



## Your Questions Answered

1. What is a Green Office?
2. What do I need to know to start a Green Office Action Plan (GOAP)?
3. What do I need to do?
4. How does this toolkit help me?

➔ *If you print this document, do it the green way i.e. back to back*

### The answer to Question 1

*"What is a Green Office?"*

A Green Office is where people care to save paper, energy and water; where people avoid waste and buy eco-friendly products and equipment.

A Green Office is also healthier, more efficient and can cost less to run – but above all a Green Office is inhabited by workers who are more aware than others about the importance of eco-friendly behaviours and practices because they know how important this is for earth's survival and ours!

Green Office Week (known by the acronym GOW) is celebrated annually in April, and in 2011 it takes place from April 18 to 21. The website [greenofficeweek.co.za](http://greenofficeweek.co.za) provides all information on this national initiative, and also provides a toolkit on what to do during this week specifically.

The ideal outcome of GOW is to have organisations create a **Green Office Action Plan**.



We make it easy for you!  
[www.greenofficeweek.co.za](http://www.greenofficeweek.co.za)



## The answer to Question 2

“What do I need to start a GOAP?”

A **GREEN OFFICE ACTION PLAN** (Known by the acronym GOAP) is a document laying out the intended eco-friendly office behaviours.

It is devised by elected or appointed Green Office Ambassadors (GOAs) and together with management develop a Green Office Action Plan based on 3 cornerstones:

1. **Reduce** (eg: energy and water wastage)
2. **Reuse** (eg: packaging material)
3. **Recycle** (eg: paper; ink and toner cartridges)

When it comes to starting your first Green Office Action Plan at your organisation, recognise that some organisations will be able to do more than others; it depends on the size of the organisation; type of organisation and its culture. Whether you can start with just one, or a few of eco-friendly office practices, it's still commendable because you have started!

## The answer to Question 3

“What do I need DO?”

You need to follow the steps we chart below.

You can apply this process by following steps 1- 4 in sequence, or you can start at any step that best suits you

**STEP 1:** Get buy-in by giving everyone the information  
Provide a **FACT SHEET**

**STEP 2:** Get input on what's happening by asking the right questions  
Provide a **QUESTIONNAIRE**

**STEP 3:** Put everything together  
Create a **Green Office Action Plan**

**STEP 4:** Roll it out  
Provide a **TIMETABLE**

**STEP 5:** Assess what went well and you can be improved on  
Do an **EVALUATION**

**STEP 6:** Keep it going  
Encourage a **SUSTAINABILITY POLICY**



## The answer to Question 4 "How does this toolkit help me?"

Part 1 and Part 2 of this toolkit provides you with guidelines and samples of how to tackle each step

### Note A:

**TOOLKIT PART 1** is available from March 2011 and provides you with:

Tips & a sample **FACT SHEET** as required by STEP 1.

Tips & a sample **QUESTIONNAIRE** as required by STEP 2

A sample GREEN OFFICE ACTION PLAN as required by STEP 3

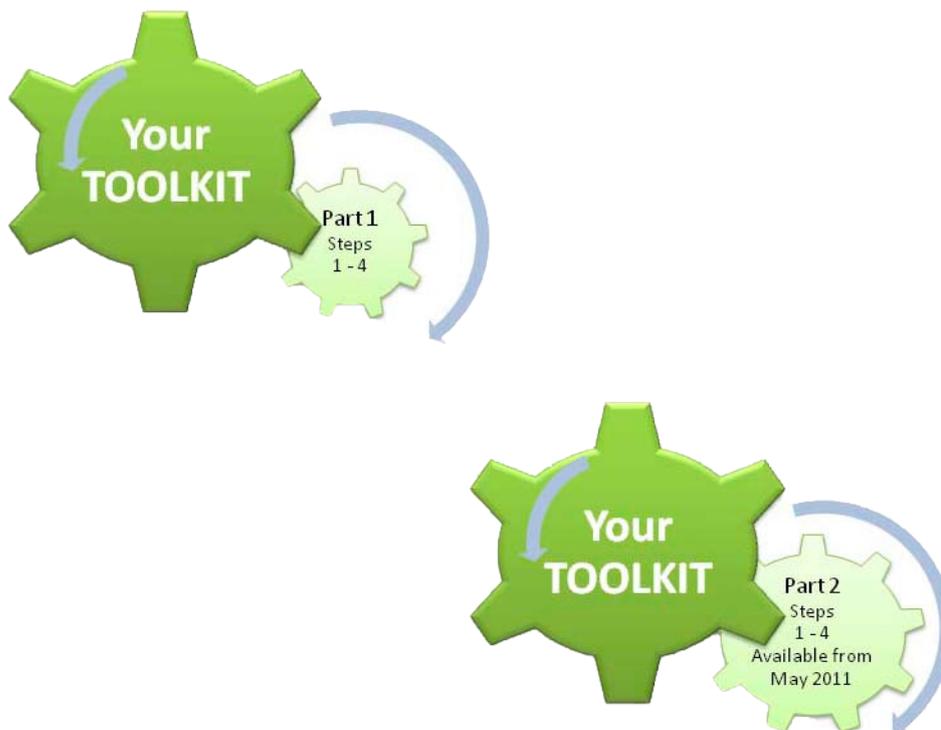
A sample ROLL OUT MAP as required by STEP 4

**TOOL KIT PART 2** is available from May 2011 and provides with:

Guidelines for Evaluation and Sustainability as per steps 5 and 6.

### Note B:

The samples we provide for you have a green background tint.



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[www.greenofficeweek.co.za](http://www.greenofficeweek.co.za)



## Tips and samples for Steps 1 - 4

### STEP 1: Get buy-in

What YOU need to know about getting buy-in:

### Essential requirements

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1. **Commitment of people:** your office (or organisation as whole) needs to commit to being more eco-conscious - without this commitment, it will be a false start, and efforts will not be sustainable.
2. **Commitment of resources:** the relevant decision-makers and purse-string holders need to commit to making or upgrading resources to ensure successful implementation.
3. **Basic understanding:** you and your co-workers need to know about current green office behaviours and processes so that you have an idea of the road ahead, AND you need to have (and share) a basic understanding of what the benefits are for everybody.

### How to achieve the above:

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#### Produce a Care 2b Green **FACT SHEET**

Distribute to all concerned via email and/or intranet and/or meeting

- See sample **FACT SHEET on next page** which you can hand out to your co-workers as it explains why they need to get involved and make GOAP happen



## FACT SHEET

**Let's create a healthy and better office environment**

**We need to have a**

### **GREEN OFFICE ACTION PLAN (GOAP)**

#### **Q: Why Care 2b Green!**

**A:** Because a green office is everyone's business!

- Because everyone can make a difference to the predicament we find ourselves in regarding climate change.
- Because we spend most of our life at work and we can use that significant amount of our lifetime to make work style which can seriously impact on the quality of life we are to lead.

#### **Q: Why should you get involved?**

**A:** Because a green office is a smarter and better office:

- A Green Office is earth-friendly!  
People can choose to use nontoxic, recycled, environmentally friendly products and supplies);
- A Green Office is efficient!  
People at work can choose to be energy-efficient, and put out the smallest amount of waste as possible) and A Green Office is healthy!
- People can take care to reduce visual, noise and physical pollution as much as possible.

### **FAQs on focus areas and behaviours**

#### **Q: What are key cornerstones of a green office?**

- A:**
1. Reduce
  2. Reuse
  3. Recycle

#### **Q: What are a green office's main focus areas?**

- A:**
1. Buying eco-friendly office supplies and equipment
  2. Reusing and recycling office supplies wherever applicable
  3. Reducing Energy consumption
  4. Reducing Water consumption
  5. Reducing Waste
  6. Reducing the Carbon Footprint

#### **Q: Who needs to get involved?**

**A:** Everyone at the office should! From cleaner, tea lady and drivers to buyers, sales staff, bookkeepers, secretaries, HR dept and right up to the executive suit. Each and every person can do their bit in reducing unnecessary waste and in using green products. And there are behaviours that are common to EVERYONE, like switching lights off when not in the office!



## FACT SHEET

**Q: How does GOAP happen?**

**A:** By following all the steps below or the steps we choose

**STEP 1:**

We Inform you through a

**FACT SHEET**

**STEP 2:**

We listen to you through a

**QUESTIONNAIRE**

**STEP 3:**

We put it all together into a

**GREEN OFFICE  
ACTION PLAN**

**STEP 4:**

We start with a

**ROLL-OUT MAP**

And afterwards....

**STEP 5:**

We check how well we're doing

**THROUGH AN  
EVALUATION**

**STEP 6:**

Lets keep it going

**WITH A  
SUSTAINABILTY  
POLICY**



## STEP 2: Get info

What YOU need to know about getting input:

### Essential requirements

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1. **Decision on Methods:** How are you are going to go about collecting information as to how green or how un-green your office is at the moment?
2. **Decision on Places:** How many offices, departments to be involved? or is it throughout the organisation?

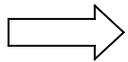
### How to achieve the above:

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#### I. Select methods of collecting information

There are two Information collection sources i. **Internal - from within the organisation** and

ii. **External - from without.**



#### i. Sourcing information internally:

Collect info internally in two ways:

A: through **interface** and/or

B: through an electronic **questionnaire**

#### A: The interface method

1. **Do an office walk-about** and look for areas of improvement by following the 3 cornerstones of behavioural change:
  - Reduce
  - Reuse
  - Recycle
2. **Allocate a person to do this walk-about.** Depending on whether you are doing it just as your division or department or as an organisation spread over many regions, there needs to be a person responsible for this info-gathering.
3. **Info-gathering.** Make a list as you go along of what items, products, resources people think can be reduced, reused and recycled. This should be an inclusive process – everyone should feel free to give ideas.
4. **Supplement or replace the walk-about.** It may be relevant in your organisation to send out a questionnaire to facilitate info-gathering.

#### B: The Questionnaire:

Create a Questionnaire, and send out electronically with a covering letter inviting everyone to participate and having a deadline for returns.

There is a template online that you can print and use as a base for your own company:

<http://www.docstoc.com/docs/25755534/Green-Office-Checklist-%E2%80%93-Draft>

If you use it, you may need to modify it - i.e. make it easier to fill in, or add questions that are more applicable to your organisation or delete the ones that are irrelevant. **See sample on next page**



## QUESTIONNAIRE

TOPIC	PAPER 14 QUESTIONS	TICK RIGHT ANSWER			
1	Do you use recycled paper?	YES	NO	SOMETIMES	N/A
2	Do you have recycling bins for paper?	YES	NO	SOMETIMES	N/A
3	If yes, does each employee have his/her own recycling bin for paper?	YES	NO	SOMETIMES	N/A
4	Are double-sided printed pages used? Is this pre-programmed?	YES	NO	SOMETIMES	N/A
5	Does each employee have his/her own printer?	YES	NO	SOMETIMES	N/A
6	Do you make double sided photocopies?	YES	NO	SOMETIMES	N/A
7	Does the photocopy machine/ copy two sided?	YES	NO	SOMETIMES	N/A
8	To avoid mistakes, do you trail copy before big batches?	YES	NO	SOMETIMES	N/A
9	Are files kept on computers or disks instead of printing documents for filing cabinets?	YES	NO	SOMETIMES	N/A
10	Are non-essential copies photocopies	YES	NO	SOMETIMES	N/A
11	Is scrap paper turned into useful note pads?	YES	NO	SOMETIMES	N/A
12	Is colour printing used when necessary? Are black standard option in copiers /printers?	YES	NO	SOMETIMES	N/A
13	Are emails sent out instead of printing Memos, Agendas, Minutes, Notices etc?	YES	NO	SOMETIMES	N/A
14	Are envelopes reused?	YES	NO	SOMETIMES	N/A
	Comments				
Topic	ENERGY	TICK RIGHT ANSWER			

### Other Questionnaire samples/template online:

- Office Green Culture Questionnaire  
<http://www.unemg.org/LinkClick.aspx?fileticket=tDZG0NP3nmg%3D&tabid=4013&lan>
- Green Workplace Questionnaire  
<http://www.suite101.com/content/green-workplace-questionnaire-a57465>



## STEP 2: Get info (cont.)

What YOU need to know about getting input:



### ii. Sourcing information from external sources

Collect info externally in two ways:

A: from published books and articles

B: from the web that provide guidelines and calculators

See below for some useful resources:

TOOLS AND GUIDELINES		
Green Vehicle Guide	Use this guide to choose the cleanest and most fuel-efficient vehicle that meets your needs.	<a href="http://www.epa.gov/greenvehicles/Index.do">http://www.epa.gov/greenvehicles/Index.do</a>
Carbon Accounting Tool to Monitor and Manage Ecological and Carbon Footprint	Footprinter™ is a next generation carbon accounting tool that enables the user to better manage and monitor their organisation's ecological and carbon footprint.	<a href="http://www.footprinter.com/">http://www.footprinter.com/</a>
8 Ways to green your office		<a href="http://www.docstoc.com/docs/4826785/Green-Your-Office">http://www.docstoc.com/docs/4826785/Green-Your-Office</a>
How to Start a Waste-Free Workplace Initiative	Transform Your Office Into a Green Organization	<a href="http://www.suite101.com/content/how-to-start-a-wastefree-workplace-initiative-a81848">http://www.suite101.com/content/how-to-start-a-wastefree-workplace-initiative-a81848</a>
Guidelines for water saving action plans		<a href="http://www.environment.nsw.gov.au/resources/sustainbus/08594waterguidelines.pdf">http://www.environment.nsw.gov.au/resources/sustainbus/08594waterguidelines.pdf</a>
Useful HOW-TOs & Fact sheets		
Reduce waste - How to	This handbook explains how businesses (as well as government agencies) can reduce waste while bringing down their disposal, purchasing, and operational costs.	<a href="http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=1136&amp;utm_medium=calgreen&amp;utm_source=section&amp;utm_term=waste+management+office+toolkit">http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=1136&amp;utm_medium=calgreen&amp;utm_source=section&amp;utm_term=waste+management+office+toolkit</a>
How to Create a Green Office		<a href="http://www.suite101.com/content/how-to-create-a-green-office-a223949">http://www.suite101.com/content/how-to-create-a-green-office-a223949</a>
Recycle cans - How to		<a href="http://www.bottlesandcans.com/">http://www.bottlesandcans.com/</a>



## CALCULATORS online

Free Online Water Use Tool for Companies	A new tool developed by the World Business Council for Sustainable Development aims to help companies operating around the world to map their water use and assess the risks of water scarcity to their global operations and supply chains.	<a href="http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=776&amp;utm_medium=calgreen&amp;utm_source=section&amp;utm_term=water+conservation+water+online+tool">http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=776&amp;utm_medium=calgreen&amp;utm_source=section&amp;utm_term=water+conservation+water+online+tool</a>
What is Your Business's Financial Paper Footprint?		<a href="http://www.payitgreen.org/business/busFootprintCalculator.aspx">http://www.payitgreen.org/business/busFootprintCalculator.aspx</a>
Paper use Calculator		<a href="http://www.edf.org/papercalculator/">http://www.edf.org/papercalculator/</a>
Lifestyle Ecological Footprint calculator by Earthday		<a href="http://www.earthday.net/footprint/info.asp">http://www.earthday.net/footprint/info.asp</a>
<b>Books</b>	<b>Author</b>	<b>Available from</b>
Going Green 365 Ways To Change Our World	Simon Gear	Penguin Books
The Complete Idiot's Guide to Greening Your Business	Trish Riley, Heather Gadonniex	<a href="http://www.exclusives.co.za">www.exclusives.co.za</a>
Green Your Work: Boost Your Bottom Line While Reducing Your Carbon Footprint	Kim Carlson	<a href="http://www.wantitall.co.za">www.wantitall.co.za</a>
Greening Your Office: From Cupboard to Corporation	Jon Clift, Amanda Cuthbert	<a href="http://www.wantitall.co.za">www.wantitall.co.za</a>
True Green at Work: 100 Ways You Can Make the Environment Your Business	Kim Mckay, Jenny Bonnin, Tim Wallace	<a href="http://www.wantitall.co.za">www.wantitall.co.za</a>
The Green Business Guide: A One Stop Resource for Businesses of All Shapes and Sizes to Implement Eco-friendly Practices	Glenn Bachman	<a href="http://www.wantitall.co.za">www.wantitall.co.za</a>
A-Z of Green Office Behaviour	By PAs for PAs	<a href="http://www.dictumnew.ath.cx/index.asp?mid=76&amp;mid2=159&amp;mid3=29">http://www.dictumnew.ath.cx/index.asp?mid=76&amp;mid2=159&amp;mid3=29</a>

- From the data collected from your **Internal sources** (Interface and/or Questionnaire) you should be able to get good insights and a good picture of how green your office is.
- And from the **External sources** (Online guidelines and tools, and or books) you will be able to see how green it still needs to get!
- Now that you have a picture of where you are, you can draw up a **Green Office Action Plan** which guides your journey to where you want and need to be.



## STEP 3: Putting it all together

What YOU need to know about creating a plan

### Essential requirements:

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1. **Perform a cost-analysis** of efficiency opportunities in various areas:  
Example: Paper, Energy, Water, Green Purchasing, Waste, Carbon Footprint, Events
2. **Identify** what is to be reduced? What is to be reused? What is to be recycled?
3. **Ensure everyone fully understands what the objectives are** – this is not only making everyone a much better office-citizen, and being a friend of mother-earth, but also makes huge economic sense when you see the savings coming in.

### How to achieve the above:

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1. **Draw up a Green Office Action Plan** listing the required behaviours and activities.

**NB:** A Green Office Action Plan is known by the acronym: GOAP.

We advise you to start by identifying and charting key focus area. See suggestion below

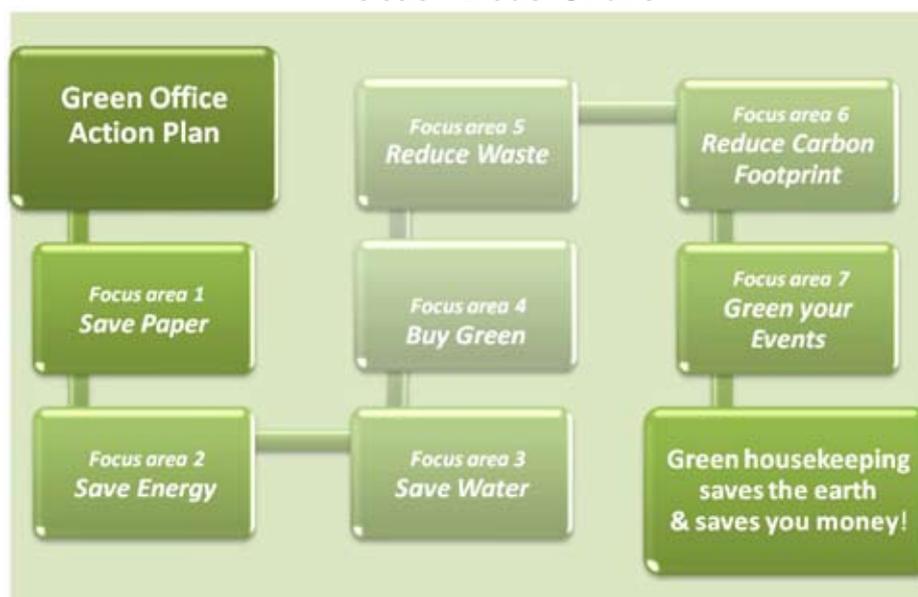
2. **Define the communication of this Action Plan** i.e. what is the communication mix:

*Print – Staff magazines, posters, notice boards*

*Electronic – email, website, intranet*

*Face-to-face – meetings, workshops, forum*

### Focus Areas Chart



To get tip sheets outlining each focus area above, download the sample GOAP



## STEP 4: Rolling it out

Putting the wishlist together: We give Guidelines for an ACTION PLAN

### Essential requirements:

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1. **Perform a cost-analysis** of efficiency opportunities in various focus areas of: Paper, Energy, Water, Green Purchasing, Waste, Carbon Footprint, Events
2. **Identify** what is to be reduced? What is to be reused? What is to be recycled?

### How to achieve the above:

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1. **Create a chart** showing your key aims and objectives.

Green Office Plan Roll out Map				
				Activity
Month		Week	1	Fact Sheet
		Week	2	
		Week	3	
		Week	4	Questionnaire
Month		Week	1	
		Week	2	
		Week	3	
		Week	4	
Month		Week	1	
		Week	2	Launch Action Plan
		Week	3	

So there it is ...Bye or now!.....

**Enjoy!**  
**Make it great!**  
**Make it meaningful! Lay-out the green carpet!**

*Take care of the earth and she will take care of you. ~ Author Unknown*