

## BC Family Maintenance Agency 2024 PSO Climate Change Accountability Report

**Title:** 2024 PSO Climate Change Accountability Report

**Organization:** BC Family Maintenance Agency

### PART 1. Legislative Reporting Requirements

**Declaration statement:** This PSO Climate Change Accountability Report for the period January 1, 2024 to December 31, 2024 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2024 to minimize our GHG emissions, and our plans to continue reducing emissions in 2025 and beyond.

#### Emission Reductions: Actions & Plans

The BC Family Maintenance Agency's (BCFMA) mission is to provide the highest quality client centric service, helping families achieve the best outcomes and future for their children. To achieve this mission BCFMA identifies ways to reduce our carbon footprint and to lessen our impact on climate change. Securing our compliance with the B.C. Carbon Neutral Government program and creating a green corporate culture are two objectives that will establish BCFMA as a green conscious corporate citizen.

Key BCFMA staff are trained in emission reduction activities, who subsequently train other BCFMA staff on current best practices aimed at minimizing our release of greenhouse gases. Each year BCFMA considers all types of emissions to understand how they are derived before implementing best practices in priority areas of reduction. Ease of implementation, potential for decreases in costs, and potential benefits in the areas of paper, electricity, third party shipping, staff commuting, waste, and employee/supply chain engagement are all considered.

BCFMA's Green Team is the Agency's go-to workplace action team for initiating, organizing, and communicating green organizational initiatives. Green Team members set targets, develop strategies, and communicate the emission reduction best practices to staff. Green initiatives and best practices are shared with staff through a Green Team intranet site, the development of a quarterly newsletter, discussions during in-person promotional events, and by making presentations at organization-wide meetings. Gaining the support of employees has been one of the most effective ways BCFMA has driven change across the organization.

## **A. Stationary Sources (e.g., buildings, power generation)**

BCFMA's strategies to reduce emissions from stationary sources focus on utilizing building energy-saving and recycling/waste reduction/composting best practices.

BCFMA has an Agency-wide recycling/waste reduction system. Disposables and recyclables are collected and recycled from all offices. On an annual basis the Agency investigates additional opportunities to recycle, reduce space and waste, and minimize building power usage. As low-efficiency office equipment (e.g. fax machines and printers) reach end of life, they are removed from service and replaced with higher efficiency equipment and systems that include multi-function printers and centralized printing systems.

BCMFA's Green Team initiated ideas include Trash to Treasure, Gift-Wrapping Stations, and Green Thumb days. Several times each year staff are encouraged to bring new or gently used items (e.g. used but still usable "stuff", well-intentioned gifts that aren't needed, etc.) that someone else may want. One person's trash is another person's treasure! During the holiday season staff are encouraged to donate any unwanted and re-usable gift-wrapping paper/bows/gift bags/etc. to minimize holiday waste. Each spring Green Thumb days encourages staff to add indoor plants to their office space to eliminate air pollutants, boost creativity/productivity, and enhance the overall appearance of workspaces.

Saving electricity is one of the easiest and most impactful way for BCFMA to save energy. "Lights Out" practices are in place to educate staff on how to save electricity and to maximize the lifespan of lighting. Equipment that is used less often is either turned off, unplugged, or utilizes a sleep/standby mode until needed (to save electricity). Outdated desktop computers have been replaced with laptop computers as laptop computers utilize less energy.

## **B. Mobile Sources (e.g., fleet vehicles, off-road/portable equipment)**

BCFMA does not have any fleet vehicles, off-road equipment, or portable equipment of its own. Reductions from mobile sources focus on minimizing staff travel and reducing travel required by suppliers to deliver goods and services to our buildings.

Before 2020 almost all family law court proceedings occurred in person. As a result of the COVID-19 pandemic virtual court proceedings were normalized and many BCFMA legal counsel activities (e.g. court appearances, meetings with clients) that previously were conducted in person were instead held virtually. Although attending court in person has returned to some degree, BCFMA legal counsel can now appear before the courts virtually for most provincial court remand matters as well as certain appearances before Supreme Court or Court of Appeal Justices and Registrars. As a result, travel required by BCFMA legal counsel to attend court is much less than what it was before the COVID-19 pandemic. Having access to Court Services Online, digital access to B.C. lawyers to provincial court family files, e-filing, e-

search of civil and criminal court documents, use of the filing assistant to fill out forms, and viewing of daily court lists has also contributed to the reduction of travel by lawyers and other staff/agents to court registries.

BCFMA has a bus pass program that encourages staff to travel using mass transit. Travel using mass transit occurs at a lower trip per cost and with a lesser impact on the environment than travel by personal vehicle. BCFMA offices are very supportive of encouraging staff to commute by bicycle and bike week/Go by Bike Week events are celebrated/supported within each offices' communities. The Agency has also developed policies that encourage staff to rent compact cars when they must travel long distances for work, resulting in a lesser impact on the environment.

BCFMA continues to minimize the impacts of supplier travel by encouraging fewer one-off deliveries and scheduling services on demand (when needed, instead of following a regular schedule), which results in less truck trips to/from our organization. Less supplier trips result in less emissions expended by suppliers to meet supply needs.

### **C. Paper Consumption**

Each year BCFMA identifies and implements several significant business process re-design projects or implements new technology, and as a result the Agency continues to modernize and see significant annual reductions in the overall need for paper. Working groups meet regularly to identify opportunities and further develop solutions for business and technology process re-engineering.

BCFMA has reduced our need for paper by focusing on utilizing new technology and/or changing business processes. Key 2024 initiatives for lessening dependence on paper and to reduce the impacts of the paper that is used include:

- BCFMA used 28% less paper than it did during 2021, and 44% less paper than 2000
  - The Agency reduced several paper-based processes, which captured operational efficiencies and resulted in a decline in paper usage.
- Increase sugar paper uptake
  - BCFMA has transitioned from using 64% non-recycled paper in 2022 to utilizing sugar paper 95% of the time in 2024. Sugar paper is 100% wood-free and is produced using sugar cane fibre called bagasse, a residue waste fibre that remains after the sugar manufacturing process. Sugar cane paper requires less than half the greenhouse gases emitted during the production of 0% recycled paper, and 28% less greenhouse gases emitted during the production of 100% recycled paper. Sugar paper is competitively priced and looks, feels, and performs to the same quality standards as paper made from trees.

- Digitization of client letters and reports
  - Each year, dozens of client letters that were previously printed and mailed are digitized so that they may be sent by webmail (i.e. less paper mail sent, and less postage costs required).
  - Each year, several reports are converted to digital format. Reports that were previously automatically printed are converted to being viewable on-screen in real time.
- Increased client uptake of online enrolment
  - BCFMA's Online Enrolment Application system was implemented during 2022 to allow clients to apply to the BCFMA program directly through the BCFMA website (previously a client's only option was to print and mail or fax in their application form. Over 80% of enrolment applications received by BCFMA are now received through the web application.
- A new Human Resources Information System (HRIS) – digitized payroll processing
  - During 2024 BCFMA built the framework and platform for a new, high performance HRIS for timekeeping and payroll that will eliminate a dated paper-based payroll and leave process system.
- Digitization of personnel files
  - BCFMA has digitized all personnel files through the conversion of physical staff offer letters, annual code of conduct signoffs, new staff documentation, and performance assessments to digitized processes. The result has been increased efficiency, improved file security, and far less paper being required to manage personnel files.
- Encouraging organizational best practices
  - Staff are encouraged to only print, when necessary, to utilize electronic means of communication with clients, and to rely more-so on viewing files digitally rather than printing a paper copy to read. When paper is still required, staff are encouraged to use double-sided printing.

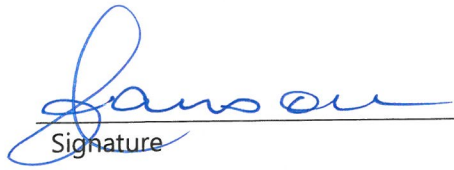
## 2024 GHG Emissions and Offsets Summary Table

BC Family Maintenance Agency 2024 GHG Emissions and Offsets Summary	
<b>GHG emissions for the period January 1 - December 31, 2024</b>	
Total BioCO <sub>2</sub>	0
Total Emissions (tCO <sub>2</sub> e)	20.2
Total Offsets (tCO <sub>2</sub> e)	20.2
<b>Adjustments to Offset Required GHG Emissions Reported in Prior Years</b>	
Total Offsets Adjustment (tCO <sub>2</sub> e)	0
<b>Grand Total Offsets for the 2024 Reporting Year</b>	
Grand Total Offsets to be Retired for 2024 Reporting Year (tCO <sub>2</sub> e)	20
Offset Investment (\$)	\$500

### Retirement of Offsets:

In accordance with the requirements of the *Climate Change Accountability Act* and the Carbon Neutral Government Regulation, BC Family Maintenance Agency (**the Organization**) is responsible for arranging for the retirement of the offsets obligation reported above for the 2024 calendar year, together with any adjustments reported for past calendar years (if applicable). The Organization hereby agrees that, in exchange for the Ministry of Energy and Climate Solutions (**the Ministry**) ensuring that these offsets are retired on the Organization's behalf, the Organization will pay within 30 days, the associated invoice to be issued by the Ministry in an amount equal to \$25 per tonne of offsets retired on its behalf plus GST.

**Executive Sign-off:**



Signature

May 5, 2025

Date

Joanne Hanson

Chief Executive Officer

Name (please print)

Title