

Office Occupant's Sustainability Guide



Ivanhoé Cambridge





Office Occupant's Sustainability Guide

SUSTAINABILITY TOGETHER

You may be wondering what you can do to make your office greener or perhaps you have already started taking actions to become a more sustainable company.

In both cases, this guide was created for you. It provides office occupants with facts, information and concrete actions on how to create a more sustainable office space. The guide covers everything from employee engagement, energy water and waste reduction, sustainable purchasing, the improvement of indoor air quality, and encouraging sustainable transportation to and from the office.

Making these small changes will have a big impact – your office will not only be greener, but it will be a healthier and more productive work environment for staff. Not to mention reduced operating costs, since many of the actions proposed in this guide are potentially cost saving.

It's a win-win situation for everyone! Let's work together to multiply our sustainability impacts by creating more efficient office spaces and work environments that we can all be proud of.

If you have any questions or comments about this guide, please contact:

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A message to our office occupants:

OUR COMMITMENT TO SUSTAINABILITY

As building owners and managers, we at Ivanhoé Cambridge are committed to operating our buildings efficiently, conserving natural resources, preventing pollution, reducing the environmental impacts of our buildings and supporting the uptake of building technologies that advance sustainability. We are committed to sustainability as a company, and at each of our properties.

Here at **Le 1000**, we have implemented a number of sustainability initiatives, including:

BUILDING CERTIFICATIONS

- We are proud to be
 - BOMA BEST, level 4
 - LEED : EBOM
 - BOMA 360
 - *Ici, on recycle*, level 2
- We are proud to be winners of
 - BOMA QUÉBEC – Édifice ce l'année 2015
 - Énergia 2015

ENERGY EFFICIENCY

- We conduct energy audits every three (3) years
- We employ a Building Automation System (BAS) to ensure the office building runs efficiently
- We have energy efficient lighting
- We have installed Motion Sensors
- We conduct monthly in-house energy inspections as a preventative maintenance measure
- We have Solar Panels

WATER EFFICIENCY

- We measure the water consumption of the building
- We conduct water audits every two (2) years
- We have installed water-saving devices on toilets
- We perform monthly leak checks on public fittings and fixtures
- We have a grey water collection and recycling system
- We have water impervious surfaces in our parking lots
- We have a program to ensure the responsible use of salt for exterior de-icing

SUSTAINABLE PROCUREMENT

- We favour FSC-certified paper
- Our janitorial contactor uses Green Seal/EcoLogo certified cleaning products
- We use Green Seal/EcoLogo certified hand soap in public washrooms
- We source EPEAT certified electronics
- We purchase Energy STAR appliances and equipment
- We purchase WasteSense certified fittings and fixtures

WASTE REDUCTION

- We conduct annual waste audits
- We recycle paper, cardboard glass, metal and plastics
- We recycle wood skids
- We divert organic waste
- We have onsite composting
- We recycle cooking grease
- We recycle light bulbs
- We have a collection point for electronics, batteries and ink cartridges
- We have a collection point to properly dispose of hazardous products such as paints and solvents
- We have partnerships with local non-profit organizations to reuse furniture and equipment
- We ensure that contractors recycle construction waste when recycling options are locally available
- We offer training sessions to occupants on our recycling and composting programs

INDOOR AIR QUALITY

- We conduct indoor air quality tests

SUSTAINABLE TRANSPORT

- We have accessible bike racks
- We have indoor bike parking area
- We offer shower facilities and lockers for people who cycle or walk to work (at the Fitness Centre Le 1000)
- Our property is serviced by public transit
- We have electric vehicle charging stations
- We have 2 electric cars with Communauto
- We offer tenants free access to Montréal's public bike system (Bixi)

1. ENGAGEMENT

Here are some actions you can start taking to engage office staff in sustainability:

GREEN TEAMS

- Create a green team, recruit members and develop an action plan.

A *green team* is a group of people that drive sustainability initiatives within a company.

Sustainability leadership and innovation works best when people with different interests and from all levels are engaged. It is equally important to gain support from management for your green team as it will drive sustainability from the top down.

