



**The University of Queensland  
Green Office Program**



# **Green Office Assessment Report**

## **Results of Program July 2011 – June 2012**

This report is compiled by the Sustainability Office,  
Property and Facilities Division, from individual assessment reports  
conducted by Green Office representatives, as well as the Green Office  
Coordinator.

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## Introduction

Office practices and staff behaviours impact upon the environment on a day-to-day basis through resource consumption and waste generation. The Green Office Program provides the University of Queensland's (UQ) faculties, schools, departments, institutes, and centres with an opportunity to network, exchange ideas and share resources to help improve environmental performance in their areas. The program is managed by the Sustainability Office, Property and Facilities Division, with UQ students appointed as Green Office Coordinators.

The Green Office Program was piloted in seven areas of the University in 2005. Since then, the Green Office Program has expanded to include 120 representatives in 90 areas<sup>1</sup> across four campuses and three sites, which is an increase of 4 representatives and a decrease of 2 areas since 2011. The program provides encouragement and resources to representatives through:

- A bi-monthly Green Office Newsletter;
- Posters, brochures and other resource materials;
- Sustainability webpage;
- Quarterly Green Office Update sessions;
- Green Office training sessions;
- An annual Green Office Awards presentation at a World Environment Day event (1<sup>st</sup> June); and
- Guidance and availability to answer questions regarding environmental issues around campus.

Green Office representatives conduct assessments in their areas with assistance from the Green Office Coordinator. This includes baseline assessments for new areas and annual assessments for areas already involved. The assessments develop baseline data for schools and centres from which they can continually monitor and improve their environmental performance in the following areas:

- Energy management;
- Waste management (reduce, reuse and recycle);
- Environmentally responsible purchasing; and
- Awareness of UQ's Environmental Sustainability program.

From July 2011 to June 2012, ten Green Office baseline assessments and twenty Green Office annual assessments were conducted across UQ campuses. The methods and results are discussed in detail below.

## Methods

The Green Office assessments were conducted in three parts:

1. Two walk-through surveys, which included an after-hours energy audit and a waste audit;
2. An interview with the purchasing officer; and
3. One-to-one interviews with a sample of staff members.

Each component of the assessment was given an individual score as a percentage. These scores were then averaged to give an overall Green Office rating for the area. It is the intention of the program that baseline assessments will be carried out in the year an area joins the Green Office

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<sup>1</sup> These numbers as of 18 June 2012

## Green Office Program Results July 2011 – June 2012

Program. After the baseline assessment has been completed, annual assessments will be undertaken by Green Office representatives to enable schools and centres to measure their environmental performance over time.

To measure improvement of environmental practices across the University, the averaged scores for each component and the overall Green Office ratings were compared with the results from previous years. Annual and baseline assessments were compared separately.

### Results for New Green Office Areas – Baseline Assessments

Green Office baseline assessments were completed for ten new areas between July 2011 and June 2012. This included eight new areas at the St Lucia campus, one at the Ipswich campus, and one in Brisbane City. Baseline assessments were conducted for the following new areas:

1. Dentistry Library (City)
2. Art Museum
3. Centre for Educational Innovation and Technology
4. Institute for Continuing and TESOL Education
5. Institute for Molecular Bioscience, Administrative Division
6. School of Biomedical Sciences
7. Institute of Modern Languages
8. School of Agriculture and Food Sciences
9. Legal Office
10. Property and Facilities Division (Ipswich)

The average Green Office rating for all new areas was 66% (refer to Figure 1). Most Green Office areas performed best in the 'School/Centre Reduce, Reuse and Recycle' component, scoring an average of 85%. The 'Individual Awareness' component had the lowest average rating of 52%, as shown in Figure 1 below.

