

carbon neutral action report

2011





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In 2011, our Vancouver
office diverted over 85%
of all its waste away
from landfills.

Executive Summary

In 2010 the BCLC Executive approved a Corporate Social Responsibility (CSR) Charter. This CSR Charter captured our intent to make CSR part of our organizational DNA and fully integrate the social, economic and environmental pillars into how we operate our business. The Charter contains goals that we use to guide us in our journey towards sustainability and in 2011 our journey continued.

BCLC's Vision is that "Gambling is widely embraced as exceptional entertainment through innovation in design, technology, social responsibility and customer understanding". While climate change is addressed within our wider commitment to corporate social responsibility, it is important to acknowledge the distinct emphasis we place on this goal. Addressing climate change involves balancing the need to reduce greenhouse gas emissions and environmental impacts while working to meet financial targets. These sometimes conflicting priorities can impact long term progress. However, BCLC is continuing in the right direction. The move to our new Vancouver building is a visible statement that demonstrates

our intention to reduce BCLC's operational impact on the planet.

To build upon this commitment, we are widening our sustainability key performance indicators and have been establishing consumption baselines for lottery products, water use and waste. For example, through progressive changes to our waste management, we estimate that our Vancouver office diverted 85% of its wastes to recycling in 2011. However, we're struggling to achieve the same result at Kamloops due to the lack of local infrastructure. BCLC has actively built on the progress from last year's achievements and we will continue to search for more cost and environmentally effective ways to reduce and recycle.

We are currently on target to reach our 2020 goal of reducing reportable greenhouse gas emissions by 33% as set by a 2007 baseline. This goal is challenging. However, with our employees' support, enthusiasm and innovation, BCLC will continue to seek out ways to reduce negative impacts on the environment.

As we continue our journey to reduce our consumption of resources, we will have a positive impact on our bottom line and the planet. Our employees recognize this, and they are our partners in identifying and implementing changes that address not just greenhouse gas emissions, but the wider range of our environmental impacts. At BCLC, we are motivated to be "Playing it Right", which includes our corporate social responsibility to British Columbians and the environment in which we conduct our business.

Marsha Walden
Vice President

Customer Strategy & Corporate Relations

Greenhouse Gas Emissions

In 2011, our greenhouse gas emissions rose by two tonnes over 2010. This small increase was due to BCLC retaining responsibility for the buildings and office space that were previously rented in Richmond until those leases expired. We estimate that the Richmond buildings' emissions accounted for approximately 100 tonnes of carbon dioxide equivalent (CO₂e). Without this, BCLC's emissions would have been below target at 1406 tonnes CO₂e.

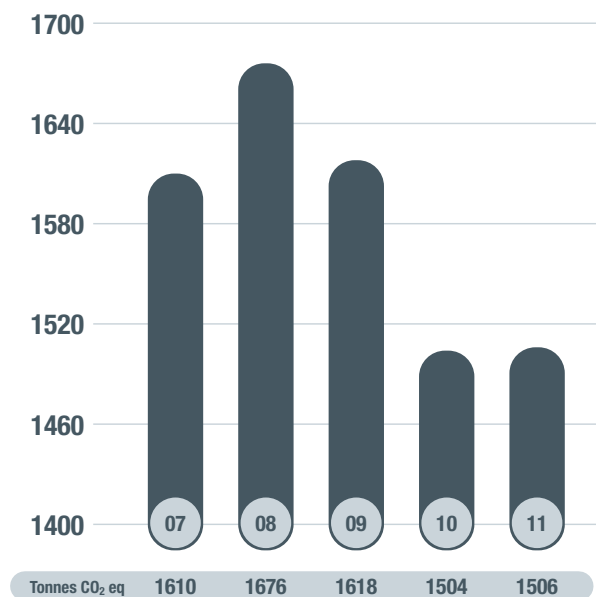
Our consumption of fleet gas and office paper consumption continued a downward trend. Electricity and natural gas use in 2011 was higher than in 2010 for the reasons indicated above.

Our first full year in the new, energy efficient Vancouver building helped keep emissions increases down and we expect to see a reduction in our reportable emissions in 2012.

Our reportable greenhouse gas emissions are:

Electricity	219 tonnes carbon dioxide equivalent.
Natural gas	827 tonnes carbon dioxide equivalent.
Fleet gas	415 tonnes carbon dioxide equivalent.
Supplies of office paper	31 tonnes carbon dioxide equivalent.
Fugitive emissions*	Out of scope.
Total declared emissions	1506 tonnes carbon dioxide equivalent.
Total emissions for offset	1492 tonnes carbon dioxide equivalent.

***Fugitive emissions.** Although we monitor and record the amount of refrigerant added to building HVAC systems and vehicle air-conditioning, the amount used is less than one per cent of our greenhouse gas inventory and as a result it does not qualify for disclosure purposes. In 2011, there were no building HVAC systems that required refrigerant replacement that is reportable under the Carbon Neutral Government Regulation, and only two fleet cars required additional refrigerant.



Offsets applied to become carbon neutral in 2011

As required by Section 7 of the Carbon Neutral Government Regulation, BCLC has offset a total of 1492 tonnes of carbon dioxide equivalent emissions from the following sources:

- Building operations, including the consumption of natural gas and electricity.
- Fleet gas consumption.
- Supplies of office paper.

