

## Environmental Recommendation Report for

### CCC Couriers

April 2006

#### Part 1

- Overview
- Basic Principles

#### Part 2

- Recommended Actions

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## Part One: Overview

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This report compliments Going Solar's Action Plan formulated for CCC Couriers, in accordance with Going Solar's quote dated 24<sup>th</sup> February 2006.

The report should be read in conjunction with the **CCC Couriers Sustainability Action Plan** (Appendix A) and provides further information, costings and contact points should CCC Couriers pursue any recommendations.

The **Sustainability Action Plan and Recommendation Report** is based on an environmental assessment conducted by Going Solar on Monday 24<sup>th</sup> April 2006.

The assessment raised a number of impacts which represent opportunities for sustainability actions.

These include:

Impact	Comments
<b>Energy</b>	Reduced consumption of energy via office lighting taking advantage of natural light available.
<b>Waste &amp; Paper</b>	Opportunities to divert further waste from landfill within the office, particularly paper and co-mingled materials (cans, bottles, etc). Possibility to reduce paper consumption via different billing frequency and method.
<b>Eco-Purchasing</b>	Wherever feasible, purchase environmentally friendly stationery items (pens, paper, notebooks), kitchen supplies such as tea, coffee and sugar and office cleaning agents.
<b>Fleet</b>	Although not specifically addressed in this report and during the site assessment, options for greening and optimising fuel efficiencies for the fleet, as well as driver education, is being investigated by Going Solar.

Having a current lease, not due to expire for at least another year and a half, is a factor in implementing environmental initiatives. Hence, recommended actions have focussed on easy, cost effective suggestions without the need for retro-fitting.

## Part One: Basic Introduction to Sustainable Principles

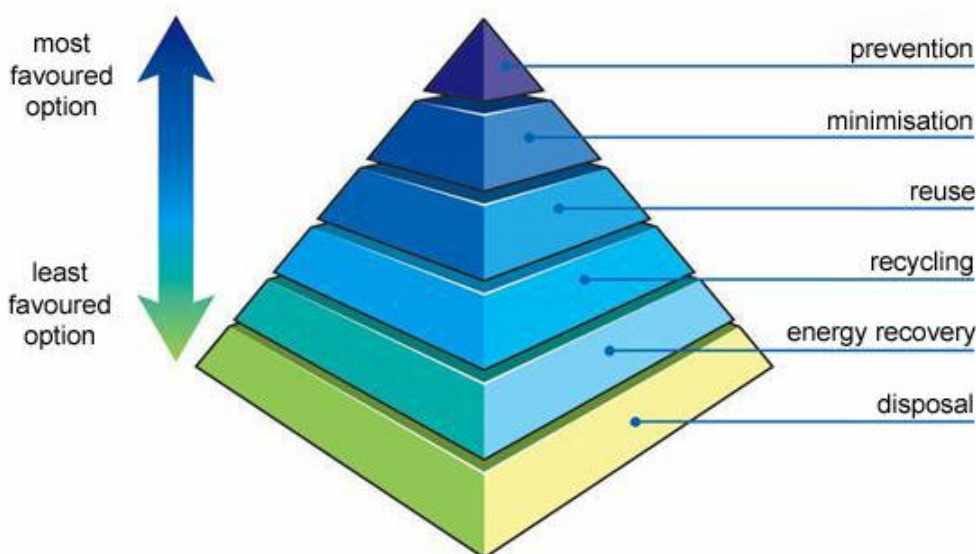
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Most sustainable principles revolve around what is known as the 'Waste Hierarchy'. This hierarchy illustrates what actions should be focussed on first, in order to gain the most benefit environmentally.

For example, a company may have a successful paper recycling program but this does not mean their actual paper consumption is being reduced. In fact, it can be alleged that people often become less concerned about their paper usage, if they know that recycling is 'doing good' for the environment.

Therefore, emphasis must be given to avoiding paper in the first place and when this paper is used to its fullest extent, only then should it be recycled.

Below picture sourced from [www.wasteonline.org.uk/.../image005.jpg](http://www.wasteonline.org.uk/.../image005.jpg)



### So what's that got to do with my business?

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Any business, not matter how large or small, generates negative environmental impacts.

There is a strong link between how we work and environmental degradation.

For many decades, environmental organisations urged businesses to take responsibility for their negative consequences on the environment.

In **recent** years, scientists, the community and global corporations such as British Petroleum, Interface and Toyota have concluded that if action is not taken to remedy environmental damage then consequences such as Climate Change will be catastrophic to business, society and the human race.

In fact, businesses are now looking at sustainability as a risk management aspect – what penalties, insurance premiums, government taxes and levies will be forced upon us, market trends, industry and competitors.

According to the Co-operative Research Centre for Greenhouse Accounting, Carbon Dioxide Concentrations in the atmosphere are at a higher level than for 400,000 years.

- Offices can be source of a lot of unnecessary waste. In the Eastern Region of Melbourne, including the CBD, it is estimated that over 30,000 tonnes of office waste is produced per year with paper making up the majority of the waste stream. (Eco-Recycle Victoria)
- Greenhouse gas emissions from Australia's commercial building sector are growing by 3 to 4% each year. Energy consumed in commercial buildings contributes 8.8% of the national greenhouse emissions. Experience shows that by implementing energy efficiency practices many buildings can save 20 to 40% on their energy bills and reduce the emission of greenhouse gases. Source – National Australian Built Environment Rating System website 6.4.06

## So what are the options?

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Businesses who review their operations from an environmental point of view, often realise benefits in costs, efficiencies, intangibles and of course, environmental impacts. This is because most impacts can be minimised by just doing business smarter.

Do we need all lights on 24 hours per day – particularly when sunlight streams through office space?

Do we need air-conditioning running all day long – can we just open a window?

Is it necessary to print out those reports – can it be done better?

Let's turn off our appliances at work as we would at home?

This is a first step.

Sustainable organisations – ie. those operating successfully, often have one thing in common – they consider the future in the **long** term. Their business plans exceed the 5 year mark and often they are renowned leaders in their field because of this foresight and risk management.

Inputting sustainable considerations in your short and long term business planning is good business sense. Ensure your strategies confront different ways of doing things to not only reduce your impact on the environment, but to do it better.

## Importance of Green Office

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### **A Green Office program exists to reduce the negative environmental impacts of workplaces.**

By implementing sustainable green office initiatives, organisations can reduce their environmental impact as well as save money on energy, water and waste bills.

Green Office can also provide a very important vehicle in **raising staff awareness** within an organisation as it is one program whereby staff can visualise change and openly participate. From here, staff may feel **empowered which leads to greater innovation and staff productivity and retention.**

The areas which mostly affect the environment within an office situation are:-

1. **energy** - lighting, appliances and computers
2. **paper** – use of virgin paper and over-consumption
3. **waste** – the over-use of single use, disposable items (paper toweling, foam cups, wooden stirrers) and lack of recycling of waste streams
4. **eco-purchasing** – buying environmentally responsible items
5. **water** – inefficient use of water such as kitchens and showers



**Energy** Reducing energy consumption accordingly reduces greenhouse gas emissions and electricity costs. Per capita, Australians are the worst CO<sub>2</sub> (carbon dioxide) emitters in the world due to our reliance on black and brown coal for electricity. CO<sub>2</sub> is one of the most dangerous greenhouse gases causing climate change.



## Paper

Most organizations purchase non-recycled paper, or virgin paper. This paper is made from old growth forests, of which Australia has only 8% remaining. The

flow-on effect from tree logging for paper is salinity and loss of biodiversity which includes our plants and endangered animals. Reduction of paper whether it is recycled or non-recycled, will also aid in office efficiencies as well as costs incurred with paper purchasing. Purchasing recycled or 'tree-free' paper, avoids purging of old growth forests. (Picture sourced from <http://www.acrenet.force9.co.uk/paper.htm>)



## Waste

Our landfills emit toxic emissions such as CO<sub>2</sub> and methane into the environment as well as seeping dangerous leachate into underground water tables. Reducing the amount of waste heading to landfills will reduce our impact on the environment as well as costs. Finding alternatives to 'throw-away' products eliminates the extraction of raw materials for single-use items such as the polystyrene cup. Purchasing reusable items is usually more cost effective in the medium to long term.

(Picture sourced from [http://www.eeingeorgia.org/eic/eic\\_schools/columbia.htm](http://www.eeingeorgia.org/eic/eic_schools/columbia.htm))



## Eco or Green Purchasing

Many products purchased are sourced from non-renewable materials, may emit dangerous substances during its use, or may be unable to be recycled at the end of its useful life. There are many products which have less of an impact to the environment and contrary to popular belief many are competitively priced, if not cheaper. An eco-purchasing program can also aid business efficiencies by reviewing the purchasing practices of an organisation as a whole.



## Water

Receiving much attention through Australia's drought-stricken times, water consumption both in the home and at work is foremost on peoples' minds, as well as the political agenda. Conserving water, a precious natural resource, is necessary, especially during times of drought.

Water restrictions both at home and in industry will become more severe in the future and penalties will rise accordingly. The question consequently changes from, "How much will it cost to do?" to, "How much will cost if I don't do it?"

High water users will therefore need to look at innovative ways to save water.

"What started as an environment program based on office waste had become a capacity building and activity based learning possibility about sustainable development and society. We also now had hard data about the amount of money spent and saved on paper and electricity.... In a broader sense, EIP has harnessed the energy of individuals, which collectively brings about behavioural and cultural change. EIP has grown from a small office initiative to now being part of how we do business." **Greg Bourne – formerly Regional President of BP Australasia, 2001**



## Recommended Actions – Options, Costs & Contact Points



### Communication

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Contending with busy work-lives, it's difficult to 'grab' someone's attention and then expect behaviour change to occur. This is why effective communication is so important.

#### Engaging Staff

- 'Freebies' – surprise your staff with an example of an environmentally friendly item such as a cornstarch pen, recycled ruler or even a notebook made out of 100% post consumer paper. (ie. Paper which has been used by people and then recycled for re-sale). Use such items to introduce them to the environmental actions you may be possibly undertaking.

Refer section on Eco-Purchasing for 'shops'.

#### Strategically place messages around the office. For example:-

- Utilise the **noticeboards** next to the Ricoh Printer and in the kitchen
- Place communications on the **back of the toilet doors** where you have an engaged audience! This is done in many organisations, particularly for OHS&E initiatives.
- Place a noticeboard in the **Waiting Section nearby the entrance** to promote the environmental initiatives implemented, particularly to visitors.

#### Erect fresh and interesting signage around the office. For e.g.

- For something different, use pictures of **your staff** to spread environmental messages. From the General Manager to drivers, they can be the face of the environmental promotion. See below example whereby BP Australia's Print & Copy Centre personnel featured in a paper reduction message.



#### Simple instructions for staff

Refer Appendix B "Monash University's Green Office Ten Point Plan".  
Appendix C "How to Get your Message Across" (source = BP Australia)

## Something for the Drivers

- Presuming drivers have little contact with the office and staff, it is suggested that small notes about environmental initiatives, tit-bits and hints, accompany the driver's pay packet / driver notices.
- It is also advisable to include some environmental give-aways to rouse interest. For e.g. Refillable coffee mugs with environmental slogan provided for drivers or a notebook and pen set.
- A competition could be arranged for the driver with the best fuel efficiency.

## Staff Education Programs

Communication and promotion must be ongoing and updated on a regular basis. Therefore, devising a **simple and brief education program** is critical for success.

We suggest choosing one topic each month or quarter and focus on that topic only for one/two/three weeks at a time. Drip fed information over a short burst of time but on a regular schedule, proved extremely successful for BP Australia's Green Office Program. Refer Appendix D "Tap Slide".



## Waste

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The prevalent waste stream in an office is typically **paper**. Running closely behind it is co-mingled material (**cans, bottles**, etc) and compostable materials such as **food waste**. When materials such as these are diverted for recycling, very little waste is left to transport to landfill.

Having a recycling collection service in place is one of the most effective ways to reduce environmental impact within an office and the most visual initiative that fosters support from staff.

Ecorecycle organizes the [Waste Wise Business Program](#) which "aims to deliver a financial return to business through cost-effective waste reduction and recycling systems". This certification program provides many useful tools.


Ecorecycle also operates the [Waste Wise Melbourne Network](#) which is a "partnership of businesses working together to create low waste Melbourne and a more environmentally sustainable CBD". The network is a valuable source of information, contacts and events/seminars for businesses. It is a free service. Contact Pam Craven for further details.

<p>Pam Craven Project Manager, Sustainability Victoria Level 2/478 Albert Street, East Melbourne 3002 t 9639 3322 f 9639 3077 <a href="http://www.sustainability.vic.gov.au">www.sustainability.vic.gov.au</a></p>
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- [Support from Ecorecycle](#)
- [What can be recycled?](#) – Ecorecycle
- [Reducing Office Waste](#) – Ecorecycle

Ecorecycle currently employ regional education officers who have their own websites, resources and information relevant to their region. Refer Association of [Victorian Regional Waste Management Groups](#) for details of your education office.

### Further help:

- [VISY](#) for bin signage, postage and other educational material
- [Recycling Symbol](#)  (the Mobius Loop)
- [Sustainability Victoria](#)
- [Aware](#) – Association for Waste and Resource Education



### Consider this – the true cost of waste

Many people think of waste as a useless end product. The financial cost of waste is often calculated by the amount that waste management companies charge in removal and disposal.

Sustainability Victoria (formerly Eco-Recycle – the state agency on waste), declares, “The full cost of waste to businesses does not just lie in waste disposal and transport charges. It has been estimated that the full costs of waste to Victorian businesses are at least 5 to 10 times greater than disposal costs. This means that each bins of waste could be costing you many hundreds of dollars in lost productivity.”

- recycling PET bottles (coke, plastic milk bottles) saves 84% of the energy it takes to make PET bottles from raw materials.
- Recycling glass saves 74% of the energy it takes to make glass from raw materials.
- Recycling steel cans saves 87% of the energy it takes to make the cans from materials ie. Iron ore and coal.
- Making a tonne of aluminium cans from recycled cans saves 5 tonnes of bauxite.
- About 5 sheets of office paper can be made from a recycled milk carton

• (source – Department of Sustainability & Environment)

## Avoiding and reducing Paper Consumption

In line with the Waste Hierarchy, avoiding paper in the first place is good business and ecological sense.

1. think before you print (ensure this message is communicated to staff)
2. maximise margins and decrease font sizes to get more on one page
3. file electronically
4. send bills electronically
  - a. It is recommended that CCC Couriers investigate sending bills electronically to interested clients. This may be facilitated through an organisation called Computershare who manage an electronic billing service called E-Tree. [Refer Appendix E – “E-Tree Presentation”](#)

**Purchase recycled paper** instead of virgin paper. Recycled paper means paper made from either off-cuts from timber mills, or recycled office paper. The latter is preferable environmentally as off-cuts are derived from old growth forests, but cut up into smaller pieces!

Recycled Office Paper can be anywhere from 30% to 100% and can be made of pre or post consumer waste. The latter is preferable environmentally as pre means the material has not been used by people before being recycled.

**In summary, 100% post consumer office paper is the ideal option environmentally.**

Evolve Paper is proving to be a well known and reputable 100% post consumer recycled office paper, used by large organisations.

Refer Eco-Purchasing Section for stockists.

Unfortunately, Australia is yet to manufacture a genuine 100% recycled paper.



**Buy recycled paper & save the forests.**



## Paper Recycling

Most of the waste observed in CCC Courier staff bins, kitchen and bathroom bins consisted of paper products. The only non-recyclable waste tended to be lolly wrappers, polystyrene cups and take-away containers.

One recycling provider, VISY, is able to collect paper, small amounts of cardboard and commingled materials (cans, bottles, etc) in the one bin and sort it at their site for recycling.

It is therefore recommended that CCC Couriers establish a paper and co-mingled recycling system for their office paper and bathroom paper towels. However if cost is an issue for this system, CCC Couriers should consider paper and cardboard recycling only, as this material makes up most of the office waste stream.

### Examples of Recycling Services:-

- [Green Collect](#) Mobile Phones, toners, cans, DVD/CD's, batteries & Cork recycling
- [KS Environmental](#) Paper, Cardboard, Commingled, landfill and food scraps. (Ph) 9551 7388. Call for pricing schedule.
- [VISY Recycling](#) Paper, cardboard, commingled and landfill.

<b>VISY BIN COSTS</b>	<b>240L wheelie bin</b>	
	Paper	- \$190 per year rental - \$30 delivery - free collection
	Co-mingled	- \$30 one off delivery charge - \$8 plus GST collection

## Paper Re-use

Another way to reduce paper consumption and costs to business is to **re-use before recycling**. Ideally, there should be a **minimum amount of one-sided paper discarded to the recycling bin** – after all, **it's still a bin**.

It is pleasing to see paper trays under the printers for staff to re-use paper. To get maximum benefit out of this, it is recommended that this paper be inserted into the printer tray by default. Print-outs would then automatically be on used paper.

Paper used for note-pads could be professionally bound/padded to further encourage re-use of paper.

<b>Savings up to \$2 per pad</b>	Officeworks and many other print & copy centres can provide this service. Officeworks as an example charges around 60 cents per pad which is almost four times cheaper than purchasing a new A5 notepad from the same store. The notepad can also be used as a promotional novelty if a banner is attached to the front page with environmental messages.
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To ascertain total cost savings, record historical A4 paper purchasing costs for the office for a couple of months and compare with the same costs when paper initiatives have been implemented, taking into account factors such as staff numbers.

### The ripple effect of reducing paper

Less paper costs  
less trees being destroyed  
less toner being used  
less wear and tear on printers/copiers  
ultimately less rubbish disposed of and paid for

## Recycle printer and toner cartridges

Another way to reduce your waste to landfill is by recycling your printer and copier toner cartridges.

- [Close The Loop](#)

A Starter kit consists of a collection box, 16 pre-labelled plastic liners, zip ties, an A4 poster and program instructions. The box is easy to assemble and is ideally located near printing stations.

- [Green Collect](#)



## Energy – Electricity

The major opportunities for energy & cost reduction are usually derived from **Lighting** efficiencies.

More than 90% of Australia's energy currently comes from coal-fired power stations, with less than 10% coming from clean renewable sources (SEDA website – renewable energy)

**Make the most out of free and efficient sunlight**

A usual scenario in an office building is over-lit lighting on a bright, sunny day, even in unoccupied rooms. **This lighting typically accounts for 50% of electricity consumption.** Investing in efficient lighting usually reaps a short 1 – 3 year payback period. (Source – Sustainable Manufacturing, Sustainable Victoria website)

CCC Couriers do not appear to be wasting much energy for lighting as around 13 globes out of approximately 50 were blown, keeping light output at reasonable levels (not too bright) and lights in unused areas such as storage spaces and bathrooms were switched off.

However, there is still room for energy and cost savings by:-

1. de-lamping around the perimeter of the office
2. switching off unnecessary lights
3. labelling light switch near front entrance to make it easier to switch off when not required
4. clean light fittings
5. open vertical blinds to allow more sunlight in
6. gradually replace existing fluorescent lights with energy efficient lighting such as T5's (Triphosphor) and incandescent bulbs used in storage rooms and bathrooms, with compact fluorescent globes.

Assuming your lights are 36 watt fluorescents and are on 12 hours per day, lighting will be costing you \$937.98 per annum or \$18.76 per light, per annum. This does not take into consideration the initial cost of the tube.

$50 \text{ lights} \times 36 \text{ watts} / 1000 \times (12 \times 5 \times 50 = 3000 \text{ hours p.a.}) \times \$0.1737 / \text{kWh} = \$937.98$

As one company has quoted \$100 per fitting to replace T8 lights to T5's it may be less cost inhibitive to replace lights on an as needs basis. (Further information on the costs of replacing your flouros with T5's for e.g. will be provided when available.)

## Types of Lighting

In terms of energy, fluoros use about 70% less electricity than incandescent lamps (the light bulb) of similar output. (Source – SEDA Work Energy Smart)

There are now **more efficient fluoros** around than the 36watt.



The most efficient tubes (for e.g. T5's) have a tri-phosphor coating and will produce about 15% more light. They also have a longer life than normal fluorescent tubes. \$3-4 a unit for a box of 25 (Source – SEDA Work Energy Smart) (Picture sourced from www.firstlightdirect.com)



Compact fluores offer the same energy savings as a fluorescent such as the T5, but come with a bayonet fitting to replace the good old light bulb (incandescent lamp). They give stronger light output for less wattage and have a longer life span. Compact fluorescent bulbs consume up to 75% less energy and can cost as little as \$4 per unit.

(Picture sourced from <http://www1.sedo.energy.wa.gov.au/pages/lightopt.asp>)



The incandescent lamp is commonly used for small areas such as bathrooms, kitchens and desk lamps. These are inefficient, have a short life span and emit heat which in turn increases air-conditioning loads. They should be replaced by compact fluorescents (see above).

(Picture sourced from <http://www1.sedo.energy.wa.gov.au/pages/lightopt.asp>)

## Switch off unnecessary lights

Did you know?

A typical office is only occupied for around one third of a typical week. Lights left on continuously waste around twice as much energy as is needed to provide lighting for office workers. (source: Department of Sustainability and Environment Eco Office Checklist)

The major area CCC Couriers can save on lighting is to not switch them on in the first place. The assessment showed that even though light levels were acceptable when all lights were turned on, CCC should take advantage of the zoned lighting in four different groupings (hence the four light switches at the front door).

### Office-space:-

From lux level readings taken at the assessment, it is recommended the top right-hand switch and bottom left switch be turned off, as this connects to lights close to the windows and in the entrance area which should only require a small amount of light.

### Manager's Office:-

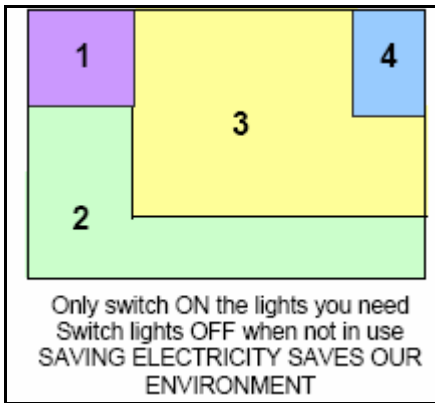
Even though the office has it's own light which can be switched on or off, we recommend that it is on **only when occupied**, as the lux level reading was slightly lower (310 lux) than the Australian Standard (320 lux), and much lower when the light was turned off (145 lux).

### Kitchen:-

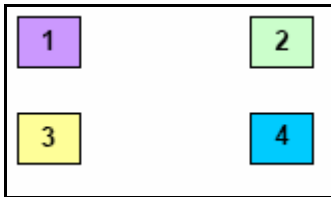
A kitchen only requires a small amount of light as work functions do not occur in this area. With the light on, the light output was almost double the Australian Standard, and comfortably over the standard when the light was turned off. **Therefore it is recommended that the kitchen light be turned off at all times during the day.**

## Labelling Light Switches

To encourage staff to turn lights on and off as needed, it is important to label the light panel by the front door. Below is an example of a diagram which could be altered for your situation.



← Sample marked-up floor plan with lighting zones clearly shown



← Existing "gang" light switches numbered, corresponding areas on floor plan.

(Graphics above sourced from Department of Sustainability and Environment's Eco-Office Challenge Checklist)

**Energy in the Kitchen** – refer action plan for straight-forward recommendations. (Information on the Tudor Zip hot water units will be provided when available.)

## Heating & Cooling

Heating consumes around one third of a typical small business' energy bills. Heating in winter should be between 18 and 20°C. **By turning down 2°C a small business can save \$70 to \$200 each year.** (source = Sustainable Energy Authority Victoria)

The ambient temperature reading for CCC Couriers was between 22°C and 23°C in the afternoon. As the heating set point can easily be altered by staff, it is recommended to put a sign above the thermostat requesting staff to consider the environment before exceeding 20°C.

Example of sign:-

"brown coal is needed to run me  
so please be choosey  
when you desire to turn me up  
think about the energy consumption we need to cut

**brown coal = energy = carbon dioxide emissions = global warming = coral bleaching, extreme weather events, hotter temperatures, and polar ice caps melting"**

CCC Courier's Office Manager advised cooling in Summer is provided by a portable airconditioner which is turned on and off as required. Although this may not be ideal for supplying a constant temperature, the energy consumption of this should not be too high as long as it is not left on for long periods. The Office Manager states that it is turned off after a short time as it becomes too cold too soon.

## Energy Consumption of Computers

The assessment indicated that most PC's were used if they were on at all. To further reduce energy consumption from computers, ensure

1. powersave is activated which puts the computer 'to sleep' after a time determined by the user
2. ensure all computers are switched off close of business (again, erect signs on PC's to remind staff)

Did you Know?

- A computer turned off at the machine, but still on at the wall still uses around 2.4 watts of energy. **This is called phantom load.**
- Screen savers DO NOT save energy.

### How many watts do computers use?

	Desktop Computer	Monitor
On	49	60
Asleep	29	6.5
Switched off at computer	2	1
Off at powerpoint	0	0

Source = Green Office Guide

According to Swinburne's Energy Saving Actions for SME's, approximately \$50 p.a. can be saved by enabling stand-by modes on PC's and switching off equipment on holidays. A further \$20 p.a. can be saved by switching off completely after hours each day.

## Energy – Greenhouse Gas Abatement Options

The majority of energy generated in Victoria is produced by burning brown coal in the La Trobe valley. Brown coal is one of the most polluting sources of energy and is largely responsible for Australians being the highest contributors of greenhouse gas emissions per capita in the world.

### Greenhouse Gas Abatement - Potential actions

- In addition to reducing your energy consumption through energy conservation and efficiency initiatives, you can choose to purchase your electricity and gas from renewable sources such as solar, wind and hydro through a program called 'Greenpower'. Purchasing Greenpower reduces your emissions to virtually zero – ask your energy retailer for more information or contact [www.greenpower.com.au](http://www.greenpower.com.au).

### Further resources on Energy and Climate Change

- [Alternative Energy Association](#) (ATA – in particular their well read magazines)
- [Australian Greenhouse Office](#) (AGO)
- [Business Council for Sustainable Energy](#) (BCSE)
- [Sustainable Energy Authority Victoria](#) (now part of Sustainability Victoria) for information on Victorian initiatives, business assistance and grants.
- [Going Solar](#) for information, assistance and products
- [The Greenhouse Effect explained](#) (source – ICLEI)



## Eco-Purchasing

Purchasing environmentally friendly alternatives throughout an organisation has extensive environmental impacts. Cost competitive alternatives exist for most items including stationery, printers, copiers, fridges, dishwashers, office lighting, cleaning materials and more.

What constitutes environmentally friendly?

Many products are sourced from non-renewable materials, they may emit dangerous substances during use, or they may be unable to 'break down' or be recycled at the end of their useful lives. There are many existing products which have less of an impact to the environment and contrary to the popular belief that such products are hideously expensive, many are competitively priced, if not cheaper.

- Look out for products which are:-
  - Hardwearing and long lasting
  - made from recycled content
  - able to be recycled afterwards
  - well packaged - the less packaging the better
  - have as many natural ingredients as possible (for e.g. green cleaning agents)



Buy recycled paper & save the forests.

You don't need to spend much time analyzing products - anything environmental is better than nothing, for instance, 30% recycled paper is better than 100% virgin paper.



### Quick Tips:

- Seek staff input
- Ask suppliers of office stationery and office equipment to provide you with a list of their environmentally friendly products
- Buy refillable pens
- Purchase longer lasting items over short term use items
- Buy recycled paper
- Be guided by environmental labels for office equipment and appliances such as printers & dishwashers
- Buy energy efficient lighting
- Buy fair trade tea & coffee
- Offer environmental corporate gifts

### Suppliers

#### General

1. [Biome Living](#)
2. [Eco-Buy](#) Victoria's local government green purchasing program
3. [Eco-specifier](#) – "over 1000 environmentally preferable products, materials and resources."
4. [Oxfam Community Aid Abroad](#) for various gifts and products. Retail shop located off Bourke St Mall

#### Office Supplies

1. [Biome Living](#) (go to books/office/music)
2. [Waste Wise Shopping Guide by Eco-recycle Victoria](#)
3. [Going Solar](#) Retail Catalogue for pens, paper, sugar-cane notebooks and more
4. [Close the Loop](#) - rulers
5. [Eco-Buy](#) Victoria's local government green purchasing program
6. [The Wilderness Society](#) Information on Environmentally Friendly Tissues

## Office Equipment

1. [Green Office Guide](#) – Click on Office Equipment (also see Small Business Office Equipment pdf).
2. Australian Guide to choosing Energy Efficient Appliances – [www.energyrating.gov.au](http://www.energyrating.gov.au)
3. [FujiXerox](#)
4. [Swinburne University's Sustainable Office Equipment Brochure – Appendix G](#)
5. [Kyocera](#) 2630 printer/copier

## Paper

1. [Australian Conservation Foundation's](#), ""The little book of how to make a big difference environmentally with Paper" (will advise more details when available)
2. [EPPA](#) – Environmentally Preferred Paper Alliance
3. [Going Solar](#) stockists of Evolve Office Paper, pads and spiral notebooks
4. [www.kwdoggett.com.au](http://www.kwdoggett.com.au) for suppliers of recycled glossy and coloured papers
5. [Seeded Paper](#) (Paper-Go-Around)
6. [Softex](#) – 100% recycled toilet paper, facial tissues, serviettes, kitchen towels and hand towels

## Cleaning Agents

1. [Biome Living](#)
2. Enjo – [www.enjo.com.au](http://www.enjo.com.au)
3. [Nature's Organics – Earthchoice](#) (available from supermarkets)
4. [Tri-Nature](#)

## Organic/Fair Trade Tea & Coffee

1. [Jaspers](#)
2. [Oxfam](#) Community Aid Abroad



## Water

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As a proportion of an office's total impacts, water consumption is usually less significant than waste and energy. Water efficiency is important however, from both an economic perspective (in preparation for future price rises) and environmental perspective (as water is our country's most precious resource).

### Potential actions

There are a number of things you can do around the office including:

- Using water efficient fittings on taps etc (such as aerators) which are very cheap and easy to install.
- Check for leaks by recording water meter cob and check if increased the very start of the next day. An increase in the meter may indicate water is used or there are leaks.

### Resources

- Contact the Green Plumbers Association <http://www.greenplumbers.com.au> for water efficient plumbing services and ideas.
- Contact 'Save Water' <http://www.savewater.com.au> for general water saving products, ideas and appliances.



## Green Cleaning

Considering CCC Couriers are responsible for their own office cleaning, green chemical cleaning agents and methods can be easily used by staff to ensure quality indoor air. Toxic cleaning agents can be replaced by green and healthy alternatives such as Enjo (refer Eco-Purchasing Section for details).

It appears Enjo is already being used due to the Enjo cloth in the cleaning cupboard. Also see Australian Conservation Foundation's [Greenhome's Household Chemical Audit](#) – Page 54, for information on natural cleansers.



## Management Considerations

CCC Couriers appears to have the support of management to pursue a range of opportunities to improve the sustainability performance and reputation of the company. Leadership from management is arguably the most important ingredient for success.

While some of the suggested actions in this report will help improve the environmental performance of the company, these actions will be of limited use unless they are part of a more strategic process which is linked into the overall vision and objectives of the company as outlined in the business plan.

In the event of CCC Couriers adopting a strategic approach to the actions outlined above, it is important for the company to revise management approaches and organisational culture in order to most effectively implement new processes.

Some potential management actions that could be adopted to encourage innovation and creativity in the area of sustainability might include:

- Drafting a sustainability strategy, supported by an annual action plan.
- Including clauses in job descriptions that encourage innovation and new ideas to flourish, with specific targets aligned to action plan key performance indicators.
- Identifying links to external stakeholders and agencies that can potentially support your activities.
- Identifying existing programs and funding opportunities that can support your objectives.

### **Can you quantify your environmental improvements to management & staff and clients?**

If major initiatives are undertaken, make sure data is obtained from:-

paper purchasing costs  
energy bills  
cleaning costs  
waste disposal bills

for benchmarking purposes.

## Final Note

This report is comprehensively written to provide the reader with enough information to implement approved recommendations.

It is a reality that people can become overwhelmed with the amount of information widely available. If this is your situation due to lack of funds of human resources, our advice to our clients is to start with one thing and build on this, enabling you to walk your talk and earn credibility internally and with your clients.

Going Solar's Green Office Consultancy exists to assist organisations understand their impact and help them implement changes to reduce impacts and associated costs. Going Solar would be pleased to assist CCC Couriers should they need help in implementing recommendations.

“Do Something, Then Do Something Else” Ray Anderson, CEO  
Interface Carpets.



## Appendices

- Appendix A Sustainability Action Plan Template**
- Appendix B Monash University’s 10 point plan**
- Appendix C How to get your environmental message across** (BP Australia’s Environmental Improvement Program)
- Appendix D BP Australia’s Tap Slide** (staff education program)
- Appendix E E-Tree Presentation**
- Appendix F Billing Information**
- Appendix G Swinburne University Sustainable Office Equipment Brochure**
- Appendix H Case Studies**
  1. [Bancrofts Dry Cleaning](#)
  2. [Flo Car Share](#)
  3. [Printbound](#)

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