



Energy Trust of Oregon's 2016-2017 Employee Sustainability and Engagement Report

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



A Note From Our Executive Director



We at Energy Trust of Oregon focus a lot on achieving our savings and generation goals for 1.6 million utility customers in Oregon and Southwest Washington. We share those results in various reports to the Oregon Public Utility Commission and make them available on our website. We're proud to talk about the myriad ways we help customers save money and energy. However, we infrequently talk about the work Energy Trust does as a workplace to reduce our own environmental impact. We seek creative, impactful ways to minimize our own energy consumption and materials waste, and leave a positive mark on our community.

This third edition of the Employee Sustainability and Engagement Report is a culmination of our staff's efforts to be better stewards of the energy we use at work, at home and on our commute. The report is created biennially by the Energy, Environment and Engagement team (E3) at Energy Trust, a group of volunteers who lead our internal sustainability efforts.

This year, Energy Trust has achieved many new accomplishments across nearly every aspect of our operation—from IT to transportation to how we engage employees in creating a cleaner, more efficient and vibrant workplace. I appreciate our staff's ongoing commitment to live our vision and am proud of the accomplishments this report highlights.

Sincerely,

Michael Colgrove



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, Cascade Natural Gas and Avista save \$3.2 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 organization's 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. This report covers activities and efforts supported by E3 in 2016 and 2017.



Measuring and Tracking our Environmental Profile



We measure our environmental profile across six different categories: Office Indoor Environmental Quality, Energy, Water, Waste Reduction and Recycling, Purchasing and Travel. The E3 team tracks and evaluates the success of our internal goals in these categories to improve sustainability and reduce costs for the organization. The E3 team is also committed to creating a workplace that fosters employee engagement and outreach. Here is a summary of our efforts and results 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 create 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 staff to compost food waste

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 building systems shared with other tenants. Still, we were able to implement the following key energy-saving strategies.

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

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

New information on hard drive functionality at high temperatures has opened the door to less stringent climate controls in the Energy Trust server room. Since the new requirements allow the servers to operate at higher temperatures than before, we can save energy on server room cooling. A specialized HVAC system now uses the central building atrium for air exchange and leverages 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 temperature 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.

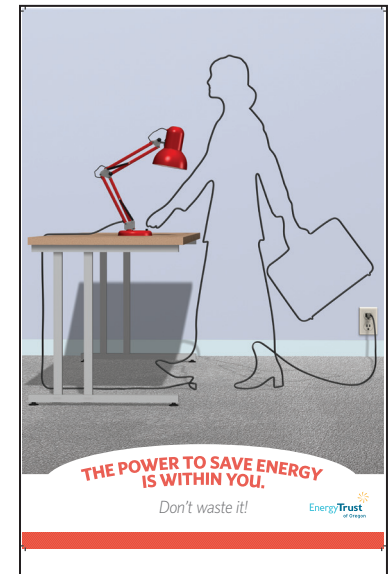
Workstation Energy Usage

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.





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
- Recycling options available for glass, plastic, aluminum and paper products
- Reusable silverware, dishes and to-go mugs available for employee use instead of disposable dishes or cups
- Reusable GO Box containers are provided at no cost for employees 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 upcycled and bound into notebooks for staff use

Waste Audit

In March 2016, a waste audit conducted by volunteer E3 members found that 12 percent of garbage in the Energy Trust office could have been avoided, down from 38 percent in the 2015 waste audit. 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 every two years.

Recycling Board Installations

To help staff and visitors sort waste materials in the office, E3 posted guides for recycling, compost and waste 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 Styrofoam recycling—which is recycled separately from standard recycling.



Waste Reduction and Recycling

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 GreenCycle 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.

TerraCycle

Beginning in 2018, the E3 team has offered rotating options for recycling non-curb-side recyclable materials such as bottle caps, plastic bags, snack wrappers and more through TerraCycle. These TerraCycle boxes are located in the main kitchen at Energy Trust's office and through this effort, E3 is helping to divert even more items from the waste stream and will look for additional ways to enhance recycling services in the office.



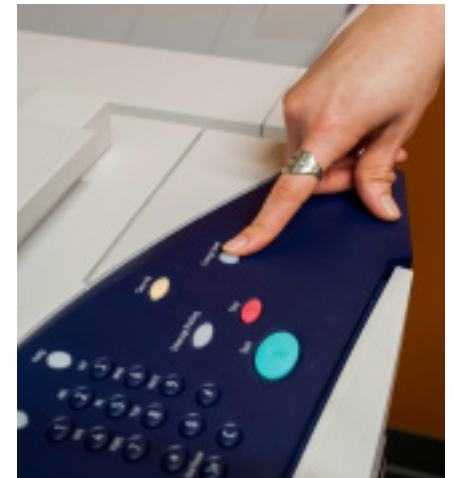
Purchasing

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





Purchasing

Paper

For our in-house printing, we select recycled paper that contains 50 percent post-consumer waste, up from 30 percent in our previous purchasing through 2015. For professional printing needs, we choose to work with print houses that use sustainable practices and print with vegetable-based inks.

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 2014.

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

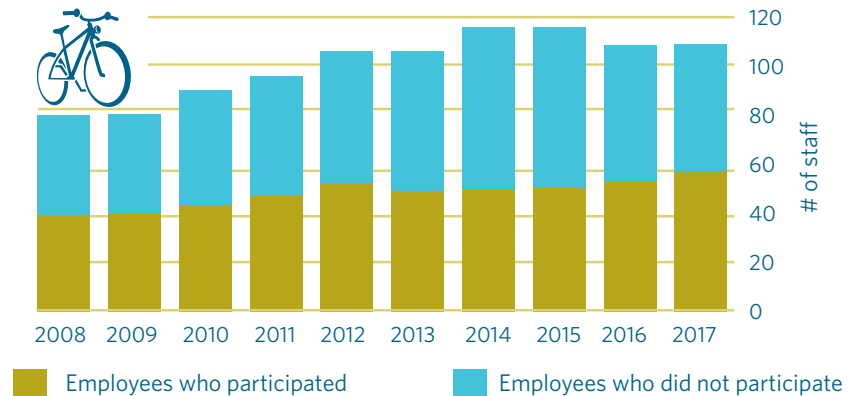
When employees need to travel outside of the office, Energy Trust supports a variety of efficient and sustainable options:

- A bicycle, helmet and lock are available to employees for local travel
- All full-time employees 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

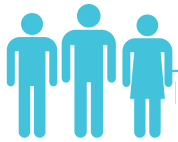
Many staff are passionate bike commuters, and Energy Trust supports this sustainable commuting option. Each year, E3 provides resources and support for staff during the Street Trust (formerly Bicycle Transportation Alliance) annual Bike More Challenge.

Since 2006, Energy Trust has entered the challenge and 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.



In 2017, 53 percent of employees participated in the Bike More Challenge, with nearly half of participating employees biking for 100 percent of their commutes to the office. Energy Trust came in fifth place in the Large Businesses and Non-Profits category with about a 53 percent commute rate (percentage of commutes by bike) and 8,034 total miles logged.

Informal competition has become tradition between staff, with employees teaming up to see who can ride the most miles and take the most trips throughout the month. At the end of the challenge, employees are invited to meet and review the results. Riders with the highest mileage, riders who biked the most often and the team with the highest percentage of participation are recognized.



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 to staff that identify improvement areas. In 2017, Energy Trust was ranked sixth out of 33 large nonprofits for the 100 Best Nonprofits to Work for in Oregon by Oregon Business magazine.

Energy Trust supports many employee-supported engagement activities, including three committees in addition to E3:

Diversity Committee

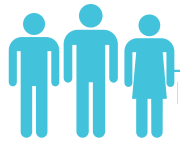
Since 2015, Energy Trust has been increasing our capacity to incorporate diversity, equity and inclusion into organizational practices. Energy Trust developed a Diversity, Equity and Inclusion (DEI) Committee to help drive and support operational and organizational goals, including the following staff-targeted efforts:

- Staff developed a diversity, equity and inclusion operations plan to better understand if and where gaps exist, and to achieve energy efficiency and renewable energy program participation outcomes across a broad range of customer characteristics, including communities of color, rural communities, and people with low and moderate incomes in all areas of our programs and operations.
- To develop this diversity, equity and inclusion operations plan, Energy Trust staff members engaged in a six-month planning process in which staff and Management Team discussed concepts. Board members, Oregon Public Utility Commission staff, community leaders, and DEI professionals were also engaged to help craft and revise the plan and goals.
- Energy Trust regularly conducts intercultural effectiveness and demographic surveys. These surveys were developed to establish a baseline of staff demographics and views prior to rolling out targeted efforts with DEI. The

surveys are sent out every two years to identify changes in recruitment, retention and DEI awareness. Goals related to results have been identified in a DEI operations plan, which ties to the organizational strategic goals and provides a good metric for progress.

- Energy Trust began offering “working across differences” training in 2016 and made training mandatory in 2017. The training is a means to increase DEI awareness and development among staff. The trainer uses engaging and interactive approaches to encourage critical thinking and discussion.
- Energy Trust conducted its first Diversity Day in 2017, where local leaders were brought in to talk about their experiences with diversity and provide perspectives that would get staff thinking in new ways about how their work impacts various communities in our service territory. Representatives from government agencies, as well as Oregon Tradeswomen, the Beaverton Diversity Advisory Board, Business Diversity Institute, Constructing Hope, Partners in Diversity and NW Natural interacted with staff about their experience.
- Diversity, Equity and Inclusion Book Club began in early 2017 to encourage education and staff discussion on topics related to diversity, equity and inclusion. The group alternates between current articles and books with a rotation of discussion leaders. Facilitated discussion provides a structured, yet inclusive and robust conversation that inspires new ideas and connection among staff.





Employee Engagement

Safety Committee

The volunteer Energy Trust Safety Committee provides leadership in matters of safety through four objectives:

- Involve employees in achieving a safe, healthful workplace
- Promptly review all safety-related incidents
- Present inspection reports at organizational staff meetings
- Annually evaluate Energy Trust's workplace safety and health program and make recommendations for improvement to management team

Wellness Committee

Energy Trust created the volunteer Wellness Committee in 2015 to facilitate employee health and well-being by increasing awareness of health and wellness among staff, supporting an active culture, and developing and sustaining programs designed to improve employee wellness.

The committee has successfully accomplished its mission over the past several years through the following efforts:

- Operating the Snack Kiosk, selling healthy snacks to staff
- Hosting annual biometric screenings and flu vaccination clinics
- Offering quarterly Wellness Seminars on topics ranging from nutrition and stress management to personal care products and elder care
- Bringing a massage therapist onsite for 15 minute employee-paid chair massages
- Purchasing equipment for weekly yoga classes and employee-led Fit n' Fun sessions
- Sponsoring the Energy Trust softball team
- Collaborating with E3 on the Bike More Challenge and the Employee Engagement Passport
- Raising awareness of wellness topics and Wellness Committee offerings by contributing to Pit Stop three times a year

Like the E3 team, the Wellness Committee consists of volunteer staff members who support a productive and effective workplace.

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 'n Fun," and a co-ed softball league.

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, commute to work by bike, and change their recycling and composting habits.

Sustainability Fair

In 2017, E3 and staff volunteers held the fourth annual Sustainability Fair for all tenants of the Lincoln Building, featuring activities and information on Energy Trust offers, 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 into their businesses and homes. The E3 team is excited to continue hosting this annual fair.

Employee Engagement Passport

In January 2017, E3 unveiled its first-ever Employee Engagement Passport. The passport program was created to encourage staff participation in local community activities, and events and offerings from the E3, Wellness and Diversity teams. Staff are rewarded for spending time on these activities by getting a stamp for each qualifying activity they complete. With enough stamps, staff get a recognition token which can be redeemed for prizes like reusable mugs and gift cards to local businesses. The passport runs on the calendar year and E3 is committed to releasing a new passport every year.



Employee Outreach and Volunteering

Oregon Food Bank

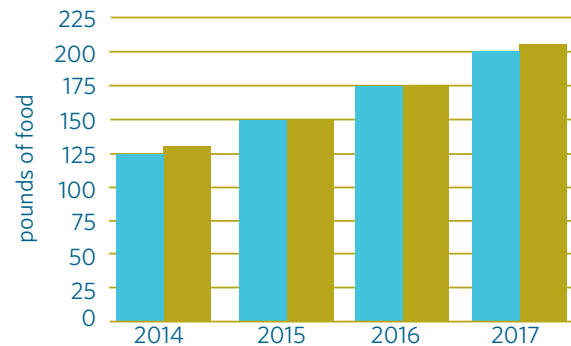
Since 2014, E3 has held an annual food drive in December to benefit Oregon Food Bank and organizes a volunteer opportunity to pack bulk food for distribution at Oregon Food Bank's main warehouse.

Each following year, E3 has increased the overall goal of the food drive, and as shown in the chart below, has met or exceeded that goal.

In 2017, Energy Trust employees donated more than 200 pounds of food, exceeding the donation goal and total for every previous year. Several employees and friends also volunteered personal time at Oregon Food Bank. Collectively, the warehouse volunteer group bagged 23,168 pounds of potatoes, equivalent to 4,424 meals.

E3 Annual Food Drive Results

- Actual (in pounds)
- Goal (in pounds)



Previous Goals

The goals the E3 team laid out in its 2015 Sustainability Report were:

- 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
- 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.

Results

- Purchased 100%-recycled paper, but discovered it caused problems with our existing equipment; however, E3 was able to implement 50%-recycled paper (up from 35%)
- Installed workstations in our non-conference meeting spaces to allow employees to collaborate electronically, thus reducing paper resources
- Carbon offsets were not purchased, but this continues to be an option the E3 team is exploring

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:

- Continue to host annual Sustainability Fair
- Provide opportunities for staff to recycle non-curb-side items, and other household appliances
- Collaborate with Energy Trust's other volunteer committees to enhance employee engagement

Packing bulk foods at Oregon Food Bank



About E3

The E3 team is a group of Energy Trust staff members who volunteer their time to improve the organization's 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

“ I work on the E3 team for the same reason I joined Energy Trust. I get to work and interact with a great group of people, and change the way people think about energy efficiency. ”

“ E3 helps me connect with folks across the organization in a fun and creative way. ”

“ I joined the E3 team to engage with my peers and help keep myself and our organization accountable to the sustainability goals we set. ”

Meet the E3 team members:

