

ANNUAL REPORT 2019



envirocentre

Bringing environmental change to life

BRINGING ENVIRONMENTAL CHANGE TO LIFE



OUR MISSION

EnviroCentre's mission is to provide people, communities and organizations with practical solutions to lighten their environmental impact in lasting ways.

OUR VISION

Dramatic reductions in greenhouse gas emissions are achieved through inspired environmental action and positive change.

OUR VALUES

EnviroCentre is committed to the following set of values which help unite us and guide our actions each and every day.



CREATING CONCRETE CHANGE

Making change effective, tangible and relevant.



PULLING TOGETHER

Building strong relationships.



EXHIBITING A CAN-DO SPIRIT

Being approachable, positive and creative.



LEADING BY EXAMPLE

Living values, not just telling.



LEARNING EVERY DAY

Pursuing continuous knowledge, understanding and innovation.

LETTER FROM THE CHAIR & THE EXECUTIVE DIRECTOR



Dear friends and partners,

2019 was a year of building out the message of climate action and looking forward to the coming decade of accelerated climate action and energy transition. EnviroCentre has always envisioned a future Canada defined by dramatic greenhouse gas reductions achieved through inspired environmental action and positive change. In this, our 20th anniversary year, we took a hard look at today's climate crisis and began to strategically orient our approach to achieving this goal most effectively in partnership with our community.

Our planning sessions identified public awareness and communication as key elements to successful, widespread, and effective climate action. As a result, we updated our approach to external communications, simplified our message, and reached out to the community with a new signature event: The Bicycle Ball. In June, we opened our doors to our friends and neighbours with a 20th-anniversary open house, inviting folks to tour our facility and explore displays highlighting our many sustainability initiatives.

2019 saw a continuation of our mainstay outreach activities, including the annual Bike to Work campaign in May, in partnership with the City of Ottawa; CycloFusion, in partnership with the National Capital Commission; Electric Vehicle Day in June; a series of Depave Events, in partnership with Green Communities Canada. And of course, we continued to host outreach workshops and events, including the Bicycle Film Festival. The festival was hosted at the National Arts Centre's Fourth Stage and was a great success this year. Both showings were sold out.

In newer initiatives, we received a grant from Environment and Climate Change Canada to roll out a series of workshops for local businesses around the Green Economy called Let's Talk Green Economy. We co-hosted the federal election environmental debates in Ottawa with Ecology Ottawa and The Ottawa Food Policy Council. We also designed and installed a beautiful demonstration rain garden for the Cornerstone Housing for Women shelter through Ottawa's Rain Program.

Our impact in the community in 2019 was strong as ever. We reached more than 22,000 individuals and 100 businesses through our energy and sustainability programs and partnered with over 400 community groups and organizations.

We were happy to welcome a new executive director and four new board members to guide our path into this next, pivotal decade for climate action. Thanks to our members, partners, volunteers, supporters, and friends, we wind up 2019, looking forward to the new decade. May it be the decade of deep, effective, lasting climate action here in Canada.

Sincerely,

MICHAEL VAN AANHOUT
Chair of the EnviroCentre
Board of Directors

SHARON COWARD
Executive Director of
EnviroCentre



BRINGING ENVIRONMENTAL CHANGE TO LIFE

THE PRACTICAL SOLUTION – FINDING THE GREEN LIFESTYLE

Going into 2020, we know this decade will be pivotal in our collective effort to keep our world healthy, stable, and below 1.5 degrees of warming. We know global citizens and folks in Ottawa care deeply about the environment and want to take action to protect our homes and our world. We also know that people sometimes struggle to make a clear connection between the science, the reports, the international targets, and their own individual lives.

EnviroCentre wants Ottawa residents to know that their choices matter and that they can affect change. Our programs and services aim to help people make a practical link between their daily activities and environmental impact, and help them to reduce their impact in lasting ways as part of their day-to-day lives.

We make connections between simple lifestyle changes and tangible benefits that help businesses and residents move toward a lifestyle that is greener, happier, healthier and better for everyone. And we encourage people every step of the way.

A sustainable lifestyle can become the norm. EnviroCentre is proud to be working with Ottawa to make this happen.



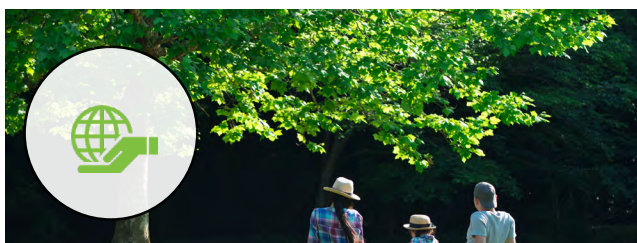
GREEN HOMES

- Conducted 281 pre-retrofit assessments and 429 post-retrofit visits for our Home Energy Programs
- Installed 135 smart thermostats — reducing natural gas consumption by 24,550m³
- Reduced natural gas consumption by 137,500 m³ through retrofitting 420 older homes as part of our Home Winterproofing Program (funded by Enbridge)
- As part of the Home Winterproofing Program, we retrofitted 147 attics for Ottawa Community Housing, Mooretown Neighbourhood
- Conducted 180 pre-retrofit assessments and 36 post-assessments in Quebec through our partnership with Services Ecoplus



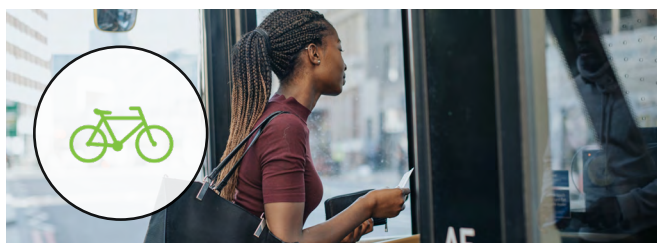
GREEN BUSINESS

- Carbon 613 added six new members to the network in 2019, who collectively employ over 5000 people — increasing the number of staff reached through member organizations to around 32,000 people in Ottawa
- TravelWise, a City of Ottawa program delivered by EnviroCentre, supported seven large employers at nine locations with a combined total reach of over 30,000 employees
- EnviroCentre received funding from Environment and Climate Change Canada's Climate Action Fund to develop and deliver workshops for local businesses supporting the green economy



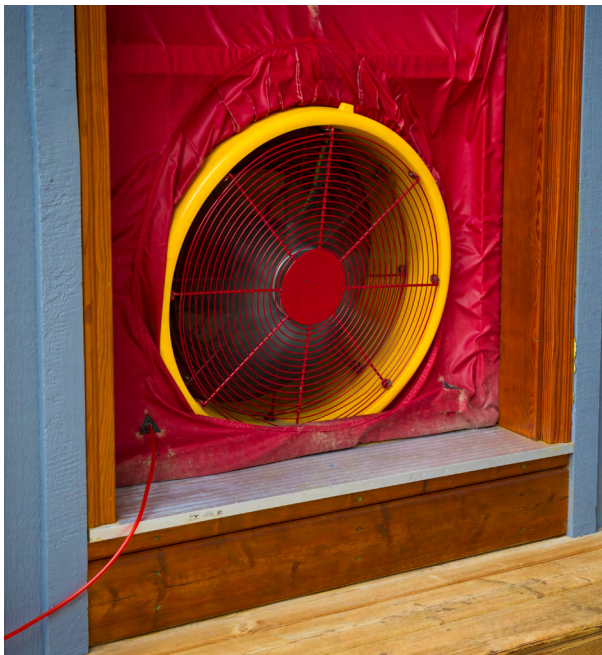
GREEN COMMUNITY

- Co-lead two of Jane's Walks neighbourhood walking tours with a total of 65 attendees
- Delivered five green lifestyle workshops, '10 Steps to Living Lighter,' to a total of 102 attendees
- Coordinated and installed a demonstration rain garden in partnership with the City of Ottawa for Cornerstone Housing for Women
- Participated in six Earth Day and three Environment Week events and engaged with a total of 492 people



GREEN TRANSPORTATION

- Delivered 41 cycling workshops to a total of 477 attendees as part of the annual Bike to Work initiative, which included over 4000 participants
- Hosted Rack and Roll demonstration stations in partnership with the City of Ottawa at six locations and engaged with a total of 83 people
- Hosted five community bike rides in partnership with the City of Ottawa in various locations across the city
- The School Active Transportation Planning team facilitated 38 events reaching 9844 participants.



ENERGY AUDITS

EnviroCentre provides a range of home energy audits, also known as home energy assessments, throughout eastern Ontario. Energy assessments are comprehensive and detailed home inspections that focus on energy performance, indoor air quality, and occupant home comfort. Energy assessments provide homeowners with valuable information about their homes' energy efficiency and how to make improvements that reduce energy consumption and their carbon footprint. Energy assessments are conducted by registered energy advisors (REAs), who collect energy performance data and process it through sophisticated energy modeling software to produce home energy ratings and educational reports. Energy assessments are the cornerstone of EnviroCentre's home energy programs.

NEW DESIGNATIONS

In 2019, EnviroCentre applied for a grant to enable additional technical training for our staff. We were successful, and two staff members received their Certified Energy Manager designation.

PARTNERING FOR CHANGE

2019 saw EnviroCentre develop a variety of new and existing partnerships to expand our scope and reach and deepen our expertise in building science and home energy performance.

One of EnviroCentre's most successful new partnerships has been with a Natural Resources Canada service organization, Services Ecoplus, Services Ecoplus. By providing REAs to assist Services Ecoplus to meet their delivery targets for the Quebec-based Reno Climate rebate program, we have managed to create new revenue streams while also securing a mutually beneficial and collaborative relationship in a highly specialized field.

EnviroCentre also increased its presence in the home construction industry by joining several new committees and focus groups with local organizations, including the Canadian Home Builders Association (CHBA) and the Greater Ottawa Home Builder's Association (GOHBA). In this way, EnviroCentre plays an integral role in shaping how homes will be built in the future.



OUR NEW GREEN ASSESSMENT SERVICES

EnviroCentre branched out in 2019 and created a suite of new energy assessment services designed for homeowners interested in deeper ways to green their lifestyle and make improvements that reduce their reliance on fossil fuels. EnviroCentre's new green assessment services leverage our extensive in-house experience and a growing community interest in carbon reduction.

Some of our flagship new green services include the Home Comfort Walkthrough, the Resiliency Audit, the Water Conservation Assessment, Deep Green Project Planning, and the Complete Green Audit.

CARBON 613

Carbon 613 is Ottawa's green business network, comprised of organizations committed to working toward a low-carbon future by tracking and reducing their operational impacts, supported by teams of sustainability professionals locally and nation-wide.



Carbon 613 added six new members to the network in 2019, including high-profile organizations, like Carleton University and the Shaw Centre. These new members employed over 5000 people, increasing the number of staff reached through member organizations to around 32,000 people in Ottawa.

Carbon 613 hosted sustainable facility tours in partnership with IKEA Ottawa, CSV Architects, and the Centretown Citizens Ottawa Corporation (CCOC). It also contributed to a sustainability tour that the Shaw Centre gave to members of the International Organization for Standardization.

TRAVELWISE

TravelWise is a City of Ottawa program co-designed with EnviroCentre. The program's goal is to reduce the number of single-occupancy commuters travelling to Ottawa workplaces and is now delivered by EnviroCentre on behalf of the City of Ottawa.

In 2019, TravelWise continued to enhance and refine program elements. An annual employee commuters survey was conducted that provided workplaces insight on how employees commuted to work and the obstacles they faced. Additionally, in person outreach included three workshops and seven engagement booths. TravelWise supported seven large employers at nine locations, with a combined total of over 30,000 employees.



LET'S TALK GREEN ECONOMY

This year, EnviroCentre was pleased to receive funding from Environment and Climate Change Canada through the Climate Action Fund to develop and deliver workshops for local businesses supporting the Green Economy. Let's Talk Green Economy launched six workshops on topics ranging from understanding the green economy to retrofitting your business facility. They were developed by the EnviroCentre team in 2019, and rolled out in 2020, directly reaching 67 local businesses, and impacting more than 18,000 individuals with the information and education campaign. The workshops are now available online for businesses across Canada.

**Ottawa Businesses Committed
to Climate Action**

Carbon⁶¹³
by envirocentre





BIKE TO WORK MONTH

Bike to Work Month is an annual campaign that promotes and encourages cycling as a fun and healthy commuting option for people of all ages and abilities. For the past 10 years, EnviroCentre has partnered with the City of Ottawa to celebrate and encourage cycling throughout May. In 2019, we had 4080 registered participants logging their commutes and tracking their carbon savings. In total, 488,716 km were logged, and 125 tonnes GHG averted. Over 700 individuals reported that they were new to commuting by bike. As a result, we saw an increase of 25% more workplaces participating — a total of 313 across the city. Our signature events and workshops, Bike in Breakfast and CycloFusion, saw great turnouts and community collaboration. It was another great May celebrating bikes and the folks who ride them!

WINTER BIKE TO WORK/WINTER CYCLING CONGRESS

As leaders in supporting Ottawa's Winter Cycling community, an EnviroCentre staff member, Jen Stelzer, attended the annual Winter Cycling Congress in Calgary from Feb. 8-10, 2019. This international conference brings together planners, advocacy groups, environmental organizations, and other stakeholders who promote year-round access to safe and comfortable winter cycling infrastructure. In 2019, the conference happened to coincide with Winter Bike to Work Day. To celebrate, EnviroCentre staff handed out Bridgehead coffee coupons to the winter cycling network during their morning commute.

SCHOOL ACTIVE TRANSPORTATION PLANNING

School Active Transportation Planning (SATP) advances active and sustainable transportation in Ottawa elementary schools by focusing on increasing the number of students who walk, wheel, or ride the bus every day. EnviroCentre's SATP team supports schools through a three-year intensive process to set goals, make a plan, track progress, draw support from the community, and celebrate success. Students, parents, and staff are encouraged to become local champions of active and sustainable transportation, which benefits students, families, and the environment over the long term. EnviroCentre works with Ottawa Public Health to deliver the program on behalf of the Ottawa Student Transportation Authority (OSTA) and the City of Ottawa.

In 2019, sixteen schools participated in SATP, with five graduating and seven new schools joining the program. Four newsletters were sent to over 400 subscribers. SATP reached 7900 students in 2019. Among the five graduating schools, 67% of students walk, scoot, bike, use transit, or ride the school bus daily.



ELECTRIC VEHICLE DAY

EnviroCentre hosted the 2019 Ottawa Electric Vehicle (EV) Day on Sunday, April 14, at IKEA. The main goal was to raise awareness amongst residents about the benefits of switching to EVs, understand the associated costs, rebates and savings, showcase models, and local resources. Through partnering with the Electric Vehicle Council of Ottawa and Plug'n Drive, we were able to offer two workshops, 15 show vehicles, and 59 test drives to 675 attendees. Special guests included Mayor Jim Watson, MPP Jeremy Roberts, and Minister Catherine McKenna.



WINTER WALK DAY

Winter Walk Day is a province-wide celebration held each February. This event encourages active transportation during all seasons. EnviroCentre's SATP team supports Ottawa elementary schools by sharing resources to coordinate fun, safe, and engaging events. In 2019, Winter Walk Day reached 5670 students through participating SATP schools!



BIKE TO TRANSIT

EnviroCentre provides community engagement services for the City of Ottawa's Bike to Transit project. This unique program promotes the bike-ride-walk trip in three outer-urban Ottawa neighbourhoods, encouraging participants to bike to a transit hub, bus, and then walk to a final destination.

In 2019, EnviroCentre hosted five community bike rides, 13 outreach booths, and collaborated with city councillors in the applicable wards. Overall, we directly supported 515 community members through this program.



BICYCLE FILM FESTIVAL

The Bicycle Film Festival is an international film festival screening films about urban cycling culture. EnviroCentre works with local partners to make the screening of the festival possible in Ottawa and to bring people together to celebrate cycling as a sustainable mode of transport.

We collaborated with local partners Bikemaps, NAC, Retro Rides, and XOVELO. Twenty-five short films were screened to 300 attendees as part of the International and Urban programs offered. BikeMaps delivered a short presentation regarding their app and had a booth set up within the theatre.

CYCLING SAFETY AWARENESS PROGRAM

The goal of the Cycling Safety and Awareness Program (CSAP) is to expand the reach and personalize the message of the City of Ottawa's communications about new cycling facilities and important cycling safety information — which impacts all road and pathway users. EnviroCentre's outreach and engagement staff work on behalf of the City of Ottawa when attending events or sharing information for this project. In 2019, we focused primarily on protected intersections, cycling near LRT stations, pathway etiquette, and OC Transpo Rack and Roll demonstrations. Overall, we directly reached 759 people in the community through our demonstrations and booths.





RAIN PILOT PROJECT

Originally started in 2017, the City of Ottawa's Pinecrest RAIN pilot project was designed to test outreach methods that encourage homeowners to adopt simple actions to reduce stormwater runoff. As leaders in community engagement, EnviroCentre was contracted as the local delivery agent for this project. In 2019, we hosted 23 community events that reached 1043 individuals. These included community booths, home-based stormwater management audits, walking tours, and the installation of a demonstration rain garden.

OTTAWA SUSTAINABILITY FUND

Since 2015, EnviroCentre has provided administrative support to the Ottawa Sustainability Fund (OSFund), a philanthropic fund of the Ottawa Community Foundation. The OSFund supports a variety of environmental projects and programs in Ottawa.

In 2019, the OSFund awarded a \$9000 grant to Succession and Ecology Ottawa for the Breathe Easy Ottawa project, which seeks to draw a link between air quality and climate change emissions. The project is employing the use of mobile air quality monitors to measure and map air pollution in 10 areas of Ottawa and generate a publicly accessible map, along with a report on solutions.

MISSISSIPPI VALLEY CONSERVATION AUTHORITY STORMWATER PROGRAM

EnviroCentre prepared and delivered an outreach campaign to help the Mississippi Valley Conservation Authority (MVCA) educate homeowners in the Stittsville area on stormwater issues, steps to manage rainwater on their property, and general stewardship awareness for the watershed.

DEPAVE PROJECTS

Green Communities Canada received a grant from the Ontario Trillium Foundation to fund depave projects across Canada, and EnviroCentre was the Ottawa region delivery agent. EnviroCentre carried out three depave projects throughout 2019. The depave projects took place at Elgin Street Public School, École élémentaire publique Marie-Curie, and Pontiac Street, next to Champlain Park. We removed asphalt and replaced it with a combination of green space, gardens, seating, and pathways. We also removed 460 square meters' worth of asphalt and worked with 85 volunteers for 360 hours



BICYCLE BALL

In 2019, we held our first annual Bicycle Ball to celebrate our 20th anniversary. We hosted guests at a low-carbon event with short, engaging performances by local artists; antique and retrofitted bicycles on display; and plant-based, locally sourced food and beverages. We encouraged attendees to arrive by sustainable transportation and wear second-hand fancy attire. There was a live art showcase in which attendees could participate and a silent auction with local partners' donations.

The Bicycle Ball raised funds for the OSFund to provide grants for environmentally focused projects in Ottawa annually and we raised awareness of the climate action work that EnviroCentre does on the same day as the Global March for Climate.

PARTNERS AND FUNDERS

CITY OF OTTAWA

EnviroCentre is proud to work with the City of Ottawa to provide engaging and highly effective community outreach for sustainability programs. We provide education and encouragement regarding cycling, active transportation, stormwater management, and workplace commuting support through various programs.



ONTARIO TRILLIUM FOUNDATION



EnviroCentre continued to be supported by an Ontario Trillium Foundation (OTF) Grow Grant to expand the Carbon 613 business sustainability program. The OTF is a Government of Ontario agency and one of Canada's leading granting foundations. OTF awarded more than \$120 million to around 700 projects last year to build healthy and vibrant communities in Ontario.

GREEN COMMUNITIES CANADA



In 2019, EnviroCentre worked as a local delivery agent of Green Communities Canada to complete three depave projects in the Ottawa area as part of a project called Depave Paradise, funded by the OTF. EnviroCentre and community volunteers tore up unused pavement on three different sites and replaced it with soil and native plants that act as filters and sponges for polluted stormwater runoff.

GREEN ECONOMY CANADA



Green Economy Canada (GEC) is a national organization that works with community organizations like EnviroCentre to launch and grow Green Economy Hubs across Canada. Green Economy Hubs — including EnviroCentre's Carbon 613 — work with local businesses to set and achieve sustainability targets. We were happy to work with GEC in 2019 to expand and improve business sustainability across Canada.

OTTAWA ENERGY COLLECTIVE IMPACT GROUP

EnviroCentre continued to support Phase 2 of the Ottawa Energy Collective Impact as a core partner for the Steering Committee. The group had a series of deliverables aimed at identifying opportunities to scale up building retrofits in Ottawa. These deliverables included creating a theory of change visual, creating a leadership committee, creating a strategic action plan, and hosting several events and focus groups. EnviroCentre was the lead on creating the shared measurement framework and participating in the fundraising sub-committee. The group was able to secure funding to continue work on Phase 3 in 2020.

LOW-CARBON CITIES CANADA

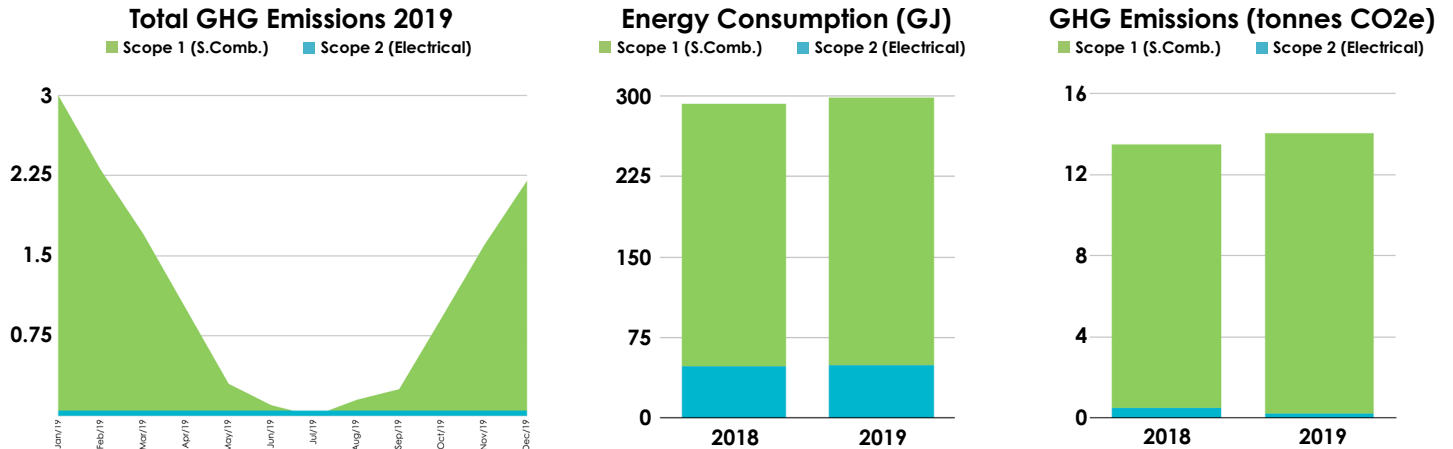
In 2019, the Ottawa Community Foundation (OCF) was the proud recipient of federal funding to start the Ottawa-based branch of Low-Carbon Cities Canada (LC3). This new fund was the product of several years of work and community partners' advocacy and collaboration across Canada and the Ottawa region. EnviroCentre was pleased to be a part of the process and joined with OCF and other partners to work toward creating the Ottawa Climate Action Fund.

SUSTAINABILITY REPORT

EnviroCentre takes great pride in its staff's individual actions to reduce our environmental impacts as an organization. We focus on energy, transportation, and waste as metrics to track on quantify our impact annually.

ENERGY

EnviroCentre's GHG emissions footprint from building energy in 2019 was 13.8 tCO₂e. EnviroCentre's carbon emissions from building energy increased by 5.7% compared from 2018 to 2019.



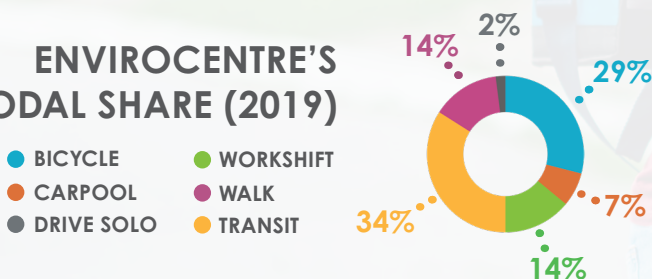
Though staff efforts have decreased our electricity consumption by 26%, stationary combustion of natural gas for space heating is the source of 98% of our building emissions, and consumption there has increased by 6.7%. Energy-efficient retrofits to our heritage building to reduce air leakage and heat loss will be the most effective path forward for GHG reductions in this area.

COMMUTING

EnviroCentre staff are committed to choosing environmentally-friendly commuting options with a low carbon footprint. **In 2019, 43% of staff commutes were forms of zero-carbon, active transportation, like walking or bicycling. Another 34% of annual commutes, mainly in the winter months, use public transit.**

Driving solo or taking a rideshare or taxi made up only 2% of commutes — down from 6% compared to 2018. Carpooling made up 7% — up from 6% compared to 2018. Our remote working and compressed workweek options eliminated 14% of total commutes over the year, and have taught us some valuable lessons about remote working possibilities for the future.

ENVIROCENTRE'S MODAL SHARE (2019)





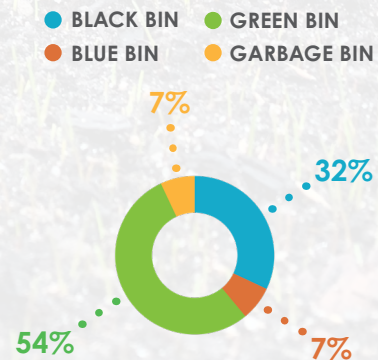
WASTE DIVERSION

EnviroCentre's waste diversion improved significantly between 2018 and 2019.

The amount going to landfill dropped from 23% to 7%, and blue bin waste, like plastic, was reduced from 25% to 7%.

More than half of the waste we produce goes into the green bin, where it can be composted organically. Organic waste decomposing improperly in a landfill is a significant source of waste emissions, so a high green bin diversion rate is a big success.

ENVIROCENTRE'S WASTE DIVERSION (2019)



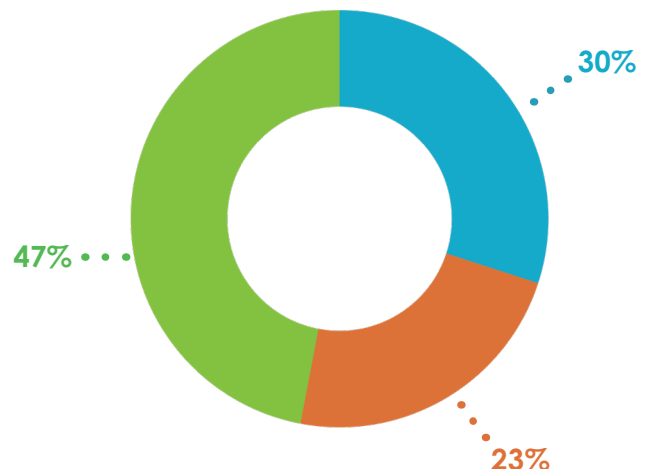
FINANCIALS

REVENUES



- Energy Programs
- Community Sustainability
- Corporate and Communications

EXPENDITURES



- Energy Programs
- Community Sustainability
- Corporate and Communications



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