The emissions offset do not include:

- 14 tonnes of bio carbon dioxide from fleet gas. Government has deemed bio carbon dioxide out of scope for emissions offsets.
- A percentage of gas equal to the percentage of private kilometers driven with our fleet vehicles.
- Fugitive emissions from building and fleet refrigeration units. These sources account for less than one per cent of our total emissions inventory.



In 2011, our Kamloops building reduced its water use by 400 full bath tubs.

Emissions Reductions Activities

Actions Taken to Reduce Greenhouse Gas Emissions in 2011

Electricity

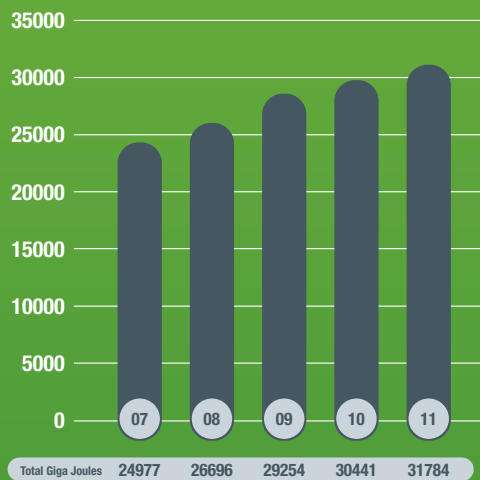
Our electricity consumed in 2011 was higher than in 2010. However, if the consumption for the Richmond floor space is subtracted, our consumption was actually slightly lower than the previous year even after the continued growth of our data centre operations.

BCLC's main Data Centre is housed in the 50 year old Kamloops building which is not a purpose built facility. This leads to compromises in data centre design leading to increased electricity consumption to cool the facility rather than powering the servers. However, the upgrades to the data centre in 2011 resulted in a BC Electrical Association award for Project Excellence and the upgrades introduced more energy efficient technologies.

The move to the new energy efficient Vancouver building brought all of our Lower Mainland office and warehouse functions together under one roof and successfully reduced electricity consumption. The electricity consumed by our Vancouver building was 2000GJ less than the total consumed at the Richmond buildings in 2010.

Despite completing the move to Windows 7, we were not able to implement a remote power down solution to control our desktop fleet. Our IT team continues to recommend leaving computers powered up to enable out-of-hours maintenance and maximize the life expectancy of the fleet of computers.

To help mitigate this we ran educational and behavioural change campaigns over the year that provided simple tips on how to reduce electricity use both at work and at home.

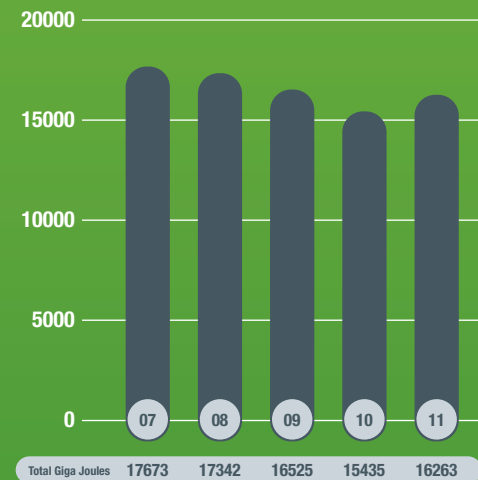


Natural Gas

Consumption of natural gas also increased in 2011 compared to 2010. As with our electricity, the increase was related to retaining responsibility for the buildings and floor space in Richmond. It is important to note that our natural gas emissions from the Vancouver building in 2011 were at least 40 tonnes of carbon dioxide equivalent less than all the Richmond buildings combined for 2010. BCLC no longer has any outstanding leases for Richmond buildings and can expect future year-on-year reductions in emissions from this source.

Natural gas is the fuel source for heating our buildings and the weather can have significant influence on our usage. Past building upgrades in Kamloops have resulted in lower natural gas consumption. However, in 2011 we experienced our first increase since 2007.

Notable from the usage history was that we consumed more natural gas in June and July 2011 than in the same months in 2010 or 2009. Environment Canada average temperatures for Kamloops for June and July 2011 were an average of two degrees Celsius lower than in 2010 and four degrees Celsius lower than 2009. The La Nina weather system was also active during this period which brings wetter, cooler weather.

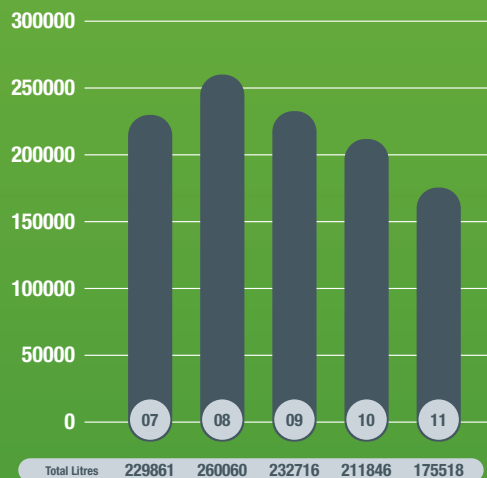


Emissions Reductions Activities

Actions Taken to Reduce Greenhouse Gas Emissions in 2011

Fleet Gas

In 2011, we continued to replace all end of lease fleet vehicles with hybrid alternatives and recorded 35,000 litres less gas for business related travel than in 2010. Our reporting has also improved since 2007 as we are now collecting more accurate data for private use of fleet vehicles. We do not declare or offset private use of our fleet vehicles. Therefore as the percentage of private use increases, our reportable consumption has decreased. BCLC's fleet size remains approximately 100 vehicles with small variations of one to three vehicles over the year.

