e)	54.3
Total BioCO <sub>2</sub>	0
Total Offsets (tCO <sub>2</sub> e)	54.3
<b>Adjustments to Offset Required GHG Emissions Reported in Prior Years</b>	
Total Offsets Adjustment (tCO <sub>2</sub> e)	0
<b>Grand Total Offsets for the 2021 Reporting Year</b>	
Grand Total Offsets (tCO <sub>2</sub> e) to be Retired for 2021 Reporting Year	54.3
Offset Investment (\$25 per tCO <sub>2</sub> e)	54 X \$25 = \$1,350

**Retirement of Offsets:**

In accordance with the requirements of the *Climate Change Accountability Act* and Carbon Neutral Government Regulation, BC Family Maintenance Agency (**the Organization**) is responsible for arranging for the retirement of the offsets obligation reported above for the 2021 calendar year, together with any adjustments reported for past calendar years (if applicable). The Organization hereby agrees that, in exchange for the Ministry of Environment and Climate Change Strategy (**the Ministry**) ensuring that these offsets are retired on the Organization's behalf, the Organization will pay within 30 days, 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:**



Signature

May 19, 2022

Joanne Hanson

Chief Executive Officer