



Energy Trust of Oregon's 2015 Employee Sustainability and Engagement Report

PROVIDED BY ENERGY TRUST'S
ENERGY, ENVIRONMENT AND ENGAGEMENT TEAM, E3



A Note From Our Executive Director



Energy Trust of Oregon is a mission-driven organization dedicated to helping customers and utilities meet their energy needs with low cost energy efficiency and clean renewable energy generation. We do this by sharing energy expertise and providing cash incentives to accelerate investment in energy-saving improvements and adoption of renewable energy technologies. Our actions have one purpose—to benefit the 1.5 million utility customers we serve. This includes delivering our programs and conducting our operations in the most efficient way we can.

Our second annual Employee Sustainability and Engagement Report is produced by our volunteer Energy, Environment and Engagement Team, E3. The document highlights how our employee efforts and strategies minimize Energy Trust's own environmental impact while also helping our community. As stewards of the utility customer dollars we invest, it is incumbent upon us to carefully look at our internal operations and be sure we deliver valuable services in an effective and cost-conscious manner.

Following the Strategic Energy Management curriculum we offer our customers, Energy Trust is applying our expertise to ensure continuous improvement in our own internal practices and operations. This report is about more than "walking our talk," it's about acknowledging the passion, creativity and commitment of our employees who consistently strive to minimize their own personal environmental impacts.

This Employee Sustainability and Engagement Report lays the groundwork for continued improvements to deliver even greater environmental and social benefits while creating a high quality of life, a vibrant economy and a healthy environment and climate for Oregonians today and tomorrow.

Thank you for your ongoing interest and commitment to these efforts!

Margie Harris



About Energy Trust of Oregon

Energy Trust is an independent nonprofit organization dedicated to helping utility customers benefit from saving energy and generating renewable power. Our services, cash incentives and solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural and Cascade Natural Gas save \$2.3 billion on their energy bills.

We help homeowners, renters, multifamily property owners, farmers, ranchers, businesses of all sizes and types, school districts, cities and counties use less energy, generate renewable power and protect the environment. By working together with customers, we are helping to keep energy costs as low as possible, and building a sustainable energy future.

Our Purpose

To provide comprehensive, sustainable energy efficiency and renewable energy solutions to those we serve.

Our Vision

A high quality of life, a vibrant economy and a healthy environment and climate for generations to come, built with renewable energy, efficient energy use and conservation.

Our Values



Introduction

Building on our national reputation for innovation and success, Energy Trust is committed to demonstrating environmental leadership in our office space and beyond. Energy Trust's Energy, Environment and Engagement Team, E3, is a group of Energy Trust staff members who volunteer their time to improve the organizations' internal environmental, economic and social sustainability practices. E3 seeks to influence work habits, build community involvement and encourage employees to seize energy-efficiency, sustainability and community engagement opportunities—all while keeping Energy Trust values in focus.

Our Employee Sustainability and Engagement Report helps to track progress toward internal employee sustainability goals, and acknowledges widespread employee efforts.



Measuring and Tracking our Environmental Profile



We measure our environmental profile across seven different categories: Office Indoor Environmental Quality, Energy, Water, Waste Reduction and Recycling, Purchasing, Travel and Carbon. The E3 Team tracks and evaluates achievement of our internal goals in these categories to improve sustainability and reduce costs for the organization. Here is a summary of our efforts and result in each category.



Office Indoor Environmental Quality

In 2011, Energy Trust moved its office to the 120-year-old Lincoln Building in Portland. When tenant renovations for the Class B office space were in planning stages, staff saw an opportunity to include energy-efficiency and sustainability improvements. The goal was to make a productive and engaging space for staff and visitors, while keeping operating costs low and demonstrating how cost-effective energy-efficiency improvements can be integrated into a renovated space with a modest budget. Energy Trust and its property management company incorporated a wide range of sustainable features.

