



Employment and Social Development Canada

2020 to 2021 Departmental Sustainable Development Strategy Report

December 2021

**Employment and Social Development Canada
2020 to 2021 Departmental Sustainable Development Strategy Report**

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Employment and Social Development Canada 2020 to 2021 Departmental Sustainable Development Strategy Report

This report on progress supports the commitment in the *Federal Sustainable Development Act (FSDA)* to make sustainable development decision-making more transparent and accountable to Parliament. It also contributes to an integrated, whole of government view of activities supporting environmental sustainability.

The departmental information reported accounts for information previously prepared in accordance with Employment and Social Development Canada's [2020 to 2023 Departmental Sustainable Development Strategy \(DSDS\)](#).

1. Introduction to the Departmental Sustainable Development Strategy

The [2019 to 2022 Federal Sustainable Development Strategy \(FSDS\)](#) presents the Government of Canada's sustainable development goals and targets, as required by the *Federal Sustainable Development Act (FSDA)*. In keeping with the purpose of the Act, to provide the legal framework for developing and implementing a Federal Sustainable Development Strategy that will make sustainable development decision-making more transparent and accountable to Parliament, Employment and Social Development Canada (ESDC) has developed this report to demonstrate progress in implementing its Departmental Sustainable Development Strategy.

2. Sustainable Development in Employment and Social Development Canada

Employment and Social Development Canada's 2020 to 2023 Departmental Sustainable Development Strategy describes the department's actions in support of achieving Greening Government operations. This report presents available results for the departmental actions pertinent to this goal. Previous years' reports are posted within the [Departmental Results Report \(DRR\)](#).

3. Departmental Performance by FSDS Goal

Context: In fiscal year 2020 to 2021, COVID-19 significantly affected ESDC’s operating environment and the way the department delivered programs and services to the population. ESDC’s operational responses to the pandemic resulted in more sustainable business practices with positive environmental impacts expected to continue in the future.

Greening Government – The Government of Canada will transition to low carbon, climate resilient and green operations					
Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results
<p>Target 1 Reduce greenhouse gas emissions from federal operations by 40% below 2005 levels by 2030 (with an aspiration to achieve this target by 2025) and by 80% below 2005 levels by 2050 (with an aspiration to be carbon neutral)</p>	<p>Contributing Action 1.3 Fleet management will be optimized including by applying telematics to collect and analyze vehicle usage data on vehicles scheduled to be replaced</p>	<p>Action 1.3.1 Track fuel consumption of the department’s fleet</p>	<ul style="list-style-type: none"> Improve overall fuel consumption, year to year, for the fleet compared to the baseline Percentage (%) change in GHG emissions from fleet from fiscal year 2005 to 2006 to current reporting fiscal year = $[1-Y/X] \%$ 	<ul style="list-style-type: none"> Percentage (%) change in fuel consumption from the baseline Year 2016 to 2017 (142,010 litres) Percentage (%) change in GHG emissions from fleet from baseline year fiscal year 2005 to 2006 (1.414 ktCO₂e)¹ 	<p>Result 1.3.1</p> <ul style="list-style-type: none"> The department showed an 89.8% decrease in fuel consumption in fiscal year 2020 to 2021 compared to the baseline year 2016 to 2017 (from 142,010 litres in fiscal year 2016 to 2017 to 14,444 litres in fiscal year 2020 to 2021). Note that the significant decrease in fuel consumption between fiscal year 2019 to 2020 and 2020 to 2021 (115,270 litres) is due to the fact that ESDC’s fleet of vehicles was unused for the majority of 2020 to 2021 due to COVID-19 lockdowns. The department decreased its GHG emissions from fleet by 98% since the baseline year of 2005 to 2006. From 1.414 ktCO₂e in fiscal year 2005 to 2006 to 0.033 ktCO₂e in fiscal year 2020 to 2021.

¹ The baseline has been adjusted from 1.44 ktCO₂e to 1.414 ktCO₂e to correct a factual mistake in the 2020-2023 Departmental Sustainable Development Strategy.