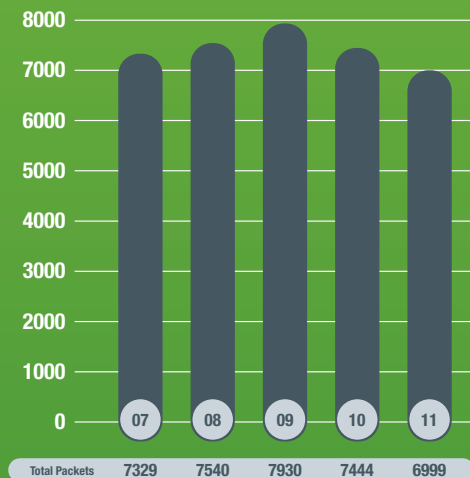


Office Paper

In 2011, our office paper purchases continued to decrease. Part of our approach to reducing paper use was to rationalize printers in our new Vancouver office. We provided four main printing hubs for daily use and this has proven successful in encouraging employees to consider alternatives before printing.

Office paper only accounts for approximately two per cent of our reportable emissions inventory. However, we undertook several initiatives to promote reductions. When combined with the printer rationalization, the results of our new approach saw 400 less packets of paper used in 2011 than in 2010 and nearly 1000 packets less than our peak paper consumption in 2009. Despite increases in employees over that period we have achieved a real reduction in total paper purchased.

Due to improved reporting and changes to greenhouse gas conversion factors, it is important to note that the emissions associated with our paper consumption have increased slightly.

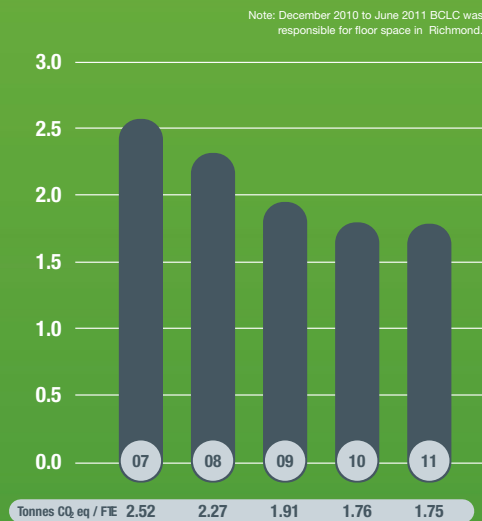


Operational Changes in 2011

Our reportable greenhouse gas emissions increased by two tonnes to 1506 tonnes when compared to our 2010 performance. Although this result may appear negative, our responsibility for the vacant Richmond buildings accounted for 100 tonnes of greenhouse gas emissions in 2011. By the middle of the year we had relinquished the final floor space in Richmond, showing our true emissions for the Vancouver building. We can realistically look forward to lower emissions in 2012.

We relocated our standby Data Centre from Richmond to Kamloops in May 2011. The standby Data Centre is in a separate building from our headquarters and we are reporting on the estimated electricity consumption based upon the number of servers we have running in standby.

In 2011, our end of year full time equivalent (FTE) headcount increased by six over 2010. While our greenhouse gas emissions were relatively stable, our emissions per FTE decreased slightly. Our emissions per FTE have now decreased every year since we started measuring our impact in 2007.



Other Activities

In addition to reducing our reportable emissions, our employees have continued to find ways to address our wider environmental impacts. Here are some examples of their passion and innovation.

Video Conference Technology

At BCLC, we're continuing to upgrade and increase our use of video-conferencing. In 2011, we conservatively estimate that we avoided approximately 150 tonnes of greenhouse gas emissions by utilizing video-conference technology to hold meetings. The financial savings of reducing travel between Kamloops and Vancouver were also considerable.

Lottery Ticket Paper

Our Lottery Technical Specialists began a project to trial a thinner, lighter weight paper stock for our lottery vending machines. If successful, we will reduce the environmental impact from our traditional lottery ticket. We are tracking our consumption of lottery ticket paper and will be able to report the difference that these changes make.

Lottery Ticket Recycling

A pilot project aimed at recycling discarded lottery tickets at retailer outlets was initiated and funded by BCLC. Working with 7-Eleven & Cascade Recovery, collection bins were placed at ten downtown-Vancouver locations. It soon became clear that lottery tickets were a very small percentage of paper waste and therefore the pilot was expanded to cover all paper discarded. Over the twelve week pilot period more than 1 tonne of paper was collected for recycling from the convenience stores.

We are now looking for ways to encourage retail partners to take up paper recycling. With the extension of the BC Recycling Regulation to paper products coming in to effect in 2014, it's an opportunity for BCLC and our partners to demonstrate leadership.

Operational Waste Management

In 2011, we ran a short pilot to identify and divert day-to-day operational wastes from casinos. By far the most significant operational wastes were the various bulbs used in slot machines. Over the pilot period nearly 600 bulbs from two Lower Mainland casinos were diverted from landfill. As commercial bulbs fall within the scope of the BC Recycling Regulation in 2012, we will soon be diverting and recycling many more bulbs.

New Products

Changes in the way retailers validate winning lottery tickets provided an opportunity to prevent old *PAID* stamps from entering the landfill. A process was developed to collect these old *PAID* stamps from lottery retailers and return them to a central location. BCLC worked with debrand Services to recover the rubber and found a buyer for the stamp bodies. This program prevented approximately 8000 stamps from entering the landfill.

Junk Mail

In an effort to reduce waste produced by BCLC, our business services team in Kamloops initiated their own "war" on junk mail. Monthly weights were reduced from nearly 30Kg to under 10Kg.

Alternate Transportation

BCLC employees were challenged during Bike to Work Week last spring. The response was so positive that a number of cyclists asked for a second summer challenge. As a result a virtual cross-Canada ride was launched with a target of biking enough kilometers to travel from Vancouver, British Columbia to St John's, Newfoundland. Over the course of the summer, our cyclists rode enough kilometers to reach Truro, Nova Scotia. This was a great effort that sets the scene for a bigger and better Bike to Work Week in 2012.

Waste Management Infrastructure

At the Vancouver office we've been able to make great progress in diverting waste from landfill. We've implemented processes to recycle paper, cardboard, plastics, metals and organics resulting in an estimated 85% diversion from landfill. Our head office in Kamloops is more of a challenge given the recycling infrastructure is not as easily accessible as the Metro Vancouver area. However, as a result of employee educational efforts, when we carried out waste sampling in 2011 at the Kamloops office we estimated a reduction of approximately 2 tonnes over the 2010 landfill sample. We will continue to seek ways to reduce and divert wastes from both office locations.

ISO 26000

A gap analysis has been conducted of our environmental performance against the criteria set out in ISO 26000, the international CSR guidance standard. We are expecting the results from this project in the first quarter of 2012 and will use the information to identify and develop new activities to move us towards greater sustainability.

Sustainable Procurement Policy

BCLC began developing a formal sustainable procurement policy that includes commodity-specific criteria in our 'Request for Proposal' procurement processes. A sustainable procurement policy will formalize and widen our approach to making sustainable and cost effective purchasing decisions.

Plans to Continue Reducing Greenhouse Gas Emissions 2011—2013

Although climate change has not been identified as a specific risk to BCLC in our latest 2012/13 – 2014/15 Service Plan, the level of reportable greenhouse gas emissions remains a distinct performance measure. The President/CEO and the Chair of our Board of Directors continue to support our efforts to pursue environmental sustainability and carbon neutrality by engaging staff through conscientious business practices.

Over the next three years, we will continue to improve our environmental performance by addressing our operational footprint and encouraging our employees to make sustainable choices within and outside of work.

We will continue our building upgrades at our head office in Kamloops, aiming to take advantage of current technology to reduce natural gas consumption in particular as this is our primary source of reportable greenhouse gas emissions.

Our fleet vehicle replacement program will continue until the entire BCLC fleet consists of fuel efficient hybrid vehicles. We will also continue to monitor the growth of plug-in hybrid and full electric vehicles to assess their value in reducing gas consumption.

Once the ISO 26000 project recommendations have been reviewed, BCLC will identify and prioritize actions that will help us progress our sustainability agenda and report on progress in future Carbon Neutral Action Reports.

We will introduce a sustainable procurement policy and look for opportunities to engage select suppliers by encouraging them to reduce their own greenhouse gas emissions and other sustainability impacts.

We plan to reduce our reportable operational emissions by 33% from a 2007 baseline by 2020. This remains a challenging target. However, we will continue to pursue emissions reductions to meet the Government of BC's expectations.



A close-up photograph of several small, young plants with light green and yellow stems emerging from dark, rich soil. The plants are in various stages of growth, with some showing two leaves. The background is blurred, focusing attention on the seedlings in the foreground.

Our Vancouver office
composted the equivalent
weight of 54 22 cubic ft.
refrigerators.

Actions Towards Carbon Neutrality

*As of 12/31/11

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.

Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings)	ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Planning/ management	Enrol in a building energy benchmarking program (e.g., GREEN UP)	In Development		We did not enroll in any building benchmarking programs in 2011.	A BC Hydro sponsored energy audit will be completed at our Kamloops building in 2012.	2012 - 2012
	Reduce office space (square meters) per employee	Ongoing/In Progress		The work place standards for our Vancouver office were completed in 2010. Standards for the building in Kamloops are introduced during office refurbishment projects.	We will review and revise our standards as office refurbishment projects are undertaken.	2008 - Continuous
	Install a real time metering system (e.g. Pulse, Reliable Controls, Houle Controls)	In Development		No real time metering systems were been installed in our Kamloops or Vancouver offices in 2011.	At our Kamloops building we will implement the 'Power Xpert' monitoring and reporting system and continue with HVAC upgrades.	2012 - Continuous
Owned Buildings	Incorporate a refrigerant management strategy into regular building management/maintenance to reduce fugitive emissions	Ongoing/In Progress		We continued to minimize fugitive emissions from refrigerants through our inspection and maintenance program.	We will continue the inspection and testing activities to minimize fugitive emissions.	<1995 - Continuous
	Perform energy retrofits on existing, owned buildings	In Development		The building assessment for Kamloops was not completed in 2011.	We will complete a whole building assessment of Kamloops in 2012	2012 - Continuous
Retrofitting owned buildings	Upgrade mechanical systems (heating, cooling, ventilation) during retrofits	Ongoing/In Progress	10% of retrofits since start year indicated had heating, cooling, and ventilation systems upgrades	Our Kamloops office had a number of upgrades to the building systems including HVAC heating, cooling, water pumps and motors	We will build in further upgrades to the Kamloops building retro-fit program where required.	2009 - Continuous
	Upgrade lighting systems during retrofits	Ongoing/In Progress	10% of retrofits since start year indicated had lighting systems upgrades	We completed upgrades to lighting systems at our Kamloops building. LED luminaires were fitted in the loading dock and 1st floor skylight areas	We will build in further upgrades to the Kamloops building retro-fit program where required.	2010 - Continuous
	Upgrade/adjust control systems during retrofits	Ongoing/In Progress	10% of retrofits since start year indicated had control system upgrades or adjustments	Pneumatic control systems (valves, damper motors etc.) were upgraded and/or replaced as part of the Kamloops building maintenance program.	We will build in further upgrades to the Kamloops building retro-fit program where required.	2011 - Continuous
	Improve building insulation (including windows) during retrofits	In Development			We will complete a whole building assessment of Kamloops in 2012 that will include a review of insulation needs	2012 - Continuous
Leased Buildings	Lease space with commercial interiors performance labelling/certification (e.g., LEED CI)	Ongoing/In Progress	100% of leased buildings have commercial interiors labelling/certification	Our Vancouver building was fitted out to meet high LEED Commercial Interiors standards.	We are waiting for the LEED Core & Shell certification to be available before we can submit our own application for commercial interiors. We expect to be able to progress our application in 2012	2010- 2012
IT Power Management	Install power management software which shuts down computers outside of regular business hours	Ongoing/In Progress	0% of computers shut down automatically outside of regular business hours	Our current software patching application is not able to utilize the 'wake on LAN' functionality to turn computers on for maintenance outside of regular hours so we are continuing to use auto-sleep settings to minimize power consumption from our desktop IT fleet.	We will continue to explore options in this area as the technologies evolve.	2012 - 2012
	Implement server virtualization	Ongoing/In Progress	50% of servers have been virtualized since start year indicated	Our server virtualization program continued in 2011 and we now have 50% of our servers virtualized. Our Information Technology Evergreen program continues to maximise the lifecycle of our IT, refreshing equipment when required to maintain business effectiveness.	Our Evergreen program and other projects will continue to specify and implement server virtualization as the preferred solution.	2009 - Continuous
	Remove stand-alone printers, copiers, and/or fax machines and install multi-function devices	Ongoing/In Progress	25% reduction in printers, copiers, and/or fax machines since start year indicated	We reduced the number of printers in our Kamloops building by approximately 25% in early 2011.	We will continue the printer reduction program at our Kamloops building.	2010 - 2014
	Replace computers with ENERGY STAR models during regular computer upgrades	Ongoing/In Progress	95% of computers are ENERGY STAR rated	Nearly all computers have been refreshed in the past 2-3 years and are energy star compliant.	BCLC Procurement is working with IT and CSR to develop guidelines for technology purchasing that will include sustainability criteria such as energy star ratings.	2010 - 2013
Appliances and electronic devices	Replace refrigerators with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress	70% of fridges are ENERGY STAR rated	All fridges purchased for both the Kamloops and Vancouver buildings were Energy Star rated.	We will continue to purchase Energy Star rated fridges when a replacement appliance is needed.	2009 - Continuous
	Replace other appliances or electronic devices with ENERGY STAR models or source ENERGY STAR models for future purchases	Ongoing/In Progress		Energy Star appliances were purchased where appliances have an Energy Star rating.	When requiring replacement appliances the purchases will be Energy Star rated if the standard exists for the appliance.	2009 - Continuous
	Replace desk lamp incandescent bulbs with compact fluorescent (CFL) bulbs or source more efficient desk lamps for future purchases	Ongoing/In Progress		All desk lamps purchased for our Kamloops building were Energy Star rated LED lamps.	All new desk lamps purchased will be Energy Star rated.	2009 - Continuous

