

# **Employment and Social Development Canada 2021 to 2022 Departmental Sustainable Development Strategy Report**

October 2022

**Employment and Social Development Canada  
2021-2022 Departmental Sustainable Development Strategy Report**

Large print, braille, MP3 (audio), e-text and DAISY formats are available on demand by [ordering online](#) or calling 1 800 O-Canada (1-800-622-6232). If you use a teletypewriter (TTY), call 1-800-926-9105.

© His Majesty the King in Right of Canada, 2022

For information regarding reproduction rights: [droitdauteur.copyright@HRSDC-RHDCC.gc.ca](mailto:droitdauteur.copyright@HRSDC-RHDCC.gc.ca).

**PDF**

Cat. No. : Em1-19E-PDF

ISSN 2564-0526

## Table of Contents

<b>1.</b>	<b>Introduction to the Departmental Sustainable Development Strategy</b>	<b>4</b>
<b>2.</b>	<b>Sustainable development at ESDC</b>	<b>4</b>
<b>3.</b>	<b>Departmental performance by FSDS goal</b>	<b>4</b>
<b>4.</b>	<b>Report on integrating sustainable development</b>	<b>28</b>
	<b>4.1 Strategic environmental assessment</b>	<b>28</b>
	<b>4.2 Current and future social, economic and environmental challenges</b>	<b>28</b>
	<b>4.3 Departmental operations</b>	<b>28</b>
	<b>4.3.1 Decision-making processes</b>	<b>29</b>
	<b>4.3.2 Design and delivery of services and operations</b>	<b>30</b>
	<b>4.3.3 Employee Engagement</b>	<b>32</b>
<b>5.</b>	<b>Conclusion</b>	<b>32</b>

## 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](#). In keeping with the purpose of the Act, ESDC has developed this report to demonstrate progress in implementing its Departmental Sustainable Development Strategy.

## 2. Sustainable development at ESDC

ESDC'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 on the [ESDC - Sustainable development](#) website.

This report details ESDC's individual departmental actions that support the targets and/or goals of the 2019 to 2022 FSDS. For information on the Government of Canada's overall progress on the targets of the FSDS, please see the FSDS [Progress Report](#).

## 3. Departmental performance by FSDS goal

The following tables provide performance information on departmental actions in support of the FSDS goals listed in section 2.

**Context:** In fiscal year 2021 to 2022, COVID-19 continued to affect 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

FSDS target(s)	FSDS contributing action(s)	Corresponding departmental action(s)	Starting point(s) Performance indicator(s) Target(s)	Results achieved	Contribution by each departmental action to the FSDS goal and target
<p><b>Target 1</b></p> <p>Reduce Greenhouse Gas (GHG) emissions from federal government facilities and fleets by 40% below 2005 levels by 2030 (with an aspiration to achieve this target by 2025) and 80% below 2005 levels by 2050 (with an aspiration to be carbon neutral)</p>	<p>Fleet management will be optimized including by applying telematics to collect and analyze vehicle usage data on vehicles scheduled to be replaced</p>	<p><b>Action 1.3.1</b></p> <p>Track fuel consumption of the department's fleet</p>	<ul style="list-style-type: none"> <li>• Percentage (%) change in fuel consumption from the baseline year 2016 to 2017 (142,010 litres)</li> <li>• Percentage (%) change in GHG emissions from fleet from baseline year fiscal year 2005 to 2006 (1.414 ktCO<sub>2</sub>e)<sup>1</sup></li> </ul>	<p><b>Result 1.3.1a</b></p> <p>The Department showed an 87.7% decrease in fuel consumption in fiscal year 2021 to 2022 compared to the baseline year 2016 to 2017 (from 142,010 litres in fiscal year 2016 to 2017 to 17,477 litres in fiscal year 2021 to 2022). There is a slight increase from 2020-2021 as the use of fleet was greatly reduced in 2019-2020 due to COVID-19 restrictions. The vehicle usage in 2021-2022 was still greatly reduced compared to pre-COVID-19 numbers.</p>	<ul style="list-style-type: none"> <li>• Improve overall fuel consumption, year to year, for the fleet compared to the baseline</li> <li>• Percentage (%) change in GHG emissions from fleet from fiscal year 2005 to 2006 to current reporting fiscal year = <math>[1-Y/X] \%</math></li> </ul>

				<p><b>Result 1.3.1b</b></p> <p>The Department decreased its GHG emissions from fleet by 97% since the baseline year of 2005 to 2006. From 1.414 ktCO<sub>2</sub>e in fiscal year 2005 to 2006 to 0.040 ktCO<sub>2</sub>e in fiscal year 2021 to 2022.</p>	
		<p><b>Action 1.3.2</b> Purchase fuel-efficient and hybrid-electric vehicles</p>	<ul style="list-style-type: none"> <li>Percentage (%) change in hybrid vehicles in fleet from baseline year 2013 (11%)</li> </ul>	<p><b>Result 1.3.2</b></p> <p>Hybrid vehicles currently represent 31% of the fleet in 2021 to 2022 (32 of 103 vehicles are hybrid), an increase of 20% since our baseline year of 2013.</p>	<ul style="list-style-type: none"> <li>Chose hybrid vehicle option where feasible when replacing existing fleet</li> </ul>

		<p><b>Action 1.3.3</b> Ensure justifications are present when buying a Sport Utility Vehicle (SUV), rather than the standard sedans</p>	<ul style="list-style-type: none"> <li>• Number of requests vs number of approved purchases</li> </ul>	<p><b>Result 1.3.3</b> ESDC did not purchase any Fleet vehicles in fiscal year 2021 to 2022. Any request for non-standard vehicles must always be accompanied by justification.</p>	<ul style="list-style-type: none"> <li>• Ensure all new SUV purchases are justified in annual fleet plan</li> </ul>
		<p><b>Action 1.3.4</b> Add Telematics technology to fleet to assist in emissions reduction and to promote behavior change in fleet users</p>	<ul style="list-style-type: none"> <li>• Percentage (%) change in telematics devices added to fleet</li> <li>• 5 % increase in telematics technology in fleet by 2023</li> </ul>	<p><b>Result 1.3.4a</b> Current percentage change of telematics devices is 1.77%.</p> <p><b>Result 1.3.4b</b> ESDC has two vehicles with the Telematics system.</p>	<ul style="list-style-type: none"> <li>• Add telematics technology to 5 (%) of fleet by 2023 and use data to promote behaviour change in fleet users</li> </ul>
		<p><b>Action 1.3.5</b> Support GHG emissions reductions goals by continuing to optimize departmental fleet</p>	<ul style="list-style-type: none"> <li>• GHG emissions from fleet in fiscal year 2005 to 2006 (base year): = 1.414 ktCO<sub>2e</sub></li> <li>• GHG emissions from fleet in reporting fiscal year 2019 to 2020 = 0.300 ktCO<sub>2e</sub></li> <li>• Percentage (%)</li> </ul>	<p><b>Result 1.3.5</b> Implementation in fiscal year 2021 to 2022 of a validation of all vehicles against km driven to justify size of fleet against current needs.</p> <p>A survey of business lines has yielded an identification of vehicles no longer needed to</p>	<ul style="list-style-type: none"> <li>• Greening government operations by reducing GHG emissions</li> </ul>

			<p>change in GHG emissions from fleet from fiscal year 2005 to 2006 to current reporting fiscal year = 79%</p>	<p>support specific business line functions (such as Labour). Identified vehicles that will be transferred to other sections prior to purchase of any new vehicles as part of the year's Fleet Refresh plan.</p> <p>ESDC has reduced its fleet GHG emission from 1.414 ktCO<sub>2</sub>e in 2005 to 0.040 ktCO<sub>2</sub>e in 2021 to 2022.</p> <p>There is a slight increase from fiscal year 2020 to 2021 as the use of fleet was greatly reduced in fiscal year 2019 to 2020 due to COVID-19 restrictions. The vehicle usage was still greatly reduced compared to pre-COVID numbers.</p> <p>ESDC has reduced its 2005 to 2006 GHG emissions from fleet by 97%.</p>	
--	--	--	--	---	--



<p><b>Target 6</b></p> <p>Our administrative fleet will be comprised of at least 80% zero-emission vehicles by 2030</p>	<p>Fleet management will be optimized including by applying telematics to collect and analyze vehicle usage data on vehicles scheduled to be replaced</p>	<p><b>Action 6.1.1</b></p> <p>Purchase fuel-efficient and hybrid-electric vehicles</p>	<ul style="list-style-type: none"> <li>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"> <li>Total number of vehicles in administrative fleet (Baseline year: 2013 = 226)</li> </ul> </li> </ul>	<p><b>Result 6.1.1a</b></p> <p>Result 6.1.1a: ESDC reduced its fleet by 54% since the baseline year 2013. The current size of the fleet is 103 vehicles, compared to 226 in 2013.</p>	<ul style="list-style-type: none"> <li>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</li> </ul>
		<p><b>Action 6.1.2</b></p> <p>Ensure Director-level justifications are present when buying SUVs, rather than the standard sedans</p>	<ul style="list-style-type: none"> <li>Number of requests vs number of approved purchases</li> </ul>	<p><b>Result 6.1.1b</b></p> <p>Result 6.1.1b: ESDC has increased the ratio of hybrid to combustion engine vehicles from 11% in the baseline year of 2013 to 31% for 2021 to 2022.</p>	

		<p><b>Action 6.1.3</b> Add Telematics technology to fleet to assist in emissions reduction and to promote behavior changes (if required) in fleet users</p>	<ul style="list-style-type: none"> <li>• 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"> <li>• Number of requests vs number of approved vehicles logged via telematics</li> </ul> </li> </ul>	<p><b>Result 6.1.3</b></p> <p>The Department's implementation of this target is in progress.</p> <p>Baseline Year 2019 to 2020 – 0% telematics.</p> <p>In fiscal year 2020 to 2021, telematics devices with services were purchased and installed in two vehicles.</p> <p>ESDC was not able to purchase any new telematics in fiscal year 2021 to 2022 due to industry shortage.</p>	
--	--	---	--	--	--

<p><b>Target 7</b></p> <p>By 2022, departments have developed measures to reduce climate change risks to assets, services and operations</p>	<p>Increase training and support on assessing climate change impacts, undertaking climate change risk assessments and developing adaptation actions to public service employees, and facilitate sharing of best practices and lessons learned</p>	<p><b>Action 7.1.1</b></p> <p>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"> <li>• <b>Starting point:</b> <ul style="list-style-type: none"> <li>• ESDC has business impact assessments and business continuity plans in place for all critical services</li> <li>• Climate change factors are considered as part of departmental risk assessments</li> <li>• The Department has been building a strong culture of simulation exercising which incorporates climate change-related events</li> </ul> </li> <li>• <b>Performance indicators, targets:</b> <ul style="list-style-type: none"> <li>• Incorporate climate change-related factors in Business Impact assessments and Business Continuity Plans for 2022 to 2023</li> <li>• Implement mass notification tools</li> <li>• Implement measures by 2022 to 2023 to reduce the risks of localised</li> </ul> </li> </ul>	<p><b>Result 7.1.1</b></p> <p>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.</p> <p>Additionally, ESDC completed a 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.</p> <p>The Department has incorporated mass notifications for emergencies into the My ESDC app platform,</p>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
--	---	--	---	---	--

			climate change events affecting service delivery by: reducing building footprint; and creating a geographically distributed and technologically enabled workforce	which employees can register to with work or personal devices.	
<p><b>Target 9</b> Actions that support the Greening Government Goal but do not directly support a FSDS target</p>	Departments will use environmental criteria to reduce the environmental impact and ensure best value in government procurement decisions	<p><b>Action 9.3.1</b> 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"> <li>Volume of expenditure through Standing Offers and Supply Arrangements (SOSA) that include environmental criteria</li> </ul>	<p><b>Result 9.3.1</b> In fiscal year 2021 to 2022, 39% of ESDC's transactions by volume (which correspond to 94% of the total value of expenditures) were completed through standing offer contracts and supply arrangements for goods and services that include environmental criteria.  100% (value) or 100% (volume) of security equipment procurement actions were considered green.</p>	<ul style="list-style-type: none"> <li>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</li> </ul>

		<p><b>Action 9.3.2</b> Procurement contracts for services/goods must include a mandatory greening declaration from the vendor</p>	<ul style="list-style-type: none"> <li>Percentage of procurement contracts for service/goods with greening declaration from vendors</li> </ul>	<p><b>Result 9.3.2</b></p> <p>ESDC has included a Green Policy clause in Sole Source contracts for certain commodities (e.g., shredding and armoured car services). The Department has since broadened the implementation of this clause.</p> <p>In fiscal year 2021 to 2022, 39% of ESDC procurement contracts were with suppliers who have green commitments.</p> <p>Beginning in fiscal year 2022 to 2023, a more generalised clause has been added into all procurement documents under ESDC authority, which will ensure that the largest number of contracts possible</p>	
--	--	---	--	---	--

				contain green declarations. The Department is currently developing a Green Procurement Strategy to help inform procurement decisions moving forward.	
--	--	--	--	--	--

