



BRITISH
COLUMBIA

**LIQUOR
DISTRIBUTION
BRANCH**

2011 Carbon Neutral Action Report

Sustainability, from one of the
largest retailers in B.C.

**DOING
OUR
PART
TOGETHER**



Sourcing light-weight bottles and installing energy-efficient lighting



2011 Carbon Neutral Action Report

Executive Summary

The British Columbia Liquor Distribution Branch (LDB) operates a province-wide, retail and wholesale beverage alcohol business within a mixed public-private model. We are one of the largest retailers in B.C. and purchase from more than 400 suppliers within the province and around the world. We are committed to providing customers with an enhanced shopping environment, increased product selection and a high level of service.

Starting with our beverage alcohol container-return program in our retail outlets, the LDB has been a leader in sustainable retailing in B.C. for almost 40 years.

Given our unique position in the province, the LDB has the opportunity to have a positive impact on

the environment by influencing industry, inspiring its employees and reaching out to our millions of customers. We have taken on this challenge in many ways.

In support of the B.C. Government's legislation to address climate change and reduce greenhouse

gases (GHGs), the LDB furthered our commitment to the environment by conducting a full review of our operations and creating the LDB's *Green Plan*, in early 2008. Last year, the LDB declared that its 2010 operations were carbon neutral — concurrent with many other public sector organizations across the province.

We are pleased to say that 2011 was our second, consecutive year of carbon neutral operations. This was done by, first, reducing our operational GHG emissions as much as possible through the various initiatives outlined in this report, such as energy-efficient lighting projects and fuel-efficient vehicle purchases. Then, to offset the remaining emissions, we invested in high-quality B.C.-based carbon reduction projects through the Pacific Carbon Trust.

As outlined in the LDB's *Green Plan*, our commitment to sustainability extends far beyond our own operations. We promote environmental and energy-conservation awareness among our 3,500 employees and work with customers and suppliers to reduce their carbon footprint, as well. For example, the LDB will require the use of lighter weight containers for wine-bottling which will reduce GHG emissions further up the supply chain and, through our "Doing Our Part Together" reusable bag and container-return program, we encourage customers to take on eco-conscious behaviours.

To read more about our Green Plan and the LDB's commitment to sustainable retailing, visit: www.bcliquorstores.com/sustainable-retailing



Jay Chambers
General Manager



2011 Greenhouse Gas Emissions

In 2011, the LDB's total greenhouse gas emissions from all sources covered by the Greenhouse Gas Reduction Targets Act were 4,118 tonnes carbon dioxide equivalent (tCO₂e).

It was estimated that fugitive emissions from stationary cooling do not comprise more than 1 per cent of the LDB's total emissions, and the ongoing effort to collect or estimate emissions from this source annually is disproportionately onerous. For this reason, emissions from this source have been deemed out-of-scope and are not included in organization the LDB's total greenhouse gas emissions profile or offset purchase.

Offsets Applied to Become Carbon Neutral in 2011

The LDB invested in 4,087 tonnes CO₂e of carbon offsets through the Pacific Carbon Trust at a cost of \$102,175 in order to become carbon neutral for the 2011 calendar year.

31 tonnes CO₂e of carbon dioxide emissions resulted from the combustion of biomass-based fuels (ethanol-blended gasoline and bio-based fuel oil for heating). These were reported as part of our greenhouse gas emissions profile in 2011. However, as stated in *Methodology for Reporting B.C. Public Sector Greenhouse Gas Emissions Version 2.0*, the carbon dioxide emissions resulting from the combustion of biogenic fuel sources must be reported but do not require offsets.

Changes to Greenhouse Gas Emissions and Offsets Reporting from Previous Years

Following the public release of the LDB's 2010 Carbon Neutral Action Report, it was determined that the total emissions for the 2010 calendar year were over reported by 250 tonnes CO₂e and offsets required to become carbon neutral in 2010 were over reported by 250 tonnes CO₂e. The surplus of offsets purchased in 2010 has been applied against our 2011 emissions.

RESPONSIBLE PRINTING

THE LDB'S **TASTE MAGAZINE**, WHICH IS DISTRIBUTED TO CUSTOMERS IN BC LIQUOR STORES, IS PRINTED ON **FOREST STEWARDSHIP COUNCIL-CERTIFIED PAPER** FROM RESPONSIBLE SOURCES (WITH A MIX OF 30 PER CENT RECYCLED CONTENT) AND IS PRINTED USING 100 PER CENT VEGETABLE-BASED INK.



TASTE, printed quarterly in Vancouver, B.C.



Investing in fuel-efficient vehicles for corporate use



Emissions Reduction Activities

Actions Taken to Reduce Greenhouse Gas Emissions in 2011

Over the 2011 calendar year, the LDB took steps to reduce our emissions from our vehicle fleet and mobile equipment, our buildings (including our Head Office, distribution centers, and retail outlets) and our paper consumption. Some of these actions taken over the past calendar year are detailed below.

Upgraded Fleet and Mobile Equipment

- Purchased four top-rated fuel-efficient vehicles for our fleet
- Invested in ten high-efficiency electric forklifts with regenerative, battery-recharging technology for our distribution centers.

Efficient Use of Building Energy

- Upgraded our Head Office with a building automation system and real-time energy metering/monitoring
- Added insulation to one quarter of the Victoria Distribution Centre's roof (which was not previously insulated). A white membrane was used to reflect incoming solar radiation, thereby reducing energy load on the building and decreasing the heat island effect

- Performed energy retrofits, including lighting upgrades, at our owned and leased retail outlets during renovations, saving 128,000 kWh a year
- Installed power management software on all Head Office workstations, saving 200,000 kWh per year
- Continued our server virtualization project — retiring 51 existing servers in 2011 and saving 444,700 kWh per year. 95 per cent of Head Office Servers are now virtualized
- Performed complete energy studies on nine retail locations

Paper Conservation

- Purchased only office copy paper made from 100% post-consumer content
- Piloted an electronic payroll notification system in place of paper pay stubs



High-efficiency electric forklifts



Plans to Continue Reducing Greenhouse Gas Emissions 2012 – 2014

Over the next three years, the LDB will continue to focus on our main sources of emissions and look at opportunities to further reduce them before buying offsets. Below is a snapshot of the upcoming projects at the LDB.

Upgrade Fleet and Mobile Equipment

- Explore the expansion of baler use in stores to include aluminum in an effort to decrease shipping and storage requirements

Efficient Use of Building Energy

- Continue ongoing energy retrofits as retail stores are remodelled
- Install efficient lighting fixtures and HVAC systems in new stores
- Lease new retail space in a UBC building that is aiming for LEED-NC Silver equivalency
- Install power management software on 60% of LDB's remaining workstations and point of sale devices in BC Liquor Stores for a savings of 235,000 kWh per year
- Develop an employee awareness program around energy conservation
- Retire six servers by end of 2012 for a savings of 286,200 kWh per year
- Install free air cooling system at Kamloops data center and optimize mechanical cooling at Vancouver data center

- Update LDB renovation/construction specifications book for contractors to ensure that energy-efficiency is accounted for in store designs

Office Paper Conservation

- Install print management software at Head Office

ENERGY-EFFICIENCY

ENERGY-EFFICIENT LIGHTING AND I.T. PROJECTS COMPLETED SINCE 2010 ARE SAVING THE LDB 1.18 GIGAWATT HOURS OF ELECTRICITY ANNUALLY (ENOUGH ENERGY TO POWER ABOUT 107 BC HOMES PER YEAR). THEY WILL ALSO REDUCE THE LDB'S CLIMATE-CHANGING GREENHOUSE GAS EMISSIONS BY OVER 30 TONNES AND SAVE THE ORGANIZATION \$118,000 A YEAR.



Bio-based tiles are used in store remodels



LIGHTER WEIGHT BOTTLES IN 2013

In line with the Liquor Control Board of Ontario's light weight glass bottle standard, the LDB has required that 750 mL wine products valued at less than \$15 must be bottled in containers that weigh 420 grams or less by January 1, 2013. This will lead to a dramatic reduction in the energy and materials required for bottle manufacturing and will also minimize the environmental impact resulting from the transportation of products and the return of empty bottles to recycling facilities.

CONSTRUCTION MATERIALS AND RESOURCE CONSERVATION

THE LDB MAINTAINS **A MATERIAL REUSE POLICY** IN WHICH MATERIALS FROM OLD STORES ARE COLLECTED, REFURBISHED, AND STORED **FOR FUTURE USE** IN NEW LOCATIONS. THIS PRACTICE REDUCES COSTS AND HAS THE ENVIRONMENTAL BENEFIT OF REDUCING RAW MATERIAL CONSUMPTION.

SIMILARLY, THE LDB'S SELECTION OF LOCAL MANUFACTURERS AND LOCAL WOOD PRODUCTS **SUPPORTS THE LOCAL ECONOMY** AND REDUCES THE ENVIRONMENTAL IMPACT ASSOCIATED WITH TRANSPORTATION OF MATERIALS.

IN ADDITION, THE LDB'S LONG-TERM LEASE COMMITMENT MINIMIZES THE NEED FOR NEW BUILDING MATERIALS, WHILE THEIR SOLID WASTE MANAGEMENT STRATEGIES HAVE **DIVERTED MATERIALS FROM THE LANDFILL** DURING CONSTRUCTION AND WILL ENSURE RECYCLING CONTINUES AS PART OF ONGOING OPERATIONS.

Requiring lighter weight bottles for wine products from suppliers in 2013



Actions to Reduce Provincial Emissions and Improve Sustainability

In addition to taking steps to reduce GHG emissions from the sources that fall within the reporting requirements of the Greenhouse Gas Reduction Targets (as listed above), the LDB is taking action to improve sustainability in other areas – from materials conservation and waste reduction to improved air quality. These measures will help B.C. meet its provincial greenhouse gas reduction targets, engage the public, and improve environmental sustainability across all aspects of our organization. Below is a listing of a few of the broader sustainability initiatives put forward by the LDB in 2011.

Actions Taken in 2011

Reduced Business Travel

- Installed webcam in HR Boardroom at Head Office and used Skype to conduct long-distance interviews and meetings
- Provided digital cameras to retail stores for better communication with Head Office, leading to a reduction in site visits

Education, Awareness, and Engagement

- Continued our single-use plastic bag reduction program by asking customers “Are you okay without a bag?”, selling reusable bags designed for carrying beverage alcohol containers, handing out reusable bags during our annual “Free Bag Day,” and posting bag reduction statistics in our stores (the LDB has established a goal of a 50 per cent reduction in plastic bag use below 2009 levels by 2013)

Other Sustainability Actions

- Recycled 1,828 metric tonnes of corrugated cardboard, 89 metric tonnes of clear plastic and recycled plastic bags, as well as 24 tonnes of office paper as part of our recycling/waste diversion program
- Diverted up to 75 per cent of construction waste from three retail renovations
- Moved to low-VOC materials (paints, carpets, adhesives, etc.) and bio-based tiles as a standard in our store renovations
- Installed clean diesel technology on our trucking fleet to cut down on particulate matter in engine exhaust

Plans for 2012 – 2014

The LDB continues to monitor our progress against the objectives outlined in our *Green Plan*. Below are only a few examples of the steps that the LDB will be taking in the coming years to meet our environmental goals.

- Find efficiencies in the LDB’s existing waste services contracts and expand our waste diversion program to include other recycling streams
- Include a requirement that environmentally-friendly products be used in office supply, lawn and gardening, as well as cleaning contracts
- Require lighter weight bottles for wine products from suppliers in 2013

Greenhouse Gas Emissions

by source for the 2011 calendar year (tCO₂e*)

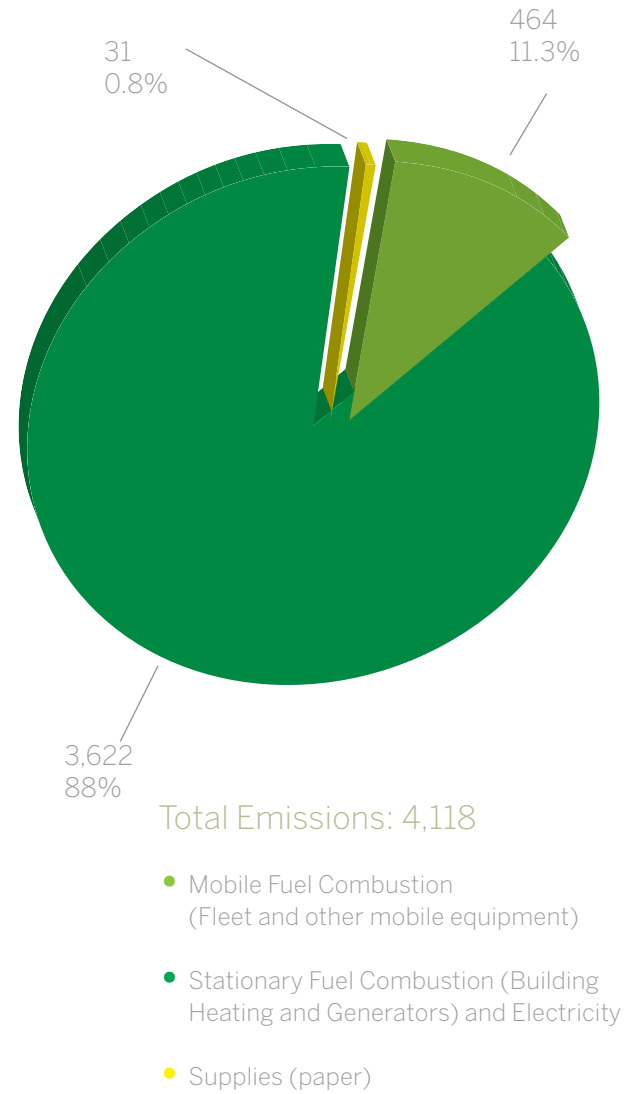
Offsets applied to become carbon neutral in 2011

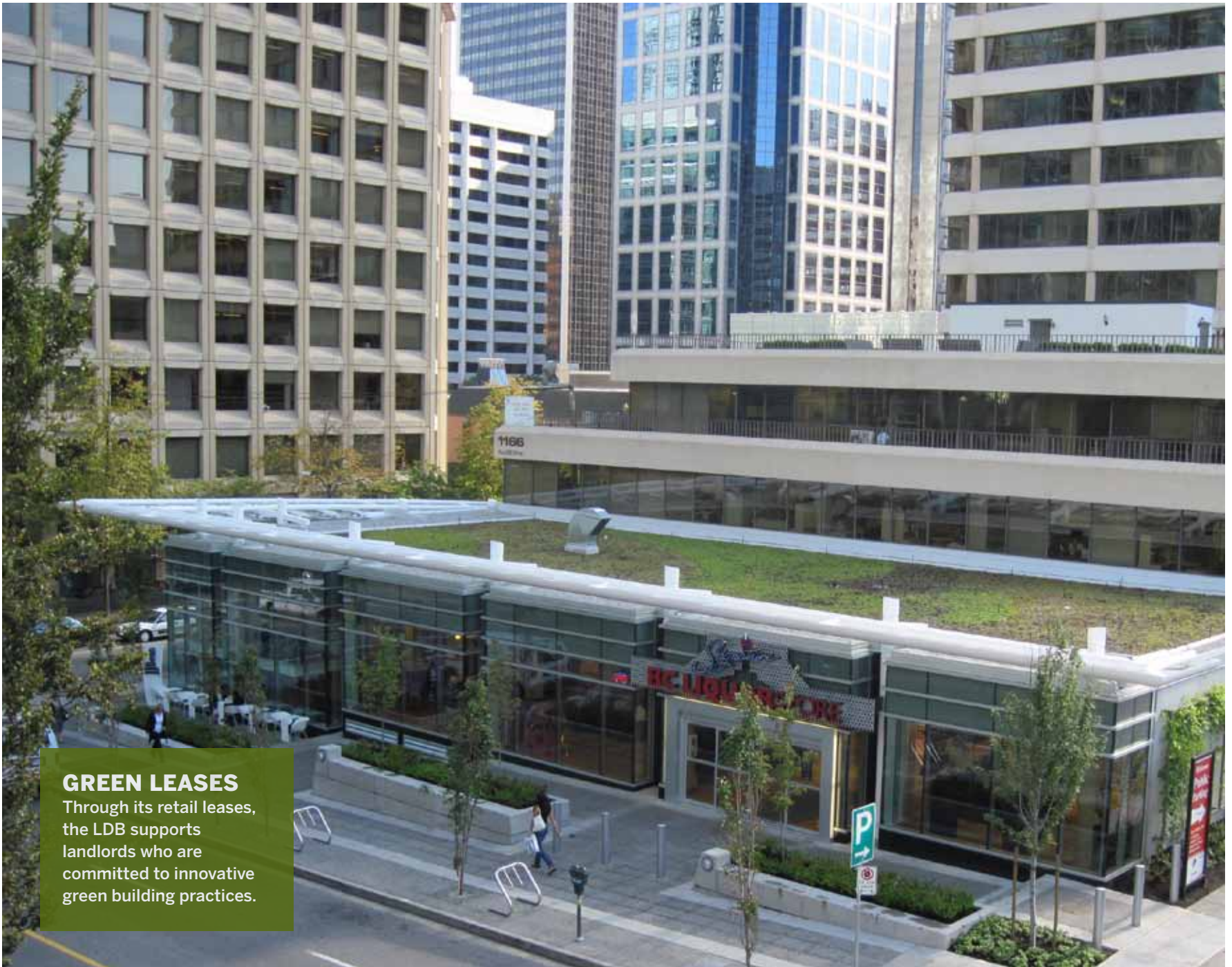
Total offsets required: 4,087. Total offset investment: \$102,175.

Emissions which do not require offsets: 31 **

* Tonnes of carbon dioxide equivalent (tCO₂e) is a standard unit of measure in which all types of greenhouse gases are expressed based on their global warming potential relative to carbon dioxide.

** Under the Carbon Neutral Government Regulation of the Greenhouse Gas Reduction Targets Act, all emissions from the sources listed above must be reported. As outlined in the regulation, some emissions do not require offsets.





GREEN LEASES

Through its retail leases, the LDB supports landlords who are committed to innovative green building practices.

Green roof on the LDB's Alberni and Bute store in Vancouver



Actions Towards Carbon Neutrality

The actions listed below contribute to a reduction in greenhouse gas emissions from sources for which public sector organizations are responsible under the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*.

Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)		Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Mobile Fuel Combustion (Fleet and other mobile equipment)							
Vehicle fuel efficiency							
Replace vehicles with more fuel-efficient models	Ongoing/In Progress	50	% of vehicles are fuel- efficient models	Of the six vehicles purchased in 2011, four were hybrid models ranked as number 1 and number 6 in their class in terms of fuel-efficiency by the Government of Canada. Due to operational needs and concerns around the proximity hybrid technicians, the two other vehicles purchased were not hybrid models.	Replace remaining vehicles with fuel efficient/hybrid technology as budget permits	2008	No End Date (Continuous)
Perform regular fleet maintenance specifically to improve fuel-efficiency	Ongoing/In Progress	100	% of vehicles are subject to regular maintenance for fuel efficiency	Regular fleet maintenance was performed on all fleet vehicles. Truck tire pressure was checked bi-weekly and preventative maintenance occurred quarterly. Maintenance was performed on regular vehicle fleet 3-4 times during the year.	Continue fleet maintenance program. Look for opportunities to improve fuel-efficiency.	2007	No End Date (Continuous)
Replace small maintenance vehicles with more fuel-efficient models	Ongoing/In Progress			LDB's forklifts are electric. 10 new forklifts purchased in 2011 had a regenerative system that harnesses kinetic energy from breaking and pallet take downs to re-charge battery.	Continue with purchase of high-efficiency electric forklifts.	Started before 1995	No End Date (Continuous)
Other Mobile Fuel Combustion Actions							
Use balers to compact recyclable materials before being transported	Ongoing/In Progress			Installed 37 new, state-of-the-art 'Orwak' baler systems in store stock rooms.	Explore the expansion of baler use in stores to include aluminum to decrease shipping and storage requirements	2008	No End Date (Continuous)
Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)							
Planning/management							
Reduce office space (square meters) per employee	Ongoing/In Progress	14.9	is the current average rentable square meters per employee	Office space was re-arranged, as needed.	If growth in staff numbers, continue to consolidate/re-examine office layout rather than seek out new space as reasonable.	Started before 1995	No End Date (Continuous)
Install a real time metering system (e.g. Pulse, Reliable Controls, Houle Controls)	Ongoing/In Progress	4	% of buildings have a real time metering system installed	LDB's Head Office facility was fully upgraded with a Building Automation System (Reliable Controls) and Pulse energy management software. The facility represents 4% of the total area of LDB's building portfolio.	Will continue to look at other opportunities for real-time metering installations.	2010	No End Date (Continuous)
Owned buildings							
Establish energy performance baseline for owned buildings	Ongoing/In Progress	100	% of owned buildings have an established energy performance baseline	Implemented energy management software.	Continue to monitor all facilities monthly.	2010	No End Date (Continuous)
Incorporate a refrigerant management strategy into regular building management/maintenance to reduce fugitive emissions	Ongoing/In Progress			Verbally communicated with HVAC contractors to ensure compliance.	Will be included as part of contractual agreement with HVAC contractors as contracts expire/renewed.	2009	2014
Perform energy retrofits on existing, owned buildings	Ongoing/In Progress	60	% of owned buildings have undergone energy retrofits since start year indicated	Performed partial energy retrofits at retail stores with a focus on lighting upgrades.	Will continue to upgrade as determined by energy monitoring key performance indicators.	2009	No End Date (Continuous)
Retrofitting owned buildings							
Upgrade lighting systems during retrofits	Ongoing/In Progress	100	% of retrofits since start year indicated had lighting systems upgrades	Upgraded lighting in 7% of owned properties in 2011.	Will continue to upgrade as determined by energy monitoring key performance indicators.	2009	No End Date (Continuous)



Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)		Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Upgrade/adjust control systems during retrofits	In Development				Gather data from completed retail energy studies, determine common trends, and implement action item as determined by study	2011	No End Date (Continuous)
Improve building insulation (including windows) during retrofits	Completed in 2011			Insulation was added to one quarter of the Victoria Distribution Centre's roof (which was not previously insulated). A white membrane was used to reflect incoming solar radiation, thereby reducing energy load on the building and decreasing the heat island effect.		2011	2011
Leased buildings							
Establish energy performance baseline for leased buildings	Completed in 2011	100	% of leased buildings have an established energy performance baseline	Implemented energy management software.		2010	No End Date (Continuous)
Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress			Two projects registered for LEED-CI v1 but not yet certified. Same green features applied to interior projects for 9 additional stores including efficient lighting fixtures and HVAC system, low flow plumbing fixtures, bio-based tiles, millwork made from local timber, low VOC paint and adhesives.	One project to be registered in mid-2012 for LEED-CI v1. Incorporating LEED-CI standards into LDB spec book for all retail interiors. Registration and formal certification will sought where appropriate.	2011	No End Date (Continuous)
Lease space in buildings with new construction performance labelling/certification (e.g., LEED NC)	Ongoing/In Progress			Building construction of UBC Wesbrook Building (targeting LEED-NC Silver equivalency) started in fall 2011. LDB entered into lease negotiations for retail space.	UBC Wesbrook Building to be complete May 2012. Building will include an extremely energy-efficient Variant Refrigerant Flow HVAC system.	2012	No End Date (Continuous)
Develop a green lease policy that requires green features to conserve energy be included in all lease negotiations	In Development				Future leases will incorporate green features as outlined in the updated spec book.	2012	No End Date (Continuous)
IT power management							
Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress			Received BC Hydro grant and installed power management software in Head Office for an estimated savings of 200,000 kWh per year. Received grant from BC Hydro to install client on workstations in stores with more than one workstation.	Install power management software in BC Liquor Stores on 800 out of 1200 devices (66% of remaining workstations and point of sale devices) as per BC Hydro grant to save an estimated 235,200 kWh per year. Continue to install client as new devices come online.	2010	No End Date (Continuous)
Implement server virtualization	Ongoing/In Progress			Received BC Hydro grant and retired 51 servers and shared storage consisting of 158 hard drives - increasing the number of servers virtualized in Head Office to 95%. As a result of the virtualization project, LDB is projecting savings of 444,700 kWh annually.	Retiring 5 mid-range servers and one blade server by end of 2012 according to BC Hydro grant for a savings of 286,200 kWh per year. Continue to virtualize existing mid-range servers with more energy-efficient solutions. Virtualization project will replace all in-store servers.	2005	No End Date (Continuous)
Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	100	% of computers are ENERGY STAR rated	Replaced 20% of desktop computer equipment with current ENERGY STAR models as per annual schedule.	Continue to replace as per schedule	Started before 1995	No End Date (Continuous)
Appliances and electronic devices							
Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	50	% of fridges are ENERGY STAR rated	18 new fridges were purchased in 2011. All were ENERGY STAR models.	Continue with purchase of newest ENERGY STAR model fridges.	2008	No End Date (Continuous)
Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress			13 TV/DVD players were purchased in 2011. All were ENERGY STAR models.	Appliances will continue to be replaced with Energy Star models as needed.	2008	No End Date (Continuous)
Behaviour change program							



Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)		Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Ask staff to unplug electrical equipment or switch off power bars when not in use	In Development				Will be incorporated as part of an ongoing energy awareness program for LDB employees.	2012	No End Date (Continuous)
Ask staff to close blinds at end of work day to reduce heating/cooling demands	In Development				Will be incorporated as part of an ongoing energy awareness program for LDB employees.	2012	No End Date (Continuous)
Provide tips to staff on saving energy in the office while working outside of regular business hours	In Development				Will be incorporated as part of an ongoing energy awareness program for LDB employees.	2012	No End Date (Continuous)
Other Stationary Fuel Combustion, Electricity, and Fugitive Emissions Actions							
Install more efficient cooling systems in data centres	In Development			Completed study and analysis of data centre cooling requirements.	Install free air cooling system in Kamloops data centre. Optimizing mechanical cooling in Vancouver data centre.	2012	2012
Retrofit leased retail space for energy-efficiency	Ongoing/In Progress			LDB continued is rebranding program for existing leased stores. As tenant improvements were performed, capital was also spent on partial energy retrofits with a focus on lighting upgrades. The expected savings from all high-efficiency lighting upgrades during fiscal 2011/12 was 128,000 kWh annually.	Continue with lighting retrofits as projects identified.	2008	No End Date (Continuous)
Perform energy studies in leased retail space	Ongoing/In Progress			Completed energy studies a 9 leased retail stores.	Once projects are approved by BC Hydro, will act on recommendations of study. Continue with further studies.	2011	No End Date (Continuous)
Supplies (Paper)							
Paper Type							
Purchase 30% post-consumer recycled paper	Completed in 2011			In 2011, LDB's TASTE magazine (distributed to customers in BC liquor Stores) switched to printing on Forest Stewardship Council-certified paper from responsible sources (with a mix of 30 percent recycled content). Further, TASTE magazine also switched to printing on 100 percent vegetable-based ink.		2011	2011
Purchase 100% post-consumer recycled paper	Ongoing/In Progress	100	% of total paper purchased contains 100% recycled content	As part of LDB procurement standards, all white, standard copy paper purchased in 2011 contained 100% post-consumer recycled content.	Continue to purchase paper with 100% recycled content, where applicable. Look to expand the use of paper with recycled content in other areas, such as standard forms.	2010	No End Date (Continuous)
Electronic media in place of paper							
Post materials online that were previously printed	Ongoing/In Progress			Continued to offer a viable alternative to printed information for internal communications. Provided web-based ordering to wholesale customers.	Reviewing monthly communication with suppliers to determine feasibility of going 'paperless'.	2009	No End Date (Continuous)
Switch to an electronic payroll notification system in place of paper pay stubs	Ongoing/In Progress			Piloted an electronic payroll notification system in HR department.	Electronic payroll notification will be made available to all 443 Head Office employees that have access to online time entry by June 2012. The possibility of expanding the scope in future years will be examined.	2011	No End Date (Continuous)
Behaviour change program							
Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	In Development				Will be encouraged as part of an ongoing environmental awareness program for LDB employees.	2012	No End Date (Continuous)
Encourage re-use of scrap paper	In Development				Will be encouraged as part of an ongoing environmental awareness program for LDB employees.	2012	No End Date (Continuous)
Other Paper Supplies Actions							
Install print management software to monitor paper use	In Development				Investigate and install print management software at LDB Head Office. Monitor results, provide reports to LDB directors and staff, and look for opportunities to reduce printing through operational changes and employee awareness.	2012	No End Date (Continuous)



ORGANIC PRODUCTS

The LDB currently offers 62 certified organic spirits, wines, beers and ciders from around the world to our retail and wholesale customers. During the whole month of April, organic wines are profiled to celebrate Earth Day — both in the store displays and the LDB's TASTE magazine.

Due to growing consumer awareness and profile in our stores, some of these organic products are among the top sellers in their category.

Importing more wines from organically-grown grapes



Actions to Reduce Provincial Emissions and Improve Sustainability

The actions listed below contribute to a reduction in greenhouse gas emissions from sources that fall outside of the reporting requirements defined in the carbon neutral government regulation of the *Greenhouse Gas Reduction Targets Act*. Public sector organizations can optionally use this section to report on actions that will help British Columbia meet its provincial greenhouse gas reduction targets, engage the public, and improve environmental sustainability across all aspects of their organization.

Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)	Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Business Travel						
Virtual meeting technology						
Install web-conferencing software (e.g., Live Meeting, Elluminate, etc.)	Ongoing/In Progress		Webcam installed in HR Boardroom at Head office and used with Skype to conduct long-distance interviews.	Investigating the installation of similar technology in other meeting rooms to accommodate virtual meeting sessions.	2011	No End Date (Continuous)
Behaviour change program						
Encourage staff to consider virtual attendance/presentation at events where possible	Completed in 2011		In early April 2011, the LDB launched an initiative to train wholesale customers on using LDB's Wholesale Web Store through online learning. In 90-minutes, no cost, web-based seminars were delivered to wholesale customers in locations throughout BC, eliminating the need for travel to Vancouver. Over the course of the fiscal year 2011/12, 117 webinars were administered. A further benefit of this initiative was paper reduction. Because the webinar used electronic training material, the demand for printed learning guides was greatly reduced. Also, the Web Store, itself, allows wholesale customers to place online orders online, thereby eliminating the fax paper that otherwise be required for processing product orders.		2011	2011
Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	In Development			Will be explored as part of an ongoing environmental awareness program for LDB employees.	2012	No End Date (Continuous)
Other Business Travel Actions						
Reduce the number of site visits required by providing digital still cameras to store employees	Ongoing/In Progress		In 2011, digital cameras were provided to retail so that they could document changes to layout, etc. and e-mail to real estate/store operations staff. This reduced the number of site visits required.	Continue use of digital cameras.	2011	No End Date (Continuous)
Education, Awareness, and Engagement						
Team-building						
Create Green, Sustainability, Energy Conservation, or Climate Action Teams with executive endorsement	Ongoing/In Progress		Held monthly Climate Action Team meetings and weekly Power Smart Team meetings. Climate Action Team leader met with LDB General Manager regularly.	Maintain regular meeting schedule	2008	No End Date (Continuous)
Provide resources and/or dedicated staff to support teams	Ongoing/In Progress		Continued to staff dedicated environmental manager position to lead and support Climate Action Team.	For 2012, LDB will have both a dedicated Manager of Environmental Initiatives and an Acting Energy Manager	2008	No End Date (Continuous)
Awards/Recognition						
Establish a sustainability/green awards or recognition program	In Development			Will be considered as part of an ongoing environmental awareness program for LDB employees.	2012	No End Date (Continuous)
Staff awareness/education						



Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)		Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Provide education to staff about the conservation of water, energy, and raw materials	Ongoing/In Progress			Raised employee awareness about a diverse range of sustainability topics (e.g., glass, food, home energy efficiency) through a series of well attended "Doing Our Part Together" lunch and learn sessions with industry experts (organized for LDB staff in Head Office).	Continue to offer "lunch and learns" as part of an ongoing environmental awareness program for LDB employees at Head Office. Explore other options to engage employees at retail stores.	2010	No End Date (Continuous)
Provide green tips on staff website or in newsletters	Ongoing/In Progress			Included communication about LDB's environmental initiatives such as Earth Week in biweekly electronic employee newsletter (Employee News) and quarterly employee newsmagazine (Grapevine)	Continue to include environmental awareness messaging in Employee News and Grapevine.	2010	No End Date (Continuous)
Provide sustainability education during new staff orientation	In Development				Information about LDB's commitment to environmental sustainability appears in LDB's online orientation for new staff. LDB will look at opportunities to expand on this information.	2012	No End Date (Continuous)
Client/public awareness/education							
Provide education to clients/public about the conservation of water, energy, and raw materials	Ongoing/In Progress	16	% reduction in plastic bag deliveries to stores since start year indicated	Continued our single-use plastic bag reduction program by asking customers "Are you okay without a bag?", selling reusable bags designed for carrying beverage alcohol containers, handing out reusable bags during our "Free Bag Days", and posting bag reduction statistics in our stores (LDB has established a goal of a 50% reduction in plastic bag use below 2009 levels by 2013). During fiscal 2011/12, 21,238 six-bottle reusable bags and 22,658 four-bottle reusable bags were sold to customers. Thousands of these reusable bags were also given away on "Free Bag Days".	Continue with program and monitor reduction in use against targets. Our next "Free Bag Day" is scheduled for June 2012.	2009	No End Date (Continuous)
Provide green tips on client/public website or in newsletters	In Development				LDB has information on sustainable retailing posted on their public website. This includes a pamphlet outlining LDB's "16 Actions for a Green World" (which appears at the bottom of every web page) and section of the website which includes a summary of the objectives of LDB's Green Plan. For 2012, LDB is looking at opportunities to expand this section of the website and updating the information appearing there.	2012	No End Date (Continuous)
Other Sustainability Actions							
Water conservation							
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Ongoing/In Progress			Installed low flow fixtures in retail remodels.	Continue to install low flow fixtures during annual building remodel programs. Priority projects will be informed by energy studies.	2010	No End Date (Continuous)
Put in place a potable water management strategy to reduce potable water demand of building-level uses such as cooling tower equipment, toilet fixtures, etc. and landscape features	In Development				New lawn care and gardening contract for Head Office, the Vancouver Distribution Centre and Vancouver Signature Store will specify the use of drought-tolerant plants and grass seed in landscaping.	2012	No End Date (Continuous)
Waste reduction/diversion							
Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Ongoing/In Progress			In 2011, LDB recycled 1,828 metric tonnes of corrugated cardboard, 89 metric tonnes of clear film plastic and plastic shopping bags returned by customers, and 24 metric tonnes of office paper.	Starting in 2012, a recycling subject matter expert will be contracted for 2 or more years by LDB in order to find efficiencies in LDB's existing waste/recycling services and expand on the program to divert more material the landfill.	2009	No End Date (Continuous)



Action	Status (as of 12/31/11)	Performance to Date (as of 12/31/11)		Steps Taken in 2011	Steps Planned for 2012 -2014	Start Year	End Year
Implement a hazardous waste reduction and disposal strategy	Ongoing/In Progress			Through contract with Xerox, LDB ensured environmentally responsible asset disposal for all multi-function device components including toner cartridges or any electronic parts that needed replacing	Maintain contracted requirement with Xerox or any future vendors	2009	No End Date (Continuous)
Procurement (non-paper supplies)							
Incorporate minimum recycled content standards into procurement policy for consumable, non-paper supplies (e.g., writing instruments, binders, toner cartridges, etc.)	In Development				An office stationary contract with LDB is going to tender in 2012. Proponents will be requested to provide alternative 'green' options for products supplied, with preference given to third-party environmental certification (e.g. FSC, Ecologo, etc.).	2012	No End Date (Continuous)
Implement sustainable purchasing program for cleaning products, disposable paper products and trash bags	In Development				New janitorial contract for Head Office and Vancouver Distribution Centre will include a requirement for green cleaning products, with preference given to third-party environmental certification (e.g. Ecologo, Green Seal, etc.).	2012	No End Date (Continuous)
Building construction, renovation, and leasing							
Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities	Completed in 2011			Three retail renovation projects completed in 2011 had up to 75% of construction waste diverted from the landfill (qualifying for 2 points under LEED-CI v1).		2010	2011
Indoor air quality							
Incorporate low volatile organic compounds (VOCs) standards into procurement policy for products such as paints, carpets, and furniture	Ongoing/In Progress			11 out of 12 renovations projects completed in 2011 used low VOC paints, carpets, adhesives and sealants. During 3 LEED-CI renovations, to protect contractors, Liquor Store employees and customers from adverse affects during construction, an Indoor Air Quality plan was implemented throughout construction to maintain good air quality and protect equipment from collecting contaminants during construction. Similar procedures were followed for other renovations but not documented. Further, ventilation system were designed to provide sufficient outdoor/filtered air to occupants, while still providing good thermal comfort	The requirement for low VOC materials will be included in the updated LDB spec book which will be followed for all future renovations and new interiors.	2010	No End Date (Continuous)
Commuting to and from home							
Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress			Through events like Bike to Work Week, staff were encouraged to use the bike lock up facility and showers at Head Office/Vancouver Distribution Centre.	LDB will be leasing a new retail space at UBC Wesbrook Mall. The building provides alternative transportation to staff including bike storage and shower facilities as well as Car2Go car co-op parking. Staff at retail locations will be encouraged to form Bike to Work Week teams.	2010	No End Date (Continuous)
Other Sustainability Actions							
Install clean diesel technology in truck fleet to reduce particulate matter in engine exhaust	Ongoing/In Progress	63	% of truck in fleet has clean diesel technology installed	Out of the eight trucks in LDB's fleet, five had a catalyzed diesel particulate filter (CDPF) and a low-NOx engine control module (ECM) installed. The newest of these 5 trucks also has a selective catalytic reduction system (SCR).	Continue to install technology as budget permits.	2011	No End Date (Continuous)
Use environmentally-friendly products for lawn care and landscaping requirements	In Development				New lawn care and gardening contract for Head Office, the Vancouver Distribution Centre and Vancouver Signature Store will include a requirement for environmentally-friendly products, with preference given to third-party environmental certification (e.g., appears on Organic Materials Review Institute Products List).	2012	No End Date (Continuous)
Collect used beverage alcohol containers from customers in retail outlets	Ongoing/In Progress			Continued beverage alcohol container-return program in retail outlets.	Continue to promote program and release update "Bring 'Em Back Clean" signage for stores.	Started before 1995	No End Date (Continuous)
Require that suppliers package in lighter weight containers	In Development				In line with the Liquor Control Board of Ontario's light weight glass bottle standard, LDB has required that 750 mL wine products valued at less than \$15 must be bottled in containers that weigh 420 grams or less by January 1, 2013. This will lead to a dramatic reduction in the energy and materials required for bottle manufacturing, it also minimizes the environmental impact resulting from the transportation of products and the return of empty bottles to recycling facilities.	2013	No End Date (Continuous)
Offer certified organic products to retail and wholesale customers	Ongoing/In Progress			In 2011, the LDB currently offered 62 certified organic spirits, wines, beers and ciders from around the world to our retail and wholesale customers. During the whole month of April, organic wines were profiled to celebrate Earth Day – both in the store displays and LDB's Taste Magazine.	Continue to offer certified organic products and expand selection, where possible.	2002	No End Date (Continuous)



The LDB head office is located on a bicycle and public transit hub

Contact Information

To find out more about how the BCLDB is leading the beverage alcohol industry on implementing sustainability initiatives, visit www.bliquorstores.com/sustainable-retailing.

If you have any questions or comments, please contact us at: 604 252 3000