

Integrated Planning & Effectiveness

Employee Report

2021 Sustainability Literacy Assessment Survey

THOMPSON RIVERS UNIVERSITY

March 2021

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Purpose

As part of the Sustainability Tracking, Assessment & Rating System (STARS) framework that supports Thompson Rivers University (TRU) in tracking and measuring its sustainability progress, this survey was designed to provide an assessment of the sustainability literacy of all faculty and staff at TRU. Such an assessment helps institutions evaluate the success of their sustainability education initiatives and develop insights into how these initiatives could be improved.

Administration Methodology

The Sustainability Literacy Assessment Survey (SLAS) was administered to all faculty and staff at TRU in the winter of 2021. A single survey link was created and sent to the TRU Sustainability Office, which was then distributed to all participants via email on January 11, 2021. No reminder emails were sent. The survey was closed on March 12, 2021 and any participants who failed to complete the survey were recorded as an unfinished response.

Response Rate

This survey was administered to all faculty and staff at TRU, where 183 completed the survey, yielding an overall response rate of approximately 7%.

Margin of Error

The margin of error indicates how much the results of a survey reflect the views of the overall population. With 183 completed responses—out of a census of 2,757 active employees¹—and a confidence level of 95%, the margin of error is +/- 7 percentage points.

Key Findings

- Of the 183 faculty and staff who responded to the survey, 52% were support staff (CUPE), 25% were faculty (TRUFA), 19% were administration, and 5% were Open Learning faculty (TRUOLFA).
- Seventeen (17) per cent of faculty and staff indicated that they did not know, or were **not sure**, where the TRU Sustainability Office is located.
- Ninety-five (95) per cent of staff said that they **Agree** or **Strongly Agree** that energy conservation is an important issue, so people should try to do everything they can at home, and at TRU, to save energy.
- At home, 73% of faculty and staff said that they **always** turn off the lights in common areas, when they are the last person to leave. Similarly, 57% of faculty and staff said that they **always** performed this action on campus.

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¹ IPE, Institutional Accountability Plan & Report 2019/20, 2020.

Key Findings (continued)

- Ninety-two (92) per cent of faculty and staff said that they **Agree** or **Strongly Agree** that having TRU continue to demonstrate strong sustainability leadership is important to them.
- When it comes to environmental responsibility, 75% of faculty and staff said that they **Agree** or **Strongly Agree** that TRU backs up what it says it will do with action and initiatives.
- Seventy-three (73) per cent of faculty and staff said that they **Agree** or **Strongly Agree** that TRU has provided students with opportunities to learn about sustainability and energy conservation and to get involved on campus.
- Sixty-five (65) per cent of faculty and staff said that they **Agree** or **Strongly Agree** that the university has provided them with clear direction on how they can integrate sustainability and energy conservation into their work.
- If resources like software or IT support made it easy, 71% of faculty and staff said that they would consider going paperless or reducing paper use on campus. Similarly, 79% of faculty and staff said that they would support a campus-wide ban on single-use paper coffee cups.
- If funding was made available through their department, 37% of faculty and staff said that they would participate in purchasing TRU/work-related travel offsets.
- Of the 183 faculty and staff who responded to the survey, 7% received a score of 11 or higher (out of 12) on the Sustainability Knowledge section. The average score was 4.4, with a standard deviation of 3.9. All twelve (12) questions and their answers can be found in Appendix B: Sustainability Knowledge Results.

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APPENDIX A: SURVEY RESULTS

1. Please indicate your role:



Response	Count	Percent (%)
Faculty (TRUFA)	32	25%
Open Learning Faculty (TRUOLFA)	6	5%
Support Staff (CUPE)	67	52%
Administration	25	19%
Total	130	100%

2. Which TRU building is the Sustainability Office located in?



Response	Count	Percent (%)
Old Main	4	3%
House 4 (its own building; located between the Daycare and Cplul'kw'ten – "The Gathering Place", Aboriginal Cultural Centre)	31	23%
The Warehouse	1	1%
Human Resources	74	56%
Campus Activity Centre (CAC)	1	1%
I am not sure	22	17%
Total	133	100%

3. Which of the following do you recognize? 129 Responses



Response	Count	Percent (%)
BC Sustainable Energy Association	30	23%
World Wildlife Fund (WWF)	106	82%
TRU Sustainability Office	121	94%
TRU Eco Club	48	37%
AASHE Sustainability Tracking, Assessment & Rating System (STARS)	56	43%
David Suzuki Foundation	85	66%
Canadian Wildlife Federation	51	40%
None of the above	1	1%

4. Which of the following campaigns are you aware of, or have participated in, during the last year?





Response	l parti	cipated in this	l an	n aware of this	l aware	Total	
BC Cool Campus Challenge	16	15%	38	35%	54	50%	108
Sweater Day	42	36%	53	46%	21	18%	116
TRU Sustainability Office Volunteer program	6	5%	38	35%	66	60%	110
TRU Sustainability Ambassador program	2	2%	63	58%	44	40%	109
Eco Container program	32	28%	48	41%	36	31%	116
Fill it Forward	47	42%	24	21%	41	37%	112

For each of the following questions, please select the frequency with which you do these actions:

5. I compost food scraps and other compostable materials.



Response	Always		Often		Som	Sometimes		Rarely		Never	
At home	40	33%	29	24%	20	17%	9	7%	23	19%	121
On campus	58	49%	31	26%	15	13%	5	4%	9	8%	118

What prevents you from composting food scraps?



Response		l forget		lt's not venient	l'm not allowed		lt doesn't matter			This doesn't apply to me	
At home	3	20%	8	53%	3	20%	1	7%	0	0%	15
On campus	1	17%	2	33%	0	0%	0	0%	3	50%	6

What prevents you from composting food scraps?

At home - Other, please specify:

Starting to now!

No city collection

I have nowhere to take my compost

no facilities at strata

i don't live somewhere where i have the ability to compost and haven't contacted the people who can come and pick up your household compost

apartment

flies/rats

don't have a composter

We tried doing it last year but our yard is too shady and the food doesn't decompose.

On campus - Other, please specify:

A previous surveys, this questionnaire ignores that OLFMs do not work on campus

I started virtually so haven't been on campus yet

fruit flies!

6. I turn off the lights in common areas when I am the last person to leave (e.g., meeting room, washroom, lab, classroom, kitchen, industrial workshop or storage/supply room).



Response		Always		Often		ometimes Rarely		Never		Total	
At home	88	73%	29	24%	3	3%	0	0%	0	0%	120
On campus	66	57%	32	28%	11	9%	3	3%	4	3%	116

What prevents you from turning off the lights in common areas?



Response		I forget		lt's not venient		I'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	0	0%	0	0%	0	0%	0	0%	0	0%	0
On campus	0	0%	0	0%	0	0%	0	0%	1	100%	1

On campus - Other, please specify:

I am an As previous surveys I have received, this study tends to put OLFMs and on campus faculty on the same bag. OLFMs don't have on campus offices

Other people are still around, I'm never the last one to leave in our building.

Electronic devices with charging cords that have a mini transformer attached to them, like laptops, continue to draw power if plugged into the wall even when not plugged into the laptop. This is sometimes called a 'phantom load.'

7. I unplug chargers and other small electronic devices when not in use.



Response		Always		Often	Sometimes		Rarely		Never		Total
At home	20	17%	35	29%	26	22%	30	25%	9	8%	120
On campus	21	18%	19	16%	30	26%	23	20%	24	21%	117

What prevents you from unplugging chargers and other small electronic devices?



Response	l forget		I forget It's not convenient		i	l'm not allowed		lt doesn't matter		This doesn't apply to me	
At home	2	33%	4	67%	0	0%	0	0%	0	0%	6
On campus	6	32%	7	37%	1	5%	0	0%	5	26%	19

What prevents you from unplugging chargers and other small electronic devices?

At home - Other, please specify:

I didn't know it was still using power

I wasn't aware of phantom load.

I didn't know they needed to be unplugged

On campus - Other, please specify:

I didn't know it was still using power

thought office had smart outlet bar and at home lap top dies frequently...always has to be charged

I wasn't aware of phantom load.

Not used at work

not working on campus

I didn't know they needed to be unplugged

8. I turn off my monitor at the end of every day.



Response		Always		Often	Som	etimes		Rarely		Never	Total
At home	80	67%	14	12%	11	9%	8	7%	6	5%	119
On campus	75	65%	14	12%	9	8%	9	8%	9	8%	116

What prevents you from turning off your monitor at the end of the day?



Response		I forget	con	lt's not venient	i	l'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	3	50%	3	50%	0	0%	0	0%	0	0%	6
On campus	3	33%	3	33%	0	0%	0	0%	3	33%	9

9. I turn off my monitor when I will be away from it for an extended period of time (i.e., lunch, class, or meeting).



Response		Always		Often	Som	etimes		Rarely		Never	Total
At home	48	41%	24	20%	14	12%	19	16%	13	11%	118
On campus	41	35%	27	23%	16	14%	19	16%	14	12%	117

What prevents you from turning off your monitor when you leave (i.e., for lunch, class, etc.)?



Response		I forget	con	lt's not venient	1	l'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	4	31%	8	62%	0	0%	0	0%	1	8%	13
On campus	4	31%	7	54%	0	0%	0	0%	2	15%	13

On campus - Other, please specify:

Please keep in mind that OLFMS DO NOT work on campus

it goes to sleep after a couple of minutes

10. I shut down my computer at the end of every day.



Response		Always		Often	Som	netimes		Rarely		Never	Total
At home	67	56%	11	9%	16	13%	14	12%	12	10%	120
On campus	68	59%	12	10%	13	11%	13	11%	10	9%	116

What prevents you from shutting down your computer at the end of the day?



Response		l forget	con	lt's not venient	1	l'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	2	20%	7	70%	0	0%	1	10%	0	0%	10
On campus	1	10%	6	60%	0	0%	1	10%	2	20%	10

At home - Other, please specify:

I don't have time at the start of my work day to reboot the computer and reopen a dozen apps and files.

Hibernate

keeps working of and on

11. I print double-sided whenever I can.



Response		Always		Often	Som	netimes		Rarely		Never	Total
At home	80	69%	19	16%	8	7%	1	1%	8	7%	116
On campus	85	73%	20	17%	7	6%	2	2%	2	2%	116

Why do you not print double-sided?



Response		I forget	con	lt's not venient		l'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	0	0%	0	0%	0	0%	0	0%	1	100%	1
On campus	0	0%	0	0%	0	0%	0	0%	1	100%	1

Why do you not print double-sided?

At home - Other, please specify:

I don't print anything

No printer at home

I do not have a printer at home

I rarely print at home and when I do, it's hard to figure out the double-sided printing thing

printer can't do it

unable to print

home printer not capable of double-sided printing

I don't have a printer than can do double-sided, though I will try to flip pages around, where possible.

12. I turn off or unplug large equipment (i.e., printers, scanners, photocopiers, lab equipment, televisions, etc.) at the end of the day.



Response		Always		Often	Som	netimes		Rarely		Never	Total
At home	29	25%	20	17%	13	11%	21	18%	33	28%	116
On campus	23	20%	7	6%	14	12%	28	25%	41	36%	113

What prevents you from turning off or unplugging large equipment?



Response		I forget	con	lt's not venient	i	l'm not allowed	lt	doesn't matter		doesn't y to me	Total
At home	0	0%	18	72%	1	4%	1	4%	5	20%	25
On campus	1	3%	15	47%	4	13%	1	3%	11	34%	32

What prevents you from turning off or unplugging large equipment?

Didn't know I sł	hould
l didn't realize t	this was important/helpful
Sleep mode	
is it okay to?	
pvr recordings	
Didn't know it w	vas beneficial! Could definitely start unplugging the TV and even small appliances/accessories
Plugs are inacc	cessible

On campus - Other, please specify:

Didn't know I should

I didn't realize this was important/helpful

have not been asked to

People will still use it

Is it okay to?

takes the printer off line and never easily reconnects

they usually all have a sleep mode

I thought the power save was specifically for that - don't want staff bending, reaching behind, forgetting to plug back in, etc

they have powersave mode

Have never thought to unplug department's printer or large equipment

Others use the equipment.

Please indicate to what extent you agree or disagree with the following:

		<u> </u>								-	
Question		ongly Agree		Agree	N	eutral	Dis	agree		ongly agree	Total
13. If I feel slightly chilled in my home, I am more likely to put on another layer (sweater, vest, etc.) than turn up the heat.	66	56%	34	29%	18	15%	0	0%	0	0%	118
14. Energy conservation is an important issue, so people should try to do everything they can at home, and at TRU, to save energy.	66	56%	46	39%	4	3%	1	1%	1	1%	118
15. Our energy in BC is clean energy so it has no impact on the environment.	4	3%	5	4%	19	16%	61	53%	27	23%	116
16. Taking small sustain- ability actions is something I do regularly (like using reusable coffee cups, water bottles and shopping bags).	66	56%	45	38%	4	3%	2	2%	0	0%	117
17. Having TRU continue to demonstrate strong sustainability leadership is important to me.	81	69%	27	23%	8	7%	0	0%	1	1%	117
18. When it comes to envi- ronmental responsibility, I believe TRU backs up what it says it will do with action and initiatives.	30	26%	58	50%	21	18%	7	6%	1	1%	117
19. I feel the people at TRU truly practice green behaviours and don't just talk about them.	18	16%	41	35%	40	34%	15	13%	2	2%	116
20. I am regularly trying to change my personal behaviours in order to be more sustainability- focused.	48	41%	59	50%	8	7%	2	2%	0	0%	117
21. TRU has provided students with opportunities to learn about sustain- ability and energy conser- vation and to get involved on campus.	32	28%	53	46%	29	25%	0	0%	2	2%	116

Integrated Planning & Effectiveness, TRU March 2021



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22. The university has provided us with clear direction on how we can integrate sustainability and energy conservation into our work.



Response	Count	Percent (%)
Strongly Agree	13	11%
Agree	62	53%
Neutral	30	26%
Disagree	10	9%
Strongly Disagree	1	1%
Total	116	100%

Please let us know how interested you would be in the following:



Question	Yes		Maybe		No		Total
23. Would you participate in purchasing TRU/work-related travel offsets if funding was made available through your department?	42	37%	57	50%	16	14%	115
24. Would you consider going paperless or reducing paper use if resources like software or IT support made it easy?	82	71%	28	24%	6	5%	116
25. Would you consider joining a TRU Sustainability Ambassador program (students, staff, faculty) whose main objective was learning about and sharing sustainability issues in 1-minute stories if your monthly commitment was around 30 minutes?	31	27%	48	41%	37	32%	116
26. A campus ban on single-use paper coffee cups (if you wanted one with your coffee order, you would need to pay \$0.25 extra)	93	79%	17	15%	7	6%	117

27. Do you have any additional comments regarding sustainability issues you think TRU should devote more time and resources to?

Response

You are doing a great job!

I would love to see TRU look into implementing a first year mandatory sustainability course, as other institutions have.

Sourcing local food sources

Stickers to put on or beside office door as a reminder to power down

N/A

I believe try can and should ban single use plastics

Ongoing tips and tricks for at home are appreciated! Can people bring their compost to be composted at TRU?

No

Abolishing single use plastics, from food-related items to cheap pens and excessive packaging, to short-life swag, should be a high priority. TRU also could do better at changing the transportation narrative from parking complaints to the benefits of greener commuting options, and lobby the city for bike lanes and other sustainable solutions.

More motion activated lighting (but not in main work areas if it goes off and you have to jump up and down to get it to come back on)

Greater regular awareness campaigns.

Options for employees to keep working at home, or mostly at home. Saves gas pollution

I'm new to TRU and it would be great to be able to participate in a brief educational session or course on sustainability at home and work. Perhaps mandatory? Then everyone is educated and on the same page from the day they start.

making composting a bigger priority

Expand the Sustainability office and hire more employees if you want to understand and invoke real change

more program or educational activities for everyone

Reaching Staff and Faculty - lunch rooms and offices tend to be full of paper and single use item use

resume use of recycling containers in hallways, etc. as soon as everyone is back on campus.

I think a more robust effort on banning single use coffee cups, containers etc would be welcomed. Higher fees perhaps or just making them unavailable...or at least less.

I think it would be good to work toward more vegetarian and vegan initiatives in good services. I think there should be additional rewards and recognition for people who commute by bus, foot, or bicycle to campus. It would good if Wellness could be tied to this type of Sustainability initiative (i.e. by walking or biking you are getting your daily exercise & killing two birds with one stone). Also the campus should reduce the amount of grass that it has and grow more native plants. Watering grass in a desert is a waste of resources.

working from home now so on campus items don't really apply

The fact that OL is the most sustainable division at TRU

How is this survey relevant to the remote working reality we live in now?

Plant more trees and construct less buildings. Green space is better for the environment than cement and buildings.

keep it going --- the department is doing a fantastic job:)

none

Preventing Bird Strikes on TRU building windows

Adding up carbon not spent driving to work for the Work from Home pilot. I think that would be interesting to be able to report on.

keep up the good work!

Recycling on campus should be expanded to cover anything we use (like food-related materials) and generate (e.g., pens, paper, the last page of sticky notes, etc.); signage around recycling bins needs to be clearer and more extensive/specific (some items are easy and some i just can't figure out); if you want us to unplug big items, you need to make it easier (crawling on the floor behind a desk every night is not realistic); single use needs to go; plastics need to go; educate students and staff (easy, doable things; short soundbites; show them the repercussions on not doing; etc); also, do the big things like energy-efficient buildings, etc.; partner with off-campus groups

Thank you

Just moving to NPH, would love to have presentation on waste management. For example, why do we not have garbage bins in offices and what do we do instead. How to start compost program in NPH faculty lounge. So, I guess support. But I am aware of how much Sustainability has accomplished on an international stage for TRU with so few people. I feel like I shouldn't bother them

education on what's happening on campus, where its happening, contact info at recycling sites/stations

I need to know more ways to connect to the sustainability initiatives by TRU as a faculty

Shared transportation initiatives - shuttles, cars, bikes, rideshare

Devote more time, resources and education to increasing our STARS rating. TRU has been at the top before and can do it again.

Aramark christmas lunch came in non recycle containers

I think that the sustainability team is doing a great job, but I don't think that enough departments or the university as a whole provides enough support or care to these issues. While it something that is very important to me personally, I often hear comments from staff suggesting it should not be a main focus.

I truly think the TRU Sustainability has done a factastic job at promoting sustainability but I struggle that TRU Leadership does not support sustainability as much as it could. This can be seen through the recent departure of its Director and defuding of Coop students. I believe if TRU does want to promote TRU as a leader in sustainability like STARS then they need to support it fully and expand the programing.
TRU does not promote sustainability in its event organizing at the department level - many divisional and departmental events still use disposable plastic plates, cups and other. The waste generated at each of these events is often an entire garbage full - and as most areas have kitchens/dishes I am not sure why more is not done to try to encourage sustainable practices across all of campus (not just with students). In addition most buildings do not have showers or spaces for commuters to change. Taking an extra 30 minutes to go to another building is not feasible for most - TRU should consider adding these spaces in all buildings. A lot of water gets used on lawns - new landscaping should be xeriscaped and low water tolerant.

I believe we are all trying to do our best to be more sustainable and environmentally friendly... not always easy!

I don't turn off large equipment at home because i don't have any. I haven't had much luck with rideshare. don't know if I have anything other than laptop with a minitransformer on it but usually leave laptop plugged in to charge while shutoff. also know Sust. office used to be in house 4 or by itself. can't remember where it moved to.

Cutting down use of paper towel by installing foot-operated door openers

1. If the average North American and European person wanted to reduce their carbon footprint, which of the following would have the greatest impact?



	Answer	Count	Percent (%)
×	A - Turn off their lights more often	11	10%
×	B - Switch to driving a hybrid car	22	19%
~	C - Eat a plant-based diet	72	63%
×	D - Hang their clothes out to dry	10	9%
	Total	115	100%

On 12 December 2015, Parties to the United Nations Framework Convention on Climate Change (UNFCCC) reached a landmark agreement to combat climate change.

2. The Paris Agreement:



	Answer	Count	Percent (%)
×	A - Aims to keep a global temperature rise this century well below 2 degrees Celsius above pre-industrial levels and to pursue efforts to limit the temperature increase even further to 1.5 degrees Celsius	14	12%
×	B - Brings all nations into a common cause to undertake ambitious efforts to combat climate change and adapt to its effects	5	4%
×	C - Offers enhanced support to assist developing countries	0	0%
~	D - All of the above	95	83%
	Total	114	100%

Canadians throw away over 3 million tonnes of plastic waste every year. Plastic waste and marine litter burdens our economy and threatens the health of our environment including our wildlife, rivers, lakes, and oceans.

3. What percentage of this plastic waste is recycled, while the rest ends up in our landfills, waste-to-energy facilities or the environment?



	Answer	Count	Percent (%)
×	A - 19%	28	24%
×	B - 29%	14	12%
~	C - 9%	71	62%
×	D - 39%	2	2%
	Total	115	100%

Climate change is caused mostly by humans burning too many fossil fuels. This causes greenhouse gases—mostly carbon dioxide (CO_2)—to absorb the energy (and warmth) that is radiating from the planet and re-emit it back to earth. The pre-industrial levels of carbon dioxide in the atmosphere were around 280 parts per million (ppm) when the Industrial Revolution started around the year 1750.

4. Today, due in large part to the rise in global industrial activity, CO₂ in the atmosphere is at approximately _____ ppm.



	Answer	Count	Percent (%)
X	A - 300 ppm	3	3%
×	B - 350 ppm	11	10%
×	C - 380 ppm	23	20%
~	D - 410 ppm	44	38%
×	E - 500 ppm	34	30%
	Total	115	100%

5. A revenue neutral carbon tax is:



	Answer	Count	Percent (%)
×	A - a carbon tax where the revenue is all spent on research for green energy sources	43	38%
×	B - a carbon tax where the tax rate is zero	1	1%
~	C - a carbon tax designed with the government keeping none of the money collected	28	25%
×	D - a carbon tax where the total revenue equals the total costs of implementing the tax	17	15%
×	E - I do not know	24	21%
	Total	113	100%

Many alternative sources of energy have been developed, such as solar, wind, geothermal and biofuel production from biomass. Of these, only biomass feedstocks are carbon-based and satisfy our need for the production of chemicals and materials, as well as fuel. The conversion of renewable biomass precursors into hydrocarbons to produce chemicals, such as biodiesel, allows us to draw upon the existing petrochemical infrastructure without relying on fossil fuel carbon sources.



6. Which of the following countries do you think produces the most biodiesel?

	Answer	Count	Percent (%)
~	A - United States	45	39%
×	B - Canada	12	11%
×	C - China	13	11%
×	D - United Kingdom	5	4%
×	E - Germany	21	18%
×	F - Brazil	18	16%
	Total	114	100%

7. Which energy source, alone or combined with another source, produces 90% of British Columbia's electricity?



8. Assuming that everyone prefers to live in a society without global warming, nations who do not contribute towards mitigation policies to reduce global warming:



	Answer	Count	Percent (%)
×	A - Receive no external benefit from such programs	15	13%
×	B - Decrease their reliance on these programs	6	5%
~	C - Receive a free ride on the mitigation policies of the other nations	53	47%
×	D - Are most likely not to be in favour of government-sponsored programs	38	34%
	Total	112	100%

9. Corporate social responsibility implies a commitment to 'triple bottom-line' reporting, which includes:



	Answer	Count	Percent (%)
×	A - Three forms of financial reporting	2	2%
~	B - Environmental, social, and financial performance	106	95%
×	C - Offering health, dental, and vision care to employees	1	1%
×	D - Incorporating community, labor, and government representatives on the board of directors	2	2%
	Total	111	100%

10. According to an October 2019 report, Canada is on the list of the highest CO_2 polluting nations on a per capita basis. What rank does Canada hold on this list?



	Answer	Count	Percent (%)
×	A - First	7	6%
×	B - Second	18	16%
~	C - Third	42	38%
×	D - Fourth	30	27%
×	E - Fifth	14	13%
	Total	111	100%

It took 127 years, from 1800 to 1927, for the global population to increase from 1 to 2 billion people, and another 33 years to get to 3 billion in 1960.

11. Approximately how many years did it take for the population to increase from 6 to 7 billion (by 2011)?



	Answer	Count	Percent (%)
×	A - Five (5)	45	41%
~	B - Twelve (12)	49	44%
×	C - Nineteen (19)	12	11%
×	D - Twenty-four (24)	5	5%
	Total	111	100%

12. According to a January 2019 study, what percentage of food that is produced in Canada ends up being wasted or otherwise not eaten?



	Answer	Count	Percent (%)
×	A - 19%	3	3%
×	B - 24%	21	19%
×	C - 38%	45	41%
×	D - 45%	22	20%
~	E - 58%	20	18%
	Total	111	100%