		<p><b>Action 9.3.3</b> 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"> <li>• Inclusion of environmental considerations (for example, reduce, reuse, or include environmental criteria) in new common-use procurement instruments</li> <li>• Inclusion of environmental considerations (for example, reduce, reuse, or include environmental criteria) in procurements valued over \$2 million</li> </ul>	<p><b>Result 9.3.3a</b></p> <p>The Department is actively piloting green disposal measures with a surplus disposal company to identify and re-direct government surplus to non-profits and away from landfills for Real Property projects. Results will be summarized next fiscal year.</p> <p>All ESDC Real Property procurement began with consideration of asset reuse or reduction. Considerations for re-use of stock Crown assets was part of each pre-procurement checklist. When unsuitable for reuse, assets were always considered for sale via GC Surplus or donation to Charity or other</p>	
--	--	--	--	--	--

				<p>government department as per Treasury Board policy.</p> <p><b>Result 9.3.3b</b></p> <p>ESDC issued 4,223 contracts, 1,651 of which included environmental considerations.</p> <p>The Department issued 15 contracts over \$2 million. 10 of these 15 contracts contained environmental considerations.</p>	
--	--	--	--	---	--



	<p>Departments will adopt clean technology and undertake clean technology demonstration projects</p>	<p><b>Action 9.4.1</b>  Select and operate IT and office equipment in a manner that reduces energy consumption and material usage</p>	<ul style="list-style-type: none"> <li>• ESDC has a strategy to increase the current ratio of mobile to desktop devices to 90% by Q2 2020 to 2021</li> <li>• Increasing the use of mobile devices (laptops/ tablets) facilitates reducing overall energy consumption within the department</li> </ul>	<p><b>Result 9.4.1a</b>  ESDC achieved a 95% mobile device rate in fiscal year 2021 to 2022 and adhered to energy consumption guidelines established for equipment purchased via the National Master Standing Offer (NMSO). All ESDC equipment is procured through the NMSO, which is overseen by Shared Services Canada.</p> <p><b>Result 9.4.1b</b>  In addition, ESDC is further reducing its printer footprint to 3 per floor in locations that had over 3 printers, which will reduce energy consumption.</p>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
--	--	---	---	--	--

	<p>Support for green procurement will be strengthened, including guidance, tools and training for public service employees</p>	<p><b>Action 9.5.1</b>          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"> <li>• Percentage of new Procurement Specialist, Materiel Managers and new acquisition card holders who have completed Green procurement training</li> <li>• Percentage of specialists in procurement and materiel management and acquisition card holders who have completed training on green procurement</li> </ul>	<p><b>Result 9.5.1a</b>          The Department has a mandatory provision to complete the Canada School of Public Service green procurement course prior to receiving an acquisition card as of April 1, 2022.</p> <p>Green procurement training is now required as part of training for new employees working in procurement and must be completed within one year. All of ESDC's new Procurement Specialists have completed the Green Procurement course.</p> <p><b>Result 9.5.1b</b>          100% of CFOB Procurement Specialists have completed the Green</p>	<ul style="list-style-type: none"> <li>• 100% of new Procurement Specialist &amp; Materiel Managers will complete the Canada School of Public Service (CSPS) Green Procurement Training</li> <li>• 100% of new acquisition cardholders will complete the green procurement component of the mandatory training</li> </ul>
--	--	---	--	--	---

				<p>Procurement course. (34 Procurement Specialists have completed the course).</p> <p>67% of Materiel Managers have completed the Green Procurement course.</p> <p>All of the department's Acquisition Cardholders must complete mandatory training, which includes information on Green Procurement.</p>	
--	--	--	--	---	--

		<p><b>Action 9.5.2</b> Integrate sustainability into common-use procurement instruments, processes and controls</p>	<ul style="list-style-type: none"> <li>Count of procurement instruments, processes and controls that include green procurement</li> </ul>	<p><b>Result 9.5.2</b></p> <p>The Department has fully implemented a Green Procurement checklist and questionnaire to assist procurement staff for Real Property related requirements.</p> <p>Green procurement training is in place for departmental employees working in Real Property.</p> <p>ESDC supported the establishment of a national working group to better integrate green practices and sustainable development standards into base-building lease conditions.</p>	<ul style="list-style-type: none"> <li>By 2023 ESDC will have integrated more green procurement information into existing procurement instruments, processes and controls</li> </ul>
--	--	---	---	--	--

		<p><b>Action 9.5.3</b> Build staff awareness of the benefits of green procurement</p>	<ul style="list-style-type: none"> <li>Count of communications promoting green procurement</li> </ul>	<p><b>Result 9.5.3</b></p> <p>ESDC's Chief Financial Officer Branch continued with a Speakers Series, which was open to all employees of the Branch, including those working in procurement. The series featured academics and industry leaders to build staff awareness on Sustainable Development topics, including green procurement.</p> <p>The Department developed and hosted green procurement training sessions for employees in Real Property and Asset Management teams.</p> <p>Information is always available through ESDC's Procurement</p>	<ul style="list-style-type: none"> <li>Promote and encourage the use of green procurement</li> </ul>
--	--	---	---	--	--

				<p>Roadmap. Use of the Procurement Roadmap is communicated regularly in client meetings and emails as the one-stop shop for procurement processes.</p> <p>Communications were sent to Procurement Officers to ensure they are identifying green procurement in SAP.</p>	
--	--	--	--	---	--

	Additional actions	<p><b>Additional Action #1</b> Maintain/reduce the print devices ratio to employees set by TBS</p>	<ul style="list-style-type: none"> <li>• The Managed Print Services contract called for user-to-print device ratios to fall within the 10:1 to 15:1 range</li> </ul>	<p><b>Additional Result 1</b></p> <p>The Department achieved the following user-to-print device ratios:</p> <ul style="list-style-type: none"> <li>• Monochrome printing: 25:1</li> <li>• Colour printing: 50:1 (where it is required)</li> <li>• ESDC is further reducing its printer footprint to 3 printers per floor for physical locations that have over 3, which will further reduce the printer/employee ratio.</li> </ul>	<p>These actions support the Greening Government Goal but do not directly support a FSDS target</p>
--	--------------------	--	--	--	---

		<p><b>Additional Action #2</b> Increase employee awareness and education of the cost of printing</p>	<ul style="list-style-type: none"> <li>Awareness and education information posted to Intranet site (iService)</li> </ul>	<p><b>Additional Result 2</b></p> <p>Given the context of working from home during the pandemic and the lack of access to corporate printers, awareness campaigns were not launched during this period. However, as people began to access the office in March 2022, ESDC developed eye-catching bilingual posters for the office environment encouraging employees to work without paper.</p>	
--	--	--	--	--	--



## **4. Report on integrating sustainable development**

### **4.1 Strategic environmental assessment**

During the 2021 to 2022 reporting cycle, ESDC had no proposals that required a full strategic environmental assessment (SEA) and no public statements were produced. The Department will continue to ensure that its decision-making process includes consideration of FSDS goals and targets through its strategic environmental assessment process.

### **4.2 Current and future social, economic and environmental challenges**

ESDC leads the Government of Canada's implementation of the United Nations 2030 Agenda for Sustainable Development. The 2030 Agenda focuses on 17 ambitious Sustainable Development Goals (SDGs). These goals address important global social, economic and environmental challenges. They seek to achieve outcomes that will benefit all segments of society and leave no one behind.

ESDC released the [Federal Implementation Plan](#) for the 2030 Agenda in July 2021 that describes how federal departments and agencies will contribute to the vision of Canada's 2030 Agenda National Strategy.

ESDC also manages the Sustainable Development Goals Funding Program. This program provides funding for projects that advance the 2030 Agenda and the SDGs. Besides ongoing projects, 5 additional projects were funded in fiscal year 2021 to 2022. There are also ongoing engagement protocol agreements in place with the Assembly of First Nations, Inuit Tapiriit Kanatami and the Métis National Council.

### **4.3 Departmental operations**

The Department continues to build on adjustments made to adapt to the COVID-19 pandemic in order to make its operations more sustainable. These adjustments included adopting 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.

### **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:

- developing tools to help analyze and incorporate sustainability findings into briefings for ministers and senior officials
- incorporating the Sustainable Development Goals in ministerial briefings in support of Cabinet meetings, and
- participating in interdepartmental meetings on upcoming Memoranda to Cabinet to highlight Sustainable Development Goals considerations, where appropriate.

The Department is also transitioning to a new work environment by fostering a workforce and an organizational culture that is committed to sustainable development and aims to reduce greenhouse gas (GHG) emissions as well as waste.

ESDC launched the Sustainable Development Goals Action Networking Series. These monthly webinars bring together stakeholders from academia, government and civil society organizations to share their experiences in advancing the Sustainable Development Goals (SDGs). These engagements help to build awareness and promote the 2030 Agenda and the SDGs. The Department also promotes green decision-making by completing Strategic Environmental Assessments in briefings and cabinet documents, and by including sustainability considerations at the outset of all audit engagements.

ESDC also promotes sustainable decision-making in procurement and property management through the implementation of a green procurement checklist and training. Furthermore, the Department engaged with Public Services and Procurement Canada and landlords to gather waste management audit reports.

### **Sustainable development and decision-making**

ESDC worked with the Treasury Board Secretariat of Canada to include information in the Departmental Plan and the Departmental Results Report to better track and report on the SDGs.

ESDC also provided guidance to the Privy Council Office on how Memoranda to Cabinet documents could integrate information on the SDGs. This supports the inclusion of an environmental lens in government decision making to support and sustain social and economic well-being of Canadians.

#### **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.

Originally established as a pandemic response, eService Canada continues to provide further flexibility to Canadians to receive access to programs and services. Only if one's request cannot be completed by phone, an appointment for service at a Service Canada Centre will be offered. The Department also launched an eService Canada callback option on Canada.ca, creating a reduction of the carbon footprint through a decreased need for clients to travel to a Service Canada Centre.

In addition, the Department built upon existing initiatives and developed new ones to continue to digitize program delivery. Initiatives include:

- increasing the number of documents that can be uploaded digitally for Employment Insurance clients,
- creating regional general delivery mailboxes for programs to accept applications and documents electronically
- transitioning to digital receipts, and
- a pilot project to digitize pension files.

These initiatives contribute to the department's Greening Government goals by reducing the need to mail paper files, and transport and save documents in archiving facilities.

The Department also finalized the scope and expected activities for the Old Age Security Transformation as part of the Benefits Delivery Modernization. While the project is still in the early design phase, the intent is to reduce some of the manual processing and the production of paper reports as well as store all documentation electronically.

## **Outreach services**

The Department expanded upon virtual outreach services in fiscal year 2021 to 2022 to reduce the need for travel to Service Canada centres. Using MS Teams and other technologies, the Department conducted outreach and information sessions in communities across the country to assist clients and deliver presentations on programs and services. These initiatives included:

- Virtual communication through Microsoft Teams with a Citizen Services Officer who spoke Cree, thanks to a partnership between the Department and the Métis Nation (eastern region) and the community of Cumberland House, Saskatchewan.
- Clinics designed to assist clients with Employment Insurance, Social Insurance Numbers (SIN), pensions and apprenticeship programs. These included Elders Clinics in collaboration with an Indigenous Elders' Coordinator and the Canada Revenue Agency, as well as SIN clinics for Winter Ski Resort Temporary Foreign Workers and Afghan Newcomers.
- Serving clients through Community Based Virtual Service (CBVS) staffed by remote Citizen Service Officers in surrounding communities.

## **The paperless office**

The Department continued using Microsoft Teams in order to avoid printing paper copies of documents. This system expedites the approval process and reduces the environmental footprint of the department.

Further contributing to a paperless office environment, ESDC stores most Human Resources information digitally and is committed to automating transactions for many staffing actions. The department has also implemented a paperless system of routing and delivering material and correspondence to Deputy Minister and Minister's offices.

### **Collaborative technologies**

Using digital tools and videoconferencing platforms, the Department was able to conduct business internally and externally with partners across Canada. By adapting from in-person trainings, meetings, and negotiations with stakeholders to virtual engagements, the Department greatly reduced the need for travel, directly contributing to the

Government of Canada commitment to lower emissions and support opportunities for flexible work arrangements.

### **4.3.3 Employee Engagement**

ESDC's success in creating a more sustainable future is due to the contributions of its employees. Employee-driven sustainability initiatives that have been implemented within the department include:

- Several of the Department's branches and regions have "green" or sustainable development committees. Initiatives implemented by these committees include ambassador networks, speaker series, and online hubs with information on promoting sustainable environmental behaviours.

- The Department expanded a CO2 sequestering and carbon offset initiative with Tree Canada, Natural Resources Canada and Forest Ontario by planting trees across Canada.

## **5. Conclusion**

ESDC contributes towards a sustainable future by reducing its carbon footprint, integrating environmental considerations in decision-making processes, and using technology to reduce waste. Beyond these commitments, the Department plays a leadership role in the Federal Implementation Plan for the 2030 Agenda to advance the Sustainable Development Goals in Canada and abroad. It contributes to government-wide sustainability priorities set out in the Federal Sustainable Development Strategy.