

# Achieving Responsibly

OPS Green Office  
2009/10 Annual Report



# Achieving Responsibly

## Achieving Responsibly

Green Office

A Culture of  
Consciousness and  
Commitment

Conservation Through  
Technology

Paper-Less

Building Sustainability

Large Steps,  
Small Footprints

Find Out More



Message from **Shelly Jamieson**,  
*the Secretary of Cabinet*

**In 2009, the OPS took a big step toward becoming an environmental leader when we launched our Green Transformation Strategy. It lays out our plan to reduce the government's environmental footprint, develop green business practices and build a workplace culture where "thinking green" is part of our day-to-day reality.**

One year into our journey, I'm proud of the progress we've made. In this report, you will read about major initiatives underway, such as greening IT operations, reducing paper use and diverting waste from landfills. You'll also find out more about innovative grassroots projects, led by dedicated employees like you, that are making a real difference.

Our efforts are being noticed. In April 2010, for

the first time ever, the OPS was named one of Canada's greenest employers. We were one of only 35 employers in the country to receive that honour, and I couldn't be more proud.

The really exciting news is that this is just the beginning. Everyone in the OPS has a role to play. With your help, we will continue to green our operations, foster a green culture across the OPS and reduce our impact on the environment.

Message from **Neil Sentance**,  
*Assistant Deputy Minister, OPS Green Office*

**This is an exciting time of green transformation in the OPS. Across government, employees are pitching in to do what they can to reduce our environmental footprint. From planting trees and a community garden to saving paper and drinking tap water, employees are taking small steps every day that are making a big difference.**

It is those individual efforts on the part of OPS employees that will make it possible for the OPS to become an environmental leader. Our efforts are guided by the Green Transformation Strategy, an ambitious plan designed to put the OPS at the forefront of environmental sustainability in government operations. Over the past year, we have made significant strides forward. This report highlights the important work that is underway, which includes:

- Moving ahead on our Green Print Strategy aimed at cutting the OPS' paper use in half by 2012;
- Implementing an electronic equipment waste disposal program aimed at recycling 100 per cent of the government's electronic waste;

- Increasing the number of hybrids and fuel-efficient vehicles and reducing travel to cut back on greenhouse gas emissions;
- Reducing the environmental impact of our buildings through sustainable design, construction, operation and maintenance.

These are just some of the achievements we have made so far by working together. I would like to thank our partners across government, our Green Team volunteers, and of course, all the dedicated OPS employees who are helping to make green government a reality.

I look forward to working with you all in the year ahead to build on our tremendous success.



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**Ontario has a rich natural heritage – fresh water, fertile land, vast forests – and the Ontario government is committed to preserving that heritage for generations to come. The government has developed a broad range of initiatives which, together, will protect our environment, promote an innovative green economy and foster a culture of conservation.**

These initiatives are anchored by the 2007 Climate Change Action Plan, which sets ambitious province-wide greenhouse gas emission reduction targets for 2014 and 2020 and provides an overall framework for the government's efforts to fight climate change. The 2009 *Green Energy Act* is increasing the use of clean, renewable energy sources and assisting Ontarians to become more energy efficient, while the proposed *Water Opportunities and Water Conservation Act* will, if passed, encourage the development and export of clean water technology, sustain water infrastructure and promote conservation.

The Ontario Public Service has a crucial role to play in the government's fight against climate change. By being a leader in green business transformation, Ontario's Public Service can serve as an example for reducing environmental impact and driving efficiencies. In September 2008, the government established the OPS Green Office within the Ministry of Government Services to lead this transformation and to work with ministries to green all aspects of government operations.

### Plan

The government has a plan to make this happen: The OPS Green Transformation Strategy. Approved in April 2009, the strategy has three interconnected goals:

- Achieve targeted reductions to the government's environmental footprint, including;
- Reductions to GHG emissions by 19 per cent below 2006 levels by 2014 and 27 per cent by 2020. The government will achieve these reductions through reduced vehicle fuel consumption, air travel and energy in facilities, resulting in an overall cumulative reduction of 82 kilotonnes (kt) of CO<sub>2</sub> by 2014
- Reductions in other key consumption areas such as paper and waste;
- Develop green business practices which integrate environmental sustainability into all aspects of the business lifecycle from acquisition to disposal; and
- Build a green organizational culture to make environmental responsibility part of the day-to-day work of the OPS.

### Partnership

All ministries are committed to achieving these goals. The Green Office has developed partnerships with key business areas across the OPS, including fleet operations, facilities management, procurement, environmental standards and policy, information technology and the Climate Change Secretariat, to drive the government's green transformation agenda. These same business areas are represented on the Green Government Task Force, which is working to ensure an integrated approach to green transformation that is aligned with other goals and commitments across the government.

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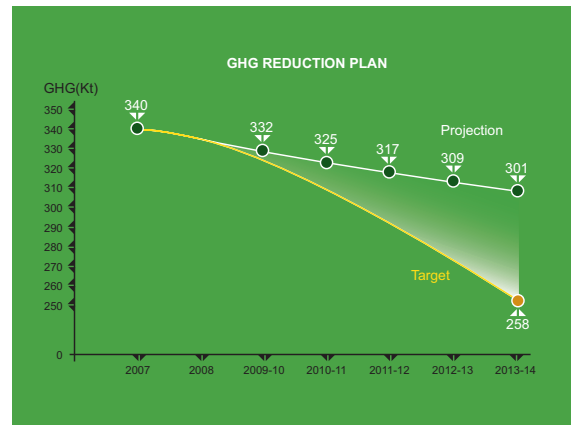
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Beginning this fiscal year, all ministries are accountable for contributing to the success of the strategy by setting and achieving multi-year green performance commitments that contribute to the government's green transformation agenda.

### Performance

This transformation strategy has already delivered results. Through initiatives to green the government's IT operations, reduce travel and improve fleet efficiency, among others, there has been significant progress towards the longer-term goals in just over a year. It is anticipated that initiatives launched to date will, when fully implemented, put the government almost half way (38 kt, or 47 per cent) towards its CO<sub>2</sub> reduction goal.

With new strategies planned to reduce travel further, green our buildings and increase waste diversion, the OPS is making good progress towards the 2014 and 2020 targets. The Green Office is measuring and monitoring this progress to ensure that we remain on track.



MGS Deputy Minister Ron McKerlie accepts Canada's Greenest Employer award from Richard Verema of Mediacorp

### Greenest Employer

The Ontario government's commitment and progress towards greening its operations was recognized in April 2010 when it was designated one of "Canada's Greenest Employers" for the first time by Mediacorp Canada, editors of the Canada's Top 100 Employers competition. The OPS was one of just 35 employers to be given the designation.



# A Culture of Consciousness and Commitment

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**Building a green organizational culture is a critical step in transforming the OPS into an environmental leader. Leveraging the enthusiasm and expertise of the more than 65,000 employees in the OPS is significantly contributing to the success of the green transformation strategy and helping to foster environmental awareness at work, home and in the community. The Green Office is encouraging a community of green champions through an extensive employee engagement and education program.**

The cornerstone of this program is the Green Teams Strategy. Green teams are volunteer groups of employees committed to helping their workplace operate in an environmentally responsible manner. They make day-to-day “green” improvements in the workplace, research and implement local green projects and encourage change in employee behaviour and business practice. All ministries have one or more green teams in place. The Green Office has a toolkit available to help new teams get started, and provides resources and opportunities for established teams to share information and best practices.

The Green Office also maintains the Think Green intranet site that provides green tips and other resources, and has an annual calendar of challenges, campaigns and events to educate and engage the OPS community. **OPS Unplugged** and the **OPS Green Ideas Campaign** are two initiatives, but others include:

**Earth Day** – On April 22, 2010 the Green Office hosted the 2nd Annual OPS Earth Day event in the Queen’s Park complex to showcase initiatives to green government operations and to celebrate the 40th anniversary of Earth Day.

**Clean Air Commute** – A partnership of the Green Office, Ministry of the Environment and Pollution Probe, the Clean Air Commute encourages OPS employees to choose cleaner travel options during one week in June. In 2010, participating employees achieved over 114,000 kilograms in “smog savings”.

**Caught Green Handed!** – During Waste Reduction Week last October and Energy Conservation Week in May of this year, more than 325 employees were caught green handed either recycling properly or conserving energy.

**Ontario on Tap** – On March 22 – World Water Day – the Green Office and MOE launched “Ontario on Tap” to encourage employees to make tap water their first drinking water choice, whenever possible.

**OPS Think Green Art Show** – A juried exhibition of artworks by employees and their families, the 2010 OPS Think Green Art Show featured 40 works of art displayed in the John B. Aird Gallery in the Queen’s Park complex during the month of August.

**Think Green Speaker Series** – In 2010 the Green Office launched a speaker series to educate the OPS community about environmental responsibility and sustainability. Speakers included Arctic adventurer Geoff Green, economist and academic Peter Victor and authors Gill Deacon and Bruce Lourie.

In addition, the Green Office and HROntario have partnered to introduce green performance and learning commitments for interns in the Ontario Internship Program, to engage new employees and their managers in greening the OPS. This initiative leverages the enthusiasm of managers and interns that are committed to making the OPS an environmental leader, and provides interns with an opportunity to contribute to a key government priority.

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Green team volunteers plant community garden at Robinson Place in Peterborough: (from left) Jenny Gleeson, Mark Woolley, Carrie Hoskins, Sara Quade

## Green Teams

Green teams are proving that volunteer efforts can make a big difference in the workplace! These are just a few examples of the great work being done throughout the OPS.

- The Premier's Office and Cabinet Office Green Team ran a "Cut the Cup" campaign in August 2009, challenging staff to use a mug when purchasing coffee or tea.
- The Learning Ministries Green Team (ReFRESH) promotes environmental sustainability in the ministries of Education and Training, Colleges and Universities. The Learning Ministries are also promoting tap water and minimizing the use of bottled water by investing in water micro-filtration systems for each floor of Mowat Block.
- The Green Team at Robinson Place in Peterborough planted a community garden to grow fresh fruit and vegetables to donate to local charities.
- MOE staff in Ottawa developed a carbon calculator, tracked their emissions and then offset those emissions by working with Scouts Canada to plant trees.
- Staff at the Ministry of Agriculture, Food and Rural Affairs held "freecycle" events where branches donate gently used office supplies and equipment for others to reuse.
- The Environmentally Sustainable Office Practices group in the Ministry of Municipal Affairs and Housing achieved a 19 per cent reduction in paper use during their Annual Paper Reduction Challenge on Earth Day 2009. They have also developed a green meetings guide that has been released ministry-wide.

# Conservation Through Technology

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**Green IT is key to transforming many government operations. By using the most energy-efficient equipment, in the most environmentally responsible way, we can reduce energy use. To facilitate this, the government is implementing a number of policies that mandate greener IT practices from procurement to daily usage to disposal.**

**These include:**

- A requirement that all new desktop computers and print devices meet high energy efficient standards, including the EPEAT Gold or Ecologo designations. When all desktops have been refreshed across the OPS, electricity consumption will be reduced considerably; for instance, a new, energy-efficient desktop computer uses just 2.42 watts (approximately) of power per hour. One initiative in particular – the consolidation and upgrade of old servers – has led to an estimated energy saving of 1.6 M kWh (kilowatt hours) in 2008/09.
- An enterprise-wide power management strategy that enables computers to automatically hibernate when not in use, reducing wasteful energy consumption by an estimated 19 M kWh per year.
- A planned reduction of unnecessary print/imaging devices across government, and the increased use of more energy efficient printer/scanner/fax machines, will reduce energy consumption by 4.5 M kWh per year.
- The implementation of an electronic equipment waste disposal program – which complies with the provincial Waste Electrical and Electronic Equipment program – resulted in the diversion of more than 500,000 kilograms of e-waste by the end of 2009/10. The program initially focused on computers and televisions, and as of April 2010 now includes photocopiers, faxes and scanners. The objective of the program is to divert 100 per cent of electronic waste.



Matthew Chu, MGS

## OPS Unplugged

In fall 2009 the Green Office launched “OPS Unplugged,” a campaign to promote energy conservation by challenging ministries to unplug office devices when not in use, reducing standby power consumption. Over two weeks, approximately 8,000 devices were unplugged – almost 2,000 of them permanently. If they remained unplugged for a year, the energy savings would be more than 196,000 kWh. OPS Unplugged ran again in fall 2010 and is set to become a permanent part of the government’s energy conservation efforts.

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## As part of the OPS Green Transformation Strategy, the government has committed to a 50 per cent reduction in per capita printing by 2012.

The Green Print Strategy, launched by the Green Office and Information Technology Services (ITS) in spring 2010, is helping the government meet that goal by reducing the number of unnecessary printers and other imaging devices – such as fax machines, photocopiers and scanners – and increasing the use of environmentally friendly print practices. Over the next year all ministries will assess their print equipment requirements and reduce their equipment fleet so that when the strategy is fully implemented, there will be 13,700 fewer print/imaging devices across the OPS.

The environmental and financial benefits will be significant. By reducing excess paper use, the OPS will conserve 2.4 billion litres of water (used to make paper) and reduce the amount of waste that goes to landfill.

Additional conservation measures include requirements that all virgin bulk paper purchased be certified by the Forest Stewardship Council (FSC), Canadian Standards Association or Sustainable Forest Initiative; printed materials must have at least 50 per cent recycled content; and, by 2012, all outside printers doing business with the OPS must be FSC-certified.

Ontario Shared Services has been leading the way in environmentally friendly print practices. OSS print shops are FSC-certified and provide only double-sided copying services, saving more than 18 million sheets of paper annually, while the Online Central Forms Repository saves an additional seven million sheets of paper each year.



Representatives of the top submissions to the 2010 OPS Green Ideas Campaign: (back row from left) Mark Skaff, Casey Palmer, Chris MacLean, Ana Monteiro, Tizianna Testana, Liz Duval, Noel Kent, Felicia Jaisaree (front row from left) Thurikah Nathan, Jonathan Lear (Green Office), Arthur Chan, Laurie Vandervoort (Green Office)

### Green Ideas Campaign

In January 2010, the Green Office teamed up with the Modernization Division in MGS to run the OPS Green Ideas Campaign. The four-month campaign, which challenged staff to think up ways to reduce office paper use, generated more than 320 ideas. The top three ideas based on over 5,500 employee votes were: Electronic Approvals, E-Billing and Centralized Online Faxing. Electronic approvals including digital signatures are being piloted in key ministries, while centralized online faxing is slated for implementation in 2010/11.



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**Energy conservation is one of many ways the government is reducing the environmental impact of its buildings. Reducing demand by shrinking our equipment footprint is a big part of the conservation effort but there are other measures as well, including more energy-efficient building systems and temperatures. For example, building temperature settings during the summer months are able to rise to 26°C and employees are encouraged to dress comfortably for the heat.**

The government is also making use of sustainable design, construction and maintenance practices to reduce the environmental impact of its buildings. Ontario Realty Corporation (ORC) has undertaken various capital projects through annual repair program investments in energy management, including lighting retrofits, thermal efficiency projects, water conservation projects and heating, ventilation and air conditioning upgrades. In addition, the OPS has adopted the Leadership in Energy and Environmental Design (LEED) Certified standard for all new and retrofitted government-owned office buildings, while existing government-owned buildings are being assessed and certified over the next five years against standards established by the Building Owners and Managers Association (BOMA) for environmentally friendly building maintenance. In October 2009, ORC signed a new contract for building maintenance with CB Richard Ellis (CBRE) that includes energy management services and other key environmental performance drivers. CBRE operations are to be certified to ISO 14001, an internationally recognized standard for an Environmental Management System (EMS).

Many government buildings are already going green. In 2009/10, three buildings – the Renfrew County Courthouse in Pembroke, the Robert S.K. Welch Courthouse in St. Catharines and the

Ontario government building at 189 Red River Road in Thunder Bay – were each named “The Office Building of the Year” (TOBY) national award winners in their respective categories by BOMA Canada. The three TOBY winners were among 12 government-owned facilities that achieved BOMA BEST (Building Environmental Standards) certification in 2009/10, bringing the total number of certified buildings in ORC’s portfolio to 59. In addition, the Ontario government building in Red Lake is the OPS’ first major building project to be designed to LEED standards, while the new Walkerton Clean Water Centre is a candidate for LEED gold certification.

Accelerated waste diversion is another way the government is greening its operations. Maximum Green is a waste diversion program utilizing central recycling stations, making it possible to recycle most frequently used office materials. Where the program is in operation an average of 68 per cent of waste is being diverted from landfill, although some OPS facilities have taken it a step further, with diversion rates in excess of 90 per cent. ORC’s internal target is to see 80 per cent of government facilities enrolled in the program and meeting a minimum 65 per cent waste diversion target over the next few years. As time progresses and successes are realized, this target may increase.

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Visitor Centre, Misery Bay Nature Reserve

## Alternate Energy Sources

Many offices are using alternative energy sources to power their operations. These include:

- The Ministry of Transportation's airport in remote Summer Beaver has installed solar panels and wind generators to produce power.
- The Ministry of Natural Resources is using solar power at some of its provincial parks; including, Quetico and Cache Bay, while the Misery Bay Nature Reserve is completely off the grid. In addition, Fushimi Lake Provincial Park produces more electricity than it needs and is supplying power back to the grid.
- Solar panels have been installed by the Ministry of Infrastructure and ORC at four Ontario Travel Information Centres in eastern Ontario.
- There are five geothermal installations in government facilities in northern Ontario.
- Two Ministry of the Environment buildings in Toronto – 135 St. Clair Avenue West and 125 Resources Road – are purchasing renewable energy through Bullfrog Power.
- The Queens Park complex is on a chilled water system that uses cold water from Lake Ontario for cooling in the summer months.

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**Across the OPS, staff are travelling less and reducing fuel consumption, aided by a more fuel-efficient government fleet as well as a growing array of virtual meeting options. The Ministry of Transportation's Green Fleet Strategy is reducing GHG emissions by practicing "right size" vehicle fleet, which involves eliminating older, less fuel efficient vehicles in addition to selecting the appropriate vehicle for the planned use. MTO is also steadily increasing the number of hybrid vehicles in the fleet – from 103 in 2006 to 750 in 2010, saving over 700,000 litres of fuel per year. This strategy is aided by a new Fleet Management Information System, a partnership between MTO and the Green Office to track the fuel efficiency profile of the fleet and monitor vehicle usage to support green choices in fleet management.**

Improved driver training and the increased use of government vehicle pools across the province are also helping to reduce the environmental impact of government travel. In 2009/10 more than 48 driver training courses were delivered to more than 700 OPS drivers, helping them to reduce fuel consumption through more efficient driving practices. Pools of fleet vehicles, more than 50 per cent of which are hybrids, are available for staff travelling on government business in 11 locations across the province. MTO is working to add more locations and, as well, implement an online vehicle booking system.

The OPS is also looking to reduce the need to travel between offices. The Green Office is working with the IT community to fashion an enterprise-wide strategy to provide the most cost-effective virtual meeting technology. Options could include webcams for desktops, targeted two-way video conferencing and internal webcasts such as iCAST, an innovative and high quality webcasting service developed and operated by the Community Services I&IT cluster. The OPS is also working to reduce travel between different levels of government, with considerable success: in 2008/09, 71 per cent of intergovernmental meetings were held electronically.



**The Might-E Truck**  
Sioux Lookout Fire Management Headquarters has an alternative energy-powered service truck that hauls equipment on the base, reducing CO<sub>2</sub> emissions and fuel expenditures by replacing gas powered vehicles.



**Black + White = Green**  
The OPP is currently testing anti-idling technology on its cruisers that maintains power for critical operational equipment without needing to be powered by the idling vehicle's battery.



**Solar Car**  
MTO has a number of high-tech Prius that feature a ventilation system powered by solar panels in the sliding glass roof and a remote, battery-powered air-conditioning system that allows the driver to cool the interior before getting in the car.

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## To learn more about...

... Ontario's Climate Change Action Plan, visit the Ministry of the Environment website at [ontario.ca/environment](http://ontario.ca/environment)

... Ontario's natural resources and ecosystems, visit the Ministry of Natural Resources website at [ontario.ca/natural-resources](http://ontario.ca/natural-resources)

... Ontario's *Green Energy Act*, visit the Ministry of Energy website at [ontario.ca/MEI](http://ontario.ca/MEI)

... Ontario Realty Corporation's sustainability framework, visit the ORC website at [www.ontariorealty.ca](http://www.ontariorealty.ca)

... Ontario Public Service efforts to reduce the government's environmental footprint, and how you can contribute to a greener workplace, visit the OPS Green Office's [Think Green](#) intranet [site](#) or contact the office. Information includes:

- Enterprise initiatives
- Upcoming events and campaigns
- Green tips and resources
- How to join a green team
- How to carpool
- How to access the MTO vehicle pool

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