



Climate Action  
**Accelerator**

TOOLKIT

# GOOD OFFICE PRACTICES



September 2024 – version 1.2



## About the Climate Action Accelerator

The Climate Action Accelerator is a Geneva-based not-for-profit initiative created in 2020 with the aim of leveraging a critical mass of high human impact organisations in order to scale up climate solutions, contribute to greater resilience, and ultimately limit global warming to well below 2°C in order to avoid adverse impacts on communities around the world. Its overall goal is to help shift the aid, health and higher education sectors towards a radical transformation of their practices, halving greenhouse gas (GHG) emissions by 2030 on a 'net zero' trajectory in line with the Paris Agreement, and transitioning to low-carbon, resilient, sustainable models.

## Acknowledgements

This toolkit was produced by Margot van Eijkern and Sonja Schmid (Climate Action Accelerator).

The toolkit also builds on implementation projects from the climate and environmental roadmaps of Climate Action Accelerator partners. We are grateful for their commitment and for the wealth of knowledge and experience developed through their collaboration.

It was edited by Macarena Castro (Communications Officer).

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# INTRODUCTION

## Why implementing good environmental office practices?

Good environmental office practices consist of actions that are immediately visible to staff and that they experience on a daily basis. Reducing the environmental impact at the office is crucial in order to align office practices with the ambition from an organisation's climate and environmental roadmap and to "bring the roadmap to life" for all staff. They also help shape the image of an organisation, both internally, as well as for partners and visitors.

Whilst office practices may not be a major contributor to an organisation's footprint, addressing their impacts is nevertheless important. It is key to note that good environmental office practices can in no case replace a climate and environmental roadmap, they are just a part of it.

## Prioritisation

The number of actions that can be taken to reduce the climate and environmental impact of offices can feel overwhelming. It is therefore crucial to focus both on actions with a high impact as well as actions that are very visible for staff (e.g. recycling bins). In general, key areas to address include commuting, office procurement, catering/canteen, waste management (incl. banning single-use plastic), and energy consumption. To further guide the implementation, priority actions are highlighted for each solution area in the table of solutions.

Beyond improving the current office set-up, organisations should also think a step further and question if the office size is adapted to their needs, if the office location facilitates soft mobility for the staff commute, or if a change in facility management service providers is needed to unblock certain actions.

## Structure of the toolkit

In the first part, a step-by-step process on how to implement good office practices is provided, including taking stock, developing an internal office practices policy and creating staff buy-in. In the second part, a list of priority and further actions is provided. Additional resources are listed in part three.





## Target audience and users

The toolkit is designed to support organisations with hands-on advice on how to improve environmental office practices. It is geared towards environmental coordinators or facility managers that are adapting ways of working, processes, and policies.

## Feedback

The toolkits are living documents. We encourage users to provide feedback and to contribute with good practices from their organisation. Please get in touch with us: [contact@climateactionaccelerator.org](mailto:contact@climateactionaccelerator.org).





# OVERVIEW OF THE TOOLKIT COMPONENTS

## PART I: IMPLEMENTATION

### Step 1: Take stock

- Stock-taking checklist
- Employee survey

### Step 2: Develop a good office practice policy

- Template Good office practice policy

### Step 3: Get started

- Exemplary actions to implement first

### Step 4: Create internal buy-in

- List of awareness-raising resources



## **PART II: SOLUTIONS LIST**

Solutions to implement good environmental office practices

- Commuting
- Energy consumption
- Office procurement
- Catering/Canteen
- Single-use plastic

- Waste
- Digital practices
- Water
- Biodiversity

## **PART III: ADDITIONAL RESOURCES**

- Factsheet on individual actions
- Awareness-raising posters, stickers
- Checklist when changing the office



# I. IMPLEMENTATION

## STEP 1: TAKE STOCK

**Aim:** Understand which good office practices have already been implemented. Get an understanding of staff awareness and buy-in as well as potential blocking points.

