



Sustainability and Resilience Report

2023/24



Thunderbird above Killer Whale - Carver: Harold Alfred, 1990. Cowichan Valley, Vancouver Island, B.C.

Territorial Acknowledgement

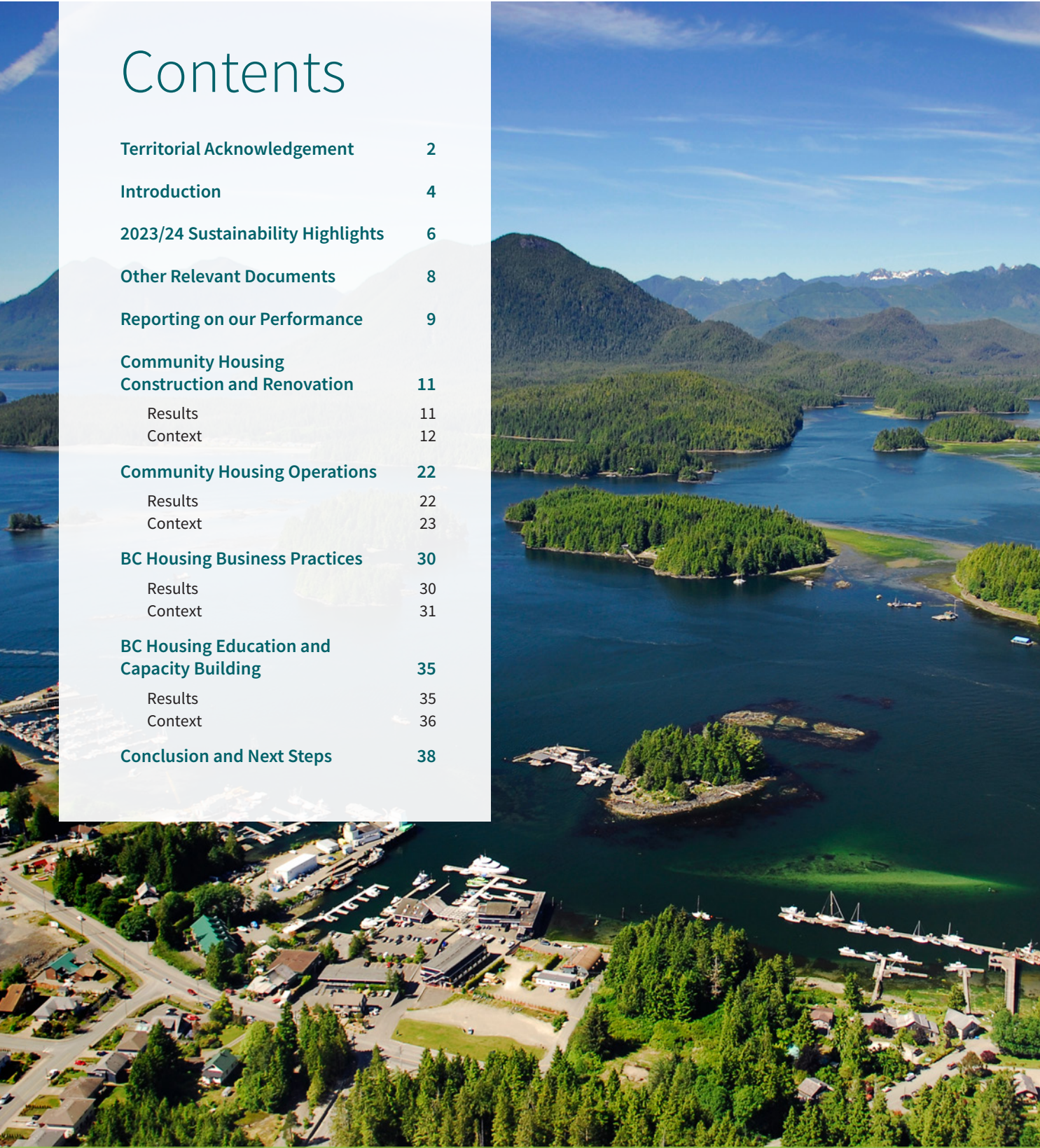
Since our 1967 start, BC Housing has operated on the traditional territories and ancestral homes of Indigenous Peoples across the province. We recognize that Indigenous Peoples' history and connection to these lands was disrupted because of colonization. To this day colonization continues to cause harm and intergenerational impacts on Indigenous People.

BC Housing has the responsibility for decolonizing our relationship with Indigenous Peoples and their lands. Decolonization means creating institutions and systems that are just and equitable. BC Housing is committed to adopting the Truth and Reconciliation Commission of Canada's Calls to Action and implementing the Declaration on the Rights of Indigenous Peoples Act. We humbly acknowledge that Indigenous People have

taken care of and stewarded these lands from time immemorial. Indigenous worldviews are more aligned with principles of sustainability than the current capitalistic system based on the premise of unlimited growth.

We also recognize that many Indigenous leaders and community members are at the forefront of fighting for environmental protection. Many Indigenous Peoples are most affected by the rapid changes in the weather patterns and their consequences such as: loss of ice, more extremely hot days and unprecedented wildfire smoke, loss of biodiversity and others. We have much to learn from Indigenous ways of knowing and being in the world.

On the cover: 2075 Drennan St in Sooke, built to Step 4 of the BC Energy Step Code.



Contents

Territorial Acknowledgement	2
Introduction	4
2023/24 Sustainability Highlights	6
Other Relevant Documents	8
Reporting on our Performance	9
Community Housing	
Construction and Renovation	11
Results	11
Context	12
Community Housing Operations	22
Results	22
Context	23
BC Housing Business Practices	30
Results	30
Context	31
BC Housing Education and Capacity Building	35
Results	35
Context	36
Conclusion and Next Steps	38

Aerial view of Tofino, B.C.



Introduction

This report describes BC Housing’s sustainability and resilience performance for the 2023/24 fiscal year and compares these results to the targets set in our [Sustainability and Resilience Strategy](#).

BC Housing released our new Sustainability and Resilience Strategy in June 2023. The Strategy includes performance measures, targets, and an implementation plan detailing actions. These actions will help us move towards our sustainability and resilience goals over the next three years.

About BC Housing

BC Housing develops, manages, and administers a wide range of affordable and Community Housing options across the province. BC Housing works with the Ministry of Housing, all levels of government, and the private and non-profit sectors to address critical gaps across the housing continuum. These range from emergency shelter and rent assistance in the private market to affordable home ownership. We also license residential builders, administer owner builder authorizations, and carry out research and education that benefits the residential construction industry, consumers, and the affordable housing sector.

As a government agency with a major influence on the development and management of Community Housing in the province, we recognize our responsibility to conduct our work in a way that addresses the multitude of challenges facing British Columbians today.



Provincial Background

As a Public Sector Organization in British Columbia, our sustainability and resilience work adheres to the [Climate Change Accountability Act](#). Our work is further guided by the provincial direction outlined in the [CleanBC Roadmap to 2030](#) and the [Climate Preparedness and Adaptation Strategy](#), and priorities identified in our annual mandate letter.

The CleanBC Roadmap to 2030 is the provincial plan to reduce carbon emissions in the province. For BC Housing, the most relevant aspects of the Roadmap relate to the commitments to green the building sector. Our work is shaped by the following CleanBC targets and commitments:

- ▶ 50 percent reduction in greenhouse gases from public sector buildings by 2030
- ▶ 40 percent reduction in greenhouse gas emissions from government fleets by 2030
- ▶ Carbon pollution standards introduced for new buildings in 2024, with zero-carbon new construction by 2030

2023/24 Sustainability Highlights



COMMUNITY HOUSING CONSTRUCTION AND RENOVATION

COMMUNITY HOUSING SECTOR

16% reduction in GHGs from buildings, compared to 2010 baseline (2030 target: 50% reduction)

Significant energy retrofits completed, including **50%** lower GHGs from Edge Place per year.

52 projects have achieved high levels (three or four) of the BC Energy Step Code

RESIDENTIAL CONSTRUCTION INDUSTRY

20,091 hours of training provided related to sustainable building practices to the residential construction industry

309 participants attended our MBAR¹ climate resiliency roundtable sessions



¹ MBAR – Mobilizing Building Adaptation & Resilience – BC Housing’s research initiative.



COMMUNITY HOUSING OPERATIONS

84% of surveyed tenants strongly/ somewhat agree that they have **good relationships with other residents in their building**

9 educational events and opportunities held in partnership with BCNPHA or other sector partners **on sustainability and resilience topics**

24 **community gardens** at BC Housing managed housing sites



BC HOUSING BUSINESS PRACTICES

35% of tenders included **sustainability evaluation criteria**

58% **reduction in GHGs** per employee from employee commuting compared to 2009 baseline



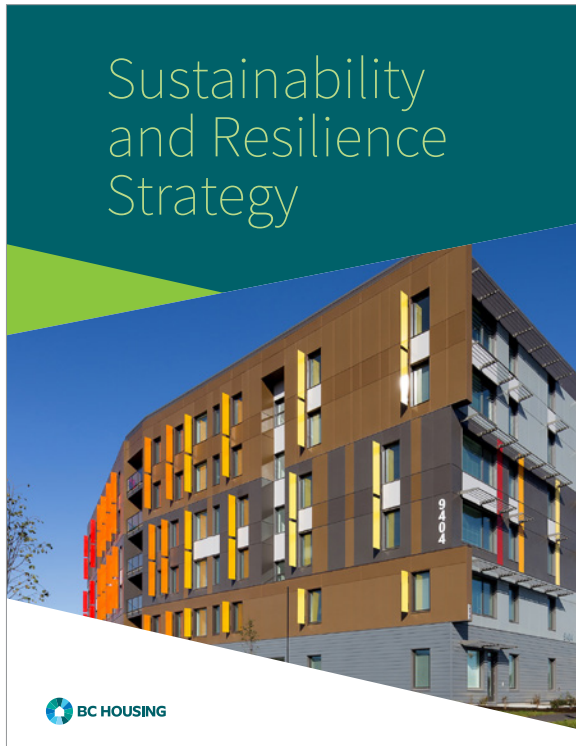
BC HOUSING EDUCATION AND CAPACITY

26 **campaigns, articles and educational events** launched by Livegreen Council

30+ staff participated in Royal Roads University **“Climate Change Adaptation Fundamentals”** course



Other Relevant Documents



Our [Sustainability and Resilience Strategy](#) includes performance measures, targets, and an implementation plan. The actions recommended will help us move towards our sustainability and resilience goals over the next three years.

The [Climate Change Accountability Report](#) focuses on actions to reduce GHG emissions from all owned and leased buildings, vehicle fleet, and office paper use.



Reporting on our Performance

Our performance measures, based on input from internal stakeholders and guided by provincial commitments, help track our progress. Our sustainability and resilience goals are organized into four key focus areas:



COMMUNITY HOUSING CONSTRUCTION AND RENOVATION

SCOPE:

The focus for this area is improving housing outcomes through resilient and sustainable construction and renovation of Community Housing. This area also covers consumer protection related to the quality of residential construction.

SUSTAINABILITY and RESILIENCE OBJECTIVE:

BC Housing advances sustainable, low-carbon, innovative and resilient buildings that promote equity, inclusion, and reconciliation – fostering strong communities with buildings that perform well over time.



COMMUNITY HOUSING OPERATIONS

SCOPE:

The focus for this area is the Community Housing sector, including the operation of non-profit, co-op, and BC Housing-managed buildings.

SUSTAINABILITY and RESILIENCE OBJECTIVE:

BC Housing builds our ability — and supports our partners in the Community Housing Sector — to operate and manage safe, healthy, affordable, low-carbon, and resilient housing.



BC HOUSING BUSINESS PRACTICES

SCOPE:

The focus for this area is BC Housing’s internal business practices. This includes staff commuting and travel, fleet vehicles, office operations, and procurement practices.

SUSTAINABILITY and RESILIENCE OBJECTIVE:

BC Housing integrates equity, inclusion, low-carbon resilience, and sustainability into BC Housing’s business practices.



BC HOUSING EDUCATION AND CAPACITY

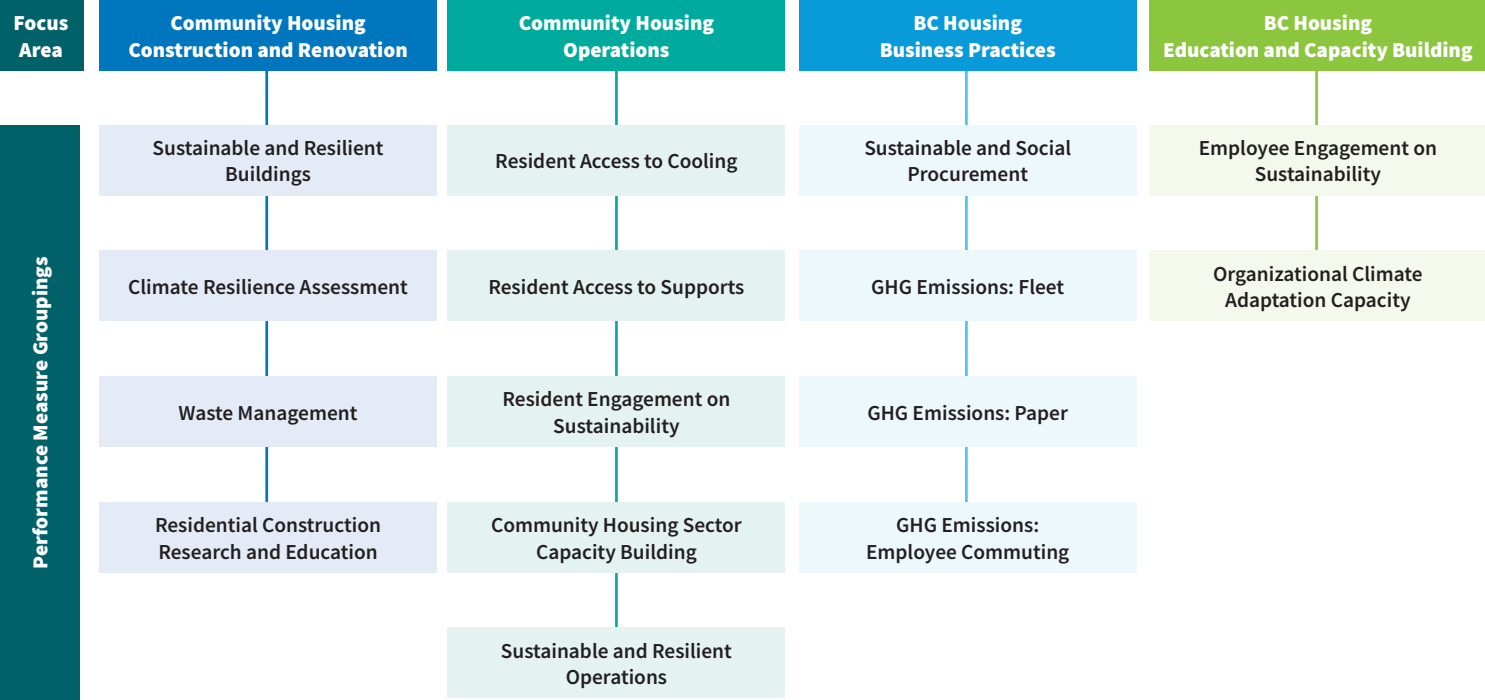
SCOPE:

The focus for this area is on building an understanding of sustainability and resilience throughout the organization, embedding those priorities into programs and policies, and offering education and training opportunities to help build capacity across the organization.

SUSTAINABILITY and RESILIENCE OBJECTIVE:

BC Housing staff have the capacity and knowledge to deliver on our sustainability and resilience commitments.

The following sections of the report are organized by each of the four focus areas. They present overall sustainability & resilience objectives, 2023/24 results tables, and details of each measure and actions taken.



Yalestone: awarded Best Multi-family Low Rise Development at the CHBA Fraser Valley Housing Awards of Excellence.



Community Housing Construction and Renovation

BC Housing advances sustainable, low-carbon, innovative, and resilient buildings that promote equity, inclusion, and reconciliation – fostering strong communities with buildings that perform well over time.

This focus area is about improving housing outcomes through resilient and sustainable construction and renovation. Community Housing includes buildings operated by non-profit, affordable, social, and subsidized housing providers. They provide homes to B.C. residents who meet the eligibility requirements. This includes the portfolio of BC Housing owned and managed buildings. This area also refers to consumer protection work related to the quality of residential construction..

REPORT ON OUR PROGRESS

The following measures and targets will help determine whether we are moving in the right direction towards sustainability and resilience in this focus area. Measures in blue indicate key performance indicators.

2023/24 RESULTS

AREA	PERFORMANCE MEASURE		2022/23	2023/24
1) Sustainable and Resilient Buildings	Percentage reduction in GHG emissions from all buildings owned or leased by BC Housing, including BC Housing-managed public housing (from 2010 baseline)	Target	15% to 20%	20% to 25%
		Result	18%	16%
	Percentage of new provincially sponsored homes ² built to meet the climate change mitigation and resilience requirements outlined in the BC Housing Design Guidelines and Construction Standards ³	Target	50%	50%
		Result	34%	60%

² For the purposes of this measure, provincially sponsored homes mean all units majority funded or financed by BC Housing.

³ For the purposes of this measure, these climate change mitigation and resilience requirements include achieving the correct level of the BC Energy Step Code, meeting the GHG intensity target, and meeting the overheating hours target. While there was a target included in our Sustainability and Resilience Strategy, this target is under review.

AREA	PERFORMANCE MEASURE		2022/23	2023/24
2) Climate Resilience Assessment	Percentage of buildings in the BC Housing managed portfolio that have undergone a climate resilience assessment	Target	Measure Under Review	Measure Under Review
		Result	NA	NA
3) Waste Management	Percentage of construction, redevelopment, or retrofit waste diverted from landfills	Target	Lower Mainland and Vancouver Island: 75%; Rest of BC: 60%	Lower Mainland and Vancouver Island: 75%; Rest of BC: 60%
		LM&VI Result	79%	Data Not Available
		Rest of BC Result	63%	
4) Residential Construction Research and Education	Number of published research reports conducted with key stakeholders	Target	3	3
		Result	5 ⁴	4
	Number of hours of training related to sustainable building practices offered to the residential construction industry	Target	5,000 hrs	5,000 hrs
		Result	12,486 hrs	20,091 hrs
	Percentage of MBAR pilot projects that implemented resilience measures	Target	Measure Under Review	Measure Under Review
		Result	100%	NA
	New collaborations formed as a result of participation in MBAR	Target	Measure Under Review	Measure Under Review
		Result	Data Not Available	Data Not available

CONTEXT FOR RESULTS

1. Sustainable and Resilient Buildings

The construction and renovation of Community Housing is the area where BC Housing can have the greatest impact in advancing sustainability and resilience. In B.C., buildings account for 12 percent of the province's GHG emissions, mainly from the energy used to provide heat and hot water. However, BC Housing's Community Housing portfolio accounts for the majority of our GHG emissions (99 percent). When resilience measures are incorporated during construction or renovation, the result is housing that is better suited to withstand our changing climate.

PERFORMANCE MEASURE: Percentage reduction in GHG emissions from all buildings owned or leased by BC Housing, including BC Housing-managed public housing (from 2010 baseline)

► **TARGET NOT MET**

⁴ Note that there is a number correction of the published research reports in our 2022/23 reporting cycle.

In 2023, our GHG emissions related to energy consumption (space and water heating, electricity) at Community Housing buildings in our portfolio totaled 33,169 tonnes of CO₂ equivalent (CO₂e). This represents a 16 percent decrease compared to 2010. We had a 10 percent increase in emissions compared to 2022. We have purchased carbon offsets for our emissions, and maintained our carbon neutral status, as required by the provincial regulations. We did not meet the 20 – 25 percent target outlined in our Service Plan and Sustainability and Resilience Strategy.

As the largest developer in B.C. providing community housing, BC Housing has increased its stock of buildings significantly over the years. Over the past nine years, the addition of new construction and acquisition of existing buildings has added significantly to BC Housing GHG emissions, accounting for approximately 25 percent of total emissions in 2023. This increase makes meeting our GHG reduction targets more challenging. We are currently reviewing what is required to achieve the CleanBC target of 50 percent GHG emissions reduction by 2030.

We have reduced greenhouse gas emissions when compared with our baseline due to energy conservation efforts in our existing portfolio since 2010. These efforts (described in more detail in the next section of this report) include:

- ▶ multi-year building upgrades
- ▶ fuel switching
- ▶ energy programs

Further efforts have been made to increase energy efficiency standards for new construction. These initiatives are also described in the following section of this report.

KEY ACTIONS TAKEN:

- ▶ BC Housing administers or supports a range of energy efficiency programs for social housing providers in collaboration with our partners.



ENERGY EFFICIENCY PROGRAMS IN 2023

ACTION TYPE	DESCRIPTION	PROJECTS	IMPACT
Program	Energy Efficiency Retrofit Program (EERP)	Nine electric energy retrofit projects	Estimated savings of 378,565 kWh
	Columbia Basin Trust (CBT) Energy Retrofit Program (ERP) and Recharge Program	40+ sites	650+ units were approved for funding
Assessment	Energy audits and electrical load assessments	All major retrofit projects	Identified opportunities for energy & GHG savings.
Project	Energy retrofit project examples	Edge Place	55% GHG reduction
		Westwood Court	36% GHG reduction

In 2023, these energy efficiency programs included:

- ▶ The [Energy Efficiency Retrofit Program \(EERP\)](#), along with our partners the BC Non-Profit Housing Association (BCNHPA), BC Hydro, and FortisBC. The program offers non-profit housing providers additional funding to complete small-scale, energy-saving retrofits of items such as lighting and boilers, with a focus on electrification to align with provincial GHG reduction targets. This program enabled nine electric energy retrofit projects, for a total estimated savings of 378,565 kWh in 2023.
- ▶ The Columbia Basin Trust (CBT) [Energy Retrofit Program \(ERP\)](#) and [Recharge Program](#) are delivered by the BCNHPA in partnership with BC Housing. These programs provide grants for non-profit organizations that operate affordable housing in the Columbia Basin region. The grants provide support for:
 - HVAC systems
 - building envelope upgrades such as windows and insulation
 - hot water heaters
 - lighting
 - solar energy generation arrays

In the previous uptake of the programs, more than 40 sites and 650 units were approved for funding. The 2023 applications for the programs are currently in the review phase.

- ▶ In 2023, BC Housing completed energy audits and electrical load assessments on all major retrofit projects. This work determined current energy consumption and opportunities for energy and GHG emission savings. Funding for audits and repairs come from the Capital Renewal Fund.
- ▶ Several significant energy retrofits were completed at BC Housing and non-profit partner sites in 2023. These retrofits are expected to result in considerable energy and GHG savings. Some sites, such as Edge Place and Westwood Court, had 55 percent and 36 percent GHG emission reductions per year, respectively. Several more projects were initiated in 2023 and are in different phases of design and construction.

For more information on our actions related to GHG and energy reductions in our housing portfolio, please see [BC Housing's 2023 Climate Change Accountability Report](#).



PERFORMANCE MEASURE: Percentage of new provincially sponsored homes⁵ built to meet sustainability and resilience requirements outlined in the BC Housing Design Guidelines and Construction Standards

► **TARGET MET**

Provincially funded new construction must meet the [BC Housing Design Guidelines and Construction Standards \(BCDGs\)](#). Provincially financed projects are also encouraged to meet these targets.

The BC Housing Design Guidelines and Construction Standards have been revised over time to encourage the development and renovation of sustainable and resilient housing. This is intended to protect residents from the impacts of climate change, while also reducing our environmental impact.

For the purposes of this performance measure, the climate change mitigation and resilience requirements include:

1. Achieving step 3 or 4 of the BC Energy Step Code (required levels vary depending on the building type and region)
2. Meeting the GHG intensity target
3. Meeting BC Housing's overheating hours target
4. Deploying passive cooling building design measures
5. Ensuring good air quality with air filtration able to filter forest wildfire smoke

The [BC Energy Step Code](#) is a performance-based approach that will result in energy savings above base building code in new buildings. BC Housing was at the frontier of adapting the new code since the inception of the BC Energy Step Code in 2017, demonstrating our leadership in the residential construction industry. Adhering to the BC Energy Step Code and GHG intensity targets stated in the BCDGs helps us meet CleanBC commitments in new community housing. Meeting the overheating hours target means that residents are protected from heat events for the majority of the year.

For projects completed in the 2023/24 fiscal year, 60 percent met all three climate change mitigation and resilience requirements. Many of our projects are now fully electrified and mitigating overheating risk at the early design stage.

Some projects did not meet the requirements due to budget, technical challenges, or other constraints. Addressing competing demands will be one way to overcome these challenges. We are also working on an exceptions process to account for regional constraints.



The Juniper in Victoria - built to Step 4 in 2023.

⁵ New provincially sponsored homes captured in this measure include new construction projects completed in the fiscal year that are majority funded (> 50 percent) by BC Housing.

KEY ACTIONS TAKEN:

- ▶ BC Housing encourages our project partners to achieve energy efficiency standards in the development of new social housing:
 - In 2023, we completed 52 projects that achieved Step 3 or higher of the BC Energy Step Code
 - We have also been working with our partners to construct buildings that achieve the Passive House standard. In 2023, four Passive House projects were in the Design Development Stage.
- ▶ In 2023, BC Housing released [Technical Bulletin No. 3](#) that further emphasizes passive design, filtration, and GHG intensity (GHG emissions by floor area). The bulletin also adds energy modelling and overheating analysis requirements for major renovation projects.
- ▶ In 2023, we updated the [BC Housing Building Commissioning Guidelines](#) to include the details of commissioning phases and activities from start to finish. The guidelines also ensure implementation of commissioning for major retrofit projects, and capturing lessons learned. Commissioning helps with energy efficiency by ensuring that all systems are operating correctly.
- ▶ In 2023/24, 36 projects were completed with full commissioning. Another 34 projects were completed under an independent mechanical peer review process. This ensured that all proposed mechanical design meets requirements in our design guidelines.



Penny Lane Apartments mixed housing in Kaslo - built to Step Code 4 in 2023.

2. Climate Resilience Assessment

Many buildings in our portfolio were built for a different climate than B.C. experiences today. We are seeing warmer temperatures and expecting the future climate to be much warmer. We are planning to complete an assessment of current community housing stock and identify effective adaptation strategies for all buildings.

PERFORMANCE MEASURE: Percentage of buildings in the BC Housing-managed portfolio⁶ that have undergone a climate resilience assessment

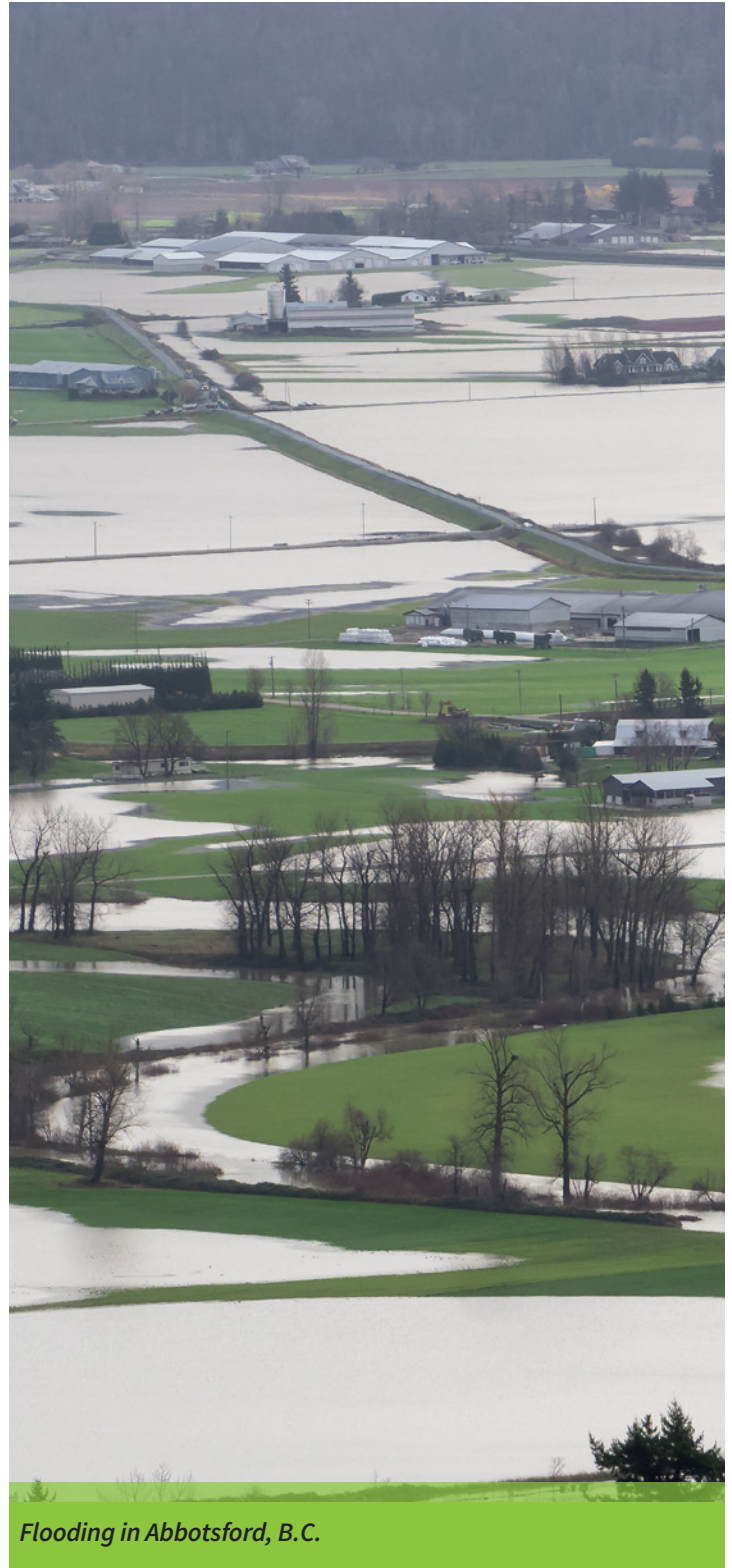
► MEASURE UNDER REVIEW

14 assessments have been completed in both BC Housing-managed buildings. In the next version of the Strategy, this measure will be revised.

KEY ACTIONS TAKEN:

In 2023/24, we worked on the development of the following climate risk building assessment tools for both existing and new buildings:

- **Climate Risk Assessment Framework (CRAF)** – an initial risk screening tool for early phases of new development projects. The tool currently includes six climate risk categories:
 - Flooding & Rainfall
 - Extreme Heat Events
 - Wildfire Risk
 - Emergency Power
 - General Air Quality
 - Wildfire Smoke
- The tool is currently being trialled to bring climate risk considerations into the design phase of projects.
- **A climate resilience planning tool** is under development to assess climate hazards for existing buildings. The tool aims to be mainstreamed along with Building Condition Assessments (BCA).
- **A Geographic Information System (GIS) Mapping tool** is currently under development that includes:
 - a climate-ready map of hazards for short-, medium-, and long-term risk planning
 - an emergency portal of real-time risk data



Flooding in Abbotsford, B.C.

⁶ The measure applies to the buildings funded or managed by BC Housing. This measure is revised from directly managed buildings to capture all of the assessment work underway.

3. Waste Management

Waste from the construction, renovation or demolition of buildings creates a significant environmental impact. This impact is lessened when waste is diverted from landfills through recycling or re-use of the materials.

PERFORMANCE MEASURE: Percentage of construction, redevelopment, or retrofit waste diverted from landfills

► DATA NOT AVAILABLE

BC Housing requires contractors to divert construction, renovation and demolition (C&D) waste for:

- renovation projects with budgets over \$100,000
- all construction and demolition projects

We set a target of a 75 percent waste diversion rate for the Lower Mainland and Vancouver, and 60 percent for the rest of B.C. However, due to staff time and capacity limitations, we decided not to prioritize the tracking of waste diversion rates in our projects. However, many of our projects continue to divert construction and renovation waste. Below is an example of a project that achieved a 92 percent waste diversion rate.

WESTWOOD COURT

Westwood Court is a 34-unit townhouse complex in Prince George. Built in 1975, the building has been revitalized through a major renewal project which has enhanced living conditions for residents. The comprehensive upgrade included building envelope remediation, energy recovery ventilation systems, and heat pumps, addressing both energy efficiency and cooling needs.

This project achieved a 92 percent diversion of waste, with 100 percent diversion of asphalt during the renovation process. During this period, the project had a contract with a facility that was accepting clean asphalt, crushing it, and repurposing it.



Images of Westwood Court in Prince George, B.C., before and after renovation.

4. Residential Construction Research and Education

Under the Homeowner Protection Act, BC Housing is mandated to improve the quality of residential construction in B.C. through industry research and education.

PERFORMANCE MEASURE: Number of published research reports conducted with key stakeholders

► TARGET MET

BC Housing conducts technical research and provides education to help improve the quality of residential construction and increase building energy efficiency and resiliency. In 2023/24, we published four major

research reports related to sustainability, in collaboration with our research partners. We also produced 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. We have assisted the Energy Step Code Council in conducting research related to this code.

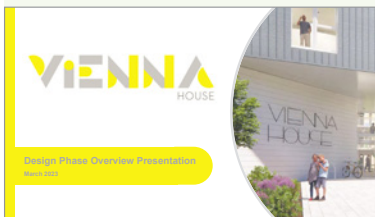
KEY ACTIONS TAKEN:

In 2023, we published four research reports.

PUBLICATIONS AND RESOURCES

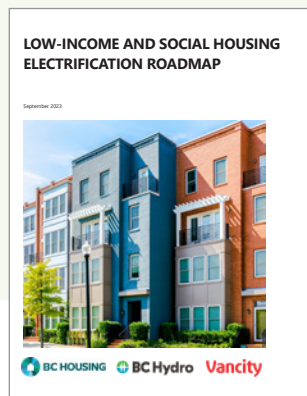
[Vienna House – Design Phase Overview](#)

The UBC Sustainability Hub produced this presentation on its Vienna House Design Phase Case Study work in March 2023.



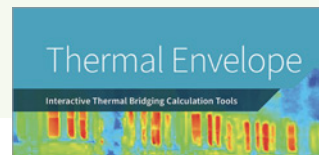
[Low-income and Social Housing Electrification Roadmap](#)

This low-income and social housing electrification roadmap identifies barriers and mitigating actions to enable the rapid scale-up of decarbonization efforts in B.C.'s affordable housing stock, focusing on building electrification.



[Thermal Envelope Calculator](#)

Thermalenvelope.ca is an award-winning web-based thermal calculator. It helps construction industry professionals to apply the principles outlined in the Building Energy Thermal Bridging Guide (BETB) more easily. Thermalenvelope.ca provides hundreds of evaluations and calculations for building envelope thermal performance in new and existing construction across Canada.



[Guide to Mitigating Thermal Bridging at Roofs and Decks](#)

This guide offers an example of how to apply the Building Envelope Thermal Bridging (BETB) Guide to modern multi-unit high-rise residential buildings that have decks and roofs on multiple floors. It explores the impact of thermal bridging at roofs and decks on the overall thermal performance, as well as the details and components that contribute to thermal bridging. It also looks at how to mitigate thermal bridging.



More reports are available online from [BC Housing's Research Centre](#)

PERFORMANCE MEASURE: Number of hours of training related to sustainable building practices offered to the residential construction industry

► TARGET EXCEEDED

BC Housing collaborates with industry and government partners to initiate technical research and education. These projects promote the durability and energy efficiency of new residential construction. BC Housing distributes best practices to the residential construction industry through training programs and reports.

In 2023, BC Housing provided over 20,000 hours of training related to sustainable building practices to the residential construction industry. The measurement was calculated by multiplying the actual hours of events by the number of attendees. The trainings took place through in-person conferences sponsored by BC Housing, as well as online and pre-recorded webinars, surpassing our target of 5,000 hours. Training included courses, workshops, seminars, forums, research talks, summits, and other events.

KEY ACTIONS TAKEN:

- BC Housing sponsored several in-person conferences with attendance ranging from 100 to 500 people, including the CHBA Education Summit and the WoodWorks Summit 2023. These events provided valuable opportunities for industry professionals to network, share knowledge, and discuss the latest trends and innovations in the housing sector.
- In collaboration with industry partners, BC Housing's Building Smart seminar series provides up-to-date building code information and best practices for the construction and design of homes in B.C. These practical and informative sessions give residential building industry members access to the latest research and technology. In 2023, aside from online webinars, Building Smart hosted a half-day workshop, The Evolution of Mechanical Solutions for Net Zero Envelopes. The workshop focused on mechanical and building envelope solutions for new and existing Part 3 buildings.

The Building Smart seminars are available on demand as e-learning modules on the BC Housing website: [BC Housing – Learning On Demand](#).

PERFORMANCE MEASURE: Percentage of Mobilizing Building Adaptation & Resilience (MBAR) pilot projects that implemented resilience measures

► MEASURE UNDER REVIEW

The purpose of MBAR is to build capacity in climate adaptation and resilience within the building design and renovation industry in B.C. Since its establishment, MBAR has leveraged its platform and position to convene and connect the development industry, academics, and authorities to advance dialogue on technology and process innovations.

MBAR is being reimagined as an innovation program to address the interconnected social, economic, and environmental challenges facing our communities today. It will continue to have an applied research focus, grounded in knowledge mobilization, partnership, and collaboration. To better capture the impact of MBAR next year, we revise this measure in the next reporting cycle. We will update the term “MBAR pilot project” to “MBAR applied research initiative” to better reflect the broader work under the MBAR umbrella.

KEY ACTIONS TAKEN:

- BC Housing initiated a study to identify the barriers and enablers of [Realizing Resilient Building \(R2B\)](#). The process involved reviewing and summarizing existing research and analysis on the subject, and engaging multiple knowledge holders across the buildings landscape in the province. The resulting discussion paper is at the early stage of circulation.
- Heatwaves, wildfires, flooding, and other climate- and seismic-related hazards uniquely and disproportionately impact Indigenous Peoples in B.C. In recognition of this, a supplementary report was developed to identify and document known barriers and pathways to resilient buildings specific to Indigenous Peoples and communities.
- In 2023/24, we conducted new research on the costs of resilient measures specific to solar energy systems. These studies will help determine the financial viability of a range of sustainability and resilience measures for new construction projects, using Total Cost of Ownership (TCO) and Life Cycle Cost Assessment (LCCA).

Total Cost of Ownership (TCO): This analysis compared the costs and benefits of different energy conservation measures (ECMs) and emergency backup options over 60 years for two projects. TCO methodology can be implemented for other projects. Analysis of relevant measures should be updated on a case-by-case basis, providing accurate recommendations based on lifetime benefits.

Life Cycle Cost Assessment (LCCA): The study analyzed life cycle costs and payback periods for 19 energy conservation measures for a redevelopment project. The study focused on the four best performing ECMs – passive education program, solar photovoltaic panels, increased airtightness, and operable window shades – and their impact when implemented. When used, these four ECMs will lead to a total net cost savings over 60 years, as well as produce significant improvements to overall sustainability.

These evaluations will guide BC Housing as we continue to better understand the life cycle costs and benefits associated with constructing sustainable and climate-resilient buildings.

PERFORMANCE MEASURE: New collaborations formed as a result of participation in MBAR

► MEASURE UNDER REVIEW

Over 30 organizations participate and contribute to the MBAR project, including national, provincial, and local agencies, and industry partners. The MBAR roundtables are peer networking events that bring together between 60 and 100 participants from industry, government, academia

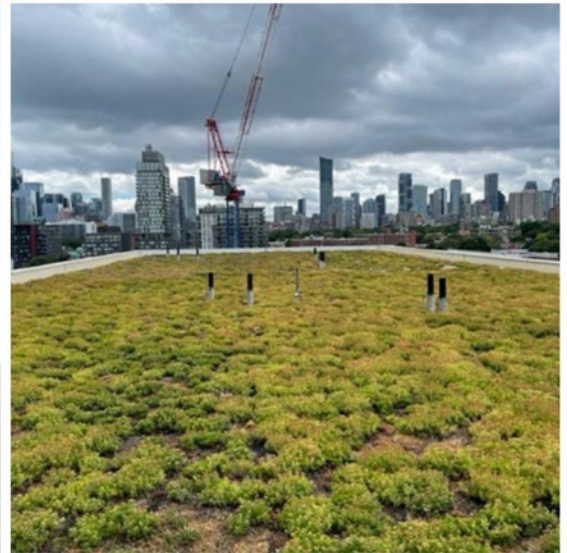
and the non-profit worlds to support the mobilization of building adaptation and resilience. We have also hosted Deeper Dive sessions following each Roundtable event, providing more breakout discussion time and opportunities for participants to continue the conversation.

In 2023/24, 309 participants attended MBAR roundtable sessions. We were not able to gather information on the number of collaborations formed as a result of MBAR, since the outcomes of MBAR are often intangible (sharing industry knowledge, promoting innovation, etc.). We will be reporting on the number of participants on an annual basis going forward.

KEY ACTIONS TAKEN:

In 2023/24, BC Housing hosted four MBAR roundtable events on the following topics:

- Drought resilient residential and urban design (June 2023)
- Affordable Cooling: Active and Passive (September 2023)
- Designing Fire Resilient Housing and Communities (December 2023)
- Multi-solving to Move the Dial (March 2024)





Community Housing Operations

BC Housing builds our ability – and supports our partners in the Community Housing Sector – to operate and manage safe, healthy, affordable, low-carbon, and resilient housing.

The focus for this area is the Community Housing sector, including the operation of non-profit, co-op, and BC Housing-managed buildings. BC Housing owns and manages about 5,500 affordable housing units, which represents a small percentage of all Community Housing in B.C. The majority of Community Housing in the province is managed by non-profit and co-op housing providers.

REPORT ON OUR PROGRESS

The following measures and targets were developed in Community Housing Operations. They help determine whether we are moving in the right direction towards sustainability and resilience in this focus area. Measures in blue indicate the key performance indicators.

2023/24 RESULTS

AREA	PERFORMANCE MEASURE		2022/23	2023/24
1) Resident Access to Cooling	Percentage of BC Housing-managed units with resident access to cooling ⁷	Target	Baseline Year	Target Pending
		Result	80%	80%
2) Resident Access to Supports	Percentage of residents in BC Housing-managed building who have a plan in place during an emergency situation (e.g., through the support by BC Housing or community partners)	Target	Baseline Year	Target Pending
		Result	Data only available every two years	Date Not Available
	Percentage of residents who indicate they have good relationships with other residents in the building	Target	Baseline Year	Target Pending
		Result	81%	84%

⁷ May include cooling in the unit, or in a common cooling room in the building. BC Housing managed buildings vary from townhouses to high rises. To better reflect the tenant situation, we have switched to a more granular measurement by units instead of buildings.

AREA	PERFORMANCE MEASURE		2022/23	2023/24
3) Resident Engagement on Sustainability	Percentage of residents who indicated they had been involved in a sustainability activity (e.g., Earth Day, recycling workshop, conscious energy consumptions, gardening, etc.)	Target	5%	5%
		Result	5%	8%
4) Community Housing Sector Capacity Building	Number of educational events and opportunities held in partnership with BCNPHA or other sector partners on sustainability and resilience topics	Target	3	3
		Result	7	9
5) Sustainable and Resilient Operations	Percentage of waste volume reduction in buildings managed by BC Housing	Target	Baseline Year	Target Pending
		Result	Data Not Available	Data Not Available
	Number of new trees planted on BC Housing-managed properties	Target	N/A	N/A
		Result	0	0
	Number of new community garden spaces at BC Housing-managed buildings	Target	Baseline Year	Target Pending
		Result	69	24

CONTEXT FOR RESULTS

1.Resident Access to Cooling

By 2050, B.C. could face temperatures similar to the heat wave experienced in 2021 an average of three out of every 10 years⁸. The increased occurrence of extreme heat events calls for a growing urgency to provide residents with access to cooling.

PERFORMANCE MEASURE: Percentage of BC Housing-managed units with resident access to cooling

► TARGET PENDING

BC Housing manages a substantial portfolio of over 5,500 Community Housing units. Most of these units (about 72 percent) are located in the Lower Mainland. Apartments make up 78 percent of these units, while roughly 20 percent of them are in the form of row houses.

Many buildings in our portfolio are decades old and were built for a cooler climate than what is currently experienced in B.C. Many do not have air conditioning in the units.

To prepare for extreme heat and wildfire events, all common rooms within BC Housing buildings now have an air conditioning unit and portable air filters. These spaces are designated as ‘clean air and cooling rooms’. BC Housing also has misting stations at a number of sites with appropriate outdoor areas.

80 percent of our directly managed units have access to cooling, either central cooling in tenant units (12 percent) or cooling in a common area (lounge, tenant meeting room etc.). The remaining 20 percent of units are in buildings such as townhouses that do not have access to a common area.



⁸ Beugin, D., Clark, D., Miller, S., Ness, R., Pelai, R., & Wale, J. (2023). The case for adapting to extreme heat – cost of the 2021 B.C. heat wave. <https://climateinstitute.ca/wp-content/uploads/2023/06/The-case-for-adapting-to-extreme-heat-costs-of-the-BC-heat-wave.pdf>

KEY ACTIONS TAKEN:

In 2023/24, BC Housing updated our [Extreme Heat and Wildfire Smoke Action Plan](#). This document provides an overview of key priority areas, short and long-term actions, and timelines. This will ensure that BC Housing, as an organization, is prepared to support people living in the Community Housing sector and our partners during extreme heat and wildfire smoke events.

We have the following actions ongoing:

- ▶ Annual activity on procuring, storing, and managing an inventory of cooling and air purifying items (such as portable AC units, air purifiers, fans, cooling kits, and others)
- ▶ Passive and active cooling measures are being incorporated into building upgrades and retrofits. Cooling has been assigned a high priority in our asset management framework.
- ▶ [BC Housing Design Guidelines and Construction Standards](#) have been updated with requirements related to passive cooling measures and addressing the risks of overheating.



BC Housing employee assembling cooling kits for Directly Managed tenants at s̓amiq̓w̓el̓ Central Supply.

2. Resident Access to Supports

British Columbia already feels the impacts of our changing climate, in the form of severe heatwaves, wildfires, and flooding. Extreme weather events are expected to increase in future years, and having access to supports during emergency situations (including those caused by a changing climate) is increasingly important.

PERFORMANCE MEASURE: Percentage of residents in BC Housing managed buildings who have a plan in place during an emergency situation (e.g., through the support of BC Housing or community partners)

▶ TARGET PENDING

BC Housing conducts a tenant survey every two years to gather feedback. In the 2023/24 survey, our question regarding extreme weather preparedness focused on the supports that tenants access during extreme weather events. While this is valuable information, we do not yet have data regarding the percentage of residents who have a plan in place.

Two-thirds of tenants give the organization top marks on BC Housing’s response and support during extreme weather events. During extreme weather emergencies, tenants report relying most often on family/friends (34 percent), followed by BC Housing supports (26 percent). However, 46 percent say that in the future, if needed, they plan to use the supports provided by BC Housing.

PERFORMANCE MEASURE: Percentage of residents who indicate they have good relationships with other residents in the building

▶ TARGET PENDING

In the 2023/24 resident survey, 84 percent of surveyed residents strongly/somewhat agreed they have good relationships with other residents. This is an increase from 81 percent in our last survey. This finding highlights the presence of good social connections and community bonds among the surveyed tenants, which can be valuable in emergency situations.

KEY ACTIONS TAKEN:

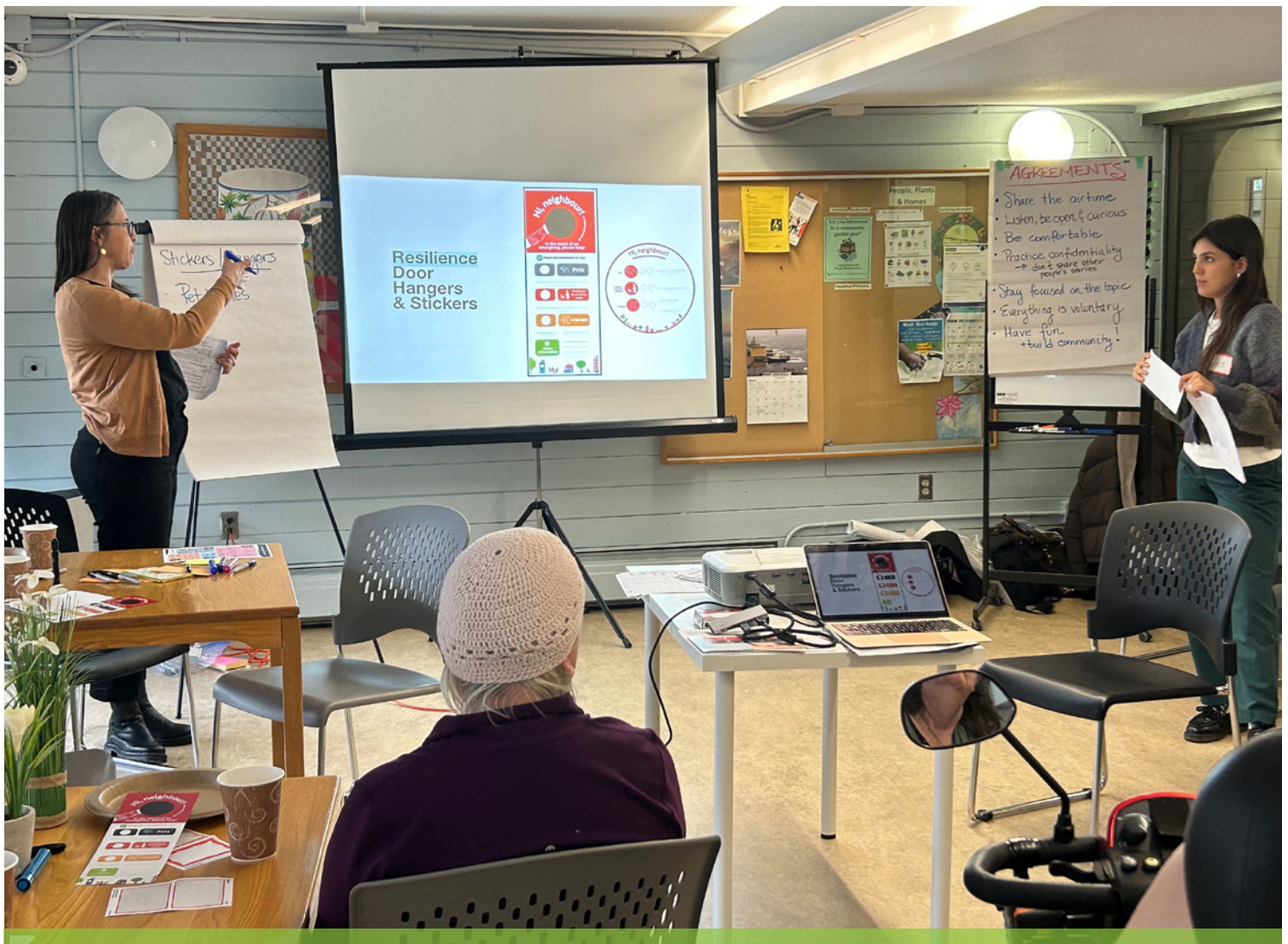
In 2023/24, through our [Extreme Heat and Wildfire Smoke Response Action Plan](#), BC Housing continued our collaboration with health authorities, municipalities and other government agencies that informed our approach to extreme heat and wildfire smoke preparedness.

Key actions relevant to emergency preparedness capacity and building resilience among tenants include:

- ▶ Ongoing capacity building for BC Housing staff and non-profit housing providers through workshops, webinars etc.
- ▶ Wellness checks now offered to all BC Housing directly managed residents who would like them during heat and air quality alerts.

- ▶ As part of our community development program, BC Housing staff are working with interested residents to build help preparedness for extreme weather events, and support opportunities to build community resilience. Supported by the consulting team, Building Resilient Neighbourhoods and SHIFT Collaborative, we hosted tenant engagement activities and workshops in four directly managed housing sites. These activities include:

- Floor connectors pilot project
- BBQ to support tenant connection
- Resilience dialogue sessions etc.



Facilitated tenant engagement workshop about extreme weather resilience at Steeves Manor, Vancouver, B.C.

3. Resident Engagement on Sustainability

BC Housing engages residents on sustainability through a number of programs, including our [People's Plants and Homes program](#) and Waste and Recycling and Community Development programs. Residents are also able to access small grants when planning an activity on site. Earth Day events are often held at BC Housing-managed buildings.

PERFORMANCE MEASURE: Percentage of residents who indicated they had been involved in a sustainability activity (e.g., Earth Day, recycling workshop, conscious energy consumptions, gardening, etc.)

► **TARGET MET**

In 2023/24, eight percent of our tenants indicated that they had participated in a sustainability activity, an increase from the five percent reported in the previous survey⁹. This improvement is likely attributable to our tenant engagement work with Building Resilient Neighbourhoods and SHIFT Collaborative, whose outreach initiatives have raised tenant awareness and participation in sustainability activities.

KEY ACTIONS TAKEN:

- BC Housing, through our Community Development program, promotes healthy, active, and inclusive communities. One of the goals

of the Community Development Framework (2014), is to strengthen tenant engagement and build relationships amongst tenants. One of the ways that this is currently being done is with on-site programming through community partnerships with outside organizations.

- The BC Housing People, Plants & Homes (PPH) program organizes events for BC Housing tenants across the province. The program helps residents at directly managed site to connect with gardening activities.

In 2023/24, the PPH program undertook the following sustainability initiatives:

- In January 2023, the program initiated the Non-Profit Garden Fund to support partners in starting gardens and horticultural programs. Partners are using the funds to create a range of programs, from memorial gardens, an Indigenous healing garden, and a skills training program for youth in recovery.
- Ran community kitchens where tenants shared cooking skills, cultural significant recipes, and provided emotional support.
- Supported families with food security through garden-related activities, like free mobile produce markets, workshops, and resources.



BC Housing staff distributing plants to tenants, during the PPH Plant Fest at Mclean Park, Vancouver, B.C.

⁹ Note this is a biennial survey and previous result is from the 2021/22 survey.

4. Community Housing Sector Capacity Building

BC Housing collaborates with and supports the non-profit housing sector through various funding programs and operating agreements. We provide training, education, and other initiatives. The sector is diverse and includes over 800 housing providers that represent organizations of all sizes. They operate in urban, rural, and Indigenous communities.

Individuals living in Community Housing include:

- ▶ low-income seniors and families
- ▶ Indigenous individuals and families
- ▶ individuals with disabilities, women and children at risk of violence
- ▶ individuals who are experiencing homelessness.

These individuals are among the most at risk from the impacts of our changing climate.

PERFORMANCE MEASURE: Number of educational events and opportunities held in partnership with BCNPHA or other sector partners on sustainability and resilience topics

▶ TARGET MET

BC Housing has been actively building capacity in the Community Housing sector. We achieve this through activities such as enhancing preparedness for extreme heat and wildfire smoke events. The aim is to build resilience and safeguard vulnerable communities in the face of environmental challenges.

In 2023/24, BC Housing collaborated on or hosted nine events on sustainability and resilience topics. This exceeded our target of three events.

KEY ACTIONS TAKEN:

In 2023/24, these events included:

- ▶ Presented at the three-day **Housing Central Conference** hosted by BC Non-profit Housing Association (BCNPHA). The conference offers industry-leading professional development and education as well as a platform for decision-makers, funders, policy makers, etc.
- ▶ Sponsored the Home Performance Stakeholder Council (**HPSC Contractor Forum**). The one-day event included interactive presentations, networking, and opportunities for residential retrofit professionals in B.C. and had 130 attendees.
- ▶ Three sessions at BC Non-Profit Housing Association **RENT (Regional Education Networking & Tradeshow)** held in Victoria, Prince George, and Surrey. The audience was non-profit housing and shelter operators.
- ▶ A webinar for Community Housing operators held in partnership with the Aboriginal Housing Management Association (AHMA) and the BC Non-Profit Housing Association.



BC Housing Staff (left to right), Jennifer Breakspear, CEO Vincent Tong, and Alasdair Butcher at the BC Housing Meet & Mingle event at the 2024 Housing Central Conference.



Residential waste tenant engagement activities hosted at Culloden Court and Skeena Terrace, Vancouver, B.C..

5. Sustainable and Resilient Operations

Operating Community Housing in a sustainable and resilient manner means educating providers on housing's environmental impact. It also means encouraging positive impacts, through enhancing vegetation coverage on properties, and increasing resilience of buildings and their grounds.

PERFORMANCE MEASURE: Percentage waste volume reduction in buildings managed by BC Housing

► TARGET PENDING

Provincial and regional waste reduction goals, landfill material bans, and municipal waste bylaws make for a complex landscape for BC Housing to navigate. The BC Housing Waste Reduction team provides tenants at Lower Mainland directly managed sites and selected group homes with complete and comprehensive recycling, compost, and waste collection services.

The team is developing measures to reduce waste by engaging tenants and staff to promote better recycling behavior, raise awareness about waste reduction and sustainability, and highlight our contributions to combating climate change. The team continually strives to reach the provincial goal of 350 kg of residential waste per capita and is developing measures to reflect our efforts in residential waste reduction.

KEY ACTIONS TAKEN:

- We used our decades of experience dealing with third party waste haulers to carefully craft sustainability-focused RFPs and choose the right hauler for our sites and our tenants' unique needs. We provide direct oversight of hauler contracts and ensure compliance with the RFP, various municipal waste bylaws, and regional landfill material bans.
- Managing 91 waste enclosures, we substantially reduced the GHG emissions of the collection service by consolidating them under one RFP, along with the cost efficiency of a single hauler service.
- Completed a waste enclosure retrofit at Grant MacNeil
- Rolled out six-month tenant engagement pilot programs at Skeena Terrace and Culloden Court.
- Continued the partnership with the social enterprise, Binners Project. The Binners Project employs vulnerable individuals to help service our sites' waste enclosures by sorting recycling materials and cleaning the waste enclosures. This partnership has been mutually beneficial, and we hope to expand their services to other sites whenever feasible.
- Engaged tenants on ideal waste sorting practices at BC Housing's Summer Block Party in partnership with our waste haulers.

PERFORMANCE MEASURE: Number of new trees planted at BC Housing-managed properties

► N/A

Trees can provide much needed shade to Community Housing sites and help reduce the risk of overheating. Many BC Housing managed sites do have a significant amount of greenery, and no additional trees were planted at BC Housing managed sites in 2023/24. Trees require staff resources for maintenance. Utilizing community garden spaces for greenery while promoting tenant engagement is more achievable in our properties.

Planting trees on-site is crucial for addressing equity, especially during extreme weather events, as they provide essential shade and cooling benefits to all community members. We realize the importance of this measure and are working on finding a meaningful method to move this along, such as exploring partnerships with different organizations in this line of work.

PERFORMANCE MEASURE: Number of new community gardening spaces at BC Housing-managed buildings

► TARGET PENDING

While community gardens have been in place for many years at some Community Housing sites, others lack greenspace. The greenery surrounding Community Housing sites is important for increasing resilience, in particular to extreme heat. Landscape design can help reduce the risk of overheating at Community Housing sites, as well as the placement of new sites near areas of greenspace. Community gardens are an important part of community greenspace as they increase resident resilience through community building and access to healthy produce.

BC Housing's People, Plants and Homes (PPH) program manages community gardens and conducts garden visits throughout the year. Garden plots are assigned to residents by PPH on an annual basis. PPH provides seasonal garden resources such as organic fertilizer, seeds, spring bedding plants, cover crops, and garlic bulbs.

In 2023/24, 24 new community gardens were added to directly managed buildings by PPH, bringing the total number of gardens to 242.



Our staff making block planters at a PPH event.



BC Housing Business Practices

BC Housing integrates equity, inclusion, reconciliation, low-carbon resilience, and sustainability into BC Housing’s business practices. This includes staff commuting and travel, fleet vehicles, office operations, and procurement practices.

The focus for this area is BC Housing’s internal business practices. As a large organization, BC Housing has an environmental impact through our regular business activities. Business travel, use of fleet vehicles, staff commuting, and the operation of our offices are just a few examples of these activities. Everything impacts the environment, from the use and disposal of paper and office supplies to office furniture, computers, and other IT equipment. We currently track our GHG emissions from paper use, fleet vehicle use, and employee commuting.

BC Housing also has an environmental and social impact through our supply chain activities, through the purchasing of goods and services by every department in the organization.

REPORT ON OUR PROGRESS

The following measures and targets were developed in BC Housing Business Practices. They help determine whether we are moving in the right direction towards sustainability and resilience in this focus area. Measures in blue indicate that these are key performance indicators.

2023/24 RESULTS

AREA	PERFORMANCE MEASURE		2022/23	2023/24
1) Sustainable and Social Procurement	Percentage of tenders to suppliers that include social evaluation criteria	Target	Baseline Year	Target Pending
		Result	Data Not Available	Data Not Available
	Percentage of tenders to suppliers that include sustainability evaluation criteria	Target	Baseline Year	Target Pending
		Result	54%	35%

AREA	PERFORMANCE MEASURE		2022/23	2023/24
2) GHG Emissions: Fleet	Percentage reduction in GHG emissions from fleet vehicles (from 2010 baseline)	Target	Target Pending	Target Pending
		Result	54% increase	31% increase
3) GHG Emissions: Paper	Percentage reduction in GHG emissions from paper (from 2010 baseline)	Target	70%	70%
		Result	66%	59%
4) GHG Emissions: Employee Commuting	Percentage reduction in GHG emissions from employee commuting (emissions per employee from 2009 levels)	Target	50%	50%
		Result	59%	58%

CONTEXT FOR RESULTS

1. Sustainable and Social Procurement

Procurement can be used as a tool for building sustainable and resilient communities when the impact of our purchases is considered. This is why BC Housing is advancing the use of sustainable and social criteria in our procurement processes.

PERFORMANCE MEASURE: Percentage of tenders to suppliers that include social evaluation criteria

► DATA NOT AVAILABLE

Every purchase has a social, economic, cultural, and environmental impact. Social procurement is about using existing purchasing to capture those impacts to achieve overarching institutional, governmental, or individual goals that helps shape inclusive, vibrant, and healthy communities.

In 2023, BC Housing worked with Buy Social Canada to help us refine our procurement practices and incorporate a social procurement lens and metrics. A target will be developed as part of our work on developing a Social Procurement Policy and Program.

PERFORMANCE MEASURE: Percentage of tenders to suppliers that include sustainability evaluation criteria

► TARGET PENDING

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. We refined our methodology for this measure to enable a more rigorous calculation moving forward. In 2023/24, using the new method, 35 percent of tenders included sustainability criteria that were used in our evaluation processes.

KEY ACTIONS TAKEN:

- Tender requirements include product specifications limited to green certified labels (or minimum requirement if not certified).
- We encourage contractors on social housing capital projects to participate in employment programs such as [BladeRunners](#), and [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.
- BC Housing has an Indigenous Procurement Policy, which uses procurement practices to support Indigenous business development.

2. GHG Emissions: Fleet

The provincial CleanBC plan calls for a 40 percent reduction in GHG emissions from government fleets by 2030, an increase in zero emission vehicles in public sector fleets, and improvements to electric vehicle charging infrastructure.

PERFORMANCE MEASURE: Percentage reduction in GHG emissions from fleet vehicles (from 2010 baseline)

► **TARGET PENDING**

In 2023, our vehicle fleet consisted of 74 vehicles, primarily trucks and vans used by grounds and building maintenance staff.

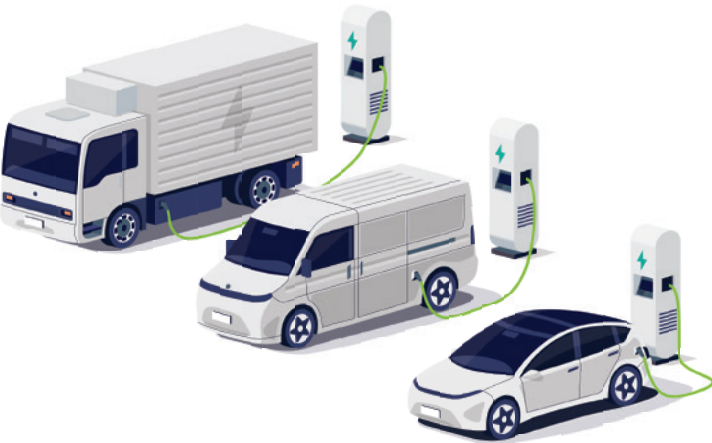
In 2023, our GHG emissions from BC Housing-owned fleet totaled 234 tonnes¹⁰, a 31 percent increase compared to our 2010 baseline. When compared to our 2010 baseline, emissions from our fleet have increased as our organization has grown. Our fleet itself has expanded, from 43 vehicles in 2010, to 74 vehicles in 2023 (a 72 percent increase).

Kilometres travelled by the BC Housing owned fleet increased by 21 percent in 2023 compared to 2022. This is likely due to a return to normal activities after the 2020.

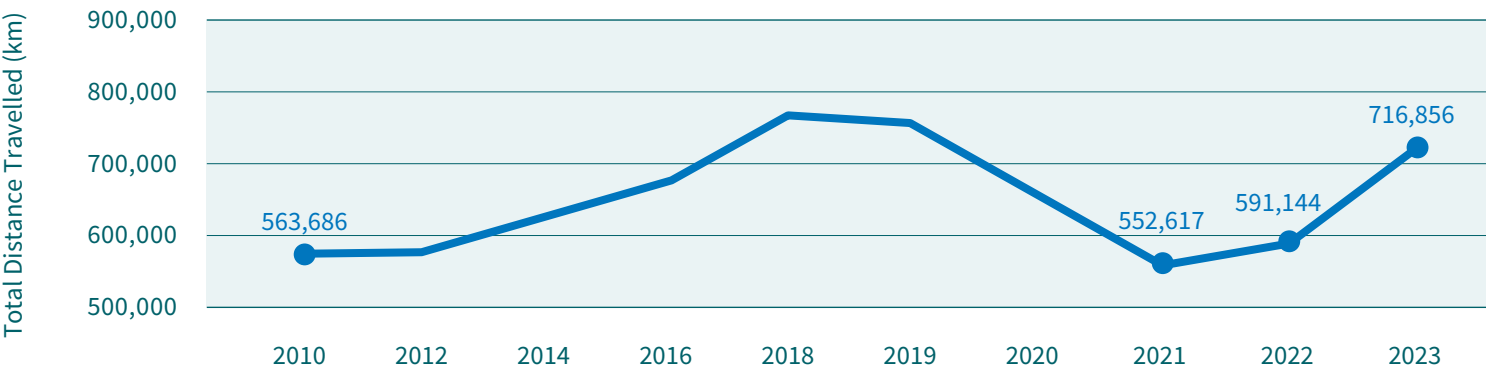
Targets for this measure will be set in the upcoming update of our Sustainability and Resilience Strategy as we develop our plans to transition our fleet to zero carbon vehicles and meet our 2030 CleanBC target.

KEY ACTIONS TAKEN:

- In response to the emission reduction target for government fleets outlined in CleanBC, we are working with a third-party on our first Green Fleet Review. This includes identifying actions we can take to significantly reduce fleet emissions by 2030. The review outlines approaches to meeting the GHG reduction target from fleet, including eco-driver training, centralized fleet management, and exploring alternative fuels and electrification.



KILOMETRES DRIVEN BY BC HOUSING FLEET, 2010-2023



¹⁰ Note that emissions from ground equipment are excluded from this reporting. By contrast, in BC Housing Climate Change Accountability Report, emissions from mobile sources include BC Housing owned fleets, Modo vehicles and ground equipment, with a total of 297 tonnes.



3. GHG Emissions: Office Paper

BC Housing is required to report on our GHG emissions from office paper through our annual Carbon Accountability reporting for the provincial government. Our targets related to paper are internal to BC Housing. The carbon footprint of office paper measures the impacts from paper production to disposal. Paper with 100 percent recycled content produces significantly less GHGs than paper without recycled content.

PERFORMANCE MEASURE: Percentage reduction in GHG emissions from paper (from 2010 baseline)

► TARGET NOT MET

In 2023, our GHG emissions for office paper totaled 12.2 tonnes of CO₂e.

Since 2010, our annual GHG emissions resulting from paper consumption decreased 59 percent. In the past, this was mainly due to efforts to promote a paperless organizational culture and changes to our procurement practices.

While this was a significant decrease, we did not meet our target. Since 2010, we have made efforts to digitize our processes and made changes to our procurement practices. In 2023, the organization purchased 16 percent more paper by weight than in 2022. We saw a corresponding increase in GHG emissions due to paper use between 2022 and 2023 (18 percent).

In 2023, 57 percent of the total paper purchased consisted of 100 percent recycled paper, marking a decrease of nine percent from 2022. As our organization expands, it is important to convey the need to purchase paper with 100 percent recycled content to new employees. BC Housing will continue to engage with internal stakeholders to underscore the pivotal role of recycled paper purchases in our commitment to sustainable business practices.

KEY ACTIONS TAKEN:

Our practices and initiatives that led to reductions in GHG emissions from paper use, include:

- BC Housing's Business Transformation Program aims to enhance BC Housing's tools, processes, and systems. This will ensure we are more accountable and responsive in meeting the changing needs of employees, tenants, and communities. Aspects of this initiative, including process modernization, and becoming a digital first environment reduce paper usage. This will also enhance the efficiency and resilience of BC Housing as a whole.
- The Human Resources Branch has been transitioning HR operations into digital formats. This will shift BC Housing away from traditional paper-based procedures to automated, digitized, and, in certain instances, application-based processes.

4. GHG Emissions: Employee Commuting

Transportation accounts for 38 percent of British Columbia’s GHG emissions.¹¹ Employee commuting accounts for some of these transportation emissions. At BC Housing, we track our contributions to provincial GHG emissions from our employees commuting to and from the workplace.

PERFORMANCE MEASURE: Percentage reduction in GHG emissions from employee commuting (emissions per employee from 2009 levels)

► **TARGET EXCEEDED**

In 2023, our average GHG emissions per employee for employee commuting were 58 percent lower compared to our baseline year, primarily attributed to the increased adoption of telecommuting. We saw a slight increase in emissions (three percent), but more employees chose sustainable modes of travel to work compared to 2022.

The proportion of alternatively fueled commuter vehicles used by BC Housing staff (propane, hybrid, fully electric) compared to gasoline fueled commuter vehicles has increased steadily over time since 2009. The highest ever share of hybrid & fully electric vehicles was observed in 2023 at 16 percent.

KEY ACTIONS TAKEN:

- BC Housing has embraced hybrid work post-pandemic. We ensured the procedures, policy, and infrastructure were in place to facilitate remote working and hybrid teams. We renovated office spaces and designed a booking system for drop-in workspaces, meeting, and training.
- BC Housing continued to support ongoing employee programs such as a transit pass program, teleworking opportunities, and discounts on bikes and bike accessories for cyclists.
- The annual employee sustainability survey showed that the trend of BC Housing employees choosing hybrid and fully electric vehicles continued in 2022. While the automobiles used by employees to commute to and from work in 2022 still run primarily on gasoline, 2022 saw the highest ever share of hybrid and fully electric vehicles at 16 percent.



11 Canada Energy Regulator. Provincial and Territorial Energy Profiles – British Columbia. Retrieved from: [CER – Provincial and Territorial Energy Profiles – British Columbia \(cer-rec.gc.ca\)](https://www.cer-rec.gc.ca/en/energy-profiles/provincial-territorial-energy-profiles/british-columbia)



BC Housing Education and Capacity Building

BC Housing staff have the capacity and knowledge to deliver on our sustainability and resilience commitments.

This area focuses on building an understanding of sustainability and resilience throughout the organization. An understanding of sustainability and resilience should be complemented by an understanding of equity and reconciliation with Indigenous Peoples.

REPORT ON OUR PROGRESS

The following measures and targets were developed in BC Housing Education and Capacity Building. They help determine whether we are moving in the right direction towards sustainability and resilience in this focus area. Measures in blue indicate that these are key performance indicators.

2023/24 RESULTS

AREA	PERFORMANCE MEASURE		2022/23	2023/24
1) Employee Engagement on Sustainability	Percentage of employees who indicate they feel supported by BC Housing to make good sustainability choices at work and at home	Target	80%	80%
		Result	77%	79%
2) Organizational Climate Adaptation Capacity	BC Housing’s position on the Climate Adaptation Growth Model for Public Sector Organizations	Target	Baseline Year	Target Pending
		Result	Progressing to Advanced	Progressing to Advanced

CONTEXT FOR RESULTS

1. Employee Engagement on Sustainability

Sustainability is firmly engrained as part of our organizational culture at BC Housing and is built into our training and onboarding for new employees. We support BC Housing employees to both reduce work-related GHG emissions and integrate sustainability into their home lives.

PERFORMANCE MEASURE: Percentage of employees who indicate they feel supported by BC Housing to make good sustainability choices at work and at home

► **TARGET NOT MET**

Our [livegreen Employee Council](#) is an employee-run group that plans activities and educational opportunities to raise awareness of sustainability issues. As a result of this work, BC Housing was recognized as one of Canada’s Greenest Employers for the eighth consecutive year. BC Housing also has a number of staff members in roles dedicated to advancing sustainability and resilience within the organization. They provide staff with the tools and education they need to do their jobs.

In our most recent Employee Engagement Survey, 79 percent of employees indicated that they feel supported by BC Housing to make sustainable choices at home and at work. This increased by two percent compared to 77 percent in 2022.

Despite our accomplishments, further progress is necessary to reach our 80 percent target. We have maintained consistency in achieving this target, reaching 82 percent in 2021/22 and 85 percent in 2020/21. However, due to rapid growth and ongoing organizational changes, we fell short of meeting the corporate targets set for the past two years.



Go by Bike Week spring campaign from our team in the Interior Region.

KEY ACTIONS TAKEN:

- In 2023/24, BC Housing’s livegreen Employee Council initiated 26 campaigns, articles, and educational events, including:
 - Farm Work Day
 - Shoreline Cleanup in Vancouver, Victoria, and Penticton
 - Go By Bike Week
 - Meatless Monday Campaign
 - 30 x 30 Nature Challenge + Photo Contest

About 61 percent of employees continue to work from home post pandemic, a four percent decrease compared to 2022. The events provided employees with opportunities to learn as well as to engage with colleagues in other parts of the organization. They foster connections and create a community of practice around many aspects of sustainability.

- BC Housing administers an annual livegreen Sustainability Survey. The survey measures, evaluates, and monitors the sustainability practices of employees. According to the 2023 Livegreen survey results, 82 percent of employees understand how “Sustainability” and “Resilience” apply to the work that BC Housing does.
- In 2023/24, we offered staff the opportunity for more formal training to advance their knowledge of climate change adaptation. A cohort of staff completed the Royal Roads University Climate Change Adaptation Fundamentals Course. More than 30 staff have completed this course to date.
- BC Housing’s Energy and Sustainability team works with BC Housing staff and non-profit partners to raise the level of energy literacy within the organization. They also enhance a culture of energy conservation at BC Housing.

Due in part to our employee engagement practices, Canada’s Top 100 Employers project has named BC Housing one of Canada’s Greenest Employers for 10 consecutive years, including last year.



2. Organizational Climate Adaptation Capacity

Over the last 10 years, most of BC Housing’s sustainability work focused on climate mitigation and reducing our GHG emissions. This has changed recently. Extreme weather events – very poor air quality due to wildfire smoke, extremely hot, record-breaking temperatures, and flooding events - demonstrated that climate change is a social issue. Climate change impacts are already affecting our tenants, buildings and organization. We must be prepared to adapt to current and future impacts.

Performance Measure: BC Housing’s position on the Climate Adaptation Growth Model for Public Sector Organizations

► **TARGET PENDING**

In 2023/24, BC Housing reassessed our organizational climate adaptation capacity using a climate adaptation growth model developed by the Ministry of Environment and Climate Change Strategy.

The growth model outlines five core competencies that encompass our organizational capacity for adaptation. We moved from Progressing to Advanced on the scale of Staff Capacity competency. This update was based on the training and knowledge building work we accomplished last year. Those competencies and our self-assessment in each category are outlined below:

COMPETENCY	DESCRIPTION	LEVEL OF MATURITY (SELF-ASSESSMENT)
Assessment	Build and continuously improve understanding of current and future climate risks and vulnerability of assets, service delivery, programs, and business areas; apply that understanding to manage risks over time	Progressing
Leadership and Culture	Create a culture of climate adaptation across the organization	Progressing
Staff Capacity	Ensure staff have access to necessary resources to address climate adaptation in their roles	Advanced
Collaboration and Partnerships	Advance collaboration and knowledge sharing with internal and external partners to build adaptation capacity to a changing climate	Advanced
Mainstreaming	Integrate climate adaptation principles into organization processes and operations	Progressing

KEY ACTIONS TAKEN:

BC Housing takes action to advance our maturity in climate change adaptation in a number of ways:

- Our new Sustainability and Resilience Strategy (2023) specifies strategic directions and actions in key business areas. These actions help manage climate risks and reduce our contributions to the changing climate.
- Our BC Housing Design Guidelines and Construction Standards were updated to include climate adaptation and resiliency guidelines, specifically targeting extreme heat and wildfire smoke mitigation.
- We are developing tools and resources to incorporate climate hazard assessment and risk mitigation strategies into building construction and retrofits.

- Researched and published low-carbon, resilient building guides and bulletins for the residential construction industry. We will incorporate this new body of knowledge in training and education for the industry.
- Created tools to help our teams working on building and renovating social housing understand the climate risks for their projects so that they can update their designs.
- We are piloting a new initiative supporting development of social connections and community resilience through the Building Resilient Neighbourhoods pilot. Through staff training, community partnerships, and new programming, we are aiming to better prepare our tenants to respond to an emergency as well as facilitate their connections to other tenants.

Conclusion and Next Steps

In June 2023, BC Housing approved the new Sustainability and Resilience Strategy. This living document will evolve over time to incorporate changing priorities. The 2023/24 period marked the second reporting cycle using performance measures developed in the Strategy. We plan to update several measures and set targets in the next reporting cycle to better capture and reflect BC Housing's sustainability efforts.

Over the past year, we achieved significant progress in sustainability, including:

- implementing more stringent design guidelines
- completing multiple high-level projects
- enhancing employee engagement through company-wide initiatives

Despite these accomplishments, we recognize the need for continued progress. In 2024/25, we will implement our Green Fleet Strategy to electrify our vehicles and explore more rigorous measurement of residential waste. We will also focus on enhancing employee capacity to integrate sustainability at work and home. For more detailed next steps in 2024/25, please refer to our [Sustainability and Resilience Strategy](#) and [Climate Change Accountability Report](#).

Given the ongoing climate crisis, efforts in climate resilience and emergency preparedness are crucial. We are developing resilience tools, building capacity among tenants through support workers, and establishing sustainability-focused plans to adapt to future challenges.

