

BC FAMILY MAINTENANCE AGENCY 2022 PSO CLIMATE CHANGE ACCOUNTABILITY REPORT

Title: 2022 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, 2022 to December 31, 2022 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2022 to minimize our GHG emissions, and our plans to continue reducing emissions in 2023 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. In order to achieve that mission BCFMA needs to meet the strategic goal of identifying 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.

During 2022 BCFMA continued a strong commitment towards reducing greenhouse gas emissions through previous years' learnings obtained from a contract with Radicle Climate Smart. BCFMA staff that received training on emission reduction activities have subsequently trained other BCFMA staff on best practices towards minimizing our release of greenhouse gases. Each year BCFMA considers all of 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 was established in 2021 and has become the Agency's go-to workplace action team for initiating, organizing, and communicating green organizational initiatives. BCFMA Green Team members represent both the Agency as a whole as well as our individual offices. Meeting once each month, 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, person to person during promotional events, and by making presentations at organization-wide All-Agency 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)

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

Several energy-saving initiatives that started in 2021 continued through 2022.

- Lights Out Program – Staff completed a 2021 initiative by educating and encouraging staff to turn off any/all lights when leaving a room, adding light timers and motion lights to areas that are visited frequently but don't require constant lighting. These activities both saved electricity and maximized the lifespan of lighting.
- Energy Savings/Efficiencies - BCFMA also continued historical energy savings/efficiency activities by ensuring equipment that is used less often is either turned off, unplugged, or utilizes a sleep/stand by mode until needed (to save electricity), by replacing outdated desktop computers with laptop computers (laptop computers utilize less energy), and by removing older, low efficiency printers.

BCFMA has established Agency-wide recycling/waste reduction systems. Disposables and recyclables are collected and when applicable 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.

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.

Before 2020 the majority of court proceedings occurred in person. As a result of the COVID-19 pandemic virtual court proceedings were normalized and many legal counsel activities (e.g. attending court, meeting with clients) that previously were conducted in person were instead held through virtual meetings (e.g. virtual court). Although attending court in person returned as a regular activity during 2022, legal counsel have the option for attending court virtually for many court activities. As a result, travel for legal counsel to attend court remains much less than what it was before the COVID-19 pandemic.

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 encourages staff to rent compact cars when they have to travel long distances for work, resulting in a lesser impact on the environment.

BCFMA continues to minimize the impacts of supplier travel by encouraging less 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

During 2022 BCFMA continued to implement a significant business process re-design project to reduce the number of paper-based processes (and reduce the overall need for paper) across the organization. Working groups identified opportunities and developed solutions for business and technology/procedural re-engineering of processes, using a phased approach, to improve efficiencies and reduce dependence on paper usage.

Numerous business processes that previously required the printing of paper have been transformed to digitized processes, including leveraging technologies for communications with clients. Many of the form letters that were previously printed before being mailed to clients have been transferred to digitized files that may now be sent by webmail (i.e. less paper mail sent). Payment reports that had required the printing and filing of physical paper copies (for storing for seven years) have been revised so that only a digitized copy needs to be saved. Several of BCFMA's Case Management System and Payment Services 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.

The second phase of BCFMA's Online Enrolment Application was 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). To continue with previous best practices, staff are 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 is still required, staff are encouraged to use double-sided printing.

BCFMA estimates that we now use 35% less paper than we did as of 2020 as a direct result of changes made, and additional paper usage reductions are expected in the years to come. Digitizing 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 transitioning from paper to non-paper products (e.g. sugar paper) are some of the significant paper reduction goals set by the organization for 2023.

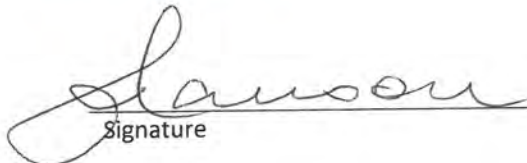
2022 GHG Emissions and Offsets Summary Table:

<i>BC Family Maintenance Agency 2022 GHG Emissions and Offsets Summary</i>	
GHG emissions for the period January 1 - December 31, 2022	
Total BioCO ₂	0
Total Emissions (tCO ₂ e)	23.2
Total Offsets (tCO ₂ e)	23.2
Adjustments to Offset Required GHG Emissions Reported in Prior Years	
Total Offsets Adjustment (tCO ₂ e)	6.09
Grand Total Offsets for the 2022 Reporting Year	
Grand Total Offsets to be Retired for 2022 Reporting Year (tCO ₂ e)	29.29
Offset Investment (\$)	\$725

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 2022 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 29, 2023
Date

Joanne Hanson
Name (please print)

Executive Officer Chief
Title