

BC Family Maintenance Agency 2023 PSO Climate Change Accountability Report

Title: 2023 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, 2023 to December 31, 2023 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2023 to minimize our GHG emissions, and our plans to continue reducing emissions in 2024 and beyond.

Emission Reductions: Actions & Plans

The BC Family Maintenance Agency's (BCFMA) mission is to provide the highest quality client centric service, helping families achieve their best outcomes and future for their children. In order to achieve this mission BCFMA identifies ways to reduce our carbon footprint and to lessen our impact on climate change. Securing our compliance with the B.C. Carbon Neutral Government program and creating a green corporate culture are two objectives that will establish BCFMA as a green conscious corporate citizen.

BCFMA staff trained on emission reduction activities subsequently train other BCFMA staff on best practices towards minimizing our release of greenhouse gases. Each year BCFMA considers all our emission types, understands where they are derived from, and then implements best practices in priority areas of reduction. Ease of implementation/decrease in costs and potential benefits in the areas of paper, electricity, third party shipping, staff commuting, waste, and employee/supply chain engagement are all considered.

BCFMA's Green Team has become the Agency's go-to workplace action team for initiating, organizing, and communicating green organizational initiatives. BCFMA Green Team members (a collection of managers and staff) represent both the Agency as well as our individual offices. The Green Team sets targets, develops strategies, and communicates emission reduction best practices to staff. Educating staff on Green Team initiatives is shared through emails/newsletters, discussions during in-person promotional events, and by making presentations at organization-wide meetings. Gaining the support of employees has been one of the most effective ways BCFMA has driven change across the organization.

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

BCFMA's strategies to reduce emissions from stationary sources focus on utilizing building energy-saving and recycling/waste reduction/composting best practices.

Saving electricity has been identified as the easiest and most impactful way for BCFMA to change its operational practices. Several energy-saving initiatives were started in 2021 and continue to this day.

- Lights Out Program – Staff are educated and encouraged to turn off any/all lights when leaving a room. Light timers and motion lights have been added to high-frequency areas that don't require constant lighting. Changes such as these both save electricity and maximize the lifespan of lighting.
- Energy Savings/Efficiencies - BCFMA continues to capture energy savings/efficiency activities by ensuring equipment that is used less often is either turned off, unplugged, or utilizes a sleep/standby mode until needed (to save electricity). We have also replaced outdated desktop computers with laptop computers as laptop computers utilize less energy. Older, low efficiency printers have been replaced or outright removed from service.

BCFMA has an Agency-wide recycling/waste reduction system. Disposables and recyclables are collected and recycled from all offices. On an annual basis the Agency investigates additional opportunities to recycle, reduce space and waste, and minimize building power usage. As office equipment (e.g. faxes and printers) reach end of life new processes or more efficient replacement models are sourced.

Two ideas identified by BCMFA's Green Team and initiated during 2023 were our Trash to Treasure and Green Thumb days. Several times each year staff are encouraged to bring new or gently used items (e.g. used but still usable "stuff", well-intentioned gifts that aren't needed, etc.) that someone else may want. One person's trash is another person's treasure! Each spring Green Thumb days encourages staff to add indoor plants to their office space to eliminate air pollutants, boost creativity/productivity, and enhance the overall appearance of workspaces.

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 focus on staff travel reductions and travel required by suppliers to deliver goods and services to our buildings.

Before 2020 almost all family law court proceedings occurred in person. As a result of the COVID-19 pandemic virtual court proceedings were normalized and many BCFMA legal counsel activities (e.g. court appearances, meetings with clients) that previously were

conducted in person were instead held virtually. Although attending court in person has returned to some degree, BCFMA legal counsel can now appear before the courts virtually for most provincial court remand matters as well as certain appearances before Supreme Court or Court of Appeal Justices and Registrars. The travel for legal counsel to attend court as a result is much less than what it was before the COVID-19 pandemic. Having access to Court Services Online, digital access to B.C. lawyers to provincial court family files, e-filing, e-search of civil and criminal court documents, use of the filing assistant to fill out forms, and viewing of daily court lists has also contributed to the reduction of travel by lawyers and other staff/agents to court registries.

BCFMA has a bus pass program that encourages staff to travel using mass transit. Travel using mass transit occurs at a lower trip per cost and with a lesser impact on the environment than travel by personal vehicle. BCFMA offices are very supportive of encouraging staff to commute by bicycle and bike week/Go by Bike Week events are celebrated/supported within each offices' communities. The Agency has also developed policies that encourage staff to rent compact cars when they must travel long distances for work, resulting in a lesser impact on the environment.

BCFMA continues to minimize the impacts of supplier travel by encouraging fewer one-off deliveries and scheduling services on demand (when needed, instead of following a regular schedule), which results in less truck trips to/from our organization. Less supplier trips result in less emissions expended by suppliers to meet supply needs.

C. Paper Consumption

BCFMA identifies and implements several significant business process re-design projects each year and as a result continues to see significant reductions in the overall need for paper across the organization. Our working groups meet regularly to identify opportunities and develop solutions for business and technology/procedural re-engineering of processes. Using a phased approach, the number of paper-based processes have been reduced, operational efficiencies captured, and our dependence on paper usage has subsequently declined.

Business processes/technologies that previously required the printing of paper have been transformed to digitized processes, including communications with clients. Form letters that were previously printed before being mailed to clients are now digitized so that documents be sent by webmail (i.e. less paper mail sent, and less postage costs required). Many of BCFMA's reports have been converted to digital format, which allows for reports that previously were automatically printed for management's use to instead be viewable on-screen in real time. Further enhancements were also made to BCFMA's Online Enrolment Application system (implemented during 2022 to allow clients to apply to the BCFMA program directly through the BCFMA website, rather than having to print and mail in an application form).

Organizational best practices encourage staff 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. When paper is still required, staff are encouraged to use double-sided printing.

As a result of changes made, BCFMA estimates that we used 20% less paper during 2023 than was used in 2022, and 44% less paper than during 2020. The type of paper we use has also gone from 86% non-recycled paper in 2020 to 88% sugar fibre paper in 2023. Sugar fibre paper is 100% wood-free and is made from sugar cane fibre called bagasse, which is the residue waste fibre that remains after the sugar manufacturing process. Sugar paper is competitively priced and looks, feels, and performs to the same quality standards as paper made from trees.

Additional paper usage reductions are still expected in the years to come, including further digitizing of personnel documentation (moving away from physical paper hard files), business/technology process changes that would initiate e-message responses instead of auto-generating response letters, and increased usage frequency of sugar fibre paper.

2023 GHG Emissions and Offsets Summary Table

BC Family Maintenance Agency 2023 GHG Emissions and Offsets Summary	
GHG emissions for the period January 1 - December 31, 2023	
Total BioCO ₂	0
Total Emissions (tCO ₂ e)	22.2
Total Offsets (tCO ₂ e)	22.2
Adjustments to Offset Required GHG Emissions Reported in Prior Years	
Total Offsets Adjustment (tCO ₂ e)	6.8
Grand Total Offsets for the 2023 Reporting Year	
Grand Total Offsets to be Retired for 2023 Reporting Year (tCO ₂ e)	29
Offset Investment (\$)	\$725

Retirement of Offsets:

In accordance with the requirements of the *Climate Change Accountability Act* and the 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 2023 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:



May 21, 2024

Signature

Date

Joanne Hanson

Chief Executive Officer

Name (please print)

Title