Actions Towards Carbon Neutrality

Stationary Fuel Combustion, Electricity and Fugitive Emissions (Buildings). <i>Continued.</i>		ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Behaviour change program		Help staff reduce personal energy use through "workstation tune-ups"	Ongoing/In Progress		A series of informative slides were developed and run on large screen monitors at both of our main buildings. The slides presented tips how to, for example, reduce energy at desks, reduce paper use and travel less.	We will continue to review and update our presentations and deliver 'tune-up' tips to our employees	2011 - Continuous
		Ask staff to unplug electrical equipment or switch off power bars when not in use	Ongoing/In Progress		We encouraged staff to switch off and unplug when appropriate. This approach is governed by the access to electrical outlets and our IT policy of sleeping rather than powering down our desktop PC fleet.	We will continue to promote energy saving activities that all of our employees can participate in.	2011 - Continuous
		Ask staff to close blinds at end of work day to reduce heating/cooling demands	Ongoing/In Progress		This activity was previously promoted in the Kamloops building. However, closing blinds was not promoted in Vancouver in 2011.	From 2012 onwards we will add the closing of blinds to our regular energy saving and sustainability tips that appear of our large information screens, internal social media and our sustainability intranet site, Shades of Green.	2009 - Continuous
		Encourage staff to use air dry setting on dishwashers	In Development		We have two small dishwashers in the Vancouver office that are run once per day at the most economic setting	We will add dishwashers settings to our ongoing tips using internal social media and our large information screens.	2011 - Continuous
		Provide tips to staff on saving energy in the office while working outside of regular business hours	Ongoing/In Progress		Our large screen sustainability slides provide at work and at home tips.	We will continue to use large screen displays, internal social media and our sustainability intranet site to reach as many of our employees as we can.	2010 - Continuous
		Encourage use of stairs instead of elevators	Completed in 2011		Both of our buildings through their design encourage employees to walk between floors. In Vancouver a stairwell provides the most direct route to our first floor cafeteria and is heavily used by employees on other floors.		2010 - 2011
		Provide reminders for turning off lights (e.g., signs, stickers, messages)	Ongoing/In Progress		Our Vancouver building is fitted with sensors that control lighting, switching on and off outside of core working hours. We also promoted 'lights off' through our large screen displays that carried simple sustainability tips aimed at all employees.	We will continue to promote 'lights off' through large screen 'tips', internal social media and our intranet sustainability site, Shades of Green	2010 - Continuous
		Promote hot water conservation	Ongoing/In Progress		Our Vancouver building is fitted with water conserving taps that are timed on/off and aerated. Our actual water use billed at our Kamloops office has decreased each year since 2009.	We will continue to promote water saving in its widest sense, not just for hot water.	2010 - Continuous
Mobile Fuel Combustion (Fleet and other mobile equipment)		ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Vehicle fuel efficiency		Replace vehicles with more fuel-efficient models	Ongoing/In Progress	92% of vehicles are fuel-efficient models	We continued to replace our fleet vehicles with hybrids as lease terms expired or when additional vehicles were approved. During 2011, 20 vehicles were replaced with hybrid models.	We will continue to replace our vehicles with hybrid alternatives as the lease terms expire or if additional vehicles are required. We anticipate reducing the size of the vehicle fleet by 10%	2009 - 2012
		Replace larger vehicles with smaller models according to fleet "right-sizing" principles	Completed in 2011	100% of vehicles down-sized since start year indicated	All of our replacement vehicles have been 'right-sized' to reflect the amount of use and the geographic area covered.		2009 - 2011
		Perform regular fleet maintenance specifically to improve fuel-efficiency	Ongoing/In Progress	100% of vehicles are subject to regular maintenance for fuel efficiency	All of our vehicles are monitored to ensure drivers have performed maintenance checks according to the manufactures recommendations.	We will continue the regular maintenance checks as per the vehicle warranty.	2009 - Continuous
Behaviour change program		Provide fleet driver training to reduce fuel use	Ongoing/In Progress	100% of current drivers are trained	We utilized an on-line training program that addressed best practice for driving behaviours, including anti-idling awareness.	New fleet drivers will be required to take the on-line training program.	2008 - Continuous
		Introduce anti-idling policy and/or raise anti-idling awareness for fleet drivers (e.g., signs, stickers, messages)	Ongoing/In Progress	100% of current drivers are trained	We utilized an on-line training program that addressed best practice for driving behaviours, including anti-idling awareness.	New fleet drivers will be required to take the on-line training program.	2011 - Continuous
		Promote alternatives to fleet vehicle travel where possible (e.g., bicycles, public transit, walking)	Ongoing/In Progress		We support employee transit pass programs in Kamloops and Vancouver as well as provide changing and showering facilities to help employees biking to work. Our Vancouver building has excellent transit links.	We are not planning further initiatives at this time.	2010 - 2011

Actions Towards Carbon Neutrality

Supplies (Paper)	ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Paper Type	Purchase 30% post-consumer recycled paper	Ongoing/In Progress	1% of total paper purchased contains 30% recycled content	There were no changes to our purchasing standards for 30% post-consumer content recycled paper in 2011.	We will continue to look for opportunities to utilize 100% post consumer recycled paper rather than 30% recycled content to a target of 95% as well as reduce / eliminate printing through our behaviour change initiatives.	2009 - Continuous
	Purchase 100% post-consumer recycled paper	Ongoing/In Progress	84% of total paper purchased contains 30% recycled content	All of our multi-function devices were switched to use 100% recycled content. We continued to track the consumption of major types of paper.	We will continue to look for opportunities to introduce recycled content paper where it meets our needs.	2009 - 2013
Printer/ document settings	Switch networked printers and photocopiers to automatic double-sided	Ongoing/In Progress		We identified printers and copiers at our Kamloops building that were still not printing double sided as default and are making changes to these machines where possible.	We will continue to implement double sided printing as default at our Kamloops building as well as reduce the number of printers.	2011 - 2014
	Reduce default margin size in standard document templates (e.g., letters, briefing notes, forms, etc.)	Completed in 2011		Research by our corporate services team showed that the best option for increasing the print on a page was font size rather than margin sizes. Our corporate font maintains a balance between readability and size.		2011 - 2011
Electronic media in place of paper	Post materials online that were previously printed	Ongoing/In Progress		In 2011 we moved our publication, Luck Magazine from printed material to on-line.	We will continue to look for opportunities to reduce paper use through moving materials on line.	2011 - Continuous
Behaviour change program	Train staff to use collaborative software for electronic editing (e.g. SharePoint, Groove, etc.)	Ongoing/In Progress		Training continued to be available for all employees that required access to Share Point and other office applications.	We will continue to promote use of these applications to encourage more collaborative working.	2012 - Continuous
	Encourage staff to hold paperless meetings or presentations (i.e., no handouts)	Ongoing/In Progress		We held a paper education campaign that included tips on how to reduce paper consumption. Paperless meetings was included.	We'll re-run the paper education campaign during 2012	2011 - Continuous
	Encourage re-use of scrap paper	Ongoing/In Progress		Our paper education campaign included a tip on re-using scrap paper before recycling	We'll re-run the paper education campaign during 2012	2011 - Continuous



In 2011, our hybrid fleet vehicles saved over 36 thousand litres of fuel versus 2010.

Actions to Reduce Provincial Emissions and Improve Sustainability

*As of 12/31/11

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.

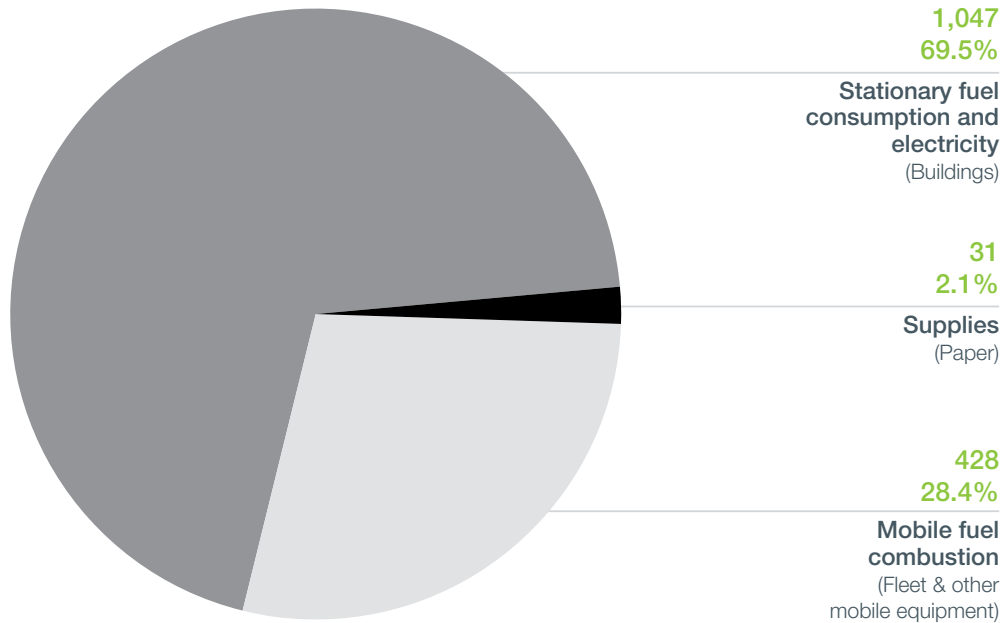
Business Travel		ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Policy and budgeting		Create a low-carbon travel policy or travel reduction goal	Ongoing/In Progress		We launched a revised travel policy that has as one of the guiding principles a need to use alternatives to travel where feasible.	We will continue to promote alternatives to business travel as well as record the use of video-conferencing between our main office locations.	2011 - Continuous
					Although we obtained some flight detail and financial data for business travel, we were not able to extract data for all forms of business travel.	We will establish our ability to accurately track business flights and other business travel.	
Virtual meeting technology		Make desktop web-cameras available to staff	Ongoing/In Progress		Cameras are made available upon request and private study rooms were fitted with web-cameras.	Provisioning of cameras will be based on job function and suitability within their physical environment.	2009 - 2014
						Increased video conferencing rooms will reduce the need for desktop cameras.We will establish our ability to accurately track business flights and other business travel.	
		Install video-conferencing units in meeting rooms or provide mobile video-conferencing units	Ongoing/In Progress	60% of meeting rooms have access to video-conferencing equipment	We continued to enhance meeting rooms with video-conferencing units.	Completion of the Kamloops video conferencing upgrades is expected by the end of 2012. There will also be an increased number of portable units available.	2009 - 2014
Behaviour change program		Train staff in web-conferencing	Ongoing/In Progress		WebEx training is available for all employees. WebEx provides access to an online 'WebEx University' once access to the service has been granted.	We will continue to make WebEx conferencing services available to employees and provide access to training in how to use the system.	2010 - Continuous
		Train staff in video-conferencing or provide technical support for video-conferencing set-up	Ongoing/In Progress		All employees were able to access Video Conferencing Training. We utilized our online training system where possible, but also provided hands-on training.	We will continue to utilize our online training system where possible, as well as provide hands-on training. Regular sessions will be held to keep staff up to date.	2010 - Continuous
		Encourage staff to consider virtual attendance/presentation at events where possible	Ongoing/In Progress		Our use of audio and video-conferencing as well as Webex gives our employees the ability to attend meetings virtually. We provide an on line Learning Management System which enables employees to pursue their professional development without the need for travel.	We will continue to promote alternatives to attending events in person.	2009 - Continuous
		Encourage carpooling to meetings	Ongoing/In Progress		Our employees were able to make informal arrangements to carpool to offsite meetings.	Employees may continue to make informal arrangements to car pool to meetings.	2009 - Continuous
		Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)	Ongoing/In Progress		Employees continued to make their own decisions on how to travel to external meetings. Where face to face meetings were held, distances travelled often precluded bicycle and walking as options.	Employees will continue to make their own alternative travel arrangements where appropriate.	2009 - Continuous
Education, Awareness, and Engagement		ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Staff Professional Development		Support green professional development (e.g., workshops, conferences, training)	Ongoing/In Progress		Our Sustainability Specialist continued to identify and attend numerous professional development webinars as well as attend The Natural Step, Sustainability for Leaders level one course in December 2011.	The Sustainability Specialist will continue Professional Development to ensure he remains up to date on current best practice and regulatory requirements.	2009 - Continuous
		Include green options in employee performance measurement system	Ongoing/In Progress		Employees set annual goals and objectives that align with departmental, divisional, and corporate strategies. Where appropriate green options would be agreed between individual employee and their line manager.	Employees will continue to set annual goals and objectives and where appropriate, include green options.	2009 - Continuous
Staff awareness/ education		Provide green tips on staff website or in newsletters	Ongoing/In Progress		Extensive use of large screens and internal social networking has been used to convey messaging on paper use, water conservation, energy conservation, waste reduction and other sustainability items of interest.	We will continue to make use of internal social media as well as our sustainability intranet site to provide tips and information to our employees.	2009 - Continuous
		Provide sustainability education during new staff orientation	Ongoing/In Progress		Sustainability information that forms part of our employee orientation day was reviewed and updated.	We will review the employee orientation sustainability information for relevance and accuracy.	2009 - Continuous

Actions to Reduce Provincial Emissions and Improve Sustainability

Other Sustainability Actions	ACTION	STATUS*	PERFORMANCE TO DATE*	STEPS TAKEN (2011)	STEPS PLANNED (2012 - 2014)	START/END
Water conservation	Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models	Ongoing/In Progress		All of our water fixtures are replaced with hands free high efficiency models as part of our maintenance program.	We will continue with the current strategy.	2010 - Continuous
	Put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities	Ongoing/In Progress		The Vancouver office in partnership with the building managers, BentallKennedy has a robust recycling / waste management program. We estimate an 85% diversion from landfill rate at Vancouver. Our Kamloops building working with outside vendors provides recycling / waste management services on a smaller scale at this time. We were not able to introduce composting to the Kamloops building due to the lack of local infrastructure.	We will maintain our current waste reduction and diversion efforts at both office buildings and look for opportunities to expand recycling.	2009 - Continuous
Waste reduction/diversion	Implement a hazardous waste reduction and disposal strategy	Ongoing/In Progress		We managed hazardous wastes such as asbestos, fluorescent lamps and smoke detectors separately from recyclables and landfill wastes.	We will continue with our current strategy.	2008 - Continuous
	Incorporate minimum recycled content standards into procurement policy for consumable, non-paper supplies (e.g., writing instruments, binders, toner cartridges, etc.)	Ongoing/In Progress		We continued to promote 'green' options for office supply items , utilizing an on-line catalogue from our stationery supplier.	We will continue to promote 'green options' for office supply items.	2009 - Continuous
Procurement (non-paper supplies)	Establish green standards for goods that are replaced infrequently and/or may require capital funds to purchase (e.g., office furniture, carpeting, etc.)	Ongoing/In Progress		All major office furniture purchased included green standards as mandatory criteria.	Any new office furniture purchased will meet the new standards that were set in 2010.	2010 - Continuous
	Require a minimum purchase of sustainable, and organic food and beverages supplied by contracted food suppliers or caterers.	Ongoing/In Progress		21% of food products supplied to BCLC were sustainable or organic by nature For example, an RFP for beverages resulted in BCLC procuring 100% Fair Trade Organic coffee supplies.	An RFP for Food Service Operations issued in Jan 2012 will incorporate sustainability criteria for food and supplies.	2011 - 2012
Building construction, renovation, and leasing	Establish a policy to reuse materials where possible and divert construction and demolition debris from landfills and incineration facilities.	Ongoing/In Progress		All construction vendors ensured that refurb wastes were either reused or appropriately disposed of.	We will benchmark best practises and review our current policy, making changes if needed.	2010 - Continuous
	Introduce telework/work from home policy	Ongoing/In Progress		BCLC has opted not to consider a formal telework/work from home policy.	There are no plans to re-visit our position on telework at this time.	2010 - 2011
Commuting to and from home	Offer staff a compressed work week	Ongoing/In Progress		A flexible working hours program is available to employees. We do not offer a compressed working week program.	There are no plans to re-visit our position on compressed working weeks at this time.	2010 - 2011
	Encourage commuting by foot, bicycle, carpool or public transit	Ongoing/In Progress		BCLC provides access to the Jack Bell Rideshare program and supports transit Employee Pass Programs in Vancouver and Kamloops. We do not offer any subsidies to employees for using transit and continue to provide free car parking at both office locations. We participated in Bike to Work Week in May/June with a 'Tour de France' challenge. Secure bike parking facilities are available at both office buildings.	We will continue to promote ride-share and transit pass programs as well as continue support for the spring Bike to Work Week.	2009 - Continuous

Greenhouse Gas Emissions

by source (tCO₂e*)



Offsets Applied to Become Carbon Neutral in 2011

Total offsets purchased: 1,487.82

Total offset investment: \$37,195.50

Emissions which do not require offsets: 15.82**

* Tonnes of carbon dioxide equivalent (tCO₂e) is a standard unit of measure in which all types of greenhouse gas 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.

Contact Information

To find out more about how we're

Playing it Right with respect to our

Corporate Social Responsibility, visit:

www.bcllc.com/cm/aboutbcllc/csr/home.htm

If you have any questions or comments about our Carbon Neutral Action Report or our Corporate Social Responsibility performance, please contact us at

consumeraffairs@bcllc.com



We are on target to reach our 2020 goal of reducing greenhouse gas emissions by 33%.