Greening Government – The Government of Canada will transition to low carbon, climate resilient and green operations					
Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results
		Action 1.3.2 Purchase fuel-efficient and hybrid-electric vehicles	<ul style="list-style-type: none"> Chose hybrid vehicle option where feasible when replacing existing fleet 	<ul style="list-style-type: none"> Percentage (%) change in hybrid vehicles in fleet from baseline year 2013 (11%) 	Result 1.3.2 <ul style="list-style-type: none"> Hybrid vehicles currently represent 29% of the fleet in 2020 to 2021 (33 of 113 vehicles are hybrid), an increase of 18% since our baseline year of 2013.
		Action 1.3.3 Ensure justifications are present when buying a Sport Utility Vehicle (SUV), rather than the standard sedans	<ul style="list-style-type: none"> Ensure all new SUV purchases are justified in annual fleet plan 	<ul style="list-style-type: none"> Number of requests vs number of approved purchases 	Result 1.3.3 <ul style="list-style-type: none"> The department received 6 requests for SUVs in fiscal year 2020 to 2021. 4 SUVs (Hybrid) were purchased. More stringent justification for SUVs was introduced since 2019 to 2020 to ensure they are only purchased when required.
		Action 1.3.4 Add Telematics technology to fleet to assist in emissions reduction and to promote behavior change in fleet users	<ul style="list-style-type: none"> Add telematics technology to 5 (%) of fleet by 2023 and use data to promote behaviour change in fleet users 	<ul style="list-style-type: none"> Percentage (%) change in telematics devices added to fleet 5 % increase in telematics technology in fleet by 2023 	Result 1.3.4 <ul style="list-style-type: none"> Current percentage change of telematics devices is 1.8%. ESDC has 2 vehicles with the Telematics system.

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Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results
		<p>Action 1.3.5 Support GHG emissions reductions goals by continuing to optimize departmental fleet</p>	<ul style="list-style-type: none"> Greening government operations by reducing GHG emissions 	<ul style="list-style-type: none"> GHG emissions from fleet in fiscal year 2005 to 2006 (base year): = 1.414 ktCO₂e¹ GHG emissions from fleet in current reporting fiscal year 2019 to 2020 = 0.300 ktCO₂e Percentage (%) change in GHG emissions from fleet from fiscal year 2005 to 2006 to current reporting fiscal year = 79% 	<p>Result 1.3.5</p> <ul style="list-style-type: none"> ESDC has reduced its fleet GHG emission from 1.414 ktCO₂e in 2005 to 0.033 ktCO₂e in 2020 to 2021, a reduction of 98%. The use of fleet this past year was greatly reduced due to COVID-19 restrictions. Our typical year is approximately 0.31 ktCO₂e. The Labour program voluntarily reduced 9 vehicles following an internal validation exercise. Vehicles will be transferred to other sections prior to purchasing new vehicles as part of the year's Fleet Refresh plan.