Once your green team is established, create a roadmap to understand what has already been done and where you need to go.

Based on the roadmap, develop an action plan, with goals, responsibilities, a timeline and a budget.

Here are employee engagement actions your green team might consider taking on:

MAKE A COMMITMENT

- Have management sign off on sustainability actions that the office commits to.
- Create a sustainability pledge that employees can sign to affirm their own commitment to sustainability.

MEASURE

- Ask your Property Manager if data is available for your office's energy and/or water consumption. With these data, you can track your energy and water consumption on a regular basis to follow your progress.
- Consider tracking other sustainability indicators such as: paper consumption, number of printer cartridges purchased vs. recycled, the percentage of staff that use sustainable transportation, the percentage of staff who participate in sustainability education or awareness events, etc.

EDUCATE

- Where feasible, post your office's monthly water and/or energy use, as well as any other indicators that you track in a visible location for employees to see as a motivational tool.
- Conduct regular sustainability information sessions for employees. Sessions might include: paper-conserving practices or proper recycling procedures. Encourage staff to participate in external training events on sustainability (webinars, courses, videos) that relate to your business activities.
- Bring in outside experts for lunchtime learning sessions or specific workshops.
- Host an annual sustainability related awareness event (e.g. Earth Hour, Earth day, Bike to work day, etc.).



Creating a Road Map: Questions to Get the Conversation Started

- What programs are already in place?
- What are the office's biggest concerns related to sustainability? (if there are many, rank them)
- What are your short and long term sustainability goals?
- From your goals, what should be the key areas of focus?
- What actions will you take to achieve your goals? The tips provided in this guide can be used to help identify possible actions.
- What resources will you need to accomplish the goals? Will you need a budget?
- How will you communicate your sustainability targets, goals and achievements?

COMMUNICATE

- Develop a notice board or a space on your employee portal where you can post commitments and accomplishments (e.g. this month our reduction in paper use saved the equivalent of 10 trees).
- Create and distribute a sustainability e-newsletter with facts and informative articles.
- Make a "green orientation" tour a regular part of training for new employees to ensure everyone is familiar with the environmental practices endorsed by your office.
- Create a suggestion box or email address where staff can submit feedback and suggestions to your green team. Discuss the ideas at regular green team meetings.

CASE STUDY:



SAVIEZ-VOUS QUE...

vous avez un accès gratuit pour une période de 60 minutes au réseau de vélos BIXI ?

60 MINUTES GRATUITES

bixi

➤ DÉTAIL AU POSTE DE GARDE



SAVIEZ-VOUS QUE...

vous avez accès à 4 bornes de recharge situées dans le stationnement ?

4 BORNES DE RECHARGE

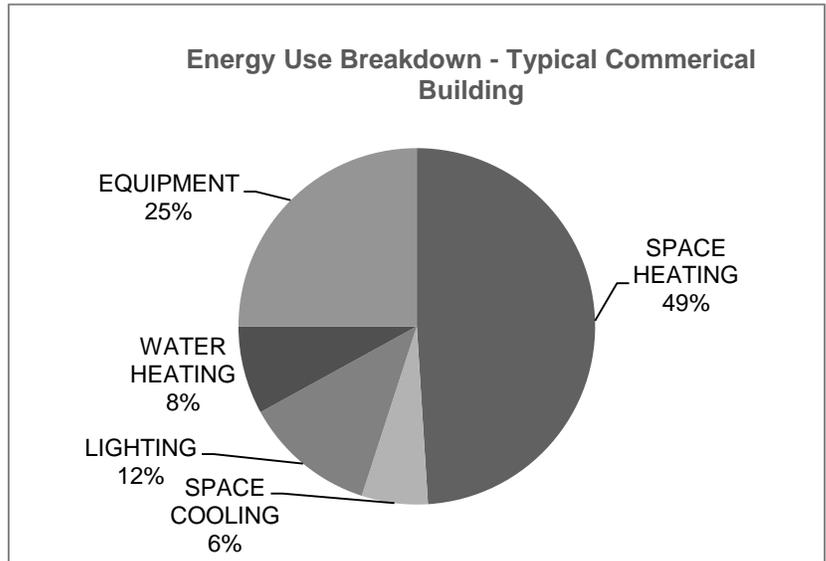
➤ DÉTAIL AU POSTE DE GARDE

2. ENERGY EFFICIENCY

According to the Canada Green Building Council (CaGBC) buildings consume an enormous amount of energy, and are responsible for more than 35% of greenhouse gases (GHGs) that contribute to climate change. Reducing energy consumption helps mitigate climate change and represents a strong business case for cost savings, since energy typically represents 20% of total office expenditures.

