

ANNUAL SUSTAINABILITY PROGRESS REPORT, WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT

as required under Executive Order 02-03

October 15, 2004

SECTION I: AGENCY INFORMATION, POLICY AND GOALS

- **Employment Security Department Sustainability Coordinator:**

Mike Michener, Distribution Manager
505 East Union Avenue
Post Office Box 9046
Olympia, Washington 98507-9046
(360) 586-8021

- **Sustainability Policy Statement**

The Employment Security Department is committed to adopting and modeling the principles of sustainability in our internal operations and in serving our customers.

- **Long Range Goals**

1. From statewide staff input, identify opportunities to increase sustainability, recycling, and surplus options.
2. Institutionalize sustainability as a Department value.
3. Help partners succeed by promoting environmental sustainability activities statewide through client relationships.
4. Minimize energy and water use.
5. Shift to clean energy for both facilities and vehicles.
6. Shift to non-toxic, recycled, and remanufactured materials in purchasing and construction.
7. Take advantage of expanded markets for environmentally preferable products and services.
8. Support General Administration's efforts to implement project management practices that can positively affect environmental sustainability.
9. Support the Office of State Procurement's efforts to share contracting opportunities to positively affect environmental sustainability.

SECTION II: REPORTING ON OBJECTIVES

During this first reportable year, the Employment Security Department elected to truly move forward instead of just developing baseline metrics. We made meaningful and sometimes dramatic progress toward nearly every goal we established.

1. Using a strategy of "utilizing existing opportunities to expand sustainability", our objectives included:

- Increase the number of Labor Market Information website visits from 30,000 to 250,000 annually. **Labor Market Information website visits increased to 624,700.**
- Increase the number of businesses who use the WorkSource system from 13,000 to 15,000. **The number increased to 17,480.**

- Increase the number of employers filing taxes electronically from 58,675 to 60,000. *This number increased to 71,622.*
 - Increase customer contacts with the WorkSource website by 1,000 per month. *The actual average increase was 63,991 additional visits per month.*
 - Contact 100% of building owners regarding low energy utilities. *We learned that General Administration took the lead on this goal.*
 - Reduce the use of virgin paper by 10% per year. *We actually reduced virgin paper use by over 99%, replacing 13,330 reams of virgin paper with products with at least 30% recycled content.*
 - Use recycled paper to meet all copying and printing requirements. *See above.*
 - Increase staff/agency knowledge about the availability, quality, and price of other recycled products. *100% of supply orders are reviewed, and recommendations made to our customers for environmentally better products.*
2. Select Pilot Sites for Expanding Sustainable Options.
- Select one agency office scheduled for remodel or relocation to test sustainable facility products, e.g., carpet, lighting, etc. *No remodels or relocations took place this year, but we recruited over 50 local sustainability coordinators statewide, and their charter is to help staff in their offices make “green” decisions about doing their daily business. One result was our nearly 100% conversion to recycled-content paper purchasing.*
 - Select one agency location to test environmentally preferred products for all goods and services. *The Office Services Branch was selected to test environmentally preferred products and now routinely factors sustainability into all purchases.*

Success Factors

The Employment Security Department made surprising progress, surpassing nearly every goal established at the beginning of the year. The culture of this agency is one of caring, and that is reflected in the way all staff embraced the goals of the Sustainability Plan. The Office Services Branch has responsibility for establishing and implementing the Plan, so emphasis is naturally placed on environmentally appropriate purchasing, facilities management, and duplicating services for the entire agency. Those who manage supply and facilities processes are also closely involved with the Plan, and that usually results in “green” purchasing, leasing, and production decisions. ESD also has excellent internal communications with a video production facility and a daily newsletter. These have helped get the word to employees and local coordinators across the state.

Barriers and Challenges

- ◆ The biggest challenge has been the **lack of funding** from the State for sustainable purchasing and programs. Environmentally preferred purchasing is often considerably more expensive, and fiscal decisions sometimes outweigh environmental concerns.
- ◆ **The Language of Sustainability.** Sustainability is one of the most important issues facing the earth today. The problems and solutions must be understood at all levels of all societies around the world. We must begin now to use simpler language that all can grasp, and we can’t succeed until we do.

Other Programs

- The Employment Security Department actively supports Commute Trip Reduction, mass transit programs such as Star Pass, alternate fuel vehicle purchasing, and participates in transit fairs and similar programs at every opportunity.
- The agency's Duplicating Services Department recently went "green", exclusively using recycled paper and environmentally preferred toners and inks.
- ESD wisely placed program responsibility with the manager who oversees supply and other purchasing for the agency. This has allowed us to shorten the distance toward environmentally healthy purchasing.

SECTION III: COMMUNICATION AND EDUCATION

The Department committed to contact 100% of agency staff and actively engage at least 10% to help determine future sustainability goals. Our objectives were :

- Publicize the Department's written Sustainability Plan. *A Daily News article introduced the Plan to the agency. In-Focus, ESD's video news spot featured the agency's Commissioner and Sustainability Coordinator in a call to all staff for participation in sustainable activities.*
- Create a link for sustainability on the Department's website, and initiate a related chat room. *Links were established on the Department's website to the Sustainability Plan and the Governor's Executive Order. Also, a Q&A page was circulated statewide and is now available through a link on our webpage.*
- Update the New Employee Orientation Packets to address sustainability awareness. *Deferred. Will be included in this year's planning.*
- Share sustainability success stories and best practices via the ESD Morning News. *The Morning News has published several articles including one describing our success with changing to recycled content paper.*
- Post and rotate notices in strategic locations that educate staff about the impacts of their choices. *Environmental and other information is made available monthly to local sustainability coordinators for posting and sharing.*
- Collaborate with other agencies, vendors, and stakeholders to host workshops for interested staff. *ESD has participated in several workshops throughout the year and will continue to do so. While we have not hosted an event, we will explore that possibility for the coming year.*
- Use staff meetings to educate employees. *Staff meetings, particularly at the branch and division level, have proven reasonably effective for sharing information about the Plan, and our successes. One recent division level meeting resulted in the creation of most of the agency's sustainability goals for the next year.*

SECTION IV: STATEWIDE PERFORMANCE MEASURES

A. Copy Paper Use, by quantity and paper type

Total Copy Paper Used:	74,828 Reams
Total Virgin Content:	13,378 Reams (18%)
Total Recycled, Post Consumer, and acid free:	61,450 Reams (82%)

The figures above reflect our annual total. But it's important to note that our purchases of paper in the second half of the year were drastically different thanks to aggressive purchase consulting and the efforts of our Local Sustainability Coordinators:

2nd Half PY03 Total:	40,401 reams
2nd Half PY03 Virgin Content:	133 reams (.03%)
2nd Half Post Consumer, Recycled, and acid free:	40,268 reams (99.7%)

B. Vehicle Miles Traveled, by agency fleet vehicles as well as personal vehicles

Agency owned vehicles:	1,040,990
Personal Vehicles:	<u>1,273,279</u>
	2,314,269

C. Fuel Purchases, by gallons and type of fuel

Gasoline:	81,586
Diesel:	<u>1,498</u>
	83,084

D. Average Fuel Efficiency of Vehicles in Agency Fleet

Gas vehicles:	12.59 mpg
Diesel vehicles:	9.34 mpg

SECTION V: NEW OR UPDATED GOALS AND OBJECTIVES

- COMPLETE AND PUBLISH THE DEPARTMENT’S SUSTAINABILITY WEB PAGE.
- REDUCE USE OF COPY PAPER BY 5% BY CONVERTING TO PAPERLESS PROCESSES WHEREVER POSSIBLE AND ENCOURAGING DUPLEX PRINTING AND COPYING.
- REDUCE PAPER WASTE BY USING THE PRINT-ON-DEMAND CAPABILITIES OF SUPPLIERS.
- UPDATE NEW-EMPLOYEE ORIENTATION PACKETS TO INCLUDE AN INTRODUCTION TO THE SUSTAINABILITY PLAN.
- ACTIVELY SEARCH FOR AND PROMOTE REPLACEMENTS FOR PRODUCTS CONTAINING TOXIC CHEMICALS AS DESCRIBED IN EXECUTIVE ORDER 04-01. SUPPORT GA’S EFFORTS TO CONVERT TO NON-TOXIC PRODUCTS.
- INCREASE BY 10% THE NUMBER OF AGENCY POLICIES AVAILABLE ON-LINE.
- COMPLETE RESEARCH TO ENABLE A DECISION REGARDING THE USE OF PAPER MADE OF OTHER-THAN-WOOD.
- INCREASE PURCHASE OF REMANUFACTURED TONER CARTRIDGES BY 10 %.
- PUBLICIZE THE USEFULLNESS OF MINIMIZING POWER SETTINGS ON OFFICE EQUIPMENT, AND MAKE POWER SAVING DEVICES (PRESENCE SENSORS, ETC.) AVAILABLE FOR PURCHASE.
- DEVELOP A PLAN TO BEGIN PURCHASING “GREEN” SUSTAINABLE POWER.
- IF AN OFFICE REMODEL OR MOVE OCCURS, USE LESSONS LEARNED IN OFFICE SERVICES BRANCH TO MAXIMIZE THE USE OF SUSTAINABLE PRODUCTS/TECHNOLOGY AT THAT LOCATION.