2021 Annual Report





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."

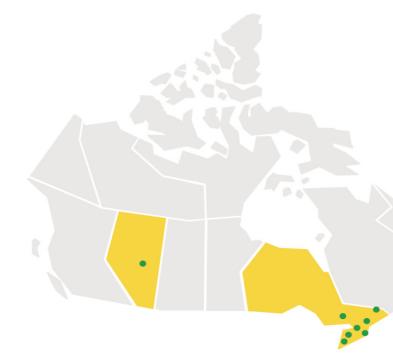
> **SHARON COWARD EnviroCentre Executive Director**

OTTAWA GREEN BUSINESS HUB

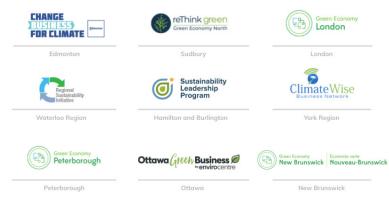
Sustainability and good business go hand in hand. As we move toward a low-carbon future Ottawa, we need to ensure our local businesses are well prepared to thrive, adapt, and support a climatefriendly future. The choices made by Ottawa's 20,000 businesses add up to significant impact and meaningful change. We work to promote and support the best choices for a strong future economy.

EnviroCentre's Ottawa Green Business Hub is designed to help businesses meet their sustainability goals and prepare for success in the emerging low-carbon economy. This membership program turns business data into insights that drive measurable and effective climate action and emissions reductions.

Business made better, together.







2021 continued to be a challenging year for small and medium-sized businesses in Ottawa. Lockdown, fluctuating markets, inflation, and shifting habits of residents and businesses kept sustainability on the backburner for many

Ottawa Green Business Ø

local entrepreneurs and companies. But our members held strong and worked at achieving anything they could to mitigate their environmental impact.

This year, EnviroCentre rebranded our business services programs as Ottawa Green Business, with the aim to better align our brand with our mission of supporting Ottawa businesses in tackling climate change. We continued to offer online services where businesses receive digital resources to help them form their sustainability goals, build awareness of their environmental impact and how to reduce it, and engage their staff in the process. The easy-entry and low-cost online program meant more organizations could join Ottawa Green Business and start their sustainability journey, even midpandemic. The program saw five members join in 2021, including CP Business Solutions, KRP Properties, InitLive, CIRA, and Canderel.

The Ottawa Green Business Hub added two new members this year, CAA North & East Ontario (CAA NEO) and Canadian Commerical Corporation (CCC), increasing our total reach by over 200 staff. The Hub hosted a Virtual Speaker Series with green business leaders like Carbon Neutral Cities Alliance and Rebel.com and held a successful virtual Day of Recognition featuring the City of Ottawa and TD Bank. Sustainability awards were presented to NVision Insight Group, Shepherds of Good Hope, and the National Arts Centre for their climate action efforts in 2020.

Our focus in 2021 was on new members, maintaining the core services that members most value, and continuing to publicly carry the torch for sustainability through newsletters, digital events, and public outreach. We worked to build momentum for the emerging post-pandemic future, when re-opening venues would reinvigorate the program with its signature in-person events and networking opportunities.

At the same time, we built capacity through behind-the-scenes activities. Thanks to an Association des communautés francophones d'Ottawa (ACFO) bilingualism grant, we were able to make all program materials and the website available in French for our francophone business partners. We brought a new Business Sustainability Manager on staff to jump-start business engagement and shore up our expertise. We began working with a few local partners and businesses to provide customized sustainability services on key topics to meet their individual needs.

As we launch into 2022, we are delighted to see the tide beginning to turn for local businesses. Re-openings, reduced restrictions, and emerging customers are helping Ottawa begin to return to normal and paving the way for bigger and better engagement throughout the coming year. As a program, we are looking forward to re-engaging at in-person events and branching out with innovative services to support local businesses navigate their business and sustainability journeys.

GREEN ECONOMY HIGHLIGHTS

The Ottawa Green Business Hub is part of Green Economy Canada's (GEC) National Green Economy Hub network. Throughout 2021, GEC continued to support its partner hubs through resources, guidance, and templates for their members. The network completed its pilot project on net-zero projects for small-to-medium-sized enterprises (SMEs). Launched in 2020, this project pulled together policy analysis from the Pembina Institute, technical studies from the Delphi Group, and targeted interviews. The findings from the pilot project will support SMEs in transitioning to a net-zero future.

In 2021, GEC successfully launched two new hubs to support more businesses reach their sustainability goals: Green Economy Peterborough and Green Economy New Brunswick. These hubs join seven other hubs in Ontario and Alberta and expand the network out into a new province. GEC also supported the development of a National Hub, which will be launched in early 2022 to support Canadian businesses that do not have access to a local hub.

Other 2021 GEC projects included the Sustainable IT Procurement Pilot project, in partnership with HP Canada, and the EV Charger Incentive Program. The IT Procurement Pilot engaged 10 organizations in the public sector on greening their IT procurement practices, the results of which can be found in the whitepaper "Buying a Better Future" on the GEC website. The EV Charger program provides businesses with a 50% discount for installing EV charging stations, which will help offset transportation emissions in Canada.











OTTAWA GREEN BUSINESS HUB HIGHLIGHTS

In 2020, the Ottawa Green Business Online program launched and provided an easy-entry and lowcost platform for businesses in Ottawa to access interactive content, workplace sustainability tips, and other resources to guide their organizations on their sustainability journey. In 2021, the online platform welcomed five new members: CP Business Solutions, KRP Properties, InitLive, CIRA, and Canderel. They join the Ottawa Green Business Hub's newest members, CAA NEO and CCC. Hub members continued to benefit from networking opportunities, guidance on tracking and reducing emissions, and engagement opportunities throughout the year.

Ottawa Green Business hosted a diverse range of events for its members including workshops, a speaker series, the 2021 Day of Recognition, and an e-meet event. The Virtual Speaker Series was held in partnership with Carbon Neutral Cities Alliance and Rebel.com and provided members with resources and knowledge related to moving the needle on climate action in workplaces and understanding the environmental impact of digital businesses. Held in June, the 2021 virtual Day of Recognition honoured our 2020 Sustainability Awards winners. Awards were presented to NVision Insight Group for **Climate Action Leadership**, Shepherds of Good Hope for **Climate Action Project**, and the National Arts Centre for **Emerging Excellence**.

We also hosted our first Ottawa Green Business Challenge, which ran through the month of May and featured a series of weekly employee challenges to increase awareness around climate action and improve sustainability practices in businesses around Ottawa. Each week had a different theme and featured practical steps related to those themes: energy, waste, water, and transportation. Congratulations again to our 2021 Ottawa Green Business Challenge winner, NVision Insight Group's green team, who completed eleven out of the thirteen tasks in the challenge!



2021 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.

2021 RECIPIENT | SHEPHERDS OF GOOD HOPE

Shepherds of Good Hope (SGH) expanded the diversity of their efforts this year to become a true community climate leader. From developing a Sustainable Transportation Plan to analyze commuting habits, to SHEPHERDS OF GOOD HOPE building urban gardens to improve local biodiversity, and to phasing in a fleet of EV vehicles, SGH is committed to exploring sustainability in all aspects of their organization.





CLIMATE ACTION PROJECT AWARD

Awarded to the Ottawa Green Business Hub Member who implements the year's best sustainability project.

2021 RECIPIENT | CANADIAN MUSEUM OF NATURE

In 2021 the Canadian Museum of Nature reported one of the biggest drops in energy consumption among our members by replacing their 20-year-old centrifugal chillers with magnetic bearing chillers, which led to reducing their energy consumption by more than 10% and their maintenance cost by 50%.



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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.

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2021 RECIPIENT | CAA NEO

Our newest member, CAA NEO, has quickly become one of our most engaged members. Along with being the first member to report their emissions data, they continued to follow-up to find different ways to provide data to create a more comprehensive understanding of their emissions. Their focus on persistent improvement has helped uncover innovative new climate action opportunities.



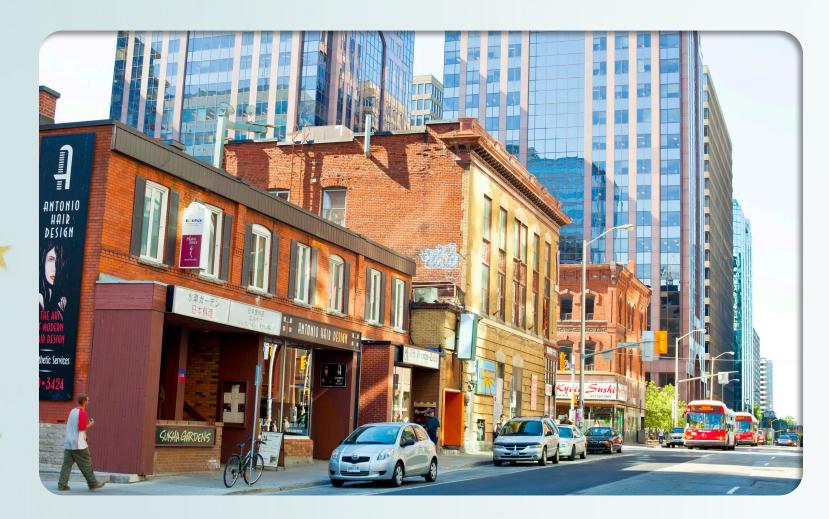
RESILIENCE AWARD

Awarded to an Ottawa Green Business Hub Member who has adapted to difficult circumstances with the most creative, effective, or inspiring climate action project.

2021 RECIPIENT | LIGHTENCO

During the pandemic, Lightenco expanded their operations into EV charging and solar panel installation. To build the infrastructure for these new services, Lightenco conducted extensive industry research, expanded the technical diversity of their team, and worked with local partners for training. Through this capacity-building, Lightenco successfully completed 30+ chargers and their first residential solar installation; and they are busy acquiring more projects.





ONLINE OGB MEMBERS

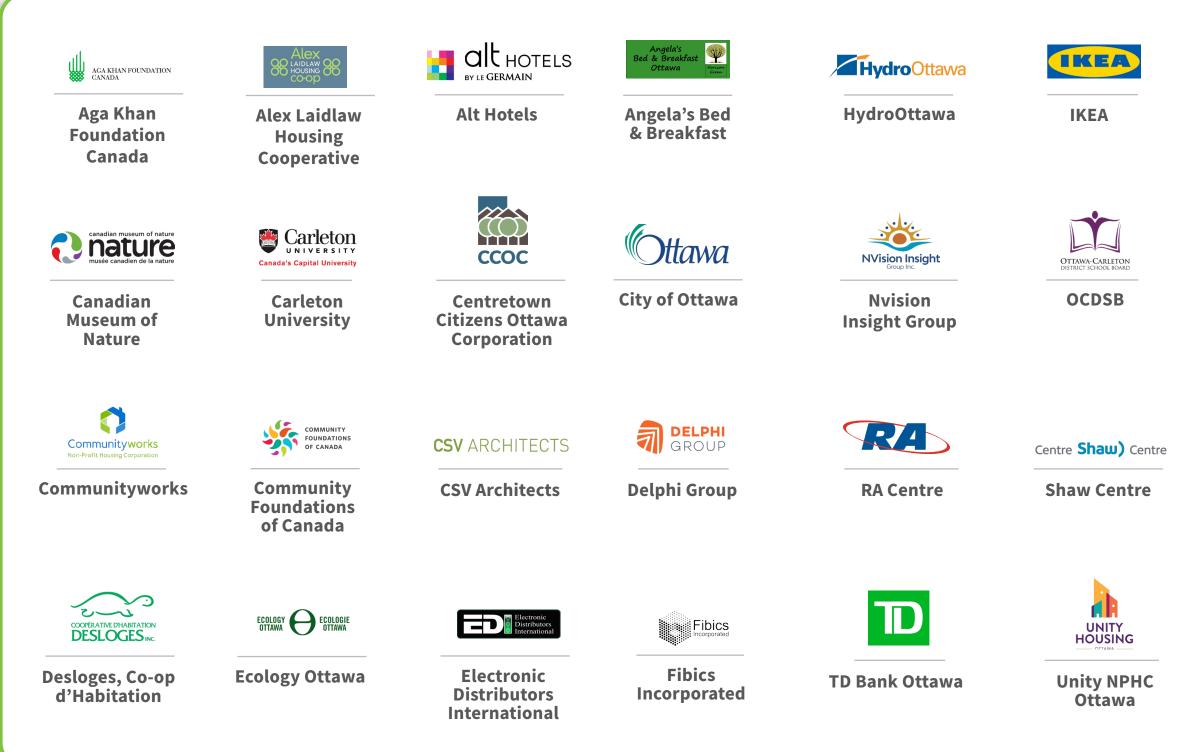
Congratulations to our Online OGB members for taking the first step on their sustainability journey. We look forward to working together on many more green initiatives in 2022.







MEET THE **OTTAWA GREEN BUSINESS HUB MEMBERS**



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Lightenco

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

National Arts Centre

penConcept

OpenConcept



Ottawa Board of Trade

+ SHEPHERDS OF GOOD HOPE LES BERGERS DE L'ESPOIR

> Shepherds of Good Hope



S.I. Systems

COOPÉRATIVE D'HABITATION VOISINS

Voisins, Cooperative d'habitation



Your Credit Union

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS

IC HOTELS

ALT HOTEL OTTAWA

- Member since 2017.
- Committed to environmentally friendly practices and sustainability including geothermal heating and colling systems, energy efficient lighting systems and locally sourcing products and services where possible.

Canadian Commercial Corporatio

Corporation Commerciale Canadie

nature

CAA NORTH & EASTERN ONTARIO

- Member since 2021.
- Moved all paper promotions to e-mail, reducing emissions by thousands of metric tonnes.

CANADIAN COMMERCIAL CORPORATION

- Member since 2021
- Gathered inventory data for baseline year and working on compliance with the Greener Government Strategy
- Particular focus on climate risk in compliance with the Financial Stability Board's Task Force on Climate-related Financial Disclosures.

CANADIAN MUSEUM OF NATURE Member since 2016.

- Tracked facility energy use and GHGs using automated building management software.
- Replaced their 20-year centrifugal chillers with magnetic bearing chillers, reducing their energy consumption by more than 10% and their maintenance cost by 50%.

Carleton

Canada's Capital University

CARLETON UNIVERSITY

- Ranked 2nd in Canada on the UI GreenMetric.
- Developed formal Sustainability and Energy plans to support net zero commitment by 2050, 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.



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 five 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 six wards.
- Launched the Better Homes Ottawa Loan Program in late 2021 that provides zero or lowinterest loans to Ottawa residents to complete home energy efficiency improvements.

TARGET SETTING MEMBERS

COMMUNITY

OF CANADA

FOUNDATIONS

COMMUNITY FOUNDATIONS OF CANADA

- Member since 2020.
 - use and flight travel.

CSV ARCHITECTS

DELPHI GROUP

- patterns through 2020.

ECOLOGY OTTAWA

- Member since 2020.

Fibics

HydroOttawa

business travel activity.

HYDRO OTTAWA

IKEA OTTAWA

- successful challenges and activities.



CSV ARCHITECTS





OTTAWA GREEN BUSINESS HIGHLIGHTS

• Established a GHG emissions baseline for the 2019 calendar year, including office energy

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.

• 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 customdesigned office space for Ottawa Green Business members.

 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

Successfully shifted to a remote working schedule, which reduced commuting emissions short-term and prompted a re-evaluation of office space needs long-term.

FIBICS INCORPORATED

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

• Solar energy generation at Hydro Ottawa's new facilities offsets approximately 18% of the energy demand at its East Campus and 100% at its South Campus.

Working to reduce GHG emissions from fleet vehicles.

 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

OTTAWA GREEN BUSINESS HIGHLIGHTS

TARGET SETTING MEMBERS

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

- Member since 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.



OTTAWA

NVision Insight

Group Inc.

LIGHTENCO

NATIONAL ARTS CENTRE

CENTRE NATIONAL DES ARTS

Canada is our stage. Le Canada en scène

OTTAWA BOARD OF TRADE

- Had an active and engaged Environment & Sustainability Committee that counselled 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.



OTTAWA-CARLETON DISTRICT SCHOOL BOARD

- 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.
- Worked with and funded EnviroCentre to create Nature Nooks in 30 OCDSB schools. These Nature Nooks include a bench surrounded by native trees, giving students more access to green spaces and their environmental benefits.



TARGET SETTING MEMBERS

RA CENTRE

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

S.I. SYSTEMS

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

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.

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.





SHEPHERDS OF GOOD HOPE LES BERGERS DE L'ESPOIR





S.i. Systems

OTTAWA GREEN BUSINESS HIGHLIGHTS

Updated communications IT to accommodate increased volume of online meetings and communications both internally and externally.

Ottawa Green Business Ø



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GREEN ECONOMY CANADA NETWORK SPONSOR



Ontario Trillium Foundation

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.