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Introduction

This report describes BC Housing’s sustainability performance results for the 2019/20 fiscal year.

In 2019, extensive sustainability review was conducted by a team of external, independent consultants. The recommendations based on this review and engagement of BC Housing’s staff will lead to creation of a new Sustainability Plan. In the meantime, this report describes our actions and outcomes measured against the last set of targets set out in the three-year 2017/18 livegreen Plan.
Report on Performance

This report outlines activities in the three strategic areas: Housing Excellence, Integrated Decisions, and Change Agent. The results are presented in the tables, followed by explanations and detailed descriptions of actions taken.
**Housing Excellence**

Innovation in the design, construction, renovation and management of housing

Housing Excellence guides activities related to improving expertise and innovation in the delivery, renovation and management of social housing, it also ensures the quality and durability of housing construction and maintenance.

### Results

<table>
<thead>
<tr>
<th>AREA</th>
<th>MEASURE</th>
<th>2017/18</th>
<th>2018/19</th>
<th>2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Greenhouse Gas (GHG) Emissions: Buildings</td>
<td>Percentage reduction in GHGs from all buildings owned or leased by BC Housing (2005 baseline)</td>
<td>Target</td>
<td>20% or more</td>
<td>20% or more</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>28%</td>
<td>34%</td>
</tr>
<tr>
<td>2) Green Buildings¹</td>
<td>Percentage of provincially sponsored affordable housing units designed to meet the energy and sustainability targets defined in the BC Housing Design Guidelines and Construction Standards</td>
<td>Target</td>
<td>40%</td>
<td>45%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>41%</td>
<td>56%</td>
</tr>
<tr>
<td>3) Waste Management²</td>
<td>Percentage of construction, redevelopment, or retrofit waste diverted from landfill</td>
<td>Target</td>
<td>80% in Lower Mainland &amp; Greater Victoria; 60% Rest of the Province</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>LM&amp;VI Result</td>
<td>82%</td>
<td>63%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rest of BC Result</td>
<td>65%</td>
<td>82%</td>
</tr>
<tr>
<td>4) Residential Construction Research and Education</td>
<td>Published research report conducted with key stakeholders</td>
<td>Target</td>
<td>At least one major research project published</td>
<td>At least one major research project published</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>6 major research projects published</td>
<td>8 major research projects published</td>
</tr>
</tbody>
</table>

¹ This measure has been refined in 2017/18 to reflect energy and sustainability targets defined in the newly updated BC Housing Design Guidelines and Construction Standards. Previously, we measured the percentage of newly constructed units designed to a third-party sustainability standard. This measure was introduced in 2016/17.

² This measure is based on projects that are completed within the fiscal year and relies on information supplied by contractors. Information may not be available for all projects completed within the fiscal year at the time of reporting. In addition, not all contractors track their waste diversion and those that do not are not included in the denominator. Overall, 38 per cent of projects in 2019/20 reported on their waste diversion as required.

³ These research projects are outlined on page 12.

TARGET MET

In 2019, GHG emissions related to energy consumption for space and water heating and electricity for social housing buildings, were 36 per cent lower than in 2005. This includes hundreds of residential buildings across the province and over one million square metres of floor area.

These significant reductions are a result of our energy conservation efforts in the last decade. Strategies include multi-year building and energy efficiency upgrades and, increasing energy efficiency standards for new construction.

BC Housing has been carbon neutral since 2010. This means that each year we measure, reduce and offset our GHG emissions. The annual Carbon Neutral Action Report describes the detailed actions related to this work. Below are a few highlights.

KEY ACTIONS TAKEN:

› BC Housing administers or supports a range of energy efficiency programs for social housing providers, in collaboration with our non-profit and utility partners. In 2019, these programs included:

  • The CleanBC: Social Housing Incentive Program (SHIP) in partnership with the BC Non-Profit Housing Association (BCNPHA). The provincial program, launched in 2018, helps affordable housing owners and operators reduce GHG emissions in their existing building portfolio. It supports natural gas and fuel switching measures (and other electrification opportunities) that result in significant reduction in current fossil fuel use. In 2019, eleven projects were approved and are in-progress with an estimated annual GHG reduction of 496 tonnes.

  • The Energy Conservation Assistance Program (ECAP) in collaboration with BC Hydro and FortisBC. Through this program, tenants receive free energy evaluation and free installation of energy saving products. In some instances, they also receive free fridge or furnace replacement or additional insulation. In 2019, 517 BC Housing Directly Managed housing units received ECAP assessments.

  • The Energy Efficiency Retrofit Program (EERP), with the BC Non-Profit Housing Association (BCNHPA), BC Hydro, and FortisBC. This program enabled approximately 18 electric and eight gas-focused energy retrofit projects in 2019, for a total estimated savings of 835,000 kWh and 1,707 GJ respectively. The program offers non-profit housing providers additional funding to complete small-scale, energy saving retrofits of items such as light fixtures and boilers.

  • In partnership with the Columbia Basin Trust (CBT) and BCNPHA, we assisted non-profit housing providers with the costs of increasing energy efficiency. Through an agreement with the CBT, we funded non-profit housing providers for energy retrofits during 2018 and 2019. A total of 31 non-profit housing providers and 60 buildings participated in the program. Overall estimated energy savings are 2,980,530 kWh per year and 245 tonnes of greenhouse gases.

› In 2019, BC Housing worked with consultants to conduct 23 energy audits on high-, mid- and low-rise housing to determine details of current energy consumption patterns and opportunities for savings. This will allow for energy conservation measures in future fiscal years. Funding for audits and repairs will come from the Capital Renewal Fund.

› Several small energy retrofits were completed on BC Housing directly managed sites in 2019, while several larger energy retrofits are currently under construction, with completion expected in 2020. These retrofits are expected to result in significant energy savings.

For more information on our actions related to greenhouse gas and energy reductions in our housing portfolio – please see BC Housing’s 2019 Carbon Neutral Action Report.
2. Green Buildings

TARGET EXCEEDED

New social housing construction projects target high levels of the BC Energy Step Code. This is a performance-based approach that will result in energy savings above base building code in new buildings constructed through our programs. Our green building measure was modified in 2017/18 to reflect these new requirements in BC Housing’s Design Guidelines and Construction Standards. We now measure the percentage of provincially-sponsored affordable housing units designed to meet the energy and sustainability targets defined in the BC Housing Design Guidelines and Construction Standards. This includes projects that are designed to meet other sustainability standards such as LEED and Built Green.

Provincially-funded new construction must meet the BC Housing Design Guidelines and Construction Standards. Provincially-financed projects are also encouraged to target a step of the BC Energy Step Code. Both funded and financed projects are included in our revised target.

In the 2019/20 year, 54 per cent of newly constructed units funded or financed through BC Housing programs were designed to meet the energy and sustainability targets in our Design Guidelines and Construction Standards, including those that met a third-party sustainability standard.

KEY ACTIONS TAKEN:

› In 2019/20, we completed 13 projects that have achieved high levels (three or four) of the BC Energy Step Code.

› To date, BC Housing and our non-profit housing partners have over 60 buildings registered with the Canadian Green Building Council and 49 have received Leadership in Energy and Environmental Design (LEED) certification.

› We have also been working with our partners to construct buildings that achieve the Passive House standard. We now have four buildings in four different geographical areas, certified to Passive House. This includes a development in Fort St John, completed in 2019. A portion of this development is currently serving as temporary workforce housing for BC Hydro staff, in addition to providing affordable and market rental housing to the community.
3. Waste Management

Lower Mainland and Vancouver Island: **TARGET EXCEEDED**
Provincial target (not including the Lower Mainland and Vancouver Island): **TARGET EXCEEDED**

Many of our construction tenders require a percentage of construction, renovation, or demolition waste to be diverted from landfills. Last year, we diverted 87 per cent of waste from 34 projects across the province (average for all projects).

Our projects in the Lower Mainland and on Vancouver Island diverted 88 per cent of tracked waste from landfills, a diversion rate which exceeded our target of 80 per cent. In the rest of B.C., we diverted 85 per cent of tracked waste from landfills, exceeding our target of 60 per cent.

In addition to construction, renovation and demolition waste, we have taken strides to reduce the amount of residential waste going to landfill from our directly managed housing. Our staff work with social housing residents to keep recycling and compostable materials out of the landfill.

**KEY ACTIONS TAKEN:**

- The types of material that were diverted from landfill with the highest rate of success included: concrete, cardboard/paper, asphalt, and green waste (100 per cent of these materials were diverted). Other materials with a high rate of diversion were metals, wood products, and gypsum wallboard. This waste, which would otherwise have ended up in landfills, was recycled or repurposed.

- We provided waste management education for our project management teams, and supply chain managers to ensure tender documents included expectations about waste management.

- We offered education and performed monitoring to increase the uptake in recycling and composting among our tenants.

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4 This requirement is applied to projects with budgets greater than $100,000.
4. Residential Construction Research and Education

TARGET EXCEEDED

BC Housing conducts technical research and provides education to help improve the quality of residential construction and increase building energy efficiency and resiliency. In 2019/20, we published five major research reports related to sustainability, in collaboration with our research partners. We also produce educational videos for the building sector, which have been a successful communication channel for technical information and case studies.

BC Housing has a significant role to play in the implementation and adoption of the BC Energy Step Code in communities across B.C. and has assisted the Energy Step Code Council in conducting research related to this code.

KEY ACTIONS TAKEN:

- The following reports were completed in 2019/20:
  - **Illustrated Guide R30 + Effective Vaulted & Flat Roofs in Residential Construction in British Columbia**
    This Illustrated Guide consolidates information on vaulted watersheding roofs and flat waterproof membrane roofs that are capable of meeting R-30 or greater effective thermal performance when used on low- and mid-rise wood-frame buildings.
  - **Building Enclosure Design Guide - Wood-Frame, Multi-Unit Residential Buildings, 2nd Edition**
    This guide explores the latest research, design and construction best practices. It addresses wood-frame construction in five- and six-storey mid-rise buildings and is one of the industry’s most widely accepted reference guides.
  - **Energy Efficiency Related to Hydronic Heating Systems in Multi-unit Residential Buildings**
    This study analyzed the impact of EndoTherm on building types commonly found in residential housing in the Lower Mainland, British Columbia.
    The updated Building Envelope Guide for Houses provides practical information related to the design and construction in accordance with Part 9 of the 2018 British Columbia Building Code (BCBC).
  - **Innovative Procurement in Social Housing Construction – Documenting the First Integrated Project Delivery (IPD) Project in British Columbia**
    Integrated Project Delivery (IPD) is a project delivery method which aligns the project team goals and provides an effective collaboration mechanism among them to achieve overall project goals efficiently. This report includes four case studies from projects across Canada that used IPD to achieve their objectives and reviews lessons learned from using this innovative project delivery method.

These publications and many more can be found on the BC Housing Research Centre webpage. [www.bchousing.org/research-centre](http://www.bchousing.org/research-centre)
Climate Change Adaptation at BC Housing

In addition to our efforts to decrease our contributions to climate pollution through reduction of our GHG emissions, we also recognize that we are already being affected by the changes in our climate. For example, the average temperature across the province has increased by 1.4°C over the last one hundred years, with impacts on residential buildings across B.C.5

In 2017, BC Housing identified the following climate change impacts as top priorities: hotter and drier summers, warmer and wetter winters, and increased risk of flooding. These findings were further validated by the Preliminary Strategic Risk Assessment for British Columbia published by the provincial government in July 2019, with the addition of a high risk of severe wildfire season. In 2019, BC Housing continued implementation of our Climate Adaptation Framework, focusing on the health and safety of tenants and building occupants, especially with regards to their comfort during extreme heat and wildfire smoke events.

BC Housing partnered with the BC Non-profit Housing Association (BCNPHA) and the City of Vancouver to offer presentations and webinars on managing extreme heat in social housing. The sessions included in-person and online seminars focused on asset management, leadership, and operational aspects of this climate change challenge. Tools and resources (including the recordings of the webinars) on extreme heat and wildfire smoke response for the non-profit housing providers are available on our website.6

We updated our Design Guidelines and Construction Standards in 2019 to incorporate tested and practical building adaptation measures, such as passive cooling and recommended HVAC systems.

The Mobilizing Building Adaptation and Resilience (MBAR) project is a multi-year, knowledge and capacity building project led by BC Housing. Through MBAR, we collaborate with over 30 organizations, including national, provincial, and local agencies and industry partners. MBAR facilitates and pilots sustainable and resilient building design and renovation. The first phase of pilot projects included public and private residential buildings. A second phase of pilots now accepts expressions of interest (EOIs). Resources to guide discussion and planning for resilience (Design Discussion Primers) are available for download on the BC Housing website, with more available soon. For more information please go to www.bchousing.org/MBAR

In June 2019, in collaboration with BC Hydro, the City of Vancouver, the City of New Westminster, and the Province of BC, BC Housing published BC Energy Step Code Design Guide Supplement on Overheating and Air Quality. It presents a set of design principles, strategies and practices for construction industry professionals in British Columbia.

We are actively engaged in sharing our experience and learning from others. We delivered presentations and workshops at 2019 Housing Central, 2019 EcoCity World Summit, Adaptation 2020, Livable Cities Forum, and other conferences.

5 https://www2.gov.bc.ca/gov/content/environment/climate-change/adaptation/impacts
6 www.bchousing.org/projects-partners/extreme-heat
Integrated Decisions

Integration of financial, social, and environmental considerations in planning and decision-making

Integrated Decisions ensures sustainability is incorporated into all levels of decision-making at BC Housing. This gives us clear direction via an on-going assessment of the impacts of our corporate actions on local and global communities and ecosystems.

Results

<table>
<thead>
<tr>
<th>AREA</th>
<th>MEASURE</th>
<th>2017/18</th>
<th>2018/19</th>
<th>2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) GHG Emissions: Office Paper</td>
<td>Percentage reduction in GHGs from all office paper (2005 baseline)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Target</td>
<td>65%</td>
<td>70%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td>Result</td>
<td>59%</td>
<td>55%</td>
<td>56%</td>
</tr>
<tr>
<td>2) GHG Emissions: Fleet</td>
<td>Percentage reduction in GHGs per km travelled from all fleet vehicles7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2016 baseline)</td>
<td>Target</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Result (GHG kg/km)</td>
<td>5%</td>
<td>-4%</td>
<td>0%</td>
</tr>
<tr>
<td>3) Sustainable Procurement</td>
<td>Percentage of tenders to suppliers that include sustainability evaluation criteria and other sustainability factors8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Target</td>
<td>45%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Result</td>
<td>58%</td>
<td>43%</td>
<td>40%</td>
</tr>
</tbody>
</table>

7 Includes trips by BC Housing staff using the corporate Modo car-sharing account.
8 These sustainability factors include sustainable product specifications, waste reduction and diversion, efficiency, and positive contributions to local communities.
1. GHG Emissions: Office Paper

TARGET NOT MET

Our efforts in 2019/20 led to a 56 per cent reduction in emissions compared to our 2005 baseline, a 79 per cent reduction in emissions per employee. We also saved 457 more trees compared to 2005. Despite these efforts, we did not meet our increasingly ambitious target of a 70 per cent reduction in emissions. Last year, our GHG emissions related to paper use increased slightly compared to 2018/19.

This could be due to such factors as:
› BC Housing increasing full-time staff by seven per cent in 2019 compared to 2018;
› A significant increase in our business activities and related increase in the overall amount of paper use;
› Many business processes that still rely on printed paper (such as signing of legal documents).

KEY ACTIONS TAKEN:

Our practices and initiatives which led to reductions in GHG emissions from paper use, include:
› Ninety per cent of all paper purchased in 2019 was 100 per cent recycled paper, a one per cent increase compared to 2018.
› We encouraged staff to reduce printed materials by promoting paperless meetings and giving our printers a default setting of double-sided.
› Our office services staff made every effort to buy 100 per cent recycled paper and only purchased paper with a lower recycled content if 100 per cent recycled content was not available.
› BC Housing’s Records and Information Centre championed paper reduction in 2019. During the past year, they implemented the scanning of paper applications for certain programs, reducing the need to create paper files, and reducing the amount of storage necessary for paper files. They also began developing a business case for electronic signatures and explored software options.
› The annual employee survey revealed that 84 per cent of employees tried to reduce printed materials in our offices.
2. GHG Emissions: Fleet

TARGET NOT MET

In 2019, BC Housing had 61 fleet vehicles, primarily trucks and vans used by grounds and building maintenance staff. Office pool vehicles included Smart Cars and hybrid vehicles. Ten per cent of our fleet vehicles in 2019 were fuel-efficient. During the year, we retired three vehicles from our office fleet and added five new vehicles.

We have reported on GHG emissions related to fleet and equipment since 2010. During that time, we have improved the methodology for reporting, including measuring fleet emissions.

Beginning in 2015, we calculated GHG emissions using reported fuel consumption data. Due to the improved reporting methodology, we directly obtained most fuel consumption data, while estimating only a small portion. This minimized the uncertainty of estimation. For the calculation of kilometers travelled, we used odometer readings for each vehicle.

A baseline was established in the 2016/17 livegreen Sustainability Report for this measure (0.39 kg of GHG per kilometre travelled for fleet vehicles) and targets have been set beginning in the 2017/18 reporting year.

In 2019/2020, we did not meet our target of 5 per cent reduction in GHGs per kilometre travelled from all fleet vehicles. This may be due to a reduced percentage of fuel-efficient vehicles in the BC Housing fleet.

KEY ACTIONS TAKEN:

› In addition to our fleet vehicles, we have a corporate account with Modo, a car-sharing cooperative, for staff use in the Vancouver Coastal and Fraser regions. Our Modo account gives our staff access to a wider range of vehicles and provides flexibility on where to pick them up. Starting in 2016, emissions from staff trips in Modo vehicles were calculated and reported alongside BC Housing’s own fleet. Fifty per cent of Modo trips in 2019 were taken in hybrid vehicles, resulting in GHG savings.

› Trucks and vans make up a large percentage of our fleet and do not yet have electric equivalents available in the North American market. We are, however, researching electric vehicles to ensure we are ready to act when the appropriate technology is available.

› The Lower Mainland grounds and maintenance fleet continued to use a GPS fleet tracking system to reduce fleet mileage. Tracking allows fleet managers to reduce kilometers driven by allocating resources more efficiently and monitoring idling behaviours.

› All fleet vehicle drivers, as well as other employees, have completed eco-driving training to encourage a culture of fuel-efficient driving, supported by the livegreen Council.
3. Sustainable Procurement

TARGET NOT MET

Sustainability is engrained in our procurement process. We consider sustainable product specifications, waste reduction and diversion, efficiency, and positive contributions to local communities when procuring our goods and services. Last year, 40 per cent of tenders included such sustainability factors, a slight decrease from 43 per cent in 2018/19.

KEY ACTIONS TAKEN:

› Tender requirements include product specifications limited to green certified labels, or if not certified, a requirement to meet a minimum criterion.

› We encourage contractors on social housing capital projects to participate in employment programs such as BladeRunners, Tradeworks, or Embers. These programs help clients including unemployed or low-skilled employed individuals, women, Indigenous Peoples, youth-at-risk, and persons with disabilities.

› We inform social enterprises when issuing tender calls so that they are aware of the opportunities.

› Where applicable, construction and service provider tender requirements include environmental criteria for specific land/building design issues and operations.
Indigenous Relations at BC Housing

INDIGENOUS PARTNERSHIPS

BC Housing's work spans the province and takes place on the traditional territories and ancestral home of BC's First Nations peoples. We recognize that Indigenous people's history and connection to these lands are marginalized as a result of colonization. We also recognize that Indigenous People are disproportionately affected by the impacts of climate changes such as extreme heat events and wildfires and flooding.

Our 2020/2023 Service Plan includes the goal to build "Strong Indigenous partnerships and relationships based on principles of reconciliation." An important part of the relationship building includes an understanding that there is a lot we can learn from Indigenous culture, practices, and knowledge in terms of sustainability, resiliency, and care for the natural world. We are grateful for the existing relationships we have with Indigenous communities.

BC Housing is committed to partnering with First Nations. We have entered into Memorandums of Understanding (MOUs) with 19 First Nations to collaborate on the improvement of residential asset management practices.

BC Housing works with these First Nations to build capacity in the administration of housing and develop and share best practices in residential asset management. We provide practical training in critical areas, such as asset condition assessments, data management, capital planning, maintenance management, energy management, procurement, construction project management, funding and grant application writing. In turn, the First Nations provide unique insight to the issues and challenges of on-nation housing.

RECONCILIATION STRATEGY

BC Housing has committed to developing a Reconciliation Strategy. In August 2019, we contracted Two Worlds Consulting for this work. This Strategy will set a high-level direction for the next five years and establish a broader and more meaningful framework for how we conduct our business. This includes a stronger level of commitment related to our adoption of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission’s Calls to Action.

“UNDRIP emphasizes the rights of Indigenous peoples to live in dignity, to maintain and strengthen their own institutions, cultures and traditions and to pursue their self-determined development, in keeping with their own needs and aspirations”.

A description of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

Glass artwork by Terry Starr (Tsimshian Nation), courtesy of John Nutter Glass Studio
Change Agent
Guiding and supporting others in taking actions towards sustainability

As a Change Agent, BC Housing serves as a leader in sustainability, working towards positive change with our clients and partners in the social housing sector, and the residential construction industry.

Results

<table>
<thead>
<tr>
<th>AREA</th>
<th>MEASURE</th>
<th>2017/18</th>
<th>2018/19</th>
<th>2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Employee Engagement on Sustainability</td>
<td>Percentage of employees who indicated they feel supported by BC Housing to make good sustainability choices at work and at home</td>
<td>Target</td>
<td>77%</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>83%</td>
<td>84%</td>
</tr>
<tr>
<td>2) Leadership in Sustainability and Residential Construction</td>
<td>Number of hours of training related to sustainable building practice, offered to the residential construction industry</td>
<td>Target</td>
<td>4,500hrs</td>
<td>4,500hrs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>6,868hrs</td>
<td>3,214hrs</td>
</tr>
<tr>
<td>3) Tenant Engagement on Sustainability</td>
<td>Percentage of tenants who indicated they had been involved in a livegreen activity</td>
<td>Target</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>4) GHG Emissions: Employee Commuting</td>
<td>Percentage reduction in GHG emissions from employee commuting (emissions per employee from 2009 levels)</td>
<td>Target</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Result</td>
<td>9%</td>
<td>-2%</td>
</tr>
</tbody>
</table>

9. This measure was introduced in 2016/17.
1. Employee Engagement on Sustainability

TARGET EXCEEDED

Sustainability is firmly engrained as part of our organizational culture at BC Housing, and is built into our training for new employees. We support BC Housing employees to reduce work-related GHG emissions and integrate sustainability into their lives. Our *livegreen* Sustainability Plan has provided direction to the organization for 10 years as we continue to act as a sustainability leader in the Canadian housing sector.

Our *livegreen* Employee Council is an employee run council that plans activities and educational opportunities to raise awareness of sustainability issues. Our dedication to sustainability is paying off. In 2018/19, 84 per cent of employees indicated that they feel supported by BC Housing to make sustainable choices at home and at work.\(^{10}\)

As a result of this work BC Housing has been recognized as one of Canada’s Greenest Employers for the sixth consecutive year.

![BC Housing staff donate blood for Canada Blood Services](image)

\(^{10}\) The employee survey was not administered in 2019/20 due to COVID-19.

**KEY ACTIONS TAKEN:**

- Our employee green team, the *livegreen* Council, plays a key role in encouraging sustainable employee behaviour both in the workplace and at home. This helps to establish sustainable lifestyles for employees, families and communities. The committed and corporate-sponsored *livegreen* Council represents every branch of BC Housing. Council members work to a strategic plan that is informed by the findings of our annual sustainability survey. In 2019/20, the council initiated over 20 campaigns and educational events, including:
  - Events related to sustainable food choices
  - Participation in the Commuter Challenge
  - A 30x30 Nature Challenge
  - Lunch and Learns on various topics

- BC Housing administers an annual sustainability survey to measure, evaluate, and monitor the sustainability practices of employees year over year. This monitoring allows the evaluation of the *livegreen* program’s progress. The 2019 survey reveals that employees are choosing to purchase more sustainable home products, telecommuting more, taking actions to conserve more energy (both at home and at work) and composting more since our 2009 baseline measurements.

- BC Housing’s employee-led community investment program, Community Connections, raises more than $150,000 for local charities annually. The program had a record-year in 2019/20, with staff raising over $200,000 for 75 different charities. Through the program’s Employer Supported Volunteerism component, staff volunteered over 950 hours at local charities.
2. Leadership in Sustainability and Residential Construction

TARGET EXCEEDED

One of the goals in BC Housing’s 2017-18 to 2019-20 Service Plan is to “provide leadership in sustainability and residential construction,” bringing together two areas where we have significant leadership responsibilities. We partner with industry and government to initiate technical research and education projects that promote the durability and energy efficiency of new residential construction.

Last year, BC Housing provided over 5,000 hours\(^1\) of training related to sustainable building practices to the residential construction industry. This training was conducted through both in-person and online seminars. We exceeded our target of 4,500 hours.

KEY ACTIONS TAKEN:

- Now in its fifth year, BC Housing’s Building Excellence Research & Education Grants program encourages research and education to improve the quality of residential construction, as well as strengthening consumer protection for buyers of new homes in B.C. Projects funded in 2019 included:
  - Developing a workshop to support design and planning of high energy performance Part 3 residential buildings.
  - Developing an online training and mentorship program that trains participants to become certified Energy Advisors.
  - Creating a web-based knowledge transfer tool to increase awareness of emerging technologies and support BC Energy Step Code compliance.

- For a complete list of projects funded in 2019 or for more information about the grant, please visit: [https://www.bchousing.org/research-centre/research-education-grants](https://www.bchousing.org/research-centre/research-education-grants).

- Topics covered in Building Smart training for construction industry professionals included airtightness testing, the BC Energy Step Code, and mitigating thermal bridging.

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\(^{1}\)The total number of hours is calculated based on the total number of participants for each training opportunity and the scheduled meeting time in hours.
3. Tenant Engagement on Sustainability

BC Housing is the largest landlord in the province and manages over 7,000 housing units, which provide homes to many more tenants. Every two years, BC Housing administers a tenant survey. This survey was not administered in 2019/20. In 2018/19, eight per cent of our tenants (approximately 560) participated in a livegreen activity, the same percentage as the past three years.\textsuperscript{12}

\textbf{KEY ACTIONS TAKEN:}

\begin{itemize}
  \item Staff worked with tenants to reduce the amount of residential waste that goes to landfills through our organic waste diversion program.
  \item Community developers, partners, and other staff engaged tenants on energy efficiency, showing how real energy savings can be realized through behaviour-based energy-efficiency programs. Tenant engagement leads to an estimated two to five per cent increase in annual energy savings. Our website has further resources on how to \textit{engage social housing tenants on sustainability focusing on energy conservation and waste diversion}.
  \item The BC Housing People, Plants & Homes (PPH) program organizes events for BC Housing tenants across the province and helps residents at directly managed sites connect with gardening activities. In 2019, the program undertook the following sustainability initiatives:
    \begin{itemize}
      \item Installed two recycling systems for common recycling such as cardboard and containers, and items that are more difficult to recycle, such as flexible plastics, plastic bags/overwrap and Styrofoam.
      \item Ensured all PPH programs and events were zero waste.
      \item Supported tenant-led initiatives by providing compostable plates/cutlery/cups and green bins to tenants who were putting on events.
      \item Created a Mobile Market at one directly managed site—the PPH team brought small portions of farm or garden-fresh produce to the building every second week. Tenants could pick it up in the lobby or sign up for delivery at their door.
      \item Supported eight tenant-led initiatives through Tenant Activity Grants (TAGs).
      \item Installed a beehive in Victoria with tenants taking on leadership roles as beekeeper interns.
      \item Continued our successful Edge Farm internship program in Victoria (1,000 pounds of food grown in 2019).
    \end{itemize}
\end{itemize}

\textsuperscript{12} Source: BC Housing 2018 Tenant Survey
4. GHG Emissions: Employee Commuting

TARGET NOT MET

In 2019, our average GHG emissions per employee for employee commuting was similar to our baseline year. Employees travel approximately the same distance to work as in 2009 (on average), and over half of our employees commute in single occupancy vehicles.

The proportion of alternative fuels (propane, hybrid, fully electric) to gasoline has increased steadily since 2009, with the highest ever share of hybrid & fully electric vehicles observed in 2019 at 7.6 per cent.

KEY ACTIONS TAKEN:

- Over 65 employees participated in the 2019 Commuter Challenge, a nation-wide competition between organizations and cities. Thirty-seven employees participated in Bike to Work week, riding almost 2,000 kilometers and saving over 400 kgs of GHGs.
- BC Housing continued to support ongoing employee programs such as:
  - A transit pass program
  - Teleworking
  - Discounts on bikes and bike accessories as well as storage and route planning for cyclists
  - Taxi vouchers in emergency situations for employees who commute sustainably
  - Employee incentives to sustainable modes of transportation through the Green Rewards Program

BC Housing staff participate in the Commuter Challenge, Bike to Work Week, and a transit pass program.
Next Steps

This past year BC Housing saw significant achievements related to our sustainability goals, but we also saw several areas where we did not meet our goals.

Our priorities and goals were established ten years ago, and while we update them on an annual basis, they are currently under a full review.

We will be publishing our new sustainability plan in 2020/21.