The most effective ways to reduce energy consumption in an office space are by employing automated controls, promoting behavioral changes amongst office staff and using energy efficient equipment.

Here are some actions you can start taking to reduce the energy consumption of your office:



Source: Natural Resource Canada

HEATING AND COOLING

- Ask your property manager if you would like the temperature of your office space to be automatically set-back on nights and weekends (if this is not already the case).
- Summer and winter, lower blinds/shades in the summer to reduce air-conditioning and heating needs.
- If you have your own HVAC equipment, inspect it on a quarterly basis to ensure optimal efficiency. Servicing HVAC systems regularly can save up to 30% of energy on fan activity.

COMPUTERS AND EQUIPMENT

- Program computers and laptops to energy saving modes. This is most effective when all computers are programmed centrally and automatically by the IT technician, rather than having individuals program their own computer.
- Initiate compulsory computer shut down in your office before evenings and on weekends. On long weekends and holidays, have a designated person send out a reminder email to power-down.
- Inspect fridge and freezer temperatures regularly to ensure they are optimized. The ideal temperature for a fridge is 4 °C, and -18 °C for a freezer.
- When purchasing new equipment (dishwashers, fridges and electronics), opt for Energy Star models that are certified to be at least 15% more efficient than standard models.



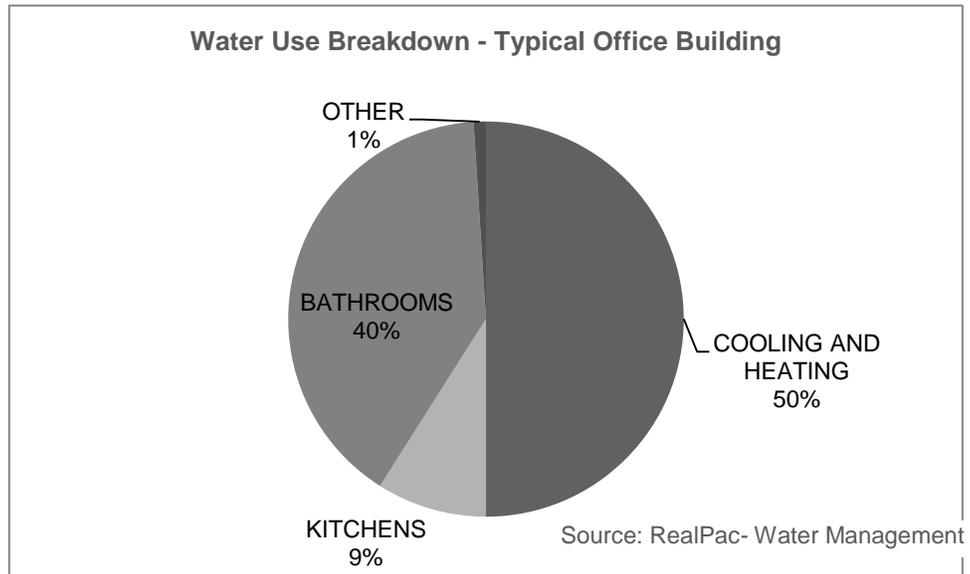
LIGHTING

- Install lighting dimmers where appropriate to prevent excess lighting.
- Install motion sensors in occasionally frequented areas, for example: kitchen, bathrooms, storage and service rooms. Occupancy sensors can save up to 30% on lighting energy.
- Install daylight sensors that reduce artificial lighting when natural light is available. Using daylight sensors can reduce lighting energy by up to 40%.
- Turn off all lighting before leaving your office. Develop a list of lights and equipment that should be turned off before leaving to assist staff with shut-down, or affix an energy saving prompt to your light fixtures (for example “Keep the future bright, turn off the light”). Even better, a control lighting system can be installed.
- Clean and inspect lighting systems monthly. Lights decrease their lighting capacity over time as they accumulate dust and dirt.
- Install energy efficient lights. LED’s are great for directional or spotlighting applications and use up to 80% less energy than conventional bulbs. LED lights are also available for holiday decorations.

3. WATER EFFICIENCY

According to the CaGBC, over 70% of all municipal water is consumed in or around buildings, with only a fraction actually being used for drinking. In a typical office building, about half of the water is used for washing and flushing. There are many simple actions you can implement in your office kitchen and/or bathroom to reduce the consumption of this vital resource.

Here are some actions you can start taking today to reduce the water consumption of your office:



WATER-CONSUMING EQUIPMENT

- Install aerators on existing lavatory and kitchen sink faucets on your premises, where applicable. An aerator is a filter that adds air to the water thereby reducing the flow by up to 30%. Aerators can be purchased for a few dollars at most hardware stores and easily screw into the existing faucet.
- Place Toilet Tummies or other water saving devices in your existing toilet tanks to reduce water used per flush by up to 2 liters, where applicable.
- When retrofitting spaces, opt for WaterSense labelled fixtures and fittings that are certified to be at least 20% more water-efficient than standard models.
- Opt for WaterSense dishwashers and washing machines and only wash full-loads.



LEAKS

- Check for leaks on your taps and toilets regularly and make repairs when necessary.
- If you notice any leaks or involuntary flushes when using public bathrooms, report the problem to your Property Manager so that it can be addressed immediately.

DID YOU KNOW?

About 14% of water consumed in buildings is lost due to leaks.

Just one leaky tap dripping one drop per second adds up to more than 18 litres per day

Source: WaterWise

4. SUSTAINABLE PURCHASING

Many of the products we buy for our offices consume energy, use water and/or produce waste all along their life-cycle. The first and best way to avoid these impacts is to reduce consumption at the outset by making smarter, fewer purchases. Secondly, the impacts can be reduced by opting for environmentally responsible products.

Environmentally responsible products are those that reduce waste, emissions and water use, improve energy efficiency, limit toxic by-products, contain recycled content, are locally sourced and/or are reusable

Here are some actions you can start taking to integrate sustainability into your office's purchasing decisions:

MAKING CHOICES

- Make a list of the products your office purchases and consider whether each one is necessary. Can it be avoided, combined with another product, rented or leased?
- Opt for high-quality, durable products that will last longer, as well as efficient products that use less water and energy over their lifetime.
- Give preference to purchasing from local suppliers to support the local economy and reduce greenhouse gases associated with transportation.
- Choose products that carry an independent eco-certification. Ecolabelindex.com is a resource of third-party certified products.

DID YOU KNOW?

Each tonne of recycled paper can save 17 trees, 1400 litres of oil, 4000 kilowatts of energy, and 26,000 litres of water

Source: University of Indiana

PAPER

- Buy paper products (toilet paper, brown paper and copy paper) that are made from recycled paper fibre; the higher the percentage content, the better, since it reduces the need to cut-down trees.
- Buy paper products that have been certified by the Forest Stewardship Council (FSC). This certification ensures that the timber used to produce the paper came from a responsibly managed forest and the recycled-content has been verified.



ELECTRONICS

- Buy electronic products that carry the EPEAT eco label to ensure the product has reduced toxicity, improved energy efficiency, durability and recyclability.



CLEANING PRODUCTS

- Reduce packaging by buying cleaning products in bulk and using concentrated formulas.
- When purchasing cleaning products and hand soap, opt for products certified under Green Seal or EcoLogo to ensure they are biodegradable and non-toxic.



PACKAGING

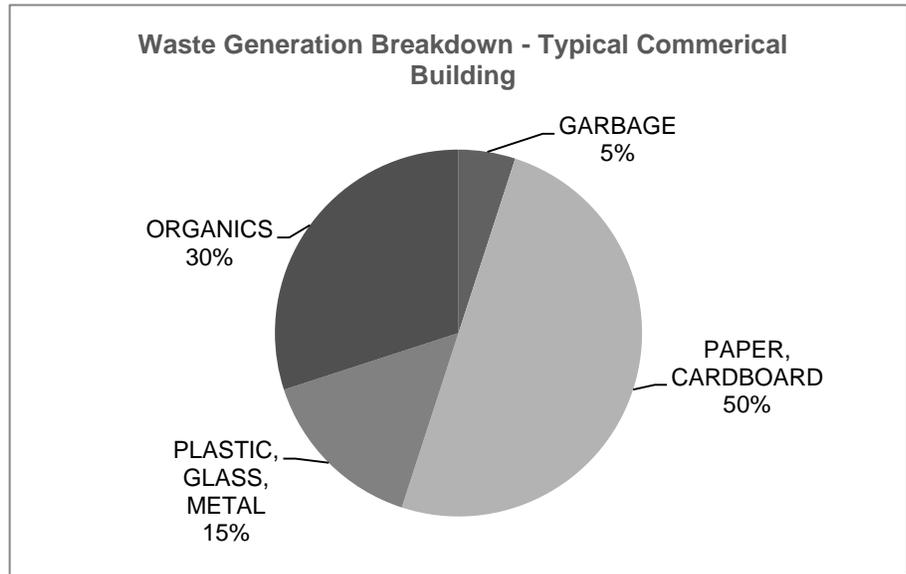
- Attempt to make purchases in bulk to reduce individual packaging.
- Wherever possible ask manufacturers or distributors to use reusable packaging such as durable bins, blanket wrapping, or to take back their packaging for reuse.
- When packaging cannot be reused, seek packaging that is both made from recycled materials and that is recyclable.

5. WASTE REDUCTION

The Federation of Canadian Municipalities states that every year Canada generates over 35 million tons of waste, two-thirds of which originate from the buildings where we work. Unfortunately, most of this waste is sent to landfill, even though the majority is either recyclable or compostable.

The most effective way to achieve greater resource efficiency is to apply the waste hierarchy in your office: 1) reduce consumption at the outset (see the sustainable procurement section); 2) reuse materials to make them last longer; and 3) recycle and compost.

Here are some actions you can start taking today to reduce waste in your office:



Source: Recyc-Quebec

PAPER

- Default printer and computer settings to print double-sided; contact your IT department for support.
- Bring laptops or iPads to meetings instead of printing agendas, and display agendas on a screen.
- Where feasible, track printing and provide employees with printing quotas. “Paper Cut” software helps track printing in your office.
- Design documents efficiently, for example, narrow paper margins and opt for “Eco fonts” that use less toner and paper.
- Have a designated area in your office for paper recycling and re-use. One sided “waste” paper can make great note pads or scrap paper.
- Instead of requiring hand written signatures on printed hard copies, sign electronic forms by inserting a protected signature.

PLASTICS

- Eliminate the use of disposable cups, plates, bowls and utensils in your office kitchen and replace with durable kitchen-ware.
- When hosting events, ensure that catering companies use durable dishware.
- Provide durable coffee mugs and containers that staff can borrow when going out for coffee and/or lunch.
- As an alternative to bottled water, purchase a water filtration system and use water pitchers and glasses at meetings.
- Avoid or eliminate coffee pods that are individually wrapped in plastic and foil. If already in use, coffee pods should be returned to the supplier for disassembly and recycling.

DID YOU KNOW?

Plastic water bottles take 700 years to decompose

Source: York University

ELECTRONICS

- Consider selling or giving away older yet functional equipment to employees for home use.
- Recycle inkjet and laser printer cartridges. Most suppliers have a recycling and return program, many of which are free of charge.
- Purchase rechargeable batteries instead of single-use batteries.
- Set-up a collection point in your office for end-of-life batteries.
- At the end of their useful life, ensure that electronics and batteries are sent to a recycling facility recognized by the Electronic Products Recycling Association of Canada’s (EPRA) or equivalent.

RECYCLING AND COMPOSTING

- Setup bins that correspond to the property's recycling and composting programs to ensure recyclables and organics are diverted from landfill.
- Place appropriate signage in visible locations around your bins.
- Undertake a visual inspection of your waste, recycling and compost bins to identify waste that can be eliminated, as well as contamination issues (i.e. if recyclables/organics are found in the waste bin, and vice versa).
- Special recycling streams are available at *Le 1000*. Inquire about our additional recycling drop-off points for shrink wrap, wood skids, cooking grease, light bulbs, furniture and equipment and hazardous materials such as paints and solvents.
- Train staff on waste diversion practices (what goes where, what is accepted). A great time to do this is during regular staff meetings. Contact your Property Manager to find out if information sessions on the property's recycling/composting programs are offered.
- Reuse or donate office furniture. Check with local second hand organizations to see what can be reused in your area.

6. INDOOR AIR QUALITY

Many products such as paints, adhesives, carpets and cleaners contain toxic volatile organic compounds (VOCs) which affect the quality of indoor air and can cause negative health effects. Reducing toxicity and improving indoor air quality is safer for occupants and can lead to higher productivity, decreased sick days and increased happiness in the workplace.

Here are some actions that you can start taking to improve indoor air quality at your office:

- Consider products with reduced Volatile Organic Compound (VOC) content when purchasing office furniture, carpeting, paint and equipment. Green Seal certifies environmentally safe products.
- Ensure air vents and grilles are not blocked to allow proper ventilation.
- Keep your work space clean and dry and try not to bring products to work that may pollute indoor air (strong perfumes, air fresheners, dusty or dirty clothing).
- Purchase indoor plants for your office. Certain plants have better air purifying qualities than others, and purifying is most effective when different species of plants are placed around the office.

Top Air Purifying Plants:

English ivy (*Hedera helix*)



Spider plant (*Chlorophytum comosum*)



Golden pothos or Devil's ivy (*Scindapsus aures* or *Epipremnum aureum*)



Peace lily (*Spathiphyllum 'Mauna Loa'*)



Chinese evergreen (*Aglaonema modestum*)



Bamboo palm or reed palm
(*Chamaedorea sefrizii*)



Source: Adapted from the NASA Clean Air Study on www.mnn.com

7. SUSTAINABLE TRANSPORT

Environment Canada states that transportation is responsible for over 25% of Canada's climate-change causing greenhouse gas emissions, the majority of which come from single-use vehicles.

Encouraging staff to walk, cycle, use public transit and carpool to work will help to reduce greenhouse gases, and contribute to the health and well-being of staff through increased physical activity and reduced commuter-related stress.

Here are some actions that you can encourage sustainable transport your office:

- Encourage staff to carpool by participating in a ride-matching program such as Carpool.ca, or create your own program to match colleagues with similar departure times and locations.
- Offer an incentive to employees who use sustainable transport; for example, consider subsidizing subway and bus passes and/or offering café vouchers to walkers and cyclists.
- Utilize web software for meetings and teleconferencing instead of travel.
- Post information on sustainable transport options to your office on your website or bulletin board (for example, nearest subway station and bus times).
- Consider undertaking a short transportation survey with office staff to better understand how employees get to work and how sustainable options could be improved.
- Track and establish a benchmark for business travel. If your office uses a central travel agency, they can likely provide you with this information. Consider off-setting the carbon emissions associated with air travel.



at

DID YOU KNOW?

Each day, there are 30 million empty car seats travelling to work in Canada

Source: Carpool.ca

CONCLUSION

You can start making a positive impact on sustainable performance today by implementing the actions included in this guide, but it doesn't have to stop there; share this guide with your co-workers and bring the actions into your daily life. We also encourage you to come up with your own innovative ideas that are not included in this guide; be inspired and get creative!

Lastly, as occupants of the building, we recognize that you have important insight on how sustainability in the building can be enhanced. Therefore, we encourage you to provide us with feedback so we can make improvements that reflect the priorities of our occupants