### Tools:

- [Stock-taking checklist](#)
- [Exemplary employee / commuting survey](#)

### Actions:

1. **Identify existing initiatives to reduce the climate and environmental impact at the office**
  - a. Use and potentially adapt the provided checklist. Define which areas you consider as part of “good office practices” and which are out of scope.
  - b. Engage with relevant internal departments and, if in place, any employee-led initiative to green office practices.
  - c. Leverage the employee survey (below) to fill gaps.
2. **Perform an employee survey**
  - a. Get permission and buy-in from management to conduct the survey.
  - b. Adapt the provided exemplary employee survey to your organisation.
  - c. Check if a commuting survey has already been performed. If not, include it in close collaboration with the department responsible for the carbon footprint.
  - d. Check with the department responsible for performing the carbon footprint if they require any further survey feedback from employees.
  - e. Involve and align with HR and other relevant internal stakeholders.

### Outputs:

- A document outlining existing initiatives per solution area



## STEP 2: DEVELOP A GOOD OFFICE PRACTICE POLICY

**Aim:** An internal policy sets a framework for actions to improve good office practices. The development of such a document is also an ideal opportunity to raise staff awareness by making it a participative exercise.

### Tools:

- [Template – good office practice policy](#)
- [Solution list – Good office practices](#)

### Actions:

#### 1. Decide on the scope

- a. Decide if the policy should only cover actions at an organisational level, or also include individual actions staff can take. It is recommended that the policy focuses on organisational-wide actions.
- b. Decide if there will be one policy for the whole organisation, or if an adapted version for field offices will be developed and by whom.

#### 2. Define actions and draft the policy

- a. Use the list of solutions and the survey results as a starting point.
- b. Engage with the carbon accounting team and any internal stakeholders (e.g. sponsors, employee-led green teams, facility management etc.) to finalise the list of priority actions and get buy-in.
- c. Add or prioritise areas that have the highest impact for your specific organisation.
- d. Prioritise organisation-wide measures over voluntary individual actions.
- e. Verify with field teams if and how the list of priority actions needs to be adapted to field contexts.

#### 3. Engage staff in the development process

- a. In collaboration with the (internal) communication team, think about how to best engage staff in the process (e.g. an in-person workshop, an online survey, asking staff to add ideas to a whiteboard in a common area, etc.)





#### 4. Secure a commitment from leadership to support and champion good office practices

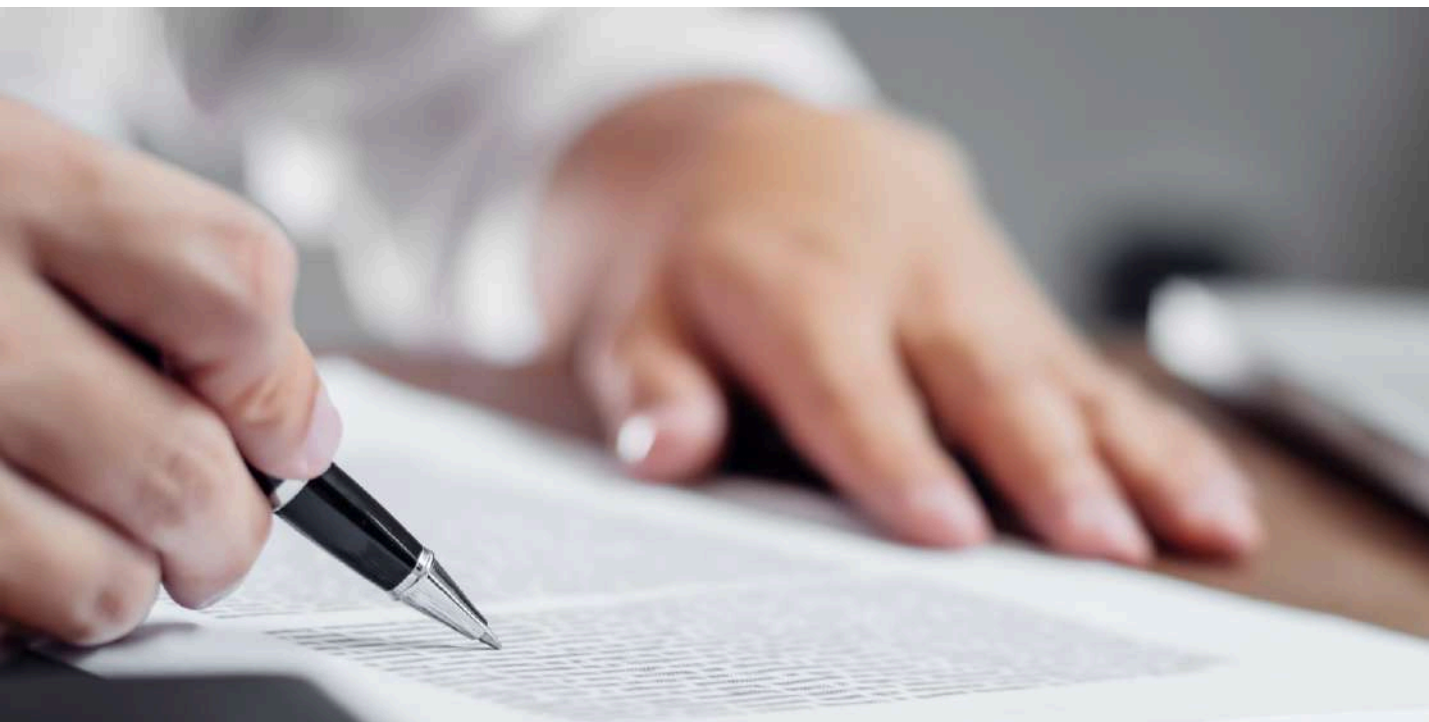
- a. Present and have the good office practices approved by leadership.
- b. Sensitise management about the important role they play in leading by example.

#### 5. Ensure follow-up and communication

- a. Involve the communication team to ensure information about the guidance/measures is distributed in the organisation following the initial approval, and on an ongoing basis.

#### Outputs:

- A good office practice policy that has been developed with input from staff and that is distributed widely in the organisation.
- First buy-in and awareness raising for all staff supported by the participative process.





## STEP 3: GET STARTED

**Aim:** Start implementing first actions as soon as possible.

**Tools:**

- [Exemplary actions to implement first](#)

**Actions:**

1. **Define a list of solutions to implement first**
  - a. Based on your organisation's policy and the provided exemplary actions to implement first, make a list of solutions to get started with the implementation.
2. **Prepare an implementation plan for the remaining ones**
  - a. Prepare a timeline for the implementation of the remaining solutions.

**Outputs:**

- Employees see that action is being taken, thereby creating trust in the organisation's ability to change practices and motivation to act further.





## STEP 4: CREATE INTERNAL BUY-IN

**Aim:** Staff understands why certain actions are taken and supports them.

**Tools:**

- [Selection of facts & figures](#)

**Actions:**

**1. Form a green team**

- a. Establish a team of employees from different departments who are passionate about environmental sustainability.
- b. Assign responsibilities and empower them.
- c. See [here](#) for further guidance to set up a green team.

**2. Educate and raise awareness**

- a. Hold training sessions and workshops about which steps the organisation takes and how they can contribute.
- b. Put up awareness-raising posters and stickers in the office (e.g. for waste sorting, energy/water saving, switching off lights, etc.)
- c. Share success stories, internal and external.

**3. Put in place incentives and celebrate successes**

- a. Incentivise employees to reduce their impact, e.g. through monthly eco-challenges such as challenging the office to go a month without plastic cutlery and reward those who comply; bike to work days, etc.
- b. Engage in green initiatives (No Mow May, Earth Hour, Earth Day) and share your achievements and efforts in reducing your carbon footprint.
- c. Think about how your organisation could celebrate successes, in line with your organisational culture, e.g. through awards.

**4. Ask for feedback**

- a. Regularly ask employees to provide feedback to identify areas for further improvement.
- b. Leverage employee surveys.

**Outputs:**

- A list of priority actions to implement, adapted to your organisation



## Solutions list | Good office practices



### Priority actions

- Allow and encourage remote working and home office days, notably for HQ.
- Ensure relevant IT equipment and support is available.
- Choose premises close to public transport.
- Provide financial incentives to encourage soft mobility, notably by covering at least 50% of public transport fees for employees.
- Install electric charging station (where relevant)

### Reduce commuting through home working

- Provide incentives for staff to work from home, e.g. contribute to home internet bills, coworking space memberships.

### Encourage and incentivise staff to switch to low-emission mobility

- Charge for the use of parking, apply an SUV-free parking policy and reserve parking spots for car-poolers and car sharers.
- Be flexible or adapt working hours to the arrival times of trains.
- Ease usage of bicycle with adapted facilities: install secure and covered bicycle parking, provide basic bike maintenance kit at the office (pump, patches) bicycle parking, and provide changing rooms and showers.
- Facilitate bicycle rentals or acquisition for employees (acquired by the organisation, rented or contracted with an external partner, or through lease contracts).
- Encourage the municipality to offer public transport, install bike-friendly infrastructure (paths, parking, bike-friendly trains) and charging stations for electric cars (where relevant).
- Organise a bike to work day.

### Reduce the impact of individual vehicles

- Encourage carpooling, e.g. by setting up an internal carpooling system, by joining forces with other organisations, or by paying a share of the subscription to a carpooling or carsharing service.
- Remove existing financial incentives favouring the use of private vehicles (e.g. mileage allowances).
- Install and tire inflation stations, which are beneficial for fuel efficiency.

**Priority actions**

- Assess the size of the office space and ensure it is adapted to the needs of the organisation. Consider the impact of increased home working and put in place desk sharing to reduce occupied space.
- Use alternative air conditioning equipment with a lower consumption, e.g. use air coolers, fans, AC inverters.
- Subscribe to a low-carbon energy provider for offices and facilities.
- Set temperature standards: air-conditioning temperature at 26°C maximum and heating temperature at 19°C for occupied rooms, 16°C when not occupied, 8°C if the premises are unoccupied for more than two days. Combine with awareness-raising measures on the impact of the measure and implement progressively, if needed.
- Switch to equipment and lighting with the highest energy efficiency rating (computers, monitors, printers, air-conditioners, fridges, LED lighting, etc)
- Activate energy-saving features of electrical equipment

**Manage temperature standards**

- Use timers and temperature sensors to control heating and air-conditioning.
- Program the temperature of water heaters between 50 °C and 55 °C.
- Do not exceed a 6°C indoor/outdoor temperature difference.

**Use efficient and energy-saving equipment**

- Install energy monitoring devices.
- Install automated regulation devices such as motion detectors for lighting, automatic switch-off systems at night and during weekends, as well as thermostats.
- Use energy efficient computers, monitors, and printers and ensure they are all turning automatically into battery-saving mode / shut down when not in use for a certain amount of time.
- Maintain boilers in accordance with the manufacturer's instructions – a well-maintained boiler can reduce heating costs by up to 10%.[1]
- Use natural light, whenever possible
- Consider whole-life costs when buying equipment. More efficient equipment is often more expensive at purchase, but has lower running costs.

**Use renewable energy**

- Produce renewable energy (photovoltaic, thermal solar, small hydraulic, small wind turbines) using in-house expertise or external partnerships.
- Use renewable energy for heat production (e.g. solar thermal water heaters).

**Incite individual behaviour change**

- Sensitise staff to support the organisation-wide measures by individual behaviour change.
- Leverage internal communication
- Ensure management leads by example
- Use posters and "turn it off" stickers
- Use awards, competitions, gamification

[1] [https://www.sustainabilityexchange.ac.uk/files/green\\_office\\_guide\\_1.pdf](https://www.sustainabilityexchange.ac.uk/files/green_office_guide_1.pdf)





## Office procurement

### Priority actions

- Do not automatically renew equipment after a certain amount of time and repair before buying new.
- Avoid plastic-based office stationary.
- Put in place environmental purchasing criteria.
- Do not automatically renew contracts with service providers and seize the opportunity to integrate environmental clauses in new contracts.

### Make the best use of resources

- Use the logic: refuse, reduce, repair, reuse, recycle.
- Monitor stationary orders by department
- Do not make marketing / communication material event-specific

### Seek out alternatives

- Do not buy plastic water bottles. Provide water coolers that use tap water and install high-quality water filters, when needed.
- Opt for reconditioned toner and ink cartridges
- Buy long-lasting stationery, avoid plastic
- Do not buy single-use cups and cutlery. Provide reusable crockery and provide a space for cleaning.
- Prefer items with reduced packaging, buy in bulk, when possible.
- Buy a coffee machine that uses grains or powder, not capsules (even if they are marketed as recyclable or bio-degradable).

### Put in place environmental criteria

- Buy recycled or eco-labelled (FSC/PEFC) paper
- Buy eco-labelled cleaning products
- Buy eco-labelled/Fairtrade coffee and tea
- Buy coffee and tea in bulk




## Catering/Canteen

### Priority actions

- Increase plant-based options and reduce animal-based proteins
- Reduce food waste through detailed planning. Donate leftover food.
- Work with caterers that provide re-usable containers, cups, and cutlery

### Ban single-use plastic

- Prefer organic, local, and seasonal food
- Buy certified seafood (ASC, MSC, all other labels recognised by the [Global Sustainable Seafood Initiative](#)).
- Prefer caterers that reduce energy consumption in the kitchen, use renewable energy, optimise transport routes and use electric vehicles



## Single-use plastic

### Ban single-use plastic

- Ban single-use items, notably plastic, from premises, incl. cups, cutlery, mugs, water bottles.
- Provide reusable containers, bottles, mugs (incl. in the canteen) and provide a kitchen or dedicated space for cleaning them.
- Provide a water fountain or, depending on the context, water filters to ensure good quality drinking water is made available.



## Waste

### Priority actions

- Reduce waste at the office.
- Ensure office waste is properly sorted, collected, recycled and treated.

### Monitor waste and track progress

- Monitor paper consumption and waste generation, e.g. monthly through invoices or data from recycling service providers.
- Track progress over time

### Avoid and reduce waste

- Promote reuse and donations
- Ban single-use plastic items
- Reduce paper use by introducing a maximum printing quota per employee, by requiring a manual start of the printing job at the printer, setting printers per default to print double-sided and in black and white and by using scrap paper for drafts.
- Ask staff to hand unused stationary and re-use it. This can be done as part of an awareness-raising activity.
- Avoid food waste in the canteen and donate left-over food to food banks

### Sort, collect and recycle waste

- Place clearly labelled bins for paper, plastics, glass, and metals in convenient locations.
- Ensure the cleaning services provider is properly briefed
- Compost organic waste, partner with local composting services
- Ensure proper e-waste recycling by working with certified e-waste recyclers
- Work with local recycling companies to ensure efficient collection and recycling

## Digital practices

### Priority actions

- Limit the number of devices per staff and mutualise devices in flex offices.
- Maintain devices regularly (hardware and software) to increase lifespan
- Purchase preferentially re-conditioned and easily repairable equipment.
- Choose equipment certified with an eco-label (e.g. EU ecolabel, Blue Angel, TCO, Energy Star, EPEAT).
- Reduce the volume of stored data.

### Reduce the impact of digital equipment

- Dispose of non-reusable equipment in e-waste recycling or treatment companies.
- Select equipment with long-term software updates.
- Favor suppliers with a take-back scheme.

### Improve digital practices

- Clean up email and digital storage regularly.
- Introduce quotas for the volume of staff mailboxes. Raise awareness to limit the "reply to all" and over-using the "cc" and "cci"
- Change search browsers to alternative options such as [Ecosia](#), [Ecogine](#), [Ecosearch](#), [Lilo](#).
- Maintain devices regularly to optimise performance (batteries, hardware, software). Use protective cases and clean equipment regularly. Uninstall unused software.



## Water

### Priority actions

- Save water, e.g. for car washes or in toilets, e.g. by using volume adjusters.
- Use tap aerators and flow restrictions, they can reduce water use by up to 70%<sup>[2]</sup>
- Check water pressure and reduce when needed.

### Save water

- Use taps with infrared hand sensors
- Where relevant, use drip irrigation to water outside plants
- Retrofit flush devices, e.g. a variable flush or siphon mechanism
- Buy water efficient equipment, e.g. dishwashers
- Fix leaks
- Collect rainwater by installing water butts or rainwater recycling systems



## Biodiversity

### Prioritary actions

- Provide and enlarge green spaces around the office. Plant various, endemic, and climate-resilient trees and vegetation, including honey plants. Plant them wisely to make shade.
- Provide proper outside disposal infrastructure for waste (ie. garbage cans for cigarette butts).
- Procure greener (see details below). Buy pesticide-free and chemical-free products, notably organic food.
- Ban single-use items and avoid plastic packaging as much as possible by reducing packaging and switching to alternative materials.

### Protect local biodiversity

- Use eco-friendly maintenance practices to protect green areas, e.g. use rainwater irrigation, natural fertilisers like compost to increase the number of vital microorganisms in the soil, and natural pesticides and herbicides.
- Limit lawn mowing to avoid habitat destruction of organisms living in the ground and leave twigs and leaf piles.
- Create welcoming areas for local fauna through the installation of artificial hives, nests, shelters, perches, and food stations to attract wildlife and crucial pollinators, integrating native and seasonal plants. Prevent habitat fragmentation to maintain ecological continuity.
- Create roof gardens and living walls using native and resilient species.
- Compost food and waste from dry toilets; ensure separate composting.
- Procure greener. Avoid products with high risks of adverse climate and environmental impacts (deforestation, over-fishing) such as fish, meat, palm, or soy oil. Implement environmental specifications. Privilege products with an eco-label: Palm oil certified by the Roundtable of Sustainable Palm Oil (RSPO), seafood certifications that are recognised by the Global Sustainable Seafood Initiative (GSSI), such as MSC (Marine Stewardship Council) and ASC (Aquaculture Stewardship Council).
- Choose biodiversity-related volunteering opportunities and team building days

[2] [https://www.sustainabilityexchange.ac.uk/files/green\\_office\\_guide\\_1.pdf](https://www.sustainabilityexchange.ac.uk/files/green_office_guide_1.pdf)



## Monitoring

### Measure resource use and waste and track progress

- Measure paper and stationary use, solid waste levels and water and energy use.
- Use invoices, data from service providers or meter readings for data collection
- Monitor at least monthly to facilitate data collection

## Going further



### Digital

The IT department can take steps that go beyond good office practices to reduce the impact of digital equipment and digital practices.

- See [factsheets](#) on digital equipment and digital practices for further information.



### Green events & meetings

Events and meetings are a great occasion to showcase that an organisation is actively reducing its climate and environmental impact.

- See factsheet "[Green events](#)" for further information.



### Buildings

Many more actions can be taken to reduce the impact of buildings, that go beyond good office practices, such as isolating buildings, using the best possible solution for the roof (white, green roof, solar panels, etc.).

- See factsheets on "[Construction & Renovation](#)"
- See webinar "[White, green or double roof – What roofing options to reduce energy consumption?](#)"





## Additional resources

### CAA Factsheet on individual actions

- The [factsheet on individual actions](#) provides guidance on how to enhance good environmental office practices through individual staff actions.

### Awareness-raising posters, stickers

- [Posters and stickers](#) to remind staff to switch off lights (in case motion detectors are not installed yet).



### Checklist when changing the office

#### Office size

- Is the space adapted to the needs of the organisation? Can it be reduced?
- Can the office space be easily adapted, if needed?

#### Commuting

- Is the office location close to public transport?
- Are charging stations for electric vehicles available?
- Are necessary amenities available at a walking distance from the office?

#### Energy consumption

- Is energy-efficiency lighting in place or can easily be set up (ie. LED, motion sensors)?
- Does the space enhance and maximise natural lighting?
- Is electricity provided by a low-carbon energy provider?
- How is the office heated?

#### Building

- Does the building have any environmental certifications?
- Is there external insulation? Can reflective films or solar shades be installed on windows?

#### Canteen

- What is the share of plant-based options?
- Which actions are taken to reