



## 7. PROCEDURES

WWF Green Office environmental programme has nine categories for procedures, which are 1) Execution and coordination, 2) Energy, 3) Travelling and transportation, 4) Procurements, 5) Food, 6) Waste and recycling, 7) Water, 8) Biodiversity and 9) People. Some of the categorised procedures are also part of the Green Office criteria that the university needs to fulfill in order to gain the right of use for the Green Office logo. Such criteria are:

- Appointing a Green Office contact person.
- The assembling and upkeep of a Green Office team.
- Creation and maintenance of an environmental programme.
- The choosing of indicators for the Office and defining numeral goals for them.
- Compose an internal publicity plan.
- Check and activate the energy-saving options for electronic office equipment.
- Instruct personnel to save energy, e.g. turn off monitors, computers and other devices when not in use.
- Procurement guidelines are updated and upheld.
- Follow waste legislation and recycle when possible.
- Replace disposable tableware with reusable ones.

## 7.1 Execution and coordination

### Execution and maintenance

Appointing a Green Office contact person	Appointing a Green Office contact person
The assembling and upkeep of a Green Office team	A Green Office team has been assembled and a commitment to keep it operation has been taken (a continuous procedure). The GO-team meets about 4 times a year, and key members more frequently if necessary.
The choosing of indicators for the Office and defining numeral goals for them.	Measurable indicators, the goals, have been set in autumn 2016. These are the reductions in energy (electricity/heat) and water consumption, and in the amount of combustible/landfill waste. Values of the year 2016 has been set as the baseline. All goals are revised during the updating of the programme after every three years (a continuous procedure).
Creation and maintenance of an environmental programme	An environmental programme (including principles, goals, procedures) will be created for 2017-2020. The programme will be updated after every 3 years before the Office inspection (continuous procedure). A summary of procedure progress, publicity actions and goal accomplishment will be formed with the same schedule. The initial GO-programme was composed by an environmental consultant with the support of the central team members. The GO-team will take responsibility for further updating the programme.
The environmental teams meeting frequency and the contents of the meetings are defined	The Green Office team's meetings have been scheduled both in the internal publicity plan and in the team's own yearly plan, which also includes the outline of contents for each meeting. The team meets four times a year and in addition, key members when necessary (a continuous procedure). The schedule for each year is discussed in the first meeting of that year.
Validating the environmental principles	The proposed environmental principles need to be validated, and signed by the rector and the director of administration.

## Publicity

<b>Composing an internal environmental publicity plan</b>	The internal publicity plan has been composed and is in effect during 2017–2020. The plan has been divided into two phases: acquiring the GO logo and maintaining it. The latter phase lasts from spring 2017 till spring 2020, after which the plan will be updated. This procedure is repeated every 3 years (continuous).
<b>Collecting environment related initiatives and improvement proposals from the personnel</b>	In the autumn of 2016 an environmental survey was conducted (approx. 20 questions) as part of the acquisition phase of the GO logo that resulted in 319 answers. The survey will be repeated after every 3 years (continuous procedure) for feedback and fresh ideas that could be utilised when updating the programme. Constant feedback is also collected through other channels (website/intranet/Ulapalla). Attempts will be made at strengthening staff motivation to propose environmental initiatives.
<b>Informing the public about environmental issues</b>	An environmental segment will be published on the university website and, as a continuous procedure, Green Office and other environmental subjects are shared through intranet, digital display monitors and social media (Ulapalla-channel). When the opportunity arrives and depending on the subject, other channels can also be utilised. As according to the publicity plan both students and staff will be contacted, but through different channels. Also various publicity events will be arranged for students and/or staff. During the acquisition phase of the GO logo, both shorter and longer courses will be held that discuss Green Office. Everyone will be informed of the environmental programme and its accompanying waste guide.
<b>Instructions concerning environmental issues will be developed for the Office</b>	General instructions (“green tips”) that affect the entire university and educate both students and staff to acknowledge the environmental aspect in everyday activity, will be developed.
<b>Making an external publicity plan</b>	After attaining the GO logo and its right of use, an external publicity plan will be made. The plan will be in effect till 2020, after which it will be updated together with the internal publicity plan, in accordance with the 3 year cycle.
<b>Sharing real time consumption data for the user base</b>	The university’s consumption data (e.g. power/heat/water/ carbon footprint) will be shared on the display monitors that will be installed in the university; one to the entrance of the F department, another to the main entrance (A–E departments). This arrangement should also be reflected in the contents of the shared information. Later on, shared information is intended to be visualised, for example, with animations, at which point students are encouraged to participate in the designing process.

## Education and motivation

<b>Sharing environmental information in office meetings and other suitable events</b>	During the acquisition phase of the Green Office logo, coffee room info sessions/lessons are held for the staff that educate of Green Office and environmental related topics as well as collect feedback and ideas for improvements. After attaining the logo, the GO contact persons share information either by e-mail or in unit/faculty meetings. The central team members will compile brief info packages for the contact people to resort to while sharing information.
<b>Sharing Green Office tips for the Office personnel</b>	Green Office themed information will be placed in the intranet and, when possible or necessary, WWF’s Green Office newsletter could be relayed to staff and students. When sharing tips, WWF’s own material will be central, yet original brochures, ads etc. will be in use. The display monitors will be utilised heavily in everyday communication. These procedures are continuous.
<b>Organising an environment themed educational event</b>	An environment themed seminar open to both students and staff will be organised (annually if possible). The student union and the faculties are expected to cooperate with the arrangements.
<b>Sharing environmental information during the Riemupiiirakka event</b>	Green Office and environment themed info sessions/lessons are to be held during the Riemupiiirakka -event, organised by the Student Union of the University of Lapland for the board members of each student association. The event is held every spring and autumn. The procedure is continuous.



## 7.2 Energy

### The Office building

Revising the state and settings of the Office's heating and air conditioning systems.	During maintenance the air conditioning (machines and system) is modernised and automated to increase energy efficiency. The entire heating system will be cleaned and adjusted to correspond to the needs of each segment of the building. The heat exchangers will be replaced in summer 2017. The procedures are partially continuous.
Optimising the settings for air conditioning according to working hours	The running times of the air conditioning will be optimised according to the hours of use in each facility (user feedback and the type and time of facility usage are monitored actively). Carbon dioxide sensor are installed to control the need of air conditioning. The procedures are partially continuous.
Energy efficiency is stressed during maintenance	Energy efficient decisions and changes are done during facility maintenance. The procedure is continuous.

### Lighting

Timers and/or motion sensor will be installed for lighting control	Changes will be made to the control schemes of corridor and entrance lighting (light and motion sensors, and the integration into the building automation system). 1st floor ready, 2nd floor in summer 2017 (A-E departments). The F department is already updated.
Optimising Office lighting to stay on only during work time	Corridor and entrance lighting will be optimised. The office, class room and bathroom facilities are kept under manual control. The F department is already equipped with sensors (=optimised).
Reminding personnel to switch off lights when not needed	A contest could be arranged for students to come up with ideas for, for example, to "turn off the lights" stickers. The winning sticker will be used in public spaces (class rooms, toilets) to remind staff/students to switch off the lights. A reminder will also be included in the general instructions (green tips). In addition light usage can be brought up during campaigns and other events (Earth Hour or Energy-Savings Week).

Replacing fluorescent / incandescent lamps with energy efficient replacements	During indoor lamp maintenance old lamps are replaced with LEDs (LAY). Outdoor lights have already been converted (SYK). A procedure for the time being until all lamps have been updated.
Participating in the Earth hour event	Participating in the Earth Hour event (continuous procedure). When possible the event could be connected to a university campaign or happening.
Participating in the Energy Savings Week	Participating in the Energy-Savings Week (continuous procedure). When possible the event could be connected to a university campaign or happening.

### Office appliances

Revising and activating energy-saving settings in electronic office appliances.	The energy-saving settings on computers in particular, as well as those on all-in-one-printers and other electronic appliances, need to be checked and, if not already in use, activated.
Instructing the personnel to save energy and turn off idle monitors, computers and other devices	Energy-saving is included in the general instructions (green tips) of the environmental programme, and they are publicly available through the intranet and university website. The staff and students will gain additional guidance during spring 2017.
Replacing desktop computers with laptops during appliance upgrades.	Computers have a life cycle of approximately 5 years. All desktop computers will be switched to laptops when the need of a replacement occurs, if it is possible. The procedure is executed until every desktop computer is decommissioned.
Instructing the personnel to save energy and turn off idle monitors, computers and other devices	As a continuous procedure, staff and students are reminded of the tips in the environmental programme, which are brought up, for example, during various campaigns.
Maintaining the appliances and developing the skill levels of the personnel	Guides and training will be provided for e.g. printing or using digital systems and signatures, as a method to reduce paper consumption and limit the use of printing machines.

## 7.3 Travelling and transportation

### Business travels

Planning a travel initiative	An initiative will be presented to the travel management for economic travelling. Train transportation is preferred to flying.
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### Commuting/car pooling

Encouraging the personnel to commute by cycling	The benefits of commuting by cycling are emphasised, for example, via publicity. Regular checks need to be made to ensure that there are enough bike parking spots and locker rooms to enable cycling as a choice of commuting. Improvement proposals for cycling are taken into consideration during the environment survey conducted after every 3 years.
Developing and realising a policy to increase remote work and improve home offices	Working remotely is possible with the superior's permission. The guidelines will be upheld and improved. The possibility of remote work is also secured by providing technical support. A continuous procedure.

## 7.4 Procurement

### Procurement guidelines

Developing and upholding guidelines for procurements	General procurement guidelines and small purchase procedures exist and are updated when necessary. Acknowledging an environmental perspective will be added to the guidelines. The current suppliers and service providers (Amica, Lovisa, SOL, ISS, Lapin Systema Oy) have been contacted, and the eco-friendliness of their products and services has been discussed for determining the best possible option. Also the University Print has been approached.
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### Office supplies

Office supplies that are certified as environmentally friendly or are produced from recycled materials are preferred	Lapin Systema Oy is the supplier for office supplies. The current range of products is revised and modified to be eco-friendlier. When possible, pre-existing products will be replaced with similar type of products that are certified as environmentally friendly.
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### Paper

Developing a recycling system for books, magazines, reports etc. to avoid unnecessary copies	A trade spot for books and magazines will be realised and the students and staff will be informed of it. An old, out of commission bookshelf will function as the trade spot.
The personnel will be instructed in saving paper and they will be given tips for utilising a digital working environment	Double-sided printing is the preferred default setting. Enforcing this practice requires a great deal of publicity. The ICT Services will produce the instructions for one-/double-sided printing, so that anyone can change their settings.

### Furniture

Office furniture will be recycled when they become obsolete	A collection point will be arranged for obsolete furniture. From there students and staff members can recover the items they want for their own use, free of charge. The facility service personnel with help from the GO team manage the collecting of furniture and keeping the point tidy. Methods that enable the most efficient recycling of furniture/appliances/other items are in development.
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### Building management / other service providers

The service providers need to be negotiated with in order to plan the most environmentally sound forms of services	The university's service providers (Amica, Lovisa, SOL, ISS, Lapin Systema Oy) and their products/services have been screened during the acquisition phase of the Green Office logo. Eco-friendliness has been improved when possible, for example by figuring out ways to decrease the use of disposable cups in the restaurant.
Decreasing the use of garbage bags	Garbage bags are intended to be emptied during cleaning and placed back for reuse. The personnel will be instructed, for example, to throw food waste into the break room bins, so that the bags in the Office wouldn't need constant changing.

## 7.5 Food

### Food

Applying for the Fairtrade University status	Supporting Fairtrade will be continued by applying for the Fairtrade University status. Required actions would include among others participating in the Fairtrade Week and abiding to the criteria set by Fairtrade. The project is endorsed by the GO team, which comprises both staff and student members. The Student Union will plan a strategy to advance Fairtrade support in the university, and also take charge for applying for the Fairtrade University status and undertake necessary reporting.
Organising events/campaigns to increase food knowledge	Together with the GO team, the restaurants regularly organise events/campaigns about biowaste monitoring, food loss, Fairtrade, ethical choices etc.
Promoting a vegetable diet and alternatives for dairy products	Keeping a vegetarian option on the menu (Petronella/Felli) and offering a salad option as a meal (Lovisa). Alternatives for dairy products are taken into consideration, for example, as coffee milk or snacks (yoghurt etc.).

## 7.6 Waste and recycling

### Material usage and waste production

Replacing disposable tableware with reusable ones.	The disposable tableware in staff quarters/events will be replaced with reusable ones. People will be encouraged to choose reusable cups in the restaurants, in order to decrease the usage of disposable cups.
Products that are environmentally friendly and use less packaging material are preferred, as well as bulk purchasing.	These matters will be discussed with the suppliers. Office supply orders are already concentrated.

## Sorting and recycling

Waste legislation will be followed and recycling will be exercised when possible	Recycling instructions, which abide the waste disposal regulations of Rovaniemi, will be composed and made publicly available (e.g. intranet), and the GO team updates them when necessary. The instructions will also acknowledge hazardous waste, and as so, the people in charge for managing hazardous waste will participate both during the composing and updating of the instructions.
Appropriate recycling bins will be provided for different waste types	The university corridors will be equipped with sorters for improved recycling. The possibilities to sort different waste types will also be improved in staff break rooms. User feedback will be gathered to evaluate whether the amount of outdoor waste sheds is sufficient.
Appropriate recycling/disposal of hazardous or electronic waste.	Managing hazardous waste will be included in the recycling instructions. Both hazardous and electronic waste need to be handled appropriately. Electronic waste is mainly managed by the IT. Hazardous material can be produced, for example, in the Faculty of Art, where teachers supervise the handling of hazardous waste during the courses they hold. The instructions will be combined with the work safety regulations.
Providing guidance near the recycling points and/or otherwise available for the personnel	Appropriate signs for different waste types will be provided for sorters, break rooms and outdoor waste sheds. In addition, publicly available (for example via intranet) instructions will be composed. These instructions can be restated when publishing waste information or during relevant campaigns. The GO team updates the instructions when necessary.
Monitoring the quality of restaurant biowaste	Actions will be taken to improve the quality of biowaste produced in restaurants and when returning dishes. All unsuitable trash need to be separated from the actual biowaste, in order to classify the accumulated waste as biowaste and enable the use of biodegradable bags. To fix the problem, more effort needs to be put into instructing and informing restaurant customers about biowaste. The procedure is continuous.
Collecting winter clothing and tableware for new exchange students	Winter clothing and tableware will be collected for the exchange students that arrive in the beginning of the year. The collection will be organised in a pop-up fashion and in cooperation with the university's Internationalisation Services, who distributes the clothes and tableware to the exchange students.
Arranging a collection point for art materials	A collection point will be arranged for materials (such as newspapers) that could be utilised during the courses held in the Faculty of Art or in student projects. The collection point will be placed in the Faculty of Art, whose personnel will also be in charge of its management. The university will provide the shelf space. Brief instructions will be provided for the use of the collection point.





# 7.7 Water

## Water

Appliances that conserve water are preferred during repairs	A commitment will be made that during repairs, water fixtures (toilets, faucets, showers etc.) that conserve water are a priority replacement option.
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# 7.8 Biodiversity

## Biodiversity

MSC or ASC certified fish products are preferred	The restaurants are following WWF’s recommendations for fish procurements and do not prepare endangered species listed on the seafood Red List.
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# 7.9 People

## People

Monitoring Office air quality	Office air quality will be monitored after maintenance. Inspections are conducted after 3 months, a year and 5 years.
Monitoring Office temperatures	Office temperatures will be monitored after maintenance. Inspections are conducted after 3 months, a year and 5 years.
Providing the personnel with a feedback channel that can be used to express a wish or submit suggestions, initiatives etc.	A feedback channel will be created on the intranet and on the university website that enables the staff/students to submit initiatives or feedback. Also other parties can submit environmental questions via the website. The feedback will be directed to the organisation’s email address (greenoffice@ulapland.fi). A survey has been conducted during the acquisition phase of the Green Office logo, and each facility has been visited and informed of Green Office, providing possibilities to give feedback.
Conducting an environmental survey	An environmental survey will be conducted once every three years in the autumn prior to the WWF Office inspection. The survey will be used to collect feedback about environmental issues and to review the consumption behaviour of the staff and students. The answers will be composed into a brief report that will be made publicly available through the intranet. The procedure is continuous.
Annually participating in one exercise campaign/ event	The project will participate in a singular exercise event (e.g. Women’s Fun Run) or campaign (e.g. the exercise campaign of the city of Rovaniemi, a milerun). The personnel will be encouraged to choose everyday actions that invoke exercise.





## 8. MONITORING AND REPORTING

The Green Office team functions as the enforcer of the Green Office procedures, and therefore is also responsible for maintaining constant improvement efforts. The team meets regularly to secure the continuation of the project and to propel forward its operations. The meeting recurrence is set beforehand, and is dictated by the spring and autumn terms, which also determine the occurrence of university campaigns and events.

The key team formed by the key members is in charge of the university's own monitoring activity and of reporting Green Office information to WWF. The key team is also responsible for collecting consumption data and sharing it, for example, via the display monitors that will be installed in the university lobbies. In addition to consumption data, users can follow how the consumption rate is trending.

The indicators define which consumption data will be reported to WWF. The goals for reducing consumption are set for three years, after which new goals will be defined. Furthermore the completed procedures that comprise the University of Lapland's environmental programme are reported to the WWF through the extranet (Compass). After every three years the procedures and goals are updated and published for the university staff and students. The programme will also be published on the university website and on the intranet.

When updating the programme, a report will be composed of the environmental procedures and their results covering each three year cycle. This includes relevant consumption data. If possible, the results of the regularly conducted environmental survey will be attached to the report, but they can also be comprised separately.