



PART OF THE SOLUTION

Sustainable Development Report
2000

*A report on MTS's Environmental Commitment,
Performance, Initiatives and Programs.*

MTS

Table of Contents

ONE	MTS Environmental Policy
TWO	Environmental Commitment
THREE	Environmental Performance
FOUR	Environmental Initiatives
FIVE	Environmental Initiatives
SIX	Recycling Programs
SEVEN	Reduce and Reuse Programs
EIGHT	Environmental Management Highlights



POLICY STATEMENT

MTS is committed to conducting its business in a manner which reflects concern for the environment and supports the principles of sustainable development.

GOALS

1. *Procedures & Guidelines*

- To comply with applicable laws and regulations regarding the environment and sustainable development.
- To develop and implement procedures and guidelines which will give effect to the Environmental Policy.

2. *Communication and Education*

- To encourage and foster environmentally sensitive attitudes, knowledge and skills of employees through communication, education, and community involvement.
- To provide a quarterly and broader annual report to the Executive and to the Board of Directors on environmental matters affecting MTS.
- To provide reports to the Executive and to the Board of Directors on environmental matters affecting MTS, whenever the Board has to make decisions.

3. *Waste Management*

- To set objectives and seek out measures within all operational groups which demonstrate commitment to sound environmental practices, which minimize the creation of waste, and which maximize the principles of reduce, re-use and recycle within MTS.
- To dispose of waste in an environmentally sound manner.

4. *Chemical Control and Emergency Procedures*

- To identify and inventory substances used in MTS and substitute, wherever practical and reasonable, environmentally friendly substances.
- To develop and monitor environmental emergency procedures and train appropriate staff for emergency situations.

5. *Environmental Initiatives*

- To encourage innovative technology, products, and services that contribute to preservation of the environment or minimize negative environmental impact.

6. *Environmental Audits*

- To monitor procedures for compliance with applicable environmental laws and regulations.



Bill Fraser
President & CEO
Manitoba Telecom Services

ENVIRONMENTAL COMMITMENT



MTS Environmental Mission Statement:

“MTS is committed to conducting its business in a manner which reflects concern for the environment and supports the principles of sustainable development.”

The driving force behind MTS’s commitment to sustainable development has been its Environmental Management System (EMS). It is the company and its employees that translate MTS’s Environmental Policy into action, by providing organizational structure, developing, implementing, and evaluating all associated environmental programs.

Environmental Management System (EMS)

In 1995, MTS implemented a Environmental Management System (EMS).

The Environmental Management System provides MTS with a framework for conducting its business with a commitment to the environment. This includes:

- An Environmental Policy that outlines the goals for MTS.
- An Environmental Management and Compliance Manual that provides direction and detail so that MTS meets or exceeds legislative requirements.

- Ongoing risk assessment to prioritize environmental goals and objectives.
- Environmental reporting to measure performance, and identify opportunities for improvement.
- Management reporting to document performance, identify required resources for compliance, and support continuous improvement.



Environmental Compliance and Management Review

Each year, MTS conducts a review of selected MTS sites to provide a snapshot of MTS's environmental performance including the effectiveness of MTS environmental policy and procedures.

Compliance is measured against MTS's Environmental Management System.

The 1999 Environmental Review Team conducted site inspections, recorded observations, interviewed employees, and recommended corrective actions to ensure that MTS is meeting or exceeding environmental regulations. This was done for the following sites:

- Eastern Region sites.
- Interlake sites.
- Winnipeg central office and cellular sites.
- Winnipeg Downtown Campus (166 Portage Ave. East, 333 Main St. and 191 Pioneer Ave.)
- AAA Alarms.

Conclusion:

Based on the reviewed operations and sites, the review team is satisfied that MTS is complying with environmental regulations. Based on the 1999 review and on-going management of MTS environmental programs it is evident that MTS is appropriately managing and reporting environmental issues to local, provincial, and federal governments.



MTS maintains over 600 buildings and satellites in urban, agricultural, and isolated locations.



Environmental Initiatives completed in 1998, 1999, 2000

Energy Conservation Program

In 1999, MTS applied for and was recognized under the federal environmental incentive for voluntary compliance to reduce CO2 emissions by 2007. This is a first step to ensure that MTS is positioned to comply with future regulations covering green house gases.

“Lights Out” Program:

MTS Property Services has implemented an employee awareness program called the “Lights Out” Program. Posters in buildings and stickers next to light switches remind employees throughout the province to turn off lights, computers, monitors, printers, copiers, and other appliances when not in use. This is now part of MTS’s corporate culture.

Green Commuting Project

In 2000, MTS consolidated operations into a downtown complex including 333 Main St. To address the transportation issue of working downtown, MTS Environment and Corporate Communications produced an information pamphlet to increase employee awareness of the environmental and financial benefits of green commuting.

Commuting information including bicycling routes, transit alternatives, and car-pooling was communicated through the MTS’s Fitness & Lifestyle Program.

Costs and Environmental Impact associated with “Reprographics” chemicals

MTS’s “Reprographics” provides printing and copying services. In 1998/1999, an environmental initiative was undertaken to investigate the environmental impact of the chemicals used in the printing process.

MTS’s “Reprographics” implemented a number of environmental initiatives in its daily activities.

Highlights include use of:

- Environmental choice paper products.
- Donations of unused printing inks to local public schools with printing programs.
- A dedicated paper recycling program.
- Storing minimum quantities of printing solvents and supplies on site.

Telecommuting

MTS Corporate Sales has implemented programs using telecommunications technology for conducting business outside the traditional office. A number of MTS employees in Corporate Sales conduct their business out of a home office. Tooled with fax modems, laptop computers, and communication accessories, the home office has been successfully implemented for some business applications.

Field Service Home Dispatch Program

In 1999, MTS implemented the Home Dispatch Program for field service operations. In Winnipeg, a number of technicians are dispatched right from home to the business address. MTS enjoys the advantage of fuel savings and dispatch time.

The employee saves commuting time and personal vehicle expenses. Environmental benefits include less fuel consumption and reduced air pollution emissions.

Teleconferencing and Videoconferencing

Teleconferencing and Videoconferencing are increasingly becoming a viable business tool. These services provide a positive impact on the environment and the bottom-line for business.

MTS initiated Teleconferencing services in 1993 and has witnessed a 10 % growth annually.

MTS initiated Videoconferencing services in Manitoba in 1994. The popularity of videoconferencing can be measured by a growth of 5% annually.

Lubricant Life Cycle Audit (Phase 1)

In 1999, MTS Environment undertook a life cycle audit of lubricants used by MTS. The audit was intended to determine whether an economical and environmentally responsible approach to disposing lubricants was being taken.

Transportation of waste lubricants in northern Manitoba at remote sites was identified as an important issue. Subsequently, it was confirmed that waste oil collection facilities in Thompson and Winnipeg are effective for collecting and safely storing waste lubricating oil.

Improvement to Paint Spray Booth Operations

Supply Services replaced its paint booth with a state-of-the-art air filtering spray booth. This technology change eliminates chemicals from entering Winnipeg's waste water system. The air filtration paint booth reduces MTS's environmental impacts to both water and air, plus provides improved protection for employees.

Environmental Initiatives for 2000 and Beyond

Energy Innovators Program:

This energy management program focuses on reducing energy consumption and greenhouse gases throughout MTS operations. The goal of the regulation is to reduce green house gases to 1990 levels.

In 2000 the following inventories will be conducted:

- Identify and document present sources of CO2 emitting equipment.
- Prepare an inventory of CO2 emitting devices and anticipated emissions for 1990.
- Prepare a status report that identifies MTS's current, past and 2007 anticipated green house gas emissions.

Lubricant Life Cycle Audit (Phase 2):

MTS Environment will expand the life cycle audit of lubricants used by MTS. The 1999 investigation looked at the costs of waste handling, transportation and disposal. In 2000 the life-cycle analysis will investigate purchasing and packaging requirements. This audit is intended to determine whether an economical and environmentally responsible approach is being taken to obtaining, transporting, and disposing lubricants.



Update MTS's Environmental Management System:

The Environmental Management System (EMS) was adopted in 1995. In 2000, MTS will update the EMS to reflect the ISO 14000 series for Environmental Management Systems. This includes:

- a) Establishing a framework for environmental management beyond 2000.
- b) Restructuring the manual to reflect organizational changes.
- c) Implementing procedures to address new environmental legislation.

RECYCLING PROGRAMS

Report on the Three R's Environmental Programs

Businesses throughout the world have implemented programs that follow the 3 R's. Benefits gained from managing resources by reducing, reusing, and recycling include:

- reduce operating costs
- reduce waste disposal costs
- reduce long-term liability
- help sustain environmental quality
- improve workplace safety and health
- project a positive public image

Automotive Operations

Automotive Fleet Services implemented a comprehensive recycling program for engine services to the 154 diesel sites in Manitoba. MTS uses diesel generators to provide back-up standby power at 85 sites, and continuous power to sites in remote locations. Automotive Services require an effective waste-handling program to reduce waste and recycle lubricants and coolants.

Recycling operations in 1999 include:

- Collection and recycling of 2700 litres of oil in 1999.
- Oil filters are crushed and recycled. To date, 3525 oil filters have been processed with the metal recycled.
- Recycling 130 automotive batteries.
- Recycling 175 tires.
- MTS utilizes an ethylene glycol distiller to reuse antifreeze.

Ni-Cad Battery Recycling

MTS has a recycling program for Nickel Cadmium batteries. To complement MTS's internal battery recycling program, MTS offers Ni-Cad recycling to MTS customers who purchase batteries from the MTS Retail stores.

Since 1996 almost 1700 Kilograms of Ni-Cad batteries have been collected and recycled.

Recycling Toner Cartridges

MTS has initiated a laser printer recycling program. The goal of the program was to promote the purchase of recycled toner cartridges. The program addressed two important concerns:

1. Recycled toner cartridges are cost efficient at approximately 40% the cost of new cartridges.
2. 90% of the toner cartridge is recyclable. Re-manufacturing a recycled cartridge saves resources, energy, reduces landfill volume and supports employment in Manitoba.

In the two years of the program, MTS has recognized a 26% increase in recycled toner cartridge purchases.

- 1998 MTS purchased 30% recycled cartridges and 70% new cartridges.
- 1999 MTS purchased 56% recycled cartridges and 44% new cartridges.

Telephone Directories

The Manitoba Product Stewardship Board collects MTS directories throughout Manitoba and through the Blue Box recycling program. MTS directories are processed in Manitoba as animal bedding material or used in the manufacturing of newsprint. All directory recycling is conducted in Manitoba. MTS provides a financial subsidy to maintain directory-recycling programs.

Aluminum Can Recycling

The Manitoba Telecom Pioneers promote environmental responsibility with their modest yet effective recycling project, "Two Small Men with Big Aluminum Hearts".

The Pioneers operate the aluminum collection operations at all MTS offices and work-centers. The aluminum collected is taken to a recycle dealer and exchanged for cash. The cash is then allocated into community projects. In 1999, the funds collected were used to construct an outdoor leisure area for seniors and patients at the Riverview Health Complex.

From an environmental perspective:

- MTS reduced landfill costs and custodial services.
- 3453 cubic feet of material was diverted from landfill to recycling

This grass roots project program benefits the Pioneers, the community, MTS, and the environment.

REDUCTION PROGRAMS

Paper Management

In 1998, MTS Property Services implemented the mini-bin waste management system at MTS. From the humble beginnings of two small offices, the mini-bin system has been expanded to large office buildings at 166 Portage Ave. East, 191 Pioneer Ave., 333 Main St., and 1300 Ellice Ave. The mini-bin system uses a personal sized container for waste management at each workstation. The employee is responsible for collecting and disposing of their personal garbage. The small bin conditions the worker to be aware of the amount of waste generated. The program is complemented with an all paper fiber collection and recycling program. As a result, large amounts of paper products that would otherwise end up in the garbage and eventually in landfill are recycled.

- In 1998, 50.9 metric tones of paper fiber products were recycled.
- In 1999, 72.4 metric tones of paper fiber products were recycled.

This is another example of a program which is financially beneficial for MTS and benefits Manitoba's environment.

REUSE PROGRAMS

Telephone Recycling

MTS continues to provide rental telephones to MTS customers. Telephones returned to MTS are completely disassembled, refurbished, painted and recycled back into service.

The demand for rental telephone sets is declining over the years. Customer's prefer purchasing their own telephone sets.

Fiberglass Ladder Recycling

The MTS Carpentry Shop has a fiberglass recycling repair program. Fiberglass extension ladders taken out of service are evaluated for salvageable sections. The usable portions of the ladders are cut to single ladders.



The ladders are fitted with pole grips, foot brackets and foot assemblies and returned to service within MTS. To date, 422 ladders have been repaired and recycled by the Carpentry shop.

A Question of Cardboard

MTS has investigated the life cycle of cardboard use in MTS Supply Services Warehouse operations. The goal was to identify opportunities for cost reduction and reduce volumes of waste.

It was discovered the MTS uses the 3R's a number of ways to deal with cardboard.

The investigation found that a majority of the cardboard packaging is reused or recycled. Only 10 % of the original packaging material finds its way to landfill.





Highlights of MTS's Environmental Management

1990-1999	MTS initiates an extensive upgrade of tank systems at fuel storage facilities. 154 tanks are evaluated and modified or replaced to meet environmental regulations.
1994	MTS includes an environmental preference clause in its paper purchasing policy. This clause reserves the right to give preference to paper products which meet the criteria to use the CSA "Environmental Choice" logo.
1995	The Environmental Compliance and Management Manual is endorsed and accepted by the MTS Executive and Board of Commissioners. This document establishes MTS's Environmental Management System identifying the requirements for annual reporting, implementation of goals and objectives, and procedures for complying with environmental regulations.
1997	MTS introduces double-sided bills to its bill printing process and mailing services. Estimated reduction of 4 million sheets of paper per year.
1997	A fire extinguisher replacement program removes all Halon fire extinguishers from MTS properties. This program was awarded the 1998 Manitoba Stratospheric Ozone Protection Award of Excellence.
1997	MTS commits to purchasing only computer equipment that meets the program criteria identified with the "Energy Star" logo. The purchasing plan is based on the system requirements of 1,500 personal computers with monitors and printers, resulting in an efficient and more responsible use of resources.

MTS has been nominated for the Sustainable Development Award of Excellence in 1996, 1997, and 1998.

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MTS Human Resource Services

Wellness, Environment & Disability Management