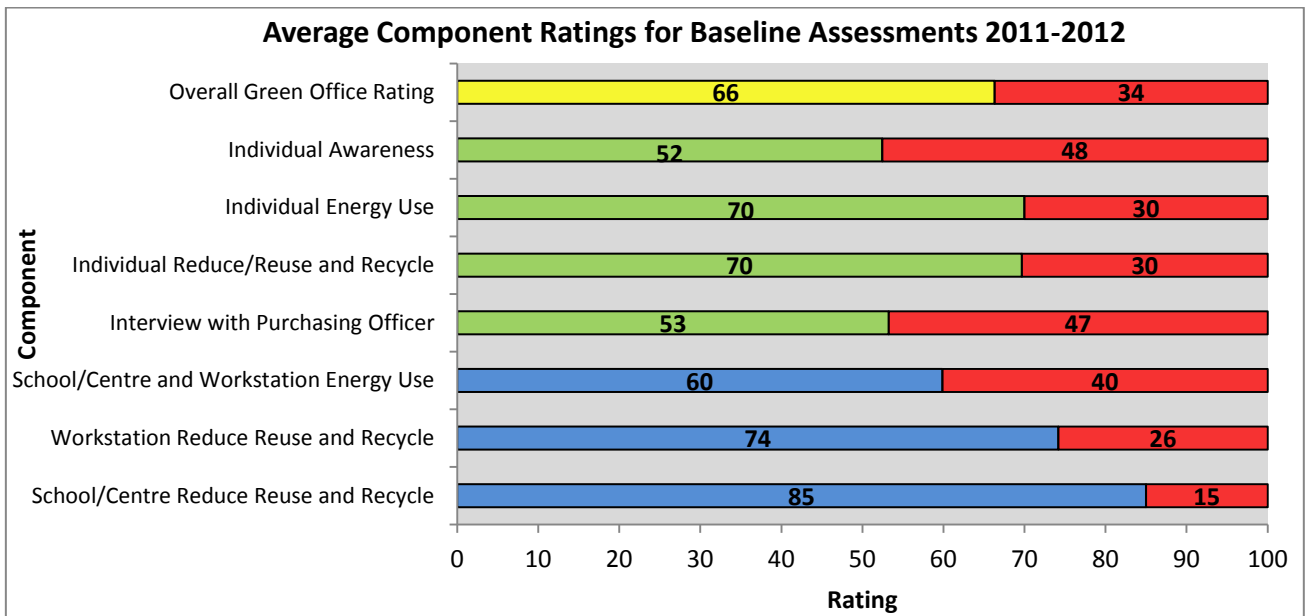
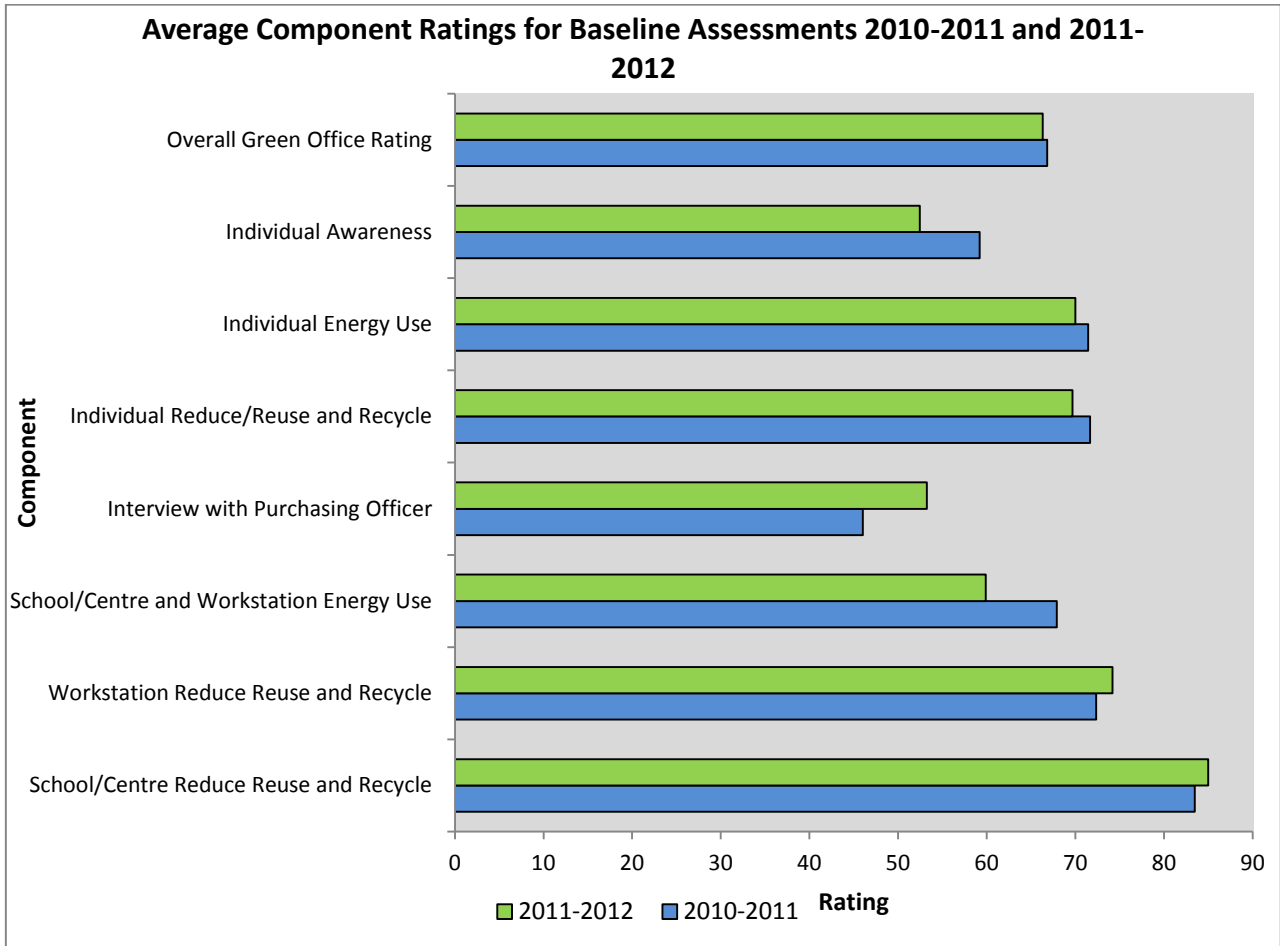


Figure 1: Average component ratings for green office baseline assessments for July 2011 to June 2012. The overall Green Office rating (yellow) is an average of all tested components. The green columns indicate results of the interviews, and the blue are from the walkthrough assessments. The red columns represent opportunities for improvement.

## Green Office Program Results July 2011 – June 2012

Baseline assessment scores for this year were compared to assessment results for 2010-2011 (Figure 2). Components that have decreased compared to 2010-2011 scores are: 'Individual Awareness' (8%), 'School/Centre and Workstation Energy Use' (8%), 'Individual Reduce, Reuse and Recycle' (3%), and 'Individual Energy Use' (3%). Overall, the Green Office rating for baseline assessments is 1% lower when compared to 2010-2011 results (Figure 2).



**Figure 2: Average component ratings for Green Office baseline assessments for 2010-2011 and 2011-2012. The average components from 2011-2012 reflect the results of the ten new areas which conducted baseline assessments.**

However, the average baseline score has improved by 7% since the program commenced in 2005 (refer to Figure 3). The overall increase in Green Office rating from 2005 to 2012 is evidence that general environmental practices at the University of Queensland have improved, especially in regards to 'Individual Energy Use' and purchasing practices (see Figure 3). Scores for individual components of the Green Office baseline assessment have also shown general improvements of up to 20% in the Purchasing and 'Individual Energy Use' components since 2005 (Figure 3). 'Individual Awareness' has decreased notably (9%) since the program's implementation in 2005, indicating that an increased focus on this area is required.

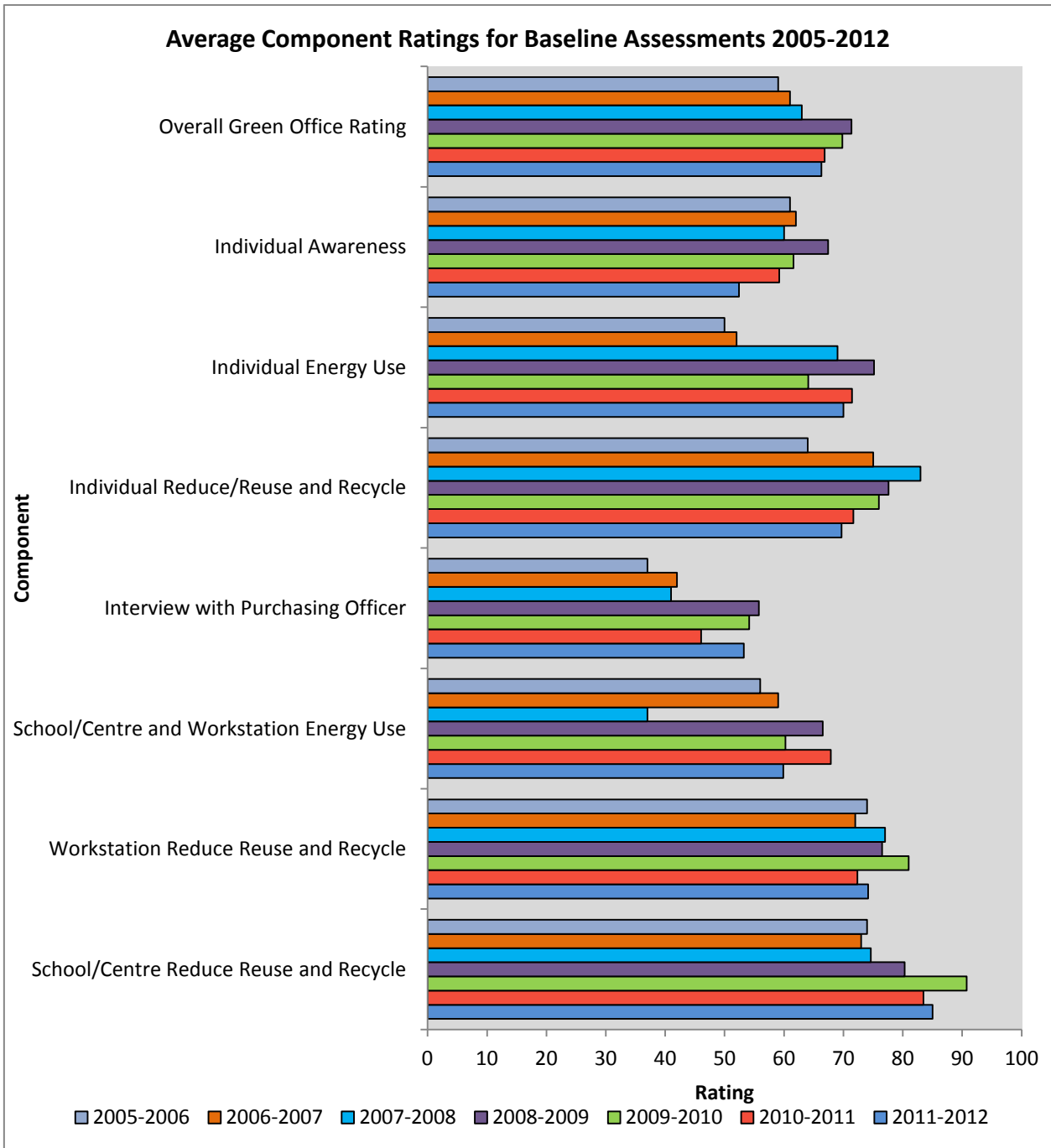
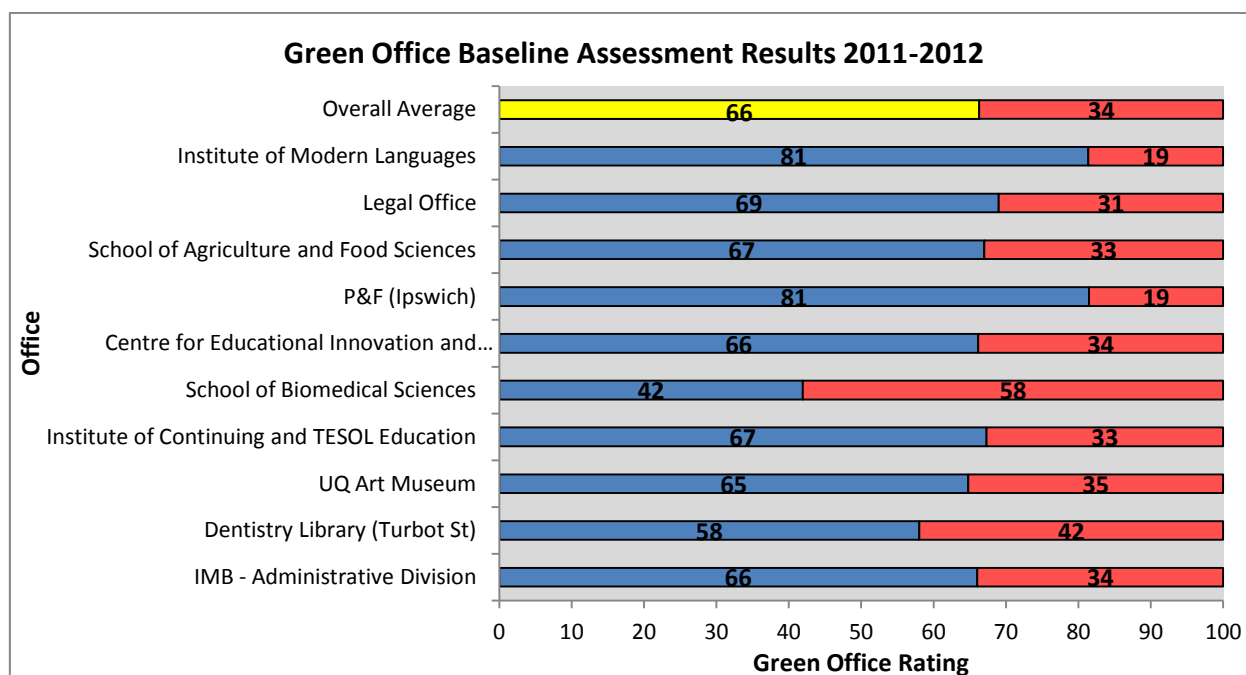


Figure 3: Average component ratings for baseline assessments since the Green Office Program commenced in 2005 to 2011. Ratings for 2005 are estimated as a different assessment format was used for the pilot program.

The highest rating new Green Office areas for 2011-2012 were the Institute of Modern Languages and Property and Facilities (Ipswich), both scoring an average overall rating of 81%, as shown in Figure 4.

## Green Office Program Results July 2011 – June 2012



**Figure 4: Overall baseline ratings for all new Green Office areas in 2010-2011. The yellow represents the overall average for all baseline assessments conducted in 2011-2012. The blue represents the rating achieved by the areas that conducted baseline assessments, and the red represents opportunity for improvement.**

### Results for Existing Green Office Areas – Annual Assessments

Annual assessments are usually completed during the months of February to June. Consequently, only twenty areas from St. Lucia completed an annual assessment in the period from July 2011 to June 2012. The areas which completed the annual assessments were:

1. Property and Facilities Division – Works Control Centre
2. UQ Centre for Clinical Research
3. Records and Archive Management Services
4. Centre for Nutrition and Food Sciences
5. Student and Administrative Services Division – Admissions
6. Co-op Bookshop (St Lucia)
7. Dentistry Library
8. School of History, Philosophy, Religion and Classics
9. School of Social Science
10. Global Change Institute
11. Property and Facilities Division (St Lucia)
12. Assurance and Risk Management Services
13. Information Access Services (Library)
14. Faculty of Health Sciences – Healthy Communities Research Centre (Ipswich)
15. School of Economics
16. School of Mechanical and Mining Engineering
17. Human Resources Division
18. Student Centre – Academic Services Division
19. Sustainable Minerals Institute – Centre for Mined Land Rehabilitation
20. Fryer Library

The average overall Green Office rating for annual assessments conducted in the 2011-2012 fiscal year was 75% (Figure 5), which is an increase of 5% from the 2010-2011 year (Figure 6).



## Green Office Program Results July 2011 – June 2012

The 'School/Centre Reduce Reuse and Recycle' component achieved the highest average score across all areas, with an average of 93% (Figure 5). This is a 12% improvement compared to 2010-2011 (Figure 6). The 'Interview with Purchasing Officer' component also improved considerably, with an average increase of 13% compared to the 2010-2011 annual assessment results (Figure 6). The components requiring most improvement are: 'Interview with Purchasing Officer' (61%), 'Individual Awareness' (62%), and 'School/Centre and Workstation Energy Use' (67%) (Figure 5). These components have consistently been the lowest scoring.

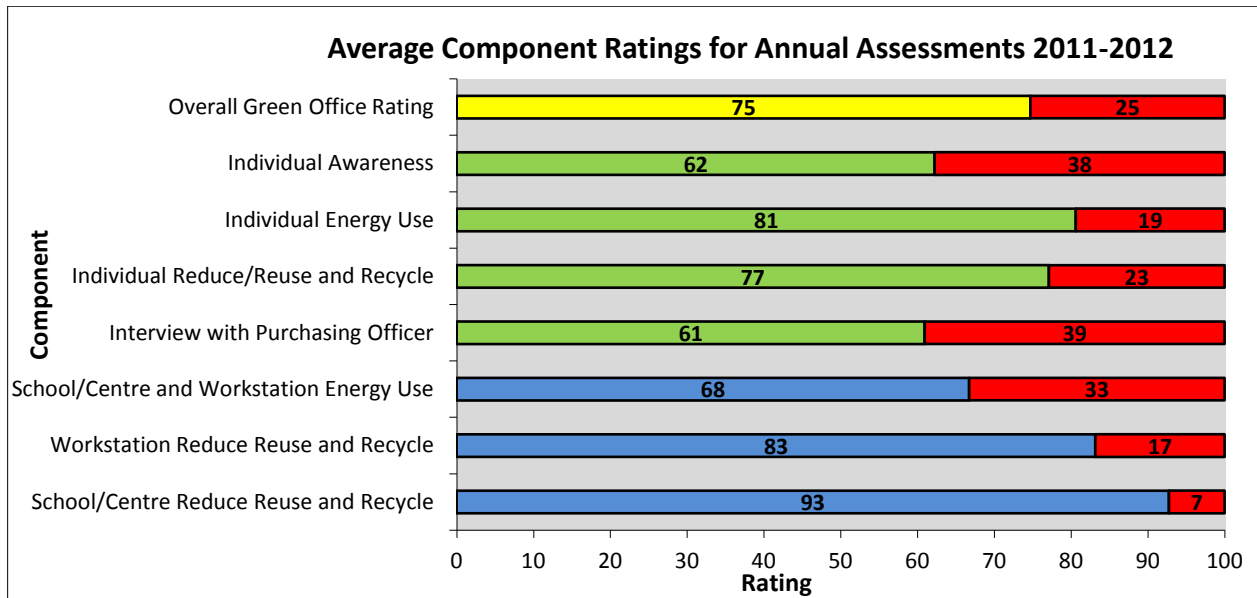


Figure 5: Average component ratings for Green Office annual assessments in 2011-2012. The overall Green Office rating (yellow) is an average of all tested components. The green columns indicate results of the interviews, and the blue are from the walkthrough assessments. The red columns represent opportunities for improvement.

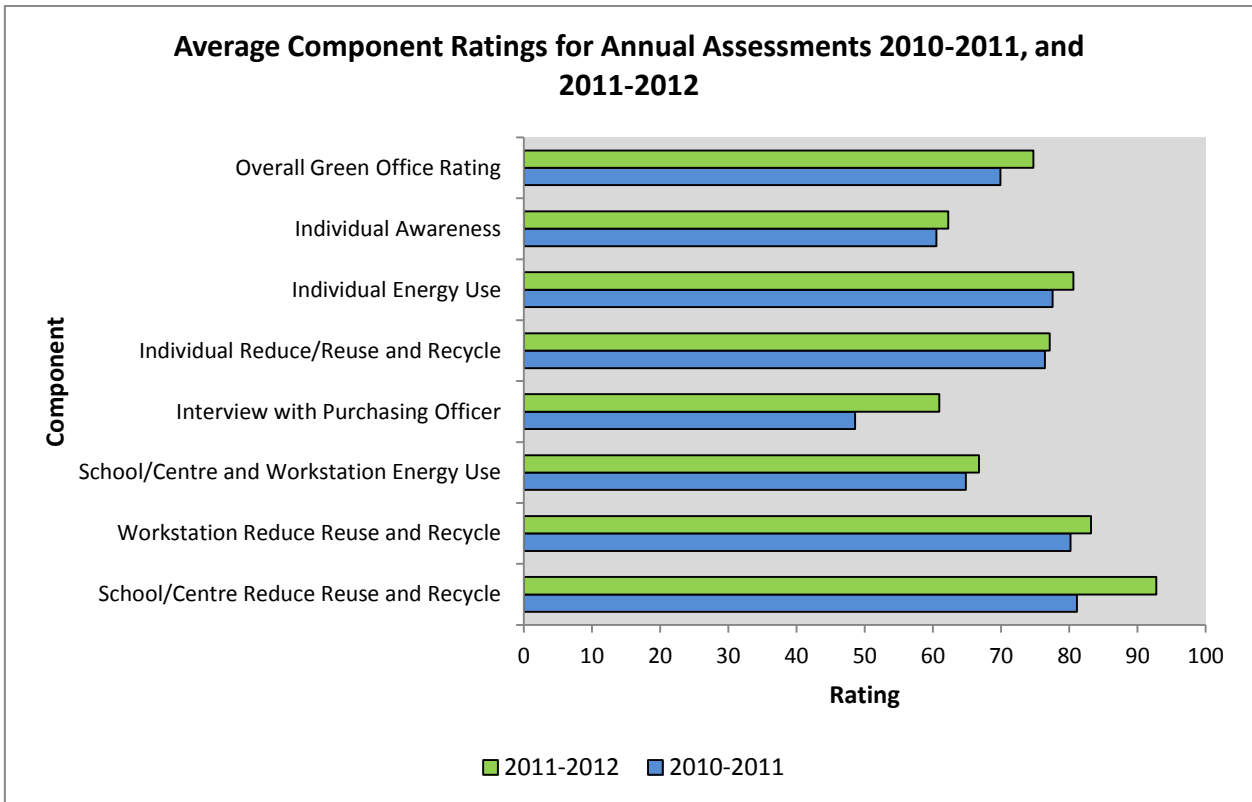


Figure 6: Average component ratings for annual assessments for 2010-2011 and 2011-2012. The average components from 2011-2012 reflect the results of the twenty areas which carried out annual assessments. There is an increase across all components from 2010-2011 to 2011-2012.

In 2011-2012, the area with the highest annual assessment scores was the Dentistry Library, with a score of 92% (Figure 7). Out of the 20 areas that conducted an annual assessment, five areas achieved lower scores than on their previous assessment and thirteen improved their score. The Dentistry Library achieved the most notable improvement of 34% between the baseline assessment conducted in 2011 and the annual assessment in 2012.

## Green Office Program Results July 2011 – June 2012

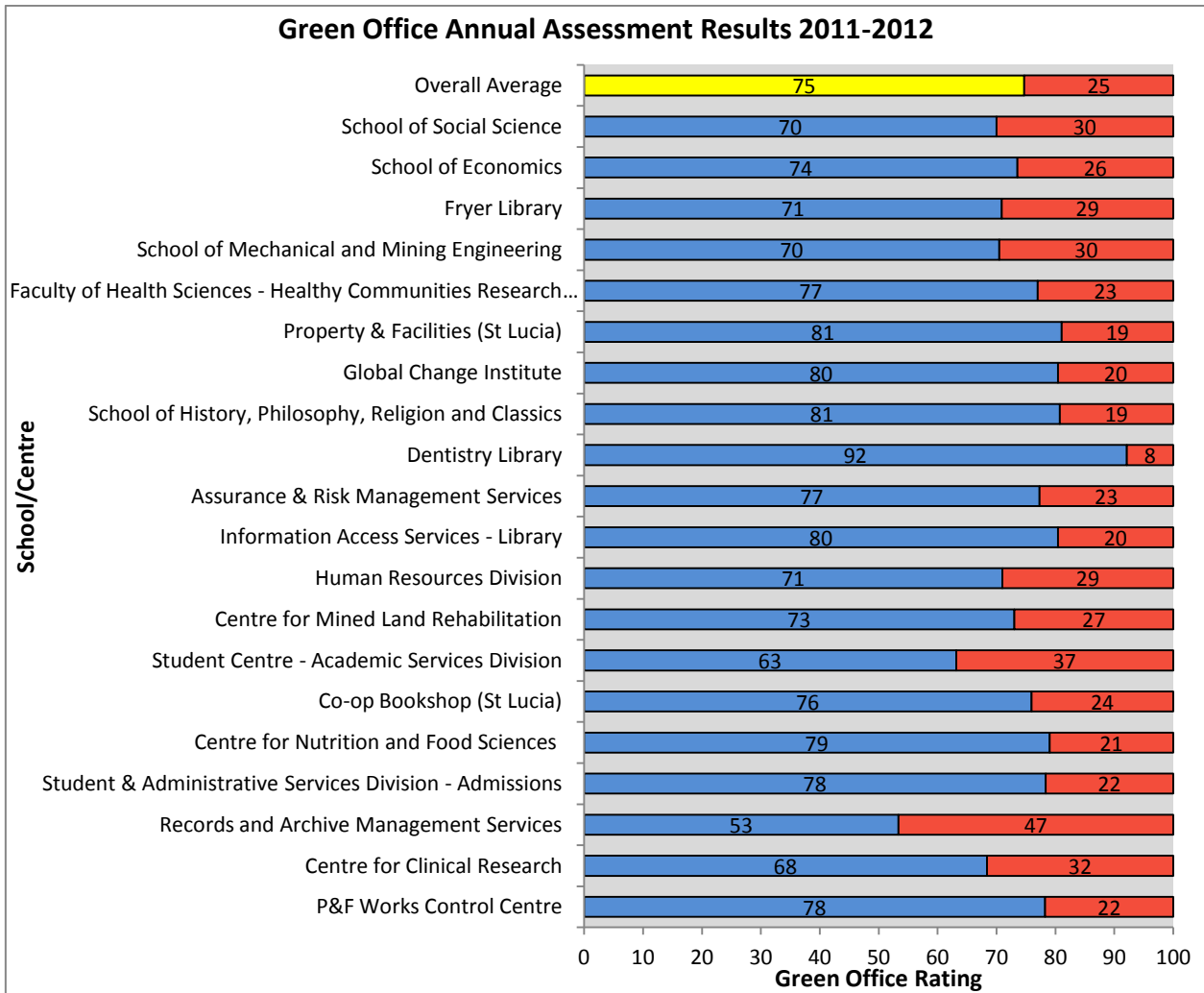


Figure 7: Overall Green Office ratings for annual assessments carried out from 2010-2011. The yellow represents the overall average for all annual assessments conducted in 2011-2012. The blue represents the rating achieved by the areas that conducted annual assessments, and the red represents opportunity for improvement.

### Conclusion

The Green Office Program encompasses a wide range of areas across all four campuses and a number of sites including PACE, Brisbane City and Indooroopilly Mine Site. During the reporting period of July 2011 to June 2012, the Green Office Program expanded from having 116 to 120 representatives throughout this year. The number of areas involved decreased from 92 to 90 areas.

The baseline assessments have demonstrated that overall environmental practices at the University of Queensland are continually improving. The baseline results for the year 2011-2012 highlight that awareness will require an increased focus, due to a decrease in score since the program's implementation in 2005. Purchasing practices is another key area that will require ongoing attention due to the consistently low scores achieved for this component.

The assessment results reveal that the Green Office program has been successful in promoting positive environmental practices, and has provided opportunity for UQ offices to conduct baseline and annual assessments to qualitatively measure performance. Annual assessment results reveal that offices participating in the program have consistently higher ratings than offices new to the program.

The Green Office Program is a great opportunity for UQ offices, centres and schools to improve office attitudes and to move towards more sustainable practices. Green Office Representatives are key stakeholders of the program, as they are responsible for encouraging fellow staff members to minimise their environmental impact at the local level. They achieve this by accessing and distributing Green Office resources, leading by example, creating initiatives and ideas, and showing continuous enthusiasm and commitment towards the environment. The work and support Green Office Representatives provide to the program is greatly appreciated by the Sustainability Office, Properties & Facilities Division.

The Green Office program is an excellent example of how small changes, such as turning off lights and recycling paper, can contribute to large scale overall improvements. The program will continue to engage university staff and encourage them to enhance their environmental practices as well as inspire others to do so.

### **Future Directions**

The Green Office program is a very important flagship in the UQ's sustainability engagement program. The program will continue to be supported in its growth and expansion within the University. As the program continues to mature, one of the challenges is to continue to engage Green Office representatives with the provision of new and interesting opportunities for learning and discovery.

In the near future, the Green Office training sessions will undergo revision and will adopt a plan-based focus, rather than the assessment-based approach that is currently used. This will help Green Office representatives identify target areas and developing plans and strategies to improve sustainability in their offices. Existing Green Office representatives who have achieved improvements in their areas will also be involved in the training sessions, providing new representatives with ideas and motivation.

The recently introduced sustainability themes will continue to be used. These themes provide Green Office representatives with ideas for running targeted sustainability promotions within their areas. Support materials and promotional prizes for office promotions will continue to be provided by the Sustainability Office to support these efforts.

The program's key objective continues to be to raise environmental awareness by engaging and inspiring the university office community. Evolution of the program will continue to focus on ensuring that Green Office representatives receive the best support in achieving this.