

# Issue number 49 January 2015

# Greenlines

## The University's sustainability newsletter

### Think before you print

The drive to reduce print bills at the Faculty of Education began more than five years ago, when the Faculty was analysing its energy efficiency in response to the University's Electricity Incentivisation Scheme.

"We were over our target so we had to pay money, which is never a nice situation," says IT manager Jay Pema. "So we spent a lot of time looking at our energy consumption and putting in place measures such as lowering the lumen of our lights, installing timer switches on printers and photocopiers and ensuring that computers were switched off when not in use."

The Faculty then turned its attention to printing. "It's about both cost and best practice, so we started looking at different ways of improving what we were doing," he explains, "and like many other parts of the University we are a very paper intensive organisation."

*"The aim was to never get in the way of working, but to help alter views and promote better practice" Jay Pema, Faculty of Education*

At the start of the print consolidation process, most staff had access to one or more small printers in their offices. Printing was direct and unmetered, with staff deciding whether to print mono or duplex. The result was a great deal of single sided and colour printing, as well as a large amount of unnecessary printing.

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While technical solutions to managing print are easy to find, managing expectations – especially when it comes to removing items of equipment from staff offices – can be more challenging and requires sensitivity and clear goals and outcomes.

"It's about working out what you want to save, and we wanted to save on single pages and colour printing, because colour printing is more than 20 times the cost of mono," says Pema. "We also wanted to save on printer cartridges, paper and time. It sounds trivial, but ordering cartridges and paper is time consuming. When paper arrives in huge bundles it must be broken down and distributed – a process that has an opportunity cost and gets in the way of people doing their job."

He also wanted to raise awareness among staff of the cost of printing. "Just because

you print it at work doesn't mean it's free," he says. And, most importantly, not to lose sight of the fact that for staff, their research and teaching came first. "The key aim was to never get in the way of working, but to help alter views and promote better practice."

The process began five years ago when the Faculty installed display screens in public areas to replace the paper timetable sheets outside meeting rooms. Unlike paper, the screens are always up-to-date, can help promote seminars, and allow receptionists to concentrate on other tasks.

Next the IT Team installed PaperCut NG, software that connects printers with a server rather than directly with computers. "There are a whole host of advantages, but the main one is that you're able to deploy new printers and update drives more easily,



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set duplex and mono as standard, and users have to opt in for single sided and colour printing," Pema explains.

At the same time the Faculty looked at printer provision, replacing the many small printers in individuals' offices with larger managed devices, including multi-functional devices (MFDs) where appropriate, which are both lower cost per-page and produce higher quality prints.

Finally, the Faculty issued staff with iPads, which for certain groups such as University Teaching Officers who sit on many committees has been an effective way of replacing printed agendas, minutes and papers with electronic versions. To encourage staff to use the iPads, committee chairs were enlisted to help get the message across and provided iPad training, which users had to complete in order to collect their device.

"It's a different way of working," he says. "To make it work we've had to increase our wireless coverage, and increase backend

server storage so staff can keep more documents digitally rather than stow printed papers on shelves, but it's been a very successful project," he says.

Because the change has occurred gradually, its impact so far is hard to quantify. Hard data will be available in coming months – which Pema is keen to share with colleagues interested in following suit – but savings on printer cartridges alone have been in the order of £10,000 – £12,000.

And providing monthly reports via PaperCut to managers enables them to do even better. "We decided to send the reports to managers rather than individual users because they can then encourage staff to find better appropriate solutions to large print jobs," he says. "We didn't want to name and shame. It's an opportunity for change."

In 2015, the Faculty will install PaperCut MF, which will offer a print release system enabling users to collect prints from any device after authenticating and confirming the number and type of copies. "It

reduces orphan prints," he explains, "those documents that get sent to a printer and then forgotten or thrown away because they're no longer needed, and will provide a far more flexible solution for our users."

He will also be introducing a print policy and introducing 'soft limits' to show staff the real cost of their printing.

Asked what advice he'd give others in the University thinking of tackling their own print bills, he offers several pointers.

"Firstly, you need to have a strong IT infrastructure to make this work. We have an authenticated domain that's allowed us to do what we have. Secondly, while we worked piece meal, if I did it again I would take a more holistic approach," Pema concludes. "Thirdly, I think the iPad project came too soon, we could have done with a stronger backbone and processes, and finally I would have started with a comprehensive print policy – agreed by all stakeholders – and begun from there, and most importantly you need top-level buy in."

## Hellos and goodbyes in the Environment and Energy Section

### Meet the new Travel Plan Manager

Name: Amanda Holden

**What does this position entail?** I am responsible for implementing policy, procedures and initiatives to encourage staff to travel to work, at work and for work more sustainably, by cycling, walking, public transport or car sharing instead of by single occupancy car. My role also includes leading on the implementation of the North West Cambridge Development Travel Plan, which includes developing school, workplace and residential travel

plan measures to reduce the transport and environmental impact of the new development.

**What were you doing before joining the Environment and Energy Section?** I was a Transport Planner at the London Borough of Hackney, responsible for developing and implementing sustainable transport initiatives including electric vehicle charging points, car club bays, cycle parking and cycle loan schemes. Prior to this I worked at London Borough of Royal Greenwich, Dumfries and Galloway Council and JMP Consultants.

**What is your proudest professional achievement?** I secured funding for the cycle loan scheme in Greenwich from the NHS Greenwich Primary Care Trust and implemented the scheme in the borough. The scheme won a Highly Commended Award at the London Transport Awards



in 2012. The scheme loans out bikes to residents for one month for £10, including all accessories, cycle training and personalised route planning.

**What are you most looking forward to getting your teeth into in the coming year?** I'm mostly looking forward to implementing some travel initiatives which will make a real difference to people's lives in Cambridge. Making changes such as improving the reliability



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of the Uni4 bus and improving cycle facilities should make staff more attracted to sustainable transport options and hopefully will play a part in reducing congestion in Cambridge.

**What gets you out of bed (and into work) in the morning?** A big healthy breakfast and a cycle ride!

**What is your favourite green gadget?**

A pedometer or a smart phone application which logs your cycling journeys – a great motivational tool! (try this Cambridgeshire based tool: <https://cambscyclechallenge.pleasecycle.com/> - Ed.)

**What do you think is the biggest environmental challenge?** Reducing carbon emissions and local air pollution generated from personal transport. There is a need to educate people about the benefits of sustainable transport modes to encourage them to reduce the need to travel and how they travel.

**First impressions of Cambridge?**

Cambridge is a beautiful city filled with culture and charm! I can't wait to get to know it!!!

## Farewell Catrin Darsley

Catrin Darsley, Environmental Coordinator is leaving to take up the position of

Environmental Officer at the University of East Anglia, Norwich. Greenlines interviews Catrin to find out more about her role and how things at the University have changed since she has been here.

**What did your position entail?** My role has changed quite a lot over the past four years! I started out being the 'face' of the Environmental Office however with the growing team and changes to the Section's structure, I've become more involved in behind-the-scenes work. Legal compliance, waste system management and monitoring the University's trade effluent emissions are all essential and interesting.

**How long have you worked for the University?** I've worked in various roles for the University over the last 10 years – and even longer if you count work out of University term-time! – but for Estate Management since January 2010.

**How did you get here?** I started temping at Estate Management as PA to the Deputy Director and secretary to the Planning and Property Team, and when two members of the Environmental Office left I picked up their work before officially joining the team as Environmental Coordinator. After a spell as Acting Environmental Officer, I

then supported Joanna Chamberlain in managing the University's environmental impacts and have enjoyed seeing the expansion from two to 12 people! I finished a part-time MSc in Environmental Management in September 2013

**Proudest professional achievement?**

Developing the E&E web presence from a few pages on the Estate Management website to one of the first large site on the University's new templates. It has since been used as an example of good practice by a number of other teams and departments.

**What have you seen change since your time here?** Environmental sustainability now has a much stronger voice and presence across Cambridge. We have a larger team, a stronger network of Environment and Energy Coordinators, links across the operations and administration of the University, great relationships with a number of student networks, and some really exciting plans for future development. The focus on incorporating sustainable principles in the capital building programme and the current environmental policy review are examples of how the University is stepping up to the Cambridge green challenge.

## Staying warm at work

Always try to dress for the weather (don't expect your building to be ice cold in the summer or tropical in the winter).

If your office or building has an over-heating or over-cooling issue that cannot be resolved internally, please report the matter to the Maintenance Helpdesk [MUHelpdesk@admin.cam.ac.uk](mailto:MUHelpdesk@admin.cam.ac.uk) (ext. 37784).

E&E can provide you with room thermometers that indicate suggested

temperature ranges, so you can identify easily if it is too hot or too cold in your office – which hopefully stops any arguments.

To request a room thermometer please email: [environment@admin.cam.ac.uk](mailto:environment@admin.cam.ac.uk).

Electric heaters can significantly interfere with the building's main heating system – depending on locations, using an electric heater can send a message to the thermostat that the building is at temperature or too warm, meaning that the central heating gets turned off! This makes the user of the heater and their colleagues feel even colder.

Electric heaters are a very inefficient way of

heating a building producing three times the greenhouse gas emissions, and being twice as expensive compared to central heating.



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## Still time to win your department or college an environmental award

Faced with the challenge of sustainability it is often difficult to know where to start. Green Impact, a national environmental accreditation programme breaks down the daunting task of making environmental improvements into small manageable chunks, giving staff and students ideas, motivation and support for making their workplace more sustainable.

In the mid-2000s the National Union of Students found that student unions spent a lot of time campaigning for other organisations to become sustainable, while presiding over some of the most unsustainable buildings on campus.

Student union buildings had little recycling provision, dripping taps and energy bills that would shame a tanning salon.

To tackle this contradiction the National Union of Student's central environmental team created a 20 point action plan that all student unions could complete in order to gain an accreditation.

Nearly ten years later this 20 point action plan has become Green Impact, an environmental award programme which is run at over 50 universities, 105 student unions and 100 other off campus organisation such as local authorities and hospitals. This formula has proven to transform workplaces making them more sustainable.

Cambridge launched Green Impact in 2012, and has seen 54 teams across the University gain an environmental accreditation, completing over 2000

actions to make their departments and colleges more sustainable.

Now into its third year of the scheme, there is still time for new teams to sign up and take part, gaining their department an environmental accreditation, as well as taking action on sustainability.

### Why should your department or college sign up?

Green Impact has many benefits for the individual, the team and the department. Green Impact provides opportunities to save resources and money, increase the reputation for the department and opportunities to build professional and personal skills. It also helps the University build a network of best practices across all departments, and gives people recognition for their efforts and achievements.

With Green Impact, there is something in it for everyone - whether that is the wish to reduce the department's environmental footprint, a desire to compete with rival departments, or the chance to be part of a team and get to know more people in the workplace. Green Impact provides this platform for teams to come together and rally around a common cause- achieving gold!

Being part of Green Impact means that you are not a lone voice in your department but part of a supportive

network of many voices across the University, and across the UK. This support network starts with the Environment and Energy Section. They provide general support for your team, offering advice and direction on aspects of the workbook that you may need help with.

They will also support you by preparing resource materials such as posters, pamphlets and merchandise to help you engage your colleagues. Another useful source of support will be fellow Green Impact teams. Teams across the University will be undertaking the same criteria as you so they will be a good source of advice on how to overcome any hurdles.

The Environment and Energy Section will encourage cross-team support by running networking events throughout the year. Also, there is the opportunity to have support from student volunteers called Green Impact Project Assistants. These are students who are recruited to provide extra support and assistance in completing your workbook. Students commit to up to six hours a month and are trained by the NUS to help support you through your workbook.

To find out more about Green Impact, or register a team please visit: <http://bit.ly/1J72znF> or contact [greenimpact@admin.cam.ac.uk](mailto:greenimpact@admin.cam.ac.uk) to have someone speak to you about it.



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