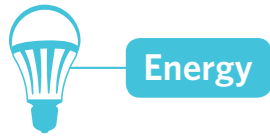
Indoor Air Quality

- Outdoor air intake is well above American Society of Heating, Refrigerating and Air-Conditioning Engineers standards
- More than 70 percent of cleaning products used in the office meet sustainability criteria that support indoor air quality

Materials

- Flooring is sustainably sourced
 - Cork floors have adhesives with low volatile organic compounds, VOC
 - Linoleum flooring has 47 percent recycled content and 23 percent rapidly renewable materials, such as linseed oil and jute
 - Carpet has 44 percent recycled content and is 100 percent recyclable at the end of its life
- Vinyl wall coverings and paint on walls are low VOC
- Decorative wood in the reception area is 100 percent reclaimed wood—a recycled byproduct of fast-growing poplar used in furniture and pulp manufacturing
- Herman Miller workstations have 54 percent recycled content; at the end of their useful life, 69 percent of materials can be recycled
- Kitchens include compost receptacles and built-in bins for separating recyclable materials—there are no garbage disposals to further encourage composting

Energy Trust's office space features energy-efficient lighting and sustainable materials



Like many tenants who lease only one floor of a building, a complete picture of the organization's energy use is difficult to create. Meters on the floor we occupy track some of our electricity use while single utility meters capture the electric and natural gas usage for the building as a whole, including the building systems that we share with other tenants. Still, we were able to implement the following key energy-saving accomplishments.

Lighting and Appliances

Energy Trust worked with architects, electrical engineers, lighting designers and product specialists to select the most efficient and cost-effective lighting for our office space within the Lincoln Building.

Energy Trust has implemented additional energy-saving improvements, many of which were suggested by employees:

- Timers on coffee makers reduce energy use from water heating after business hours
- Dyson hand dryers in bathrooms use 80 percent less energy than other warm air hand dryers
- Power-saving mode on all printers and copiers
- LED desk lamps for task lighting
- ENERGY STAR® refrigerators in office kitchens
- Direct digital controls for the heating, ventilation and air conditioning, HVAC, system to support more accurate temperature readings and automatic settings

Server Room Energy Use

Electronic and computer systems make up an increasing portion of energy consumption and resource costs in any organization, particularly when considering product life-cycle and the additional costs of production and disposal. Given their high energy use, computers and servers offer significant opportunities for efficiency improvements.

Data centers and server rooms account for the majority of IT energy consumption in our office. While considerable energy consumption is unavoidable when using appropriate sized server systems, assessing and optimizing temperature regulation can reduce energy use.

New information on hard drive functionality at high temperatures has opened the door to less stringent climate controls in the Energy Trust server room, which means that we can save energy on server room cooling. Based on these looser temperature control requirements, a specialized HVAC system uses the central building atrium for air exchange and leverages the natural temperature changes throughout the day.

During regular business hours, server room exhaust is expelled through the building's exhaust system. After business hours, the exhaust chimney closes and the server room exhaust is released into the building's atrium. Because the atrium is the coolest and also the least trafficked area of the building overnight, it serves as an ideal heat sink. During the day, the atrium temperatures is gauged by a sensor that relays information to displays in the server room. If the temperature in the atrium is still lower than the outside temperature, air is brought in utilizing the HVAC fan, but the air exchange can be controlled manually at any time if the server room needs further cooling. The HVAC compressor only comes online when the intake air temperature exceeds approximately 84 degrees Fahrenheit.

Earned LEED Gold certification

The new lighting system includes LEDs, occupancy controls and daylighting technologies that are 35 percent more efficient than the Leadership in Energy and Environmental Design, LEED, baseline. As a result, our floor earned LEED Gold certification.



Energy

Workstation Energy Usage

Staff are encouraged to turn off computer monitors when stepping away from their desks for extended periods and to turn off computers at night. Energy Trust also provides staff with energy-saving tools for their workstations. Monitors and task lamps may be powered through a motion sensor activated power strip, called a Watt Stopper, so that they turn off when employees leave their desks and turn back on when they return.

Additionally, non-user assigned workstations such as conference and training room systems have strict power-saving settings for sleep/hibernate modes and hard drive/monitor shutoff idle timers. Flyers are posted throughout the office to remind staff to turn off equipment when not in use.

Renewable Energy Certificates

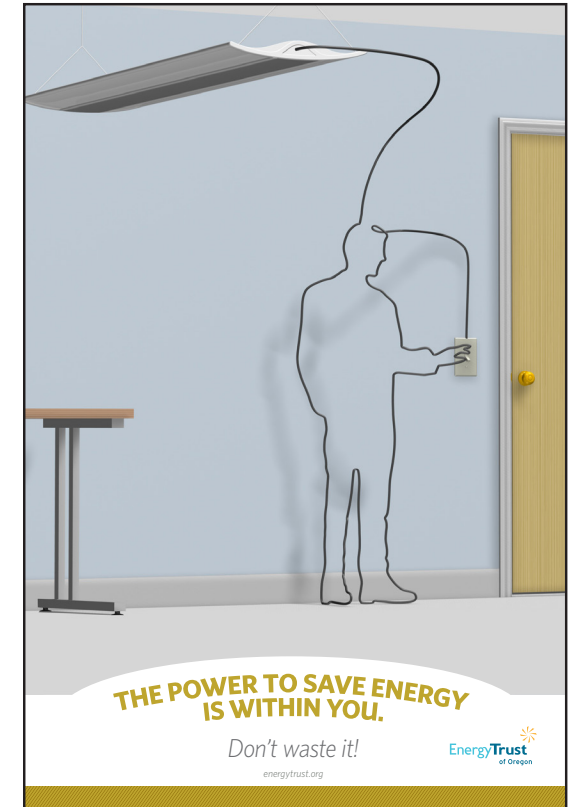
To ensure that our day-to-day operations match our organization's commitment to a cleaner future, all of our energy purchases are offset through Renewable Energy Certificates, RECs, through the Bonneville Environmental Foundation. Energy Trust purchases RECs based on the previous year's annual consumption. The purchase of RECs helps replace fossil-fuel based electricity generation with renewable generation.



Water

Energy Trust minimizes water use in the office by using the following water-saving technologies:

- Low-flow faucet aerators in the kitchens (2.2 gallons per minute, GPM) and bathrooms (0.5 GPM)
- Automated water flow time for bathroom faucets reduced from 20 seconds to eight seconds
- Bathrooms are equipped with dual-flush toilets that use up to 40 percent less water compared to standard models, and waterless urinals save up to 40,000 gallons of water per year
- ENERGY STAR high-efficiency dishwashers in the kitchens



Water Restoration Certificates

Our remaining water usage is offset with the purchase of Water Restoration Certificates through the Bonneville Environmental Foundation. These credits are certified by the National Fish and Wildlife Foundation and support in-stream water restoration to account for our office water usage. Each year, Energy Trust purchases 588 certificates, based on the square footage of the office floor. Each certificate represents 1,000 gallons of water that directly contributes to restoring the economic, recreational, and ecological vitality of national freshwater resources.



Waste Reduction and Recycling

Strategies to reduce waste and promote sustainable behavior include:

- Paperless invoicing since 2015
- Dyson hand dryers in bathrooms produce up to 80 percent less carbon dioxide, CO₂, than other hand dryers and up to 76 percent less CO₂ than recycled paper towels
- Cloth towels available in kitchens reduce paper towel and napkin use
- Built-in water filters installed in kitchens discourage plastic water bottle use
- Composting available for coffee grounds and food scraps
- A variety of recycling options available for glass, plastic, aluminum and plastic clam shell to-go containers
- Reusable silverware, dishes and to-go mugs available for employee use instead of disposable dishes or cups
- Reusable GO Box containers are provided for employees at no cost to use for takeout lunches
- Toner and plastic ink cartridges in small printers and wax ink in large printers are recycled
- Shared trash cans in work stations reduce plastic bag disposal and encourage proper disposal of compostable and recyclable materials
- Print settings on all printers default to double-sided, black and white printing
- Single-sided printed paper is reused as notebooks for employee use

Waste Audit

In February 2015, a waste audit conducted by volunteer E3 members found that 38 percent of garbage in the Energy Trust office could have been avoided. The most frequently found avoidable items were plastic and paper coffee cups, tea bags and plastic clam shell to-go containers. The E3 Team shared these results with staff and provided guidance on what can be recycled, composted or avoided. The E3 Team performs a waste audit at least once per year.

Recycling Board Installations

To help staff and visitors sort waste materials in the office, E3 posted recycling, compost and waste guides next to the kitchen receptacles. Standard waste items are pinned to bulletin boards to guide staff and visitors where an item should go,

including recycling, compost, trash and plastic clam shell recycling—which are recycled separately from standard recycling.

Reusable Travel Mugs

In November 2015, the E3 team launched a reusable travel mug campaign. The campaign began with a contest for ideas for an image and slogan to print on a reusable mug available at a discount to Energy Trust employees. After receiving many creative responses, “Reduce, Reuse, Recaffeinate” was selected. We ordered the mugs from Klean Kanteen at a bulk rate and were able to offer discounted mugs for employees who signed a pledge to use the mug instead of disposable cups. We also reserved mugs at cost for friends or family members. Staff purchased 81 mugs and we have a remaining stock of mugs to use in the future as prizes for sustainability challenges.

Electronic Waste Management and Recycling

Consumer batteries (AA, AAA, 9-Volt) used in Energy Trust equipment are rechargeable, limiting unnecessary waste. Hazardous electronic components that have failed or have become obsolete are sent back to their manufacturers (using programs such as Dell Business Recycling) or recycled through certified electronic recyclers. These items include hard drives, power supplies, memory modules and expansion cards that contain hazardous materials such as lead, cadmium, mercury, beryllium, hexavalent chromium, antimony, brominated flame-retardants, PVCs and PCBs.

Staff can also bring dead batteries into the office for recycling. Batteries are recycled through Green Cycle Electronics to ensure that no hazardous materials are sent to the landfill.

Donations to Free Geek

When computer systems and equipment reach the end of their lifecycle, they are donated to Free Geek. The nonprofit organization accepts these electronics to use in job training and educational programs, donate as grants to individuals or organizations or resell to fund community computer classes. Free Geek recycles electronics that cannot be refurbished or otherwise reused.



Purchasing

In June 2007, Energy Trust adopted a sustainable procurement policy encouraging products and services to be purchased in the most efficient, cost-effective and environmentally responsible manner whenever possible. In addition to our standard practice of obtaining multiple product and service bids and selecting the lowest-cost option that meets our needs, Energy Trust's procurement policy allows for spending of up to 10 percent more for products that are made locally and contain recycled and/or organic content. The following are some of our purchasing decisions made within these cost parameters.

Equipment

When replacing copy machines that had reached the end of their useful life in 2015, Energy Trust selected new copy machines that reduce electricity consumption and paper use. In addition to cost-effectively serving Energy Trust's operational needs, the new copiers achieve the following efficiency gains:

- Power-save mode during downtime reduces electricity use by 18 percent
- Reduction of 7.5 hours of run-time per week with a shorter warmup period
- Expected reduction in re-printing based on improved notifications for low ink and paper jams



Paper

For our in-house printing, we select recycled paper that contains 30 percent post-consumer waste. For professional printing needs, we choose to work with print houses that use sustainable practices.

Food and Catering

We purchase coffee that is fair-trade and delivered by a local vendor that received an Innovation in Sustainability Award from the Portland Business Journal in 2015.

Food provided for meetings and office events contains minimal packaging. Catered meals are generally purchased buffet-style to use non-disposable dishes, utensils and glasses. Local and organic ingredients are selected when they incur 10 percent or less in additional costs.



Travel

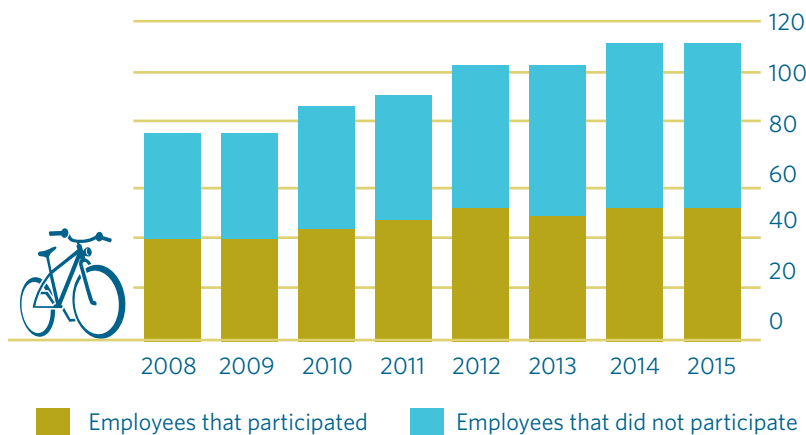
When employees need to travel outside of the office, Energy Trust supports a variety of efficient and sustainable options:

- A bicycle, helmet and lock are available to employees for local travel
- All full-time employees may receive TriMet passes for travel on bus, streetcar and light rail, purchased by Energy Trust at a discounted rate
- Zipcar memberships are available for employees to use when work-related travel by car is needed; use of hybrid vehicles is encouraged
- Carpooling is encouraged and used for travel to conferences and events
- Long-distance travel to conferences is kept to a minimum, and state or regional conference attendance is prioritized over out-of-state conferences

Bicycling

Many staff are passionate bike commuters, and Energy Trust supports this sustainable commuting option. Each year, E3 provides resources and support for staff during the Bicycle Transportation Alliance annual Bike Commute Challenge.

Since 2006, Energy Trust has entered the challenge and has finished in the top 10 every year, motivated by carbon reduction and team-building opportunities. Staff participation rate is consistently more than 40 percent each year, despite an increase in total staff from 80 in 2008 to 116 in 2015.



In 2015, 51 employees participated in the Bike Commute Challenge, with nearly half of participating employees biking for 100 percent of their commutes. Energy Trust came in third place in the Large Businesses and Non-Profits category with about a 44 percent commute rate (percentage of commutes by bike) and 7,530 total miles logged.

Informal competition has become tradition between staff, with employees teaming up to see who can commute the most miles and trips throughout the month. Energy Trust also tracked running and walking commutes as an option for those who chose not to bike in 2015.

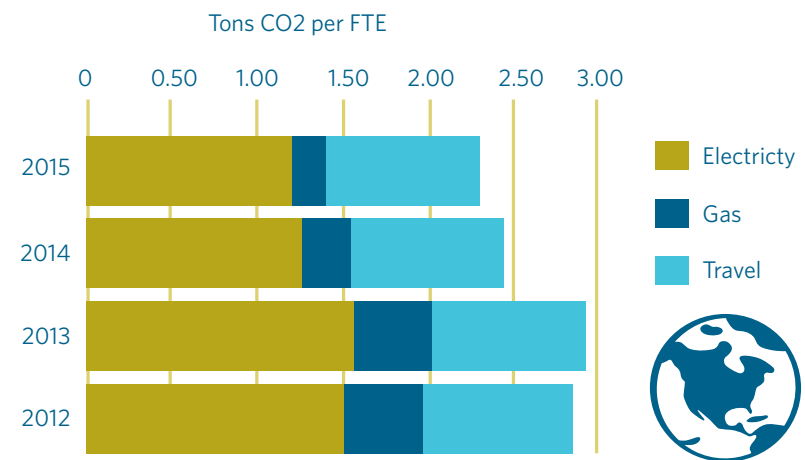
At the end of the challenge, employees are invited to meet and review the results. New riders, riders with the highest mileage and those who biked 100 percent of their commutes are recognized.

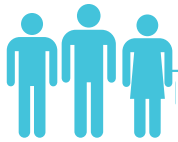
Carbon

To track carbon emissions, E3 started by quantifying emissions associated with Energy Trust's electricity and natural gas usage, as well as business travel and staff work commutes. This translates to our Scope 1 and 2 emissions, and some of our Scope 3 emissions. Scope 1 represents direct emissions from natural gas. Scope 2 represents indirect emissions, such as those from electricity use. Scope 3 represents all other indirect emissions such as commute and travel.

Emissions associated with our Program Management Contractors, Program Delivery Contractors, trade ally contractors, program allies and other contracted resources are not included in this chart. The carbon emissions effects of our energy-efficiency and renewable energy programs are also omitted from this report, as those are much larger in scope and reported separately in quarterly and annual reports to the Oregon Public Utility Commission and Energy Trust Board of Directors.

This chart represents the total tons of CO₂ emitted per full-time employee by Scopes 1, 2 and 3. From 2014 to 2015, tons of CO₂ per employee dropped from 2.45 tons to 2.31 tons, showing how our sustainability efforts made have made an impact to reduce our carbon footprint.





Employee Engagement and Outreach

Employee Engagement

Every year since 2005, Energy Trust has conducted an employee engagement survey to gauge employee satisfaction and identify opportunities for improvement. Year after year, staff have reported that they understand Energy Trust's mission and values. Energy Trust strives to increase response rates and engagement by providing follow-up plans for improvement areas to staff. In 2015, Energy Trust was ranked seventh among the 100 Best Nonprofits to Work for in Oregon by Oregon Business magazine. Some of the voluntary employee-supported engagement activities at Energy Trust include:

Health Activities Managed By Volunteer Staff

Staff volunteer their time to initiate and maintain engaging, healthy group activities and amenities such as a weekly yoga class, a workout group called "fit and fun," and a co-ed softball league.

Late in 2015, Energy Trust created a Wellness Committee to facilitate and improve employee health and well-being practices in the office. Like the E3 Team, the Wellness Committee consists of volunteer staff members who support a productive and effective workplace. E3 and the Wellness Committee collaborate on projects and office challenges to further team missions of engagement and awareness. The Wellness Committee supports an active culture, and develops and sustains programs designed to improve employee wellness.

Pit Stop Newsletter

The internal newsletter is posted monthly to provide updates to staff about program and operations information, project milestones, staff birthdays, profiles of staff members and humorous stories to promote team connections. E3 often contributes sustainable tips for home, office and other areas of life and promotes fun challenges for employees.

Office Challenges

E3 has leveraged techniques used in our Strategic Energy Management programs to engage staff through friendly competition. Examples include challenging staff to turn off lights and computers, change their recycling and composting habits and take the stairs instead of an elevator.

Earth Day Sustainability Fair

In 2015, E3 and staff volunteers held the second annual Sustainability Fair for all tenants of the Lincoln Building, featuring activities and information on Energy Trust programs, gardening, bike maintenance, recycling, beekeeping, sustainable jeopardy and many other fun activities. The fair is a great way to inspire other building tenants to incorporate sustainability efforts at their businesses and homes. The E3 Team is excited to continue hosting this annual fair.

Employee Outreach and Volunteering

E3 encourages employees to volunteer their personal time to connect with the local community through outreach projects, and arranges varied events and engagement opportunities to appeal to the many interests of staff. We also encourage volunteering as a way for staff to get to know each other outside of work.



Goals for the Future

After successful implementation of a variety of sustainability practices at Energy Trust, we continue to look for even more ways to improve. Some of our goals for the future include:

- Conduct a survey to set a baseline and goal to reduce paper use in meetings
- Purchase carbon offsets for necessary air travel to conferences by 2017
- Continue to improve recycling accuracy through awareness and staff engagement
- Explore whether to purchase only 100 percent recycled paper, which could reduce our carbon footprint by 1,200 pounds of CO₂ annually without substantially increasing costs

Green Streets Clean-up

In July 2015, Energy Trust volunteers joined the City of Portland Green Streets Stewardship Program and Surfrider Foundation to help clean up streets and bioswales in North Portland.

Marquam Nature Park

Energy Trust staff volunteered at Marquam Nature Park in March 2015 to remove invasive ivy from 40 trees and park grounds. Removal of invasive ivy prevents damage to mature trees, prevents the thick vines from blocking light to the forest floor and helps restore native plant life.

Oregon Food Bank

Starting in 2014, E3 holds an annual food drive in December to benefit Oregon Food Bank and organizes a volunteer opportunity to bag food at Oregon Food Bank's main warehouse.

In 2015, Energy Trust employees donated more than 170 pounds of food, exceeding the donation goal of 150 pounds. Several employees and friends also volunteered personal time at Oregon Food Bank. Collectively, the warehouse volunteer group bagged 21,531 pounds of carrots and onions, equivalent to 17,942 meals.



Photos left to right: Staff and friends cleaning up streets and bioswales in North Portland; packing bulk foods at Oregon Food Bank; recycling board installations in the office kitchen; Energy Trust volunteers removing invasive ivy at Marquam Nature Park



About E3

The E3 Team is a group of Energy Trust staff members who volunteer their time to improve the organizations' internal environmental, economic and social sustainability practices. The cross-organizational team draws on skills in commercial, residential and industrial energy-efficiency and renewable energy program management, finance, legal, planning, IT, communications and marketing.

E3's goal is to ensure that Energy Trust remains a leader in sustainability performance by using the tenets of continuous improvement to review our internal operating practices, weigh their impact on the environment and act in innovative, cost-conscious ways to reduce that impact.

E3 Objectives

The E3 Team aims to create a sustainable workplace by:

- Creating an organization-wide focus on our social, environmental and economic impact
- Conducting regular reviews of our current business practices, analyzing their environmental impact and improving our performance
- Engaging employees through environmental and social efforts that will enhance their experience with the organization through participation in E3 initiatives
- Regularly providing updates to staff
- Establishing baseline resource use, setting reduction goals and reviewing performance annually
- Educating employees on how they can incorporate sustainability practices at work and at home

Meet the E3 Team members who created this Employee Sustainability and Engagement Report:

