

The background features a wooden-textured surface with various elements. A large, dense arrangement of green ferns is the central focus. In the top left, there's a faint illustration of a city skyline. Scattered around are several icons: a shield with a checkmark, a car, a trash can, a lightbulb with arrows, and a flask. The title is presented in a white, rounded rectangular box.

OTTAWA GREEN BUSINESS **ANNUAL REPORT** 2020

OTTAWA **GREEN BUSINESS** HUB

Sustainability and good business go hand in hand. The choices made by Ottawa's 20,000 businesses matter because even the small ones can have a significant impact.

EnviroCentre's Ottawa Green Business Hub is designed to help businesses meet their sustainability goals. This membership program turns business data into insights that drive measurable and effective climate action.



EnviroCentre is an Ottawa-based environmental non-profit committed to bringing environmental change to life. We do this by offering people, organizations and communities practical solutions to lighten their environmental impact in lasting ways. We believe dramatic reductions in greenhouse gas emissions are achieved through inspired environmental action and positive change. With this in mind, EnviroCentre focuses its efforts in four areas: **green business, green homes, green transportation, and green lifestyle.**



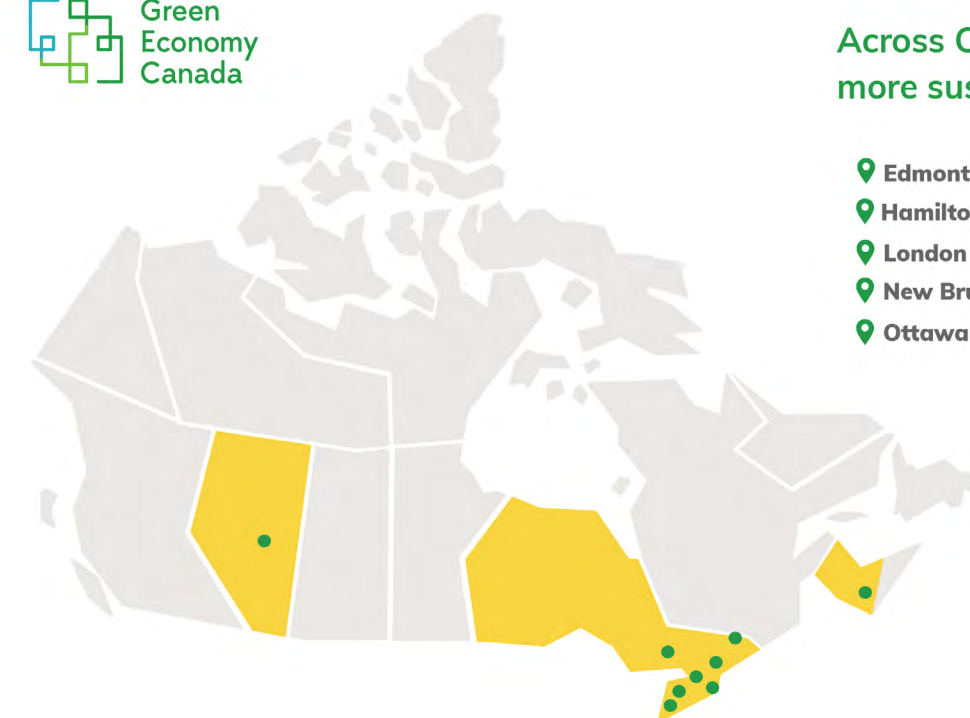
“Studies indicate that the best way for businesses to effectively reduce carbon emissions is to set clear targets and track annual carbon emissions, so we encourage all businesses to follow this path through the **Ottawa Green Business Hub.**”

SHARON COWARD

EnviroCentre Executive Director



Across Canada, we're demonstrating a more sustainable economy is possible.



- Edmonton
- Hamilton and Burlington
- London
- New Brunswick
- Ottawa
- Peterborough
- Sudbury
- Waterloo Region
- York Region

BUILDING UP TO NET-ZERO

2020 kicked off what will be the most important decade in climate action for our planet, a decade of international, regional, individual, collective, community and business action. But 2020 did not play out as anyone expected. Two short months in, in March 2020, Ottawa ground to a halt with the rest of the world in response to the COVID-19 pandemic. What ensued was a year of huge challenges across our community. Lockdowns stopped services and threw local businesses and residents into economic uncertainty. Restrictions limited outreach, travel and social interactions, and sent everyone who could home to work remotely.

Throughout this period of change, Ottawa businesses locked down, adapted, pivoted and strategized to support their communities, their employees and their missions. And impressively, our members demonstrated renewed interest in climate action and sustainability initiatives, joining the throng of businesses world-wide who recognize the twin crises faced both globally and at home, pandemic and climate, and prioritize both.

To support local businesses to take action, EnviroCentre pivoted ourselves, adapting our business program and services to support effective online engagement, networking and education. Recognizing the financial challenges of the year for many businesses, we launched an online business service (ottawagreenbusiness.ca) to allow businesses to engage in the early stages of sustainability planning at a low-impact annual cost.

Studies indicate that the best way for businesses to effectively reduce carbon emissions is to set clear targets and track annual carbon emissions, so we encourage all businesses to follow this path through the Ottawa Green Business Hub (formerly Carbon 613). This year we worked with Green Economy Canada to improve our Impact Tracking tool to best benefit business members. We also developed a tenant emissions tracking tool to support new members who rent or lease spaces for their business operations.

Studies also show that once 25% of a group are on board for change, a tipping point is reached, and change begins to happen across the board. Ottawa Green Business wants Ottawa to hit this point for local businesses and sustainability over the next five years to accelerate the path to net-zero emissions at the pace required to meet our targets. This is why we have expanded our service offerings, opened up our membership and looked for ways to engage more businesses in ways that are best suited to them.

There is no time to waste. Ottawa Green Business members need to take up the torch in coming years and lead Ottawa's business community into a culture of change and zero-emissions future. We are here to help make that happen.



GREEN ECONOMY HIGHLIGHTS

Green Economy Canada continued to support the existing network of Green Economy Hubs through 2020 and all of its changes, while developing new networks across Canada. Efforts were focused on advocating for Green Recovery funding for small-to-medium-sized enterprises (SMEs) in Canada hit hard by the pandemic and lockdowns, partnering on pilot project opportunities for larger institutions, and developing the functionality of the GHG impact tracking tool. GEC successfully co-developed and launched a partner program with the City of Edmonton, expanding the network into a new province, and broadening the collective perspective of businesses taking action on climate. They also supported the development of Hubs in Peterborough and New Brunswick, both on track to launch in 2021.

GEC provided templates, guidance, and strategy for Hub outreach to members of parliament and other officials and leaders making decisions about COVID recovery funding, lobbying for incentives tied to sustainability performance and promoting a Green Recovery.

Opportunities offered to members by GEC included the SME Net-Zero Pathways: Manufacturing pilot project, which brought together a collection of sector leaders to support the net-zero transition in manufacturing. The Sustainable IT Procurement pilot was offered in partnership with HP Canada to broader public sector network members, and included the City of Ottawa, focusing on formalizing mechanisms in the IT procurement process to ensure that sustainability is a determining factor for tech purchases.



OTTAWA GREEN BUSINESS HUB HIGHLIGHTS

The Ottawa Green Business Hub was pleased to welcome four new members to the network in 2020. High-profile institutional organizations included the National Arts Centre and the Aga Khan Foundation Canada. While lending expertise and visibility to sustainability work in the capital, each organization benefited from network connections and engagement opportunities, as well as assistance identifying emissions sources and calculating their operational emissions.

Smaller organizations included the Community Foundations of Canada and Ecology Ottawa. These influential organizations contribute their own sector-specific perspectives to the wider sustainability discussion, as well as their expertise and enthusiasm in engaging with staff and the wider Ottawa community. These organizations were able to benefit from program resources that help save time and planning where internal staff capacity is limited.

In total, these new members employed over 750 people, increasing the number of staff that Ottawa Green Business reached to over 32,000 people in Ottawa in 2020.

Among other popular events, Ottawa Green Business hosted virtual sustainable facility tours across the capital in partnership with IKEA Ottawa and CSV Architects. We also hosted a monthly virtual Speaker Series that featured green business leaders from across the country, sharing their insights and experiences. The Green Business Futures event officially launched the Ottawa Green Business program and featured Dr. Dianne Saxe, environmental lawyer and Green Economy Heroes podcast host; Seth Klein, author and social activist; and Mike Wilson, Executive Director of Smart Prosperity Institute.

All Ottawa Green Business events showcased sustainability in action, and members were interested in learning from others' experiences involving practical, first-hand knowledge of procurement, retrofits and operational savings opportunities. We also hosted and recorded a Remote Work Accelerator workshop series with Smarter Shift, empowering organizations adjusting to remote work to continue their sustainability work as well.

Through the Ottawa Green Business Online platform launched in 2020, interactive engagement content was disseminated among members' staff and green teams. These included various formats for different users. Individual staff received weekly workplace sustainability tips and monthly E-Pod activities, designed to promote sustainability conversations among peers. Green Business Badges encourage green teams to try specific sustainability initiatives, and the Worksheets guide organizations along their own sustainability journey.



2020 MEMBER SUSTAINABILITY AWARDS



CLIMATE ACTION LEADERSHIP AWARD

Awarded to the Ottawa Green Business Hub Member who shows the greatest commitment to climate action within the community and across the network, as well as in their own operations. The 2019 winner was IKEA Ottawa!



2020 RECIPIENT NVISION INSIGHT GROUP INC

Since joining the network late in 2019, NVision Insight Group Inc has quickly become a thought leader on sustainability. Staff consistently engaged with Ottawa Green Business Online content and participated in educational workshops and events while also sharing their own insights and perspectives internally and externally. As a tenant, they also made the decision to procure a more sustainable office space for when staff can return.



CLIMATE ACTION PROJECT AWARD

Awarded to the Ottawa Green Business Hub Member who implements the year's best sustainability project. The 2019 winner was Shaw Centre!



2020 RECIPIENT SHEPHERDS OF GOOD HOPE

In 2020, Shepherds of Good Hope worked on phasing out single-use plastics in their soup kitchen, conducted a feasibility study on how to dispose of food waste by selling to entofarms, replaced a variety of equipment (i.e. boilers) with more energy efficient units, and partnered with CSV Architects on two green building projects



EMERGING EXCELLENCE AWARD

Awarded to an Ottawa Green Business Hub Member who joined the program within the past year and has shown the greatest enthusiasm, leadership and engagement on climate action. The 2019 winner was Carleton University!



2020 RECIPIENT NATIONAL ARTS CENTRE

As a new member in 2020, the National Arts Centre wasted no time in collecting data and establishing a GHG emissions baseline. Despite significant challenges in the performance industry throughout the year, the NAC kept sustainability firmly in focus by improving on data tracking systems, making efficiency upgrades to the building, exploring waste diversion options, and formalizing policies within the organization.

MEET THE OTTAWA GREEN BUSINESS HUB MEMBERS

In 2020, we welcomed four new members to the growing and dynamic network of Ottawa businesses committed to climate action.



Alt Hotels



City of Ottawa



Desloges, Co-op d'Habitation



IKEA



OpenConcept



S.I. Systems



Angela's Bed & Breakfast



Communityworks



Ecology Ottawa



Lightenco



Ottawa Board of Trade



TD Bank Ottawa



Canadian Museum of Nature



Community Foundations of Canada



Electronic Distributors International



National Arts Centre



RA Centre



Unity NPHC Ottawa



Aga Khan Foundation Canada



Carleton University



CSV Architects



Fibics Incorporated



Nvision Insight Group



Shaw Centre



Voisins, Cooperative d'habitation



Alex Laidlaw Housing Cooperative



Centretown Citizens Ottawa Corporation



Delphi Group



HydroOttawa



OCDSB



Shepherds of Good Hope



Your Credit Union

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS



AGA KHAN FOUNDATION CANADA

- New member in 2020.
- Established a GHG emissions baseline for the 2019 calendar year, including facility energy use and flight travel.
- Completed an HVAC efficiency retrofit, worked on a proposal for solar generation systems onsite, and reduced flight travel significantly.



ALEX LAIDLAW HOUSING CO-OPERATIVE

- Member since 2019



ALT HOTEL OTTAWA

- Member since 2017



ANGELA'S BED & BREAKFAST

- Member since 2016



CANADIAN MUSEUM OF NATURE

- Member since 2016.
- Tracked facility energy use and GHGs using automated building management software



CARLETON UNIVERSITY

- Ranked 2nd in Canada on the UI GreenMetric.
- Developed formal Sustainability and Energy plans to support a net zero by 2050 commitment, including continued Green Globe building certifications and retrofits.
- Engaged with faculty, staff, and students, implementing a Sustainability Champions departmental network, zero waste and cycle loan programs, new links to research, and much more.



“The Ottawa Green Business Hub is a great way to connect with other like-minded organizations. Its continuous communications and stream of ideas keeps sustainability at the top of mind.”

JESSIE SMITH
PRINCIPAL AT
CSV ARCHITECTS

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS



CITY OF OTTAWA

- Approved a Climate Change Master Plan, including GHG reduction targets for both City operations and the broader community, as well as the Energy Evolution strategy, a framework for achieving these goals with 20 projects to be undertaken over 5 years.
- Successfully applied for NRCan's Zero Emission Vehicle Infrastructure Program (ZEVIP) funding in partnership with Envari to help address barriers to EV adoption, including supporting 13 charging sites in 6 wards.



COMMUNITY FOUNDATIONS OF CANADA

- New member in 2020.
- Established a GHG emissions baseline for the 2019 calendar year, including office energy use and flight travel.
- Engaged with staff to shortlist and vote on a Gold Standard GHG offset project to offset their operational emissions for 2019 and 2020, and reduced travel significantly in 2020

CSV ARCHITECTS

CSV ARCHITECTS

- Supports the Ottawa community's climate goals with well-established expertise in the sustainable design of institutional, commercial and multi-unit residential projects.
- Hosted a popular and educational Virtual Sustainability Tour of their new custom-designed office space for Ottawa Green Business members.



DELPHI GROUP

- Supports workplace organizations in Ottawa and beyond with technical expertise and innovative solutions in the areas of climate change and corporate sustainability.
- Downsized office space and dramatically reduced business travel and commuting patterns through 2020.

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS



ECOLOGY OTTAWA

- New member in 2020.
- Shifted successfully to a remote working schedule, which reduced commuting emissions short-term and prompted a re-evaluation of office space needs long-term



ELECTRONIC DISTRIBUTORS INTERNATIONAL INC.

- Supported local workplaces with moving and downsizing offices while many employees worked remotely, including proper recycling of e-waste.
- Experimented with new methods of disassembly to maximize recycling and waste diversion.
- Reduced commuting patterns by shifting some teams to a remote working schedule



FIBICS INCORPORATED

- Participated in the Remote Work Accelerator workshop series.
- Adapted to a rotating remote working schedule, significantly reducing commuting and business travel activity



HYDRO OTTAWA

- Solar energy generation at Hydro Ottawa's new facilities offsets approximately 18 per cent of the energy demand at its East Campus and 100 per cent at its South Campus.
- Working to reduce GHG emissions from fleet vehicles.



IKEA OTTAWA

- Hosted a popular and informative Virtual Sustainability Tour of their facilities for Ottawa Green Business members, as well as the Mobile Electric Vehicle Education Trailer to promote EV uptake and familiarity in the community.
- Tracked energy use and GHG emissions data through 2020 and engaged with staff using successful challenges and activities.

“Climate change is a critical environmental and business challenge that requires significant effort over the long term to help economies transition successfully to the low-carbon future. Knowledge sharing, collaboration and innovation are an essential part of this journey, and TD is proud to support Ottawa Green Business and its work with local Ottawa businesses to support the transition to a low-carbon economy.”

DAVE HANDELMAN
ESG MANAGER,
TD BANK GROUP

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS



LIGHTENCO | LIGHTENCO

- Supported the Ottawa business community with lighting assessments and retrofits, with a focus on automation controls for increased efficiency when fewer staff were in workplaces through 2020.
- Ongoing retrofit of office space for improved energy efficiency.
- Presented at Ottawa Green Business's Meet & Greet network event to introduce members to energy efficiency opportunities.



NATIONAL ARTS CENTRE
CENTRE NATIONAL DES ARTS
Canada is our stage. Le Canada en scène.

NATIONAL ARTS CENTRE

- New member in 2020, tracked energy use and emissions data.
- Adapted to remote working as much as possible for the performance industry, reducing emissions associated with in-person travel.
- Implemented energy management strategies such as system setbacks, air handling systems, and automation to improve heating efficiency while maintaining ventilation.



NVISION INSIGHT GROUP INC.

- Moved out of previous office building and shifted to a remote working model while procuring a more sustainable workspace.
- Green team participated in the Remote Work Accelerator workshop series for green teams, switched to more environmentally friendly office supplies and “swag”, and worked to develop sustainability as a service area for clients.
- Engaged staff on sustainability with OGB Online content, building knowledge and momentum for future projects



OCDSB

- Continued efficiency upgrades to school buildings, including building automation HVAC controls upgrades, LED retrofits, occupancy sensor controls, heating equipment efficiency upgrades, and more.
- Started a web-based ‘Sustainability Journal’ for schools and green team leaders to share their sustainability events and activities, to recognize and promote sustainability initiatives.

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS

OPENCONCEPT CONSULTING

- New member in 2017.

OTTAWA BOARD OF TRADE

- Has an active and engaged Environment & Sustainability Committee that counsels on greener business practices and policy positions as it relates to business and the environment.
- Shifted to remote working patterns, reducing commuting and business travel significantly, and reducing office waste like paper products and disposables.

RA CENTRE

- Member since 2019.
- Commissioned a Building Automation System feasibility study, began implementing recommendations while recreational facilities were closed in 2020

S.I. SYSTEMS

- Participated in the Remote Work Accelerator workshop series.
- Shifted to remote working and adapted well, opting to continue working remotely long-term and making plans to consolidate offices, reducing commuting impacts.
- Reduced business travel by shifting executive meetings to virtual.
- Working on a formalized sustainability plan

Centre Centre | SHAW CENTRE

- Installed a Needlepoint Bipolar Ionization air purifying system on air handlers and passenger elevators for health and safety, with co-benefit of reduced energy use and GHG emissions from reduced outdoor air intake requirements.
- Exploring onsite solar generation options



“Being a member of the Ottawa Green Business has focused our Climate Change Committee with good advice, great support and goals to work towards!”

HEIDI LANGILLE
NVision Group Inc.

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS

SHEPHERDS OF GOOD HOPE

- Supported a successful student-led feasibility study of food waste diversion to entofarms and other options, worked to phase out single-use plastics in the soup kitchen.
- Partnered with CSV Architects to meet greener local standards for one new-build and one retrofit housing project, and replaced aging heating equipment in others

TD BANK OTTAWA

- Committed to net zero emissions for operations and financing activities by 2050 and worked to quantify financed emissions across North American branches.
- Built staff engagement and deepened internal staff knowledge sharing via Ottawa Green Business webinars and resources.
- Shifted to remote working pattern, reducing commuting and business travel emissions

YOUR CREDIT UNION

- Shifted to a remote working schedule, reducing commuting mileage by approximately 200,000 km driven.
- Updated communications IT to accommodate increased volume of online meetings and communications both internally and externally.

CCOC (CENTRETOWN CITIZENS OTTAWA CORPORATION)

- Member since 2017.

COMMUNITYWORKS NPHC

- Member since 2017.



DESLOGES, CO-OP D'HABITATION

- Member since 2017.



VOISINS, COOPERATIVE D'HABITATION

- Member since 2017.



UNITY NPHC OTTAWA

- Member since 2017.

Ottawa *Green* Business

To keep our world healthy and stable, we need to cut carbon.

From public health to local resilience to food security to the threat of species extinction and economic stability, climate change impacts everything.

There are 18,000 businesses in Ottawa. We can have a huge impact on change.

OGB businesses have committed to working toward a net-zero Ottawa in 2050.

We are businesses that support positive action on climate, intent on working toward a net-zero, sustainable and better city.

Carbon reduction takes everyone. Ottawa business is moving the needle on climate. Join in.



Ottawa Businesses working together
for a Greener Ottawa
www.ottawagreenbusiness.ca



JOIN OUR **GREEN BUSINESS NETWORK!**

When it comes to climate change, your business matters. Get started on your journey towards sustainability with Ottawa Green Business.

MEMBERSHIP INCLUDES:



Assistance with tracking your **GHG emissions** using recognized international standards



Joining of a **national movement** of more than 275 green businesses



Setting and achieving measurable **environmental targets**



BECOME A MEMBER TODAY:
OTTAWAGREENBUSINESS.CA

STAY CONNECTED

✉ greenbusiness@envirocentre.ca

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Ottawa *Green* **Business** 

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario.
Un organisme du gouvernement de l'Ontario.

EnviroCentre received an Ontario Trillium Foundation Grow Grant to expand the Ottawa Green Business program. The Ontario Trillium Foundation (OTF) is an agency of the Government of Ontario, and one of Canada's leading granting foundations. OTF awarded more than \$120 million to some 700 projects last year to build healthy and vibrant communities in Ontario.

**GREEN ECONOMY CANADA
NETWORK SPONSOR**