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Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results	
Target 6 Our administrative fleet will be comprised of at least 80% zero-emission vehicles by 2030	Contributing Action 6.1 Fleet management will be optimized including by applying telematics to collect and analyze vehicle usage data on vehicles scheduled to be replaced	Action 6.1.1 Purchase fuel-efficient and hybrid-electric vehicles	<ul style="list-style-type: none"> As conventional vehicles are replaced over their lifetimes with Zero Emission Vehicle (ZEV), and/or the size of the fleet is reduced, a greater proportion of the fleet will be ZEV 	<ul style="list-style-type: none"> Baseline will be number of vehicles in the administrative fleet in year X. The following indicators may be used for reporting against this Contributing Action: <ul style="list-style-type: none"> Total number of vehicles in administrative fleet (Baseline year: 2013 = 226) 	Result 6.1.1 <ul style="list-style-type: none"> ESDC reduced its fleet by 50% since the baseline year 2013. The current size of the fleet is 113 vehicles, compared to 226 in 2013. 	
		Action 6.1.2 Ensure Director-level justifications are present when buying SUVs, rather than the standard sedans			<ul style="list-style-type: none"> Baseline will be number of vehicles in the administrative fleet in year X. The following indicators may be used for reporting against this Contributing Action: <ul style="list-style-type: none"> Percentage of change in hybrid vehicles in fleet from baseline year 2013 (11%) 	Result 6.1.2 <ul style="list-style-type: none"> Current procedures include the requirement of a justification to purchase non-standard vehicles (such as an SUV) approved by the Regional Director and National Fleet Management.
		Action 6.1.3 Add Telematics technology to fleet to assist in emissions reduction and to promote behavior changes (if required) in fleet users			<ul style="list-style-type: none"> Baseline will be number of vehicles in the administrative fleet in year X. The following indicators may be used for reporting against this Contributing Action: <ul style="list-style-type: none"> Number of requests vs number of approved vehicles logged via telematics 	Result 6.1.3 <ul style="list-style-type: none"> The department’s implementation of this target is in progress. Baseline Year 2019 to 2020 – 0% telematics. In year 2020 to 2021, telematics devices with services were purchased and installed in 2 vehicles.

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Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results
<p>Target 7 By 2022, departments have developed measures to reduce climate change risks to assets, services and operations</p>	<p>Contributing Action 7.1 Increase training and support on assessing climate change impacts, undertaking climate change risk assessments and developing adaptation actions to public service employees. Facilitate sharing of best practices and lessons learned</p>	<p>Action 7.1.1 By 2021, take action to understand the climate change impacts that could potentially affect federal assets, services and operations across the country</p>	<ul style="list-style-type: none"> Incorporating climate change factors into departmental risk and business assessments, and planning and simulation exercise activities contributes to mitigate the impacts from climate change on the department’s services and benefits delivered to Canadians 	<ul style="list-style-type: none"> Starting point: <ul style="list-style-type: none"> ESDC has business impact assessments and business continuity plans in place for all critical services Climate change factors are considered as part of departmental risk assessments The department has been building a strong culture of simulation exercising which incorporates climate change-related events Performance indicators, targets: <ul style="list-style-type: none"> Incorporate climate change-related factors in Business Impact assessments and Business Continuity Plans for 2020 to 2021 Implement mass notification tools Implement measures by 2021 to 2022 to reduce the risks of localised climate change events affecting service delivery by: reducing building footprint; and creating a geographically distributed and technologically enabled workforce 	<p>Result 7.1.1</p> <ul style="list-style-type: none"> In response to COVID-19, ESDC implemented business continuity measures, such as scenario planning, updating business continuity plans and holding business resumption workshops. In addition, ESDC developed a Business Impact Analysis (BIA) to assess vulnerabilities and identify mitigation strategies. ESDC engaged with Public Safety Canada in an exercise to practice strategy, coordination, and communication through a climate change simulated event. In addition, scenario planning activities incorporated climate change impact considerations. ESDC initiated a Business Impact Analysis (BIA) to identify alternate locations of critical services so that shifting workloads between regional offices can be considered to ensure flexibility and adaptability to the scale and scope of the event. Through COVID-19 related activities, the department developed a Workforce Management (WFM) tool to improve the operational capabilities and responsiveness of our workload and workforce during emergency situations and potential climate-related events. The department deployed an Emergency Response Management System (ERMS) - a cloud based mass notification system for ESDC to deliver crucial emergency messages to employees in a timely manner across a variety of devices.

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<p>Target 9 Actions that support the Greening Government Goal but do not directly support a FSDS target</p>	<p>Contributing Action 9.3 Departments will use environmental criteria to reduce the environmental impact and ensure best value in government procurement decisions</p>	<p>Action 9.3.1 Green procurement incorporates environmental considerations into purchasing decisions and is expected to motivate suppliers to green their goods, services and supply chain</p>	<ul style="list-style-type: none"> Green procurement incorporates environmental considerations into purchasing decisions and is expected to motivate suppliers to reduce the environmental impact of the goods and services they deliver, and their supply chains 	<ul style="list-style-type: none"> Volume of expenditure through Standing Offers and Supply Arrangements (SOSA) that include environmental criteria 	<p>Result 9.3.1</p> <ul style="list-style-type: none"> In fiscal year 2020 to 2021, 61% of ESDC’s transactions (which corresponds to 74% of the total value of contracts) were completed through standing offer contracts and supply arrangements for goods and services that include environmental criteria.
		<p>Action 9.3.2 Procurement contracts for services/goods must include a mandatory greening declaration from the vendor</p>		<ul style="list-style-type: none"> Percentage of procurement contracts for service/goods with greening declaration from vendors 	<p>Result 9.3.2</p> <ul style="list-style-type: none"> ESDC has included a Green Policy clause in Sole Source contracts for certain commodities (e.g. shredding and armoured car services). The department’s further implementation of this target is under review. There is currently no report available to identify contracts with environmental considerations within the purchasing program, as tracking of these would be very labour-intensive and require manual review of each contract. ESDC will consider such functionality in the future for SAP (i.e. S4/Hana) or the Electronic Procurement Solution under PSPC. An internal solution is anticipated to begin in fiscal year 2022 to 2023.

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Target	FSDS Contributing Action	Corresponding Departmental Action	Contribution by Each Departmental Action to the FSDS Goal and Target	Starting Point, Performance Indicator and Target	Results
		<p>Action 9.3.3 Use Public Service and Procurement Canada’s (PSPC) tools with green measures (for example, furniture) in support of green procurement</p>		<ul style="list-style-type: none"> • Inclusion of environmental considerations (for example, reduce, reuse, or include environmental criteria) in new common-use procurement instruments • Inclusion of environmental considerations (for example, reduce, reuse, or include environmental criteria) in procurements valued over \$2 million 	<p>Result 9.3.3</p> <ul style="list-style-type: none"> • The department issued 10 contracts over \$2 million. Seven of the 10 had environmental considerations for a total value of \$43,974,224.
	<p>Contributing Action 9.4 Departments will adopt clean technology and undertake clean technology demonstration projects</p>	<p>Action 9.4.1 Select and operate IT and office equipment in a manner that reduces energy consumption and material usage</p>	<ul style="list-style-type: none"> • Adopting clean technology incorporates environmental considerations into purchasing decisions and is expected to motivate suppliers to reduce the environmental impact of the goods and services they deliver, and their supply chains 	<ul style="list-style-type: none"> • ESDC’s implementation of this target is in progress: <ul style="list-style-type: none"> – ESDC has a strategy to increase the current ratio of mobile to desktop devices to 90% by Q2 2020 to 21 – Increasing the use of mobile devices (laptops/ tablets) facilitates reducing overall energy consumption within the department 	<p>Result 9.4.1</p> <ul style="list-style-type: none"> • ESDC increased the current ratio of mobile to desktop devices to 90% by Q2 2020 to 2021, which resulted in an overall reduction of energy consumption within the department. However, this reduction in departmental consumption could be partially off-set by an increase in residential consumption given the remote work environment.

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	<p>Contributing Action 9.5 Support for green procurement will be strengthened, including guidance, tools and training for public service employees</p>	<p>Action 9.5.1 Ensure 90% of Procurement Specialists, new Materiel Managers and 100% of new acquisition cardholders complete CSPS green procurement training within 1 year of starting in the position</p>	<ul style="list-style-type: none"> • 100% of new Procurement Specialist & Materiel Managers will complete the Canada School of Public Service (CSPS) Green Procurement Training • 100% of new acquisition cardholders will complete the green procurement component of the mandatory training 	<ul style="list-style-type: none"> • Percentage of new Procurement Specialist, Materiel Managers and new acquisition card holders who have completed Green procurement training • Percentage of specialists in procurement and materiel management and acquisition card holders who have completed training on green procurement 	<p>Result 9.5.1</p> <ul style="list-style-type: none"> • 100% of ESDC’s new Procurement Specialists have completed the Green Procurement course. The completion percentage for new Materiel Managers and Acquisition Card holders is not currently available. It is expected to be implemented in December 2021. • 67% of Materiel Managers have completed the Green Procurement course. There is currently no tracking system for Materiel Managers who have completed Green Procurement, but we anticipate implementing a manual process in FY 2022-23. • All acquisition Card holders must complete mandatory training, but at the present time, Green Procurement is not covered in the curriculum. A revised module is expected to be implemented in December 2021.

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		Action 9.5.2 Integrate sustainability into common-use procurement instruments, processes and controls	<ul style="list-style-type: none"> By 2023 ESDC will have integrated more green procurement information into existing procurement instruments, processes and controls 	<ul style="list-style-type: none"> Count of procurement instruments, processes and controls that include green procurement 	Result 9.5.2 <ul style="list-style-type: none"> The department’s implementation of this target is in progress. ESDC will evaluate current instruments, processes and controls and improve/update information on green procurement. There are currently no mechanisms to identify contracts with environmental considerations within the purchasing program, as tracking of these would be very labour-intensive and require manual review of each contract. An internal solution is anticipated to begin in fiscal year 2022 to 2023. 	
		Action 9.5.3 Build staff awareness of the benefits of green procurement	<ul style="list-style-type: none"> Promote and encourage the use of green procurement 	<ul style="list-style-type: none"> Count of communications promoting green procurement 	Result 9.5.3 <ul style="list-style-type: none"> Information is always available through our Procurement Roadmap. Use of the Procurement Roadmap is communicated almost daily in client meetings and management meetings as the one-stop shop for procurement processes. 	
	Additional actions	Additional Action #1 Maintain/reduce the print devices ratio to employees set by TBS			<ul style="list-style-type: none"> The Managed Print Services contract called for user-to-print device ratios to fall within the 10:1 to 15:1 range 	Additional Result 1 <ul style="list-style-type: none"> ESDC has exceeded the TBS printer ratio and achieved a 17:1 ratio.
		Additional Action #2 Increase employee awareness and education of the cost of printing			<ul style="list-style-type: none"> Awareness and education information posted to Intranet site (iService) 	Additional Result 2 <ul style="list-style-type: none"> Given the context of working from home during the pandemic, and the lack of access to corporate printers, no awareness campaigns were conducted during this time. In addition, with ESDC employees working from home during the COVID-19 pandemic, print volumes were reduced by 53%.

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		Additional Action #3 Expand Video-Conferencing services and E-meetings		<ul style="list-style-type: none"> Currently, 8,143 employees have advanced Skype for Business audio/video and desktop sharing capabilities Microsoft Teams will replace Skype as the standard Desktop Conferencing tool 	Additional Result 3 <ul style="list-style-type: none"> ESDC implemented Microsoft Office 365 for all employees as part of the department’s COVID-19 response. This included Teams to provide instant messaging, audio/video and desktop sharing capabilities.

4. Report on Integrating Sustainable Development

4.1 Strategic Environmental Assessment

During the 2020 to 2021 reporting cycle, Employment and Social Development Canada had no proposals that required a full Strategic Environmental Assessment (SEA), and no public statements were produced. Nevertheless, over the course of the fiscal year, ESDC successfully developed and implemented new initiatives to promote and further integrate sustainability considerations in program delivery and operations. These initiatives included using virtual delivery for outreach services to Canadians in remote areas, implementing eService Canada for online service delivery, using online collaborative technologies in the workplace, and creating virtual training resources for employees.

4.2 Current and Future Social, Economic and Environmental Challenges

In 2020 to 2021, ESDC released *Moving Forward Together – Canada’s 2030 Agenda National Strategy*. Developed with over 15 federal departments and agencies, national Indigenous partners, academia and civil society organizations, the strategy aims to build a sustainable world and advance progress on the Sustainable Development Goals (SDGs).

ESDC administers the *Sustainable Development Goals Funding Program*, which supports a whole-of-society approach to implement the 2030 Agenda by funding stakeholders’ projects. The program supported 58 projects, and 46 grants and 12 contributions were issued to raise awareness, develop new partnerships and networks, improve knowledge of sustainable development issues, and identify new approaches to make progress on the SDGs. To facilitate the integration of Indigenous perspectives into Canada’s implementation of the 2030 Agenda, funding was provided to three national Indigenous organizations: the Assembly of First Nations, Inuit Tapiriit Kanatami and the Métis National Council.

The 2030 Agenda for Sustainable Development
ESDC leads the Government of Canada’s implementation of the United Nations 2030 Agenda for Sustainable Development. The 2030 Agenda is centered on an ambitious set of 17 Sustainable Development Goals that has the core principle of leaving no one behind. The Sustainable Development Goals encompass a broad range of issues that aim to address current and future social, economic and environmental challenges.

4.3 Departmental Operations

To adapt to COVID-19 conditions, ESDC adjusted its service delivery and internal operations. The department adopted new technologies and ways of working,

including teleworking where feasible, enabling electronic signatures, and increasing the use of virtual meeting tools. The significant increase in virtual work reduced paper consumption and the carbon footprint associated with daily employee commutes and out-of-office travel. The department's operational response to COVID-19 resulted in new business practices with positive environmental impacts. The department is assessing these initiatives to determine which pandemic workplace practices can be sustained into the future.

4.3.1 Decision-Making Processes

ESDC adopted practices to reflect sustainable development principles in its operations and decision-making processes. This was accomplished through (1) developing tools to help analyse and incorporate sustainability findings into briefings for ministers and senior officials, (2) incorporating the Sustainable Development Goals in ministerial briefings in support of Cabinet meetings, and (3) participating in interdepartmental meetings on upcoming Memoranda to Cabinet to highlight Sustainable Development Goals considerations, where appropriate.

Sustainable Development and Decision-Making

ESDC worked with the Privy Council Office (PCO) to provide guidance on how PCO's analysts could use an SDG lens when reviewing Memoranda to Cabinet documentation. This supports the inclusion of an environmental lens in government decision making to support and sustain social and economic well-being of Canadians.

ESDC is also transitioning to a new work environment by fostering a workforce and an organisational culture that is committed to sustainable development and aims to reduce greenhouse gas (GHG) emissions as well as waste. To support decision-making based on sustainability considerations, the department developed training to promote a green mindset in employees and within operational activities. ESDC has worked with the Canada School of Public Service to integrate the 2030 Agenda in training addressed to policy specialists. The online courses used the 2030 Agenda for Sustainable Development as a case study to assist learners in gathering insights on key considerations involved in the design and planning of an effective and sustainable policy.

4.3.2 Design and Delivery of Services and Operations

ESDC is transforming large segments of its operations to meet client expectations and enhance client satisfaction. The use of information and digital technologies are at the centre of major initiatives that will reduce ESDC's GHG footprint.

In 2020 to 2021, the department launched eService Canada, allowing Canadians to request service for Employment Insurance, Pensions, Social Insurance Numbers (SIN) online, Passports and veteran benefits, mirroring in-person service delivery. Client requests were routed to Service Canada employees who provided virtual personalized service support. In addition, Service Canada’s Specialized Call Centre network was enhanced to receive high call volumes and offer self-serve functionality to improve service delivery to Canadians for ESDC’s statutory programs. These online services gave clients access to Service Canada without the need to travel to in-person Service Canada Centres or send mail, which contributed to the Greening Government goal.

Service Canada Specialised Call Centers

During the COVID-19 pandemic, Employment Insurance (EI) Specialized Call Centres experienced an unprecedented call volume, receiving up to 1 million calls daily. A massive onboarding strategy was developed to increase capacity from 1,100 to 3,000 agents by the end of 2020 to 2021. This enabled Call Centres to be accessible and deliver service to all Canadians.

The department also used technology to transform service delivery and operations to reduce its environmental impact. To support Canadians financially during the pandemic, ESDC rapidly adjusted its internal processes and systems to meet the increasing demand on the Employment Insurance program and deliver outreach service like Social Insurance Number Clinics and information sessions on Service Canada programs and services. Such transformation – once considered difficult to achieve within ESDC’s operational environment – took place through virtual service options to Canadians. Although future engagement of client communities may involve a return to in-person meetings, the success of virtual service delivery has established a new service expectation for clients, and points to a positive green impact for the department.

Outreach Services

Reduction in travel, increased use of Microsoft Teams and Zoom platforms by client community members and the sharing of documents electronically resulted in positive environmental results.

As Canadians experimented with ESDC’s virtual service delivery, the department also had to adjust to working remotely during the pandemic. Enhanced communication and collaboration became essential when implementing a paperless system of routing and delivering documents for approvals. The new paperless system reduced delays as well as the use of paper, printer, and ink. For example, Employment Insurance (EI) and Service Offerings programs were on-boarded onto the Document Upload service and

The Paperless Office

The department began using a built-in approval system within Microsoft Teams. This system expedited the approval process, and reduced the environmental footprint of the department.

authenticated electronic and digital signatures became the standard, reducing the number of physical documents.

In response to COVID-19 constraints, Microsoft Office 365 and Teams software were rolled-out. With the introduction of these software applications, countless initiatives were supported, including the Virtual Training Resource Centre (VTRC) – a service that supports and enhances the virtual training experience for facilitators and learners.

Collaborative Technologies

With over 1,000 courses available through ESDC’s cloud-based Learning Management System (LMS), ESDC employees completed 390,418 courses. Re-design and conversion of in-person training to online format (e.g. virtual classes and self-paced learning) reduced the need for travel to attend training.

4.3.3 Employee Engagement

ESDC’s success in creating a more sustainable future is due to the contributions of its employees. Their adaptability to remote work amidst continuous change and ambiguity supported public health measures and enabled the department to reduce its environmental footprint.

The department is committed to promoting a greener mindset among employees and encouraging greener choices through learning initiatives and to improving service delivery in a virtual environment.

Office of the Chief

Transformation Officer

ESDC appointed a Chief Transformation Officer (CTO) in March 2020 to lead the department’s organisational renewal efforts. The CTO is responsible for the development of all transformation and digital vision, strategies, programmes and plans in alignment with the long-term objectives and current priorities of the department.

5. Conclusion

ESDC contributes towards a sustainable future by reducing its carbon footprint, improving sustainable workplace practices, integrating environmental considerations in decision-making processes, and using technology to reduce waste. Beyond these commitments, the department supports the implementation of *Moving Forward Together – Canada’s 2030 Agenda National Strategy* to advance the Sustainable Development Goals in Canada and abroad. It does its part to implement government-wide environmental sustainability development priorities set out in the Federal Sustainable Development Strategy.

List of Abbreviations

BIA

Business Impact Analysis

CSPS

Canada School Public Service

CTO

Chief Transformation Officer

DRR

Departmental Results Report

DSDS

Departmental Sustainable Development Strategy

EI

Employment Insurance

ERMS

Emergency Response Management System

ESDC

Employment and Social Development Canada

FSDA

Federal Sustainable Development Act

FSDS

Federal Sustainable Development Strategy

GHG

Greenhouse Gas

KtCO₂e

Kiloton of Carbon Dioxide Equivalent

LMS

Learning Management System

PCO

Privy Council Office

PSPC

Public Service and Procurement Canada

SDG

Sustainable Development Goal

SEA

Strategic Environmental Assessment

SIN

Social Insurance Number

SOSA

Standing Offers and Supply Arrangements

SUV

Sport Utility Vehicle

TBS

Treasury Board Secretariat

VTRC

Virtual Training Resource Centre

WFM

Workforce Management

ZEV

Zero Emission Vehicle

2030 Agenda

United Nations 2030 Agenda for Sustainable Development