

envirocentre

# BRINGING ENVIRONMENTAL CHANGE TO LIFE

2016 ANNUAL REPORT

## LETTER FROM THE CHAIR

Dear friends and partners,

What an exciting time for environmentalism in Ottawa and across the province. New governments and new legislation at the federal and provincial levels have invigorated the sector, and EnviroCentre is playing a key role in building on these opportunities.

On behalf of the Board of Directors, I would like to thank all of those who made 2016 a successful year for EnviroCentre. Our success is only possible due to the hard work and collaborative spirit of our partners. We are all stronger together, and I am proud to see EnviroCentre play the role of connector in this sector.

When EnviroCentre first opened its doors in 1999, our goal was to create practical and sustainable pathways to healthier homes and communities in the National Capital Region. Today, we have not strayed far from that original vision – and our work is more relevant now than ever.

Every day, we actively bring environmental change to life by offering people, organizations and communities across Ottawa and the province practical solutions to lighten their environmental impact in lasting ways.

2016 was an important year for EnviroCentre. Beyond our usual programming successes, which you will learn about in this report, we took advantage of the opportunity to take a step back and evaluate our strengths as an organization. This soul-searching led to a new brand and a new organizational structure that better fits EnviroCentre's role in bringing environmental change to life.

While 2016 brought new opportunities, 2017 is a year for taking these successes to the next level. But we can't do it alone. Residents, businesses, organizations and communities need to come together and support one another if we want to see real change in Ottawa and a real reduction in greenhouse gas emissions. EnviroCentre is uniquely positioned to be a key player in this collaboration and in developing a vision for the future of the city.

**We hope you come along for the ride.**



**JERRY BEAUSOLEIL**

CHAIR OF THE BOARD

# BRINGING ENVIRONMENTAL CHANGE TO LIFE

EnviroCentre provides practical solutions to help you live lightly. We strive to measure what we do in greenhouse gas emission reductions.

## HEALTHY, EFFICIENT HOMES

Improving home energy efficiency by retrofitting homes, and advising and educating homeowners on changes they can make.

- Free Programs
- Grant and Rebate Programs
- Labelling and Certificates

## CONNECTED, ENVIRONMENTALLY AWARE ORGANIZATIONS

Supporting organizations in their environmental efforts and the reduction of their carbon footprint to gain a competitive advantage.

- Carbon 613
- Transportation Demand Management Consulting

## ENGAGED, SUSTAINABLE COMMUNITIES

Promoting healthier commutes and transportation options and supporting community environmental initiatives to create happy and vibrant communities for us all.

- Workshops and Education
- Bike to Work Month Campaign
- Sustain Your Community Initiative
- Sustainable Transportation Programs

# HEALTHY, EFFICIENT HOMES

We make homes **healthier and more efficient** for tenants, homeowners and property managers. We work with local utilities to deliver **free programs, grant & rebate programs** and **labelling & certificates** for both residential and commercial buildings.

I love my job because I help transform the outlook homeowners have on their daily lives and residential situations. I am able to be the helping hand for those losing hope and trying to make ends meet. My day is not fulfilled if my clients have not altered their state of worry to a state of mental and physical comfort in their homes.

– Hannah Doyle, Client Support Coordinator

We conducted over **200 residential energy assessments** for the Union Gas Home Reno Rebate Program. This service educates homeowners about renovations and ways to save money on utility bills and increase home comfort. It also provides up to \$2500 in incentives for energy retrofits done in the home.

Through our relationships with Union Gas, Enbridge Gas and Ottawa River Power Corporation, **we retrofitted over 1650 homes** across the province, increasing homeowners' or tenants' energy savings and comfort.

This year we focused our energy on private homeowners and tenants in **Eastern, Southern and Northern Ontario**. However, we also engaged with social housing providers in London, Sudbury and Lanark County.

EnviroCentre entered a partnership with **the United Way in Sudbury/ North Bay** to develop demand for Union Gas's Weatherization Program. Working with a local organization generated strong leads and helped reach new clients.

**Retrofitted over 1650\* homes** with total annual **natural gas savings of 1.5 million cubic meters.**

This is the equivalent to a greenhouse gas reduction of **over 3130 metric tonnes of CO2.**

And the same as taking **900 passenger vehicles off the road for one year.**

\*Delivered on behalf of utility-funded weatherization programs

# CONNECTED, ENVIRONMENTALLY AWARE ORGANIZATIONS

We help organizations and business become more sustainable and reduce their carbon footprint to gain a competitive advantage. We do this through **Carbon 613**, our target-based business sustainability program, and our **Transportation Demand Management** consultation services.

As a mission-driven company focused on enhancing sustainability and addressing climate change, taking action on climate change and participating in groups like Carbon 613 is in our DNA.

– The Delphi Group

On behalf of **Morrison Hershfield**, EnviroCentre supported a local property management group with their Alternate Transportation Survey as part of their LEED certification process.

EnviroCentre's work with the **Ottawa Carleton District School Board** continued in 2016. We worked with three new schools, reviewing their existing modal split, and made recommendations on how to make sustainable transportation options more enticing and viable for OCDSB employees.

On behalf of the **City of Ottawa**, EnviroCentre engaged local employers and provided the tools and support to promote carpooling for commuting. Ten employers were provided with a dedicated link to the online ride-matching portal, making it easier to connect with colleagues to find a ride to work.

# ENGAGED, SUSTAINABLE COMMUNITIES

We do **outreach and engagement** in our communities to develop programs and events that **promote sustainability** and create happy and vibrant communities for us all.

Biking to work is a great way to get exercise, and there is nothing better than combining health and sustainability.

— Bike to Work Month Participant

As an **e-waste disposal drop-off centre**, we collected close to six metric tonnes of e-waste in 2016 diverting it from landfills.

With funding from **the Ontario Ministry of Transportation**, we launched the **Winter Cycling Guide**, an online guide designed to help cyclists extend their riding season and demystify winter riding. The guide also provided other organizations and municipalities with images and content to promote all season cycling in their own communities.

EnviroCentre provided outreach and education activities for the new **bikeway on O'Connor Street** on behalf of the City of Ottawa, teaching cyclists about how to use the new bike lanes. We also provided businesses with resources and information to share with employees and patrons as a way of reaching all road users.

On February 23, 2016, Ottawa's first **Sustainable Transportation Summit** was held at Ottawa City Hall. The half day event focused on emerging trends in sustainable transportation planning, programs and delivery.





Carbon 613 is EnviroCentre's target-based sustainability program, where businesses track and report their carbon emissions.

Carbon 613 enjoyed a very successful 2016, finishing the year with 15 new members, bringing the total up to 18. More than half of our members established a baseline year from which they will now be able to set an emission reduction target.

Throughout the year, over 200 people also attended our workshops, seminars and webinars. Topics ranged from a seminar on cap and trade to an Energy Efficiency Workshop to a Carbon Accounting Webinar. We partnered with many members to bring these events to fruition and to build our brand as a hub for business sustainability in Ottawa.

**18**

members

**300+**

attendees at events

**8**

workshops



# SUSTAIN YOUR COMMUNITY

Sustain Your Community is a three year initiative, working with three Ottawa communities to carry out projects that support citizen engagement. Each community designs and implements their own sustainability initiatives, resulting in long-lasting benefits for themselves and their neighbours. The initiative engaged 243 volunteers across the 3 communities who collectively logged over 2300 hours committed to projects.

## SUSTAIN LOWERTOWN

Food security was identified as a major need in the Lowertown community, and has been central to their work since Sustain's launch. This year, Sustain Lowertown supported the construction of Strathcona Heights Community Garden, in collaboration with the Sandy Hill Community Health Centre.

The Beausoleil Shared garden built in 2015 enjoyed its first growing season this year. Vegetables were grown and shared with the entire OCH Beausoleil Community.

## SUSTAIN KANATA NORTH

During the course of the year, free workshops were held to help residents learn about energy conservation in the home, commuter cycling and bicycle repair.

Sustain Kanata North ran several events focused on cycling. The Cycle In event worked with the BIA and TACK to promote commuter cycling within Kanata. Pedal Play, a mobile bike rodeo, taught parents and kids how to cycle safely to common community destinations, including schools.

## SUSTAIN WEST CARLETON

Sustain West Carleton focused on education and increasing access to healthy affordable local food in West Carleton. The Deep Roots Food Hub was awarded a \$125,000 grant, funded by the Ottawa Community Foundation, to enhance the food system in West Carleton. The Ottawa Good Food Box program was expanded, opening new pick up sites in Carp, Galetta and Constance Bay in order to increase access to affordable healthy food in rural areas.





**bike  
to work**  
OTTAWA

Bike to Work Month is an annual campaign that takes place in May, designed to promote and encourage cycling as a viable and enjoyable commuting option for people of all ages and abilities. EnviroCentre produces the campaign in partnership with the City of Ottawa.

Through the Bike to Work Month campaign, EnviroCentre brings a fun and engaging way for residents to get ready for the cycling season or try commuter cycling for the very first time. The goal of the campaign is to provide the resources, tools and encouragement to get people commuting by bike and celebrate the ones who already do.

**2,500+**

participants

**170+**

workplace  
teams

**338,368**

kilometres cycled -  
approximately  
8.5 times around  
the earth

**85**

metric tonnes of  
reduced CO2 —  
this is equivalent to  
idling a car for  
20,514 hours

**820+**

participants  
were new to  
commuter  
cycling

**200+**

people  
participated  
in our  
workshops

# 2016 SUSTAINABILITY REPORT

This report highlights EnviroCentre's sustainability from an organizational standpoint and our commitment to living lightly.



## WASTE

Our total waste was 988.6 kg. We had a diversion rate of 86%, of which 28% went to the green bin.

We achieved our 2015 goal of completing an in-depth waste audit.

### NEXT YEAR'S GOAL:

Develop a waste reduction plan to help identify further reductions. If we have a tenant in our new building, we hope to include them in our internal recycling initiatives.



## WATER

We used 104 cubic meters of water, which equals 4.17 cubic meters per employee and 0.61 cubic meters per square meter of office space – a reduction over last year's 0.66 cubic meters per m<sup>2</sup>. We achieved our 2015 goal of reducing office water consumption.

### NEXT YEAR'S GOAL:

Focus on staff education to make further progress in improving our water conservation practices. A new location is likely to present fresh opportunities to influence staff behaviour on water use.



## ENERGY

We used 15,152 kwh of electricity, which gives us a total office energy intensity of 0.9 Gj/m<sup>2</sup>. This is less than the average office intensity of 1.08 Gj/m<sup>2</sup> and a further improvement over last year's intensity of 1.07 Gj/m<sup>2</sup>.

### NEXT YEAR'S GOAL:

Begin offsetting our natural gas usage. As we are changing offices, we will have an opportunity to refine our data collection and reduction strategies.



## TRANSPORTATION

Our staff commuted 22,623 km by sustainable modes of transportation, opting to walk, bike or bus to work.

We achieved our 2015 goal of improving our data collection system and are now tracking the carbon footprint from our employee commutes and business travel.

### **NEXT YEAR'S GOAL:**

Refine and confirm reduction commitments for greenhouse gases in business travel and employee commuting.



## PROCUREMENT

We continue to purchase recycled paper products and FSC-certified envelopes. When catering meetings, we try to work with local, sustainable suppliers.

We achieved our 2015 goal of developing a sustainable purchasing guideline.

### **NEXT YEAR'S GOAL:**

Implement our sustainable purchasing guideline and work with staff to assure buy-in.



## WORK ENVIRONMENT

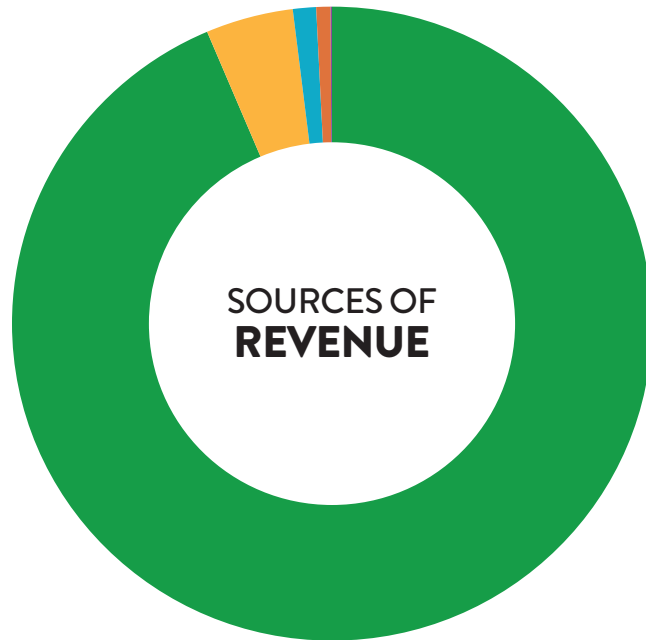
We had an employee turnover rate of 4%, which is much less than in 2015. We also held more staff outings through our three committees and are committed to offering staff the option to work remotely when possible.

We achieved our 2015 goal of developing methods to measure employee engagement, by measuring employee engagement through a survey.

### **NEXT YEAR'S GOAL:**

Develop strategies to improve employee attraction, development and retention.

# OUR FINANCIALS



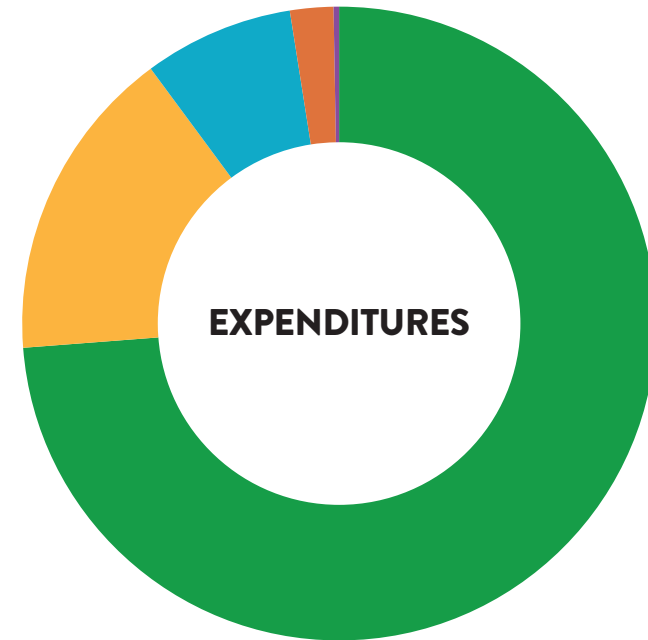
**93.6%** ENERGY EFFICIENCY PROGRAMS

**4.4%** COMMUNITY SUSTAINABILITY

**1.2%** CARBON 613/ BUSINESS SERVICES

**0.7%** OTHER REVENUE

**.07%** ENVIROBOUTIQUE



**73.8%** ENERGY EFFICIENCY PROGRAMS

**16.1%** CORPORATE COSTS

**7.6%** COMMUNITY SUSTAINABILITY

**2.2%** CARBON 613/ BUSINESS SERVICES

**0.3%** ENVIROBOUTIQUE



**THANK YOU TO OUR STAFF, PARTNERS,  
COMMUNITY LEADERS AND ALL THOSE  
WHO HELPED MAKE 2016 A SUCCESS.**



**THANKS TO THE FOLLOWING SUPPORTERS:**

**SAFER ROADS OTTAWA • OTTAWA PUBLIC HEALTH • BIKE OTTAWA  
AND ALL BIKE TO WORK MONTH SPONSORS**



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