



Site Visit Report

Heritage Office Furnishings
555 Ardersier Road, Victoria BC

Date of Site Visit: December 7, 2010
Date of Report: December 17, 2010



Making a difference...together





Introduction

Businesses are becoming increasingly responsible for their energy, emissions and environmental footprint. Municipalities across the region have set aggressive greenhouse gas (GHG) reduction targets for their communities and the private sector will have a key role to play. GreenStart, a joint initiative of the Capital Regional District (CRD) and City Green Solutions, is a pilot program assisting small and medium sized organizations in taking action to reduce energy consumption, greenhouse gas emissions and their impact on the environment in 6 key areas:



Energy Efficiency



Water Conservation



Waste Reduction and Pollution Prevention



Sustainable Purchasing



Transportation



Staff and Community Engagement

As a participant in the GreenStart Pilot Program, your business will receive:

- This report outlining prioritized recommendations tailored to your business.
- Access to resources to assist in achieving the recommendations.
- If applicable, access to relevant financial rebates like the BC Hydro Product Incentive Program for energy efficient lighting upgrades.

Upon receiving this report your business will be expected to:

- Select and implement some of the recommended actions from the assessment that are in line with your budget and goals.
- Fill out page 15 and send back by **January 31st, 2011.**
- Attend the GreenStart Luncheon in February 2011.
- Report on progress by May 2011.
- Evaluate program success and offer feedback to shape future programs.



Summary of Positive Practices

During the GreenStart site visit, we observed a number of excellent practices at Heritage Office Furnishings (Heritage). Staff and management are energetic and attentive to their customer's needs, as well as committed to operating the business in a sustainable manner. Some of the positive practices observed include:

- ✓ Cloth towels are offered for hand drying in the bathrooms
- ✓ Washable cups and plates available in kitchen
- ✓ Recycling program in place for cardboard and some glass, metal and plastic
- ✓ Instant hot water heater in kitchen
- ✓ Decreased energy consumption from computers due to thin clients
- ✓ Zoned lighting used over some work areas
- ✓ Programmable thermostat on a timer reduces heating at night
- ✓ The office location is close to a number of bus routes
- ✓ The office location is close to the Galloping Goose regional bike trail
- ✓ Waste stream is controlled by prepping before deliveries
- ✓ Reject furniture and pallets are donated to local groups in need
- ✓ Data available for greenhouse gas inventory



Greenhouse Gas Emissions

A greenhouse gas (GHG) inventory is an account of the energy use and associated emissions created either locally or globally from the operations of your business. By measuring energy use and emissions, your business will be in a better position to manage impacts and expenditures over time.

The table below is intended to give you a snap-shot of your GHG emissions profile based on the data you provide the GreenStart team. The data provided to the GreenStart team included:

- Monthly BC Hydro bills for the period of November 24, 2009 to November 23, 2010
- Monthly Terasen Gas bills for the period December 21, 2009 to November 22, 2010
- An average monthly fuel cost estimate of \$270/month per two diesel trucks and \$185/month for each three gasoline vans

The scope of emissions profile solely includes office and warehouse heating, cooling and electricity use, and vehicle use for deliveries. In the future, other measurements to include in an inventory could include paper use and waste production.

Type	Total eCO ₂ (t)
GHG Emissions by Sector	
Buildings	10.3
Vehicle Fleet	31.2
GHG Emissions by Category	
Electricity	1.3
Natural Gas	9.0
Gasoline	14.8
Diesel	16.4
Estimated Total GHG Emissions (tonnes of eCO₂)	41.5

The emissions total is described in carbon dioxide-equivalent, based on the emissions factors of each emissions source and the global warming potential (GWP) of the particular GHG. Based on the data provided, Heritage emits **41.5** tonnes of carbon dioxide equivalent through its building heating/cooling, electricity use and running the vehicle fleet.

In order to measure on-going progress, you should track your energy use in the future. Some of the resources we have provided in the “Next Steps” section of this report may also help to further develop your GHG inventoring. Part of our program includes providing you with assistance on data collection strategies, recommendations for your annual emission accounting scope, or how to become a carbon neutral organization.



Summary of Opportunities

The following is a list of actions which we believe you can take on immediately and complete within the next seven months based on the observations from the GreenStart Business site visit.

These recommendations are prioritized based on the perceived level of impact and the appropriateness for your businesses. Additional opportunities in all of the six target areas are listed in the following sections.

Prioritized GreenStart Business Recommendations

❑ 1. Waste Reduction

Establish a comprehensive waste diversion program by working with a local waste removal and recycling company.

❑ 2. Energy and Lighting

Access BC Hydro's Product Incentive Program and replace inefficient lighting with more efficient options.

❑ 3. Energy and Lighting

Eliminate redundant appliances in the kitchen such as extra microwaves.

❑ 4. Sustainable Purchasing

Establish a sustainable purchasing policy that includes guidelines for office supplies, packaging, food, and coffee.

❑ 5. Staff and Community Engagement

Inform your present and future customers about the steps you are taking to green your business on your website.

❑ 6. Transportation

Establish an anti-idling policy and educate staff.

❑ 7. Transportation

Register a team for Bike to Work Week 2011.

❑ 8. Water

Install inexpensive faucet aerators on all faucets.

❑ 9. GHG Emissions

Track GHG emissions in the 2011 year by using the excel spreadsheet provided.



Energy Efficiency and Conservation

Observations from Site Visit

- x Inefficient lighting in warehouse and showroom
- x Lights are left on in areas that are not in use

Recommendations

Lighting:

- ❑ Take advantage of zoned lighting by turning off lights when areas are not being used. Provide task lighting at individual desks. Use ENERGY STAR approved desk lamps.
- ❑ Install occupancy sensors in washrooms and other areas that are not always occupied. There is also potential for occupancy sensors in the warehouse if the lighting is replaced with another type. Product is available at most home improvement stores (Cost \$30 - \$50 plus installation).
- ❑ Access [BC Hydro's Product Incentive Program](#).
 1. Contact a [PowerSmart Alliance member](#). An Alliance member contractor can visit Heritage Office Furnishings and provide a lighting audit and quote for free. You will also get an idea of energy savings, incentive amounts, and payback time of replacing lighting. Some upgrades pay off in less than two years!
 2. Purchase and install products. Keep all invoices.
 3. Complete the online application within 120 days of the invoice dates and mail all invoices and permits to BC Hydro.
 4. Receive an incentive from BC Hydro!
As an example, you can receive an incentive of \$115 for replacing one 400 W high pressure sodium lamp with a high bay fluorescent under 375 W.

Did you know?

BC Hydro's Product Incentive Program (PIP) can:

- Save money.
- Improve the work environment.
- Contribute to environmental sustainability.
- Plus your business could receive a financial incentive

If you are interesting in accessing the program yourself, check out the following resources:

- [Getting Started Check List](#)
- [Eligible Technologies](#)
- [E. Catalog](#) – Find specific types of products and distributors in the area
- BC Hydro PIP Support line: 1 866 522 4713

Equipment:

- ❑ When replacing computers always choose ENERGY STAR models.
- ❑ Downsize your refrigerated items and remove or defrost the mini-fridge.
- ❑ Eliminate redundant appliances in the kitchen such as extra microwaves.
- ❑ Use power bars with switches or times for appliances and office equipment that can be shut off at night. This reduces your stand-by power loads.
- ❑ Long-term: When replacing your fridge, choose an ENERGY STAR model.
- ❑ Replace water tank in storage room, with instant hot water heater.
- ❑ Use [power management software programs](#) that save energy by automatically turning off idle monitors and printers (must be purchased separate from computer). Typically licenses cost between \$10 and \$20 each.

Staff Practices:

- ❑ Turn off computer monitor when not in use or have screen settings set to sleep mode after 5 minutes with no activity.
- ❑ Turn off photocopiers during off-hours.
- ❑ Unplug chargers for laptops and cell phones when they are not charging.

A **carbon offset** is a reduction in emissions created by one party that can be purchased and used to balance the emissions of another.

Monitoring and Offsetting:

- ❑ Using the spreadsheet provided, start collecting energy consumption and cost expenditure data on a monthly basis for electricity, heating and transportation. Tracking will allow you to understand your carbon footprint as well as track your energy savings due to facility upgrades.
- ❑ Invest in renewable energy for at least 50% of your energy needs from an organization like Bullfrog power. There are few beauty salons that market themselves as “green”. You could develop a niche market by purchasing renewable energy credits for your monthly use. Bullfrog power undertakes national advertising campaigns and builds support for customers through social marketing.

Bullfrog Power is a Canadian provider of 100% renewable electricity. Even businesses with energy bills tied into the lease can purchase Bullfrog Power and have green electricity certificates issued on their behalf. Bullfrog powering office space costs approximately \$40.86/month plus HST for a 1,000 sq ft office.



www.bullfrogpower.com



Water Conservation

Observations from Site Visit

- x Standard fixtures in sinks
- x Conventional hot water tank
- x Standard toilet models

Recommendations

- Install low flow aerators or flow (\$9- \$15) reducing valves in all sinks. Flow rate should be less than 0.5 gallons per minute (gpm) for washroom sink and 1.5 gpm for kitchen sink. You can purchase these from most hardware stores.
- Replace old toilets with low flow models (under 6 litres per flush).
- Post signs in restrooms to encourage water conservation.
- When cleaning outdoor surfaces or warehouse floor, clean surfaces using dry sweeping methods and pressure wash surfaces with a 1.6 gpm or less high velocity spray nozzle. Do not use a hose to spray down surfaces.



Waste Reduction and Pollution Prevention

Observations from Site Visit

- x Some recyclables end up in garbage
- x No composting system in place
- x No system in place for hard to recycle items such as discarded furniture, soft plastics, and wood pallets.

Recommendations

Reduce:

- Save discarded papers that are printed on one side only and use them for scrap paper, or for working documents that only need single side printing.

- ❑ Eliminate paper towels in the washroom and instead solely provide washable hand towels.
- ❑ Set 'double sided' as the default setting on your printer and print only when necessary.
- ❑ Print black and white as much as possible.

Re-use:

- ❑ Provide reusable containers for staff to use for their take-out lunches.
- ❑ Purchase cleaning products and soaps from re-fillable service providers such as the [Soap Exchange](#), which refills the same containers over and over.
- ❑ Donate your unwanted computers, monitors, printers, scanners, mice and keyboards to a computer recycler or charity, such as [Encorp Return-it](#), [Find a Computer a Home](#) or [Computers for Schools](#) (in Vancouver).
- ❑ Got unwanted items? Post on usedvictoria.com or Craigslist and offer free with pick-up.

Recycle:

- ❑ Confirm with Waste Management, that your plastic, glass and paper is being recycled. If not, organize for this to happen.
- ❑ Allocate some monthly operating budget towards recycling for e-waste and other hard to recycle items and composting.
- ❑ Set up and label sorting bins outside of warehouse for hard to recycle items.
- ❑ Arrange for any recyclable items that are not taken by your waste management company (such as e-waste, soft plastics, hard/rigid plastics, Styrofoam etc.) to be picked up by local company such as [Pacific Mobile Depots](#) or dropped off at the [reFUSE depot](#) at 2111 Government Street. Alternatively, the [Hartland Landfill](#) will take hard to recycle sorted items. Note: they will take any item that is 100% plastic for recycling. If you have reject furniture parts that can be stripped off all non-plastic parts, drop off at the landfill.
- ❑ Use <http://www.myrecyclopedia.com/> to answer future recycling questions.
- ❑ Composting is nature's recycling. Compost all organics, soiled paper products, and compostable food

Prioritize the '3 Rs'



1. **Reduce** first.

What has not been produced has not used any resources to produce and will not produce waste.



2. **Reuse** or repair whenever you can. Something that has already been produced does not require the use of new materials, energy, and water to be made, and does not produce waste and pollution during manufacturing and transportation.



3. **Recycle** as much as possible. Even items that are not typically included in blue-box pickup can be taken to recycling facilities. This is an important step to minimize the waste sent to landfills.

containers. Sign up with a local compost pick-up company found in the resources section. For as little as \$5 per week/\$20 per month your organic office wastes can be picked up by a company using a bicycles pick up service. reCYCLISTS from reFUSE and Pedal to Petal are two local options for bicycle compost pickup.

Bicycle Compost Pickup

reCYCLISTS*
PEOPLE POWERED RESOURCE RECOVERY

www.refuse.ca



<http://pedaltopetal.blogspot.com/>



Sustainable Purchasing

Observations from Site Visit

- x No Purchasing Policy in place

Recommendations

Heritage already purchases many sustainable products, however there is no sustainable purchasing policy in place to guide future decisions. A sustainable purchasing policy can help maintain a focus on environmental stewardship. There are a number of products and services that Heritage purchases that could include preference for location, recycled content, recyclability, energy use and more. Points to include in the policy include:

General Purchasing

- ❑ Use unbleached, non-deinked paper products. Purchase copy, computer and fax paper with 100% post-consumer waste content.
- ❑ Ask your cleaning company to use low-toxicity multipurpose cleaners, rather than many special-purpose cleaners. Janitor's Warehouse on Blanchard street offers a

Not just good for the environment.

Switching to green cleaners not only reduces impact on the environment but can also improve indoor air quality, reduce related health problems, and increase staff productivity.

series of non-toxic, eco-friendly cleaners for commercial use.

- Purchase Fair Trade coffee and sugar and avoid single-use packaging.
- When replacing computers, electronics and appliances, purchase ENERGY STAR products if available.

Look for the label.

Choose products labeled by a credible third-party certification agency. Some examples of product labels: Fair Trade, Forest Stewardship Council GreenSeal, ENERGY STAR, and EcoLogo.



Transportation

Observations from Site Visit

- x Older vehicles in fleet
- x Not tracking fuel use in Litres

Recommendations

- Track fuel use in litres monthly for your GHG inventory.
- Establish an anti-idling policy and educate staff. Find out more information here: [Anti-Idling](#)
- Document your usual schedule for product delivery and investigate opportunities to combine orders to reduce the number of trips regular suppliers make to your warehouse.
- Replace vehicles with more energy efficient models.
- Participate in the Scrap It Program when you retire your older model van. Check it out here: <http://www.scrapit.ca/>
- Register a Team for Bike to Work Week 2011.
- Consider incentivizing staff to reduce home to work commuting.
 1. Subsidizing the cost of bus pass for interested staff as a taxable benefit.
 2. Installing secure bike racks.



Engagement: Staff, Landlords and Community

Recommendations

- ❑ Heritage is doing many positive social and environmental positive actions. Post information on your website informing your customers and suppliers of your present and future green initiatives. Check out an example of a local company doing just that:
<http://www.heritageoffice.com/about/sustainability.aspx>
- ❑ Become informed about industry leaders.
- ❑ Continue to look into sustainable product availability (low-emissions, LEED rated, recyclable materials), and profile these options for your clients.
- ❑ Allow staff to volunteer in one community event on work time. Share this on your website.



Further Resources

The region has access to many valuable organizations which have the skills, knowledge and expertise to further develop your sustainable business practice. See the list below of further resources you could use to reach your goals.

Utilize Resources on the CRD Website

The CRD website contains links to local organizations and businesses that can help you achieve your sustainability goals. Browse the six target areas at:

<http://www.crd.bc.ca/climatechange/reduce.htm>

Learn about Sustainable Business Leaders in Victoria



The Values-Based Business Network's (VBN) mandate is to develop and promote a values-based, sustainable business culture in Victoria BC's capital region by providing a resource network and identifying sustainable business leaders. The Business Leaders in Sustainability (BLIS) project showcases companies at the forefront of sustainability in order to create opportunities for learning and to inspire other businesses to adopt sustainable business practices. Profiles of BLIS companies

and the process by which they are chosen can be found on the VBN website:
<http://vbnetwork.ca/blis/>

Obtain Further Information and Assistance

1. BC Hydro Green Team Activation (GTA) Workshop

BC Hydro offers a 60-90 minute session that facilitates the Green Teams towards action. A PowerSmart specialist will work with your Green Team to identify ways to create a true culture of conservation within your organization. By the end of the session, your Green Team will have a concrete, multi-stage action plan filled with great (and achievable) ideas, custom-made for your staff and your workplace—and your Specialist will make sure you have all the tools, tips and information you need to make it happen.

To book your free one-and-a-half-hour Green Team Workshop, contact Jeff Chiu at jeff.chiu@bchydro.com

BC Hydro 
powerSmart

2. Small Feet Consultation

Small Feet Inc. is consulting company that guides organizations through the process of understanding, improving, and communicating their environmental performance. Your participation in GreenStart includes a one-hour free consultation session. Their services combine business coaching with tailored consulting services.



www.smallfeet.ca

3. Climate Smart

Climate Smart is a social enterprise based in Vancouver that offers a comprehensive, small-group-based training system and software for small- and medium-sized enterprises (SMEs) to measure and profitably reduce their carbon footprint. The focus of Climate Smart is on building capacity within organizations, focusing on emissions and cost savings, operational efficiency, and brand lift.



climatesmart

www.climatesmartbusiness.com

4. 1% for the Planet

1% for the Planet facilitates provides a framework for businesses to donate 1% of their sales to environmental organization. Members benefit by becoming part of a growing network that is recognized for their contributions.



**FOR THE
PLANET**

MEMBER

www.onepercentfortheplanet.org

Get Recognized

After implementing actions in your business, consider nominating your businesses for a sustainability award.

1. 2011 Greater Victoria Chamber of Commerce Awards

The Sustainable Business Practices Award honours a business that demonstrates sustainable business practices in their own operations (aside from the product or service for sale), including the use of energy efficient technology, and demonstrates how these practices benefit the regional environment. Special attention will be paid to businesses raising environmental awareness, and demonstrating leadership and commitment to sustainable development and energy conservation.

- Nominations can be submitted to the GVCC and are open till January 19 and can be found at <http://www.victoriachamber.ca/businessawards>.
- Supporting info is due no later than Feb 2, 2011. Supporting documentation requires completion of the following:
 - Business profile (max 100 words)
 - Statement of Nomination – indicate how the business meets the stipulated criteria
 - Letters of support. Nominators/nominees can provide a maximum of 3 letters in support of their nomination

2. 2011 Capital Regional District EcoStar Awards

The CRD's EcoStar Community Environmental Awards recognize outstanding achievements and contributions by local businesses, groups and individuals to enhancing our environment. Each spring there is a call for nominations for leadership in a variety of categories including energy, water, waste, and greenhouse gas emissions. Stay tuned this spring at www.crd.bc.ca for more information on EcoStar 2011.

Eligibility Requirements

- The nominated individual, project, initiative or company must operate/reside within the Capital Regional District (CRD)
- All projects are eligible for an award, regardless of size
- All projects must have been in progress during 2010 - 2011
- Applicants must not previously have won an award in the category under which they are applying
- Awards in all categories may not be given out each year
- Previous finalists may reapply but must be able to demonstrate progress since their last application



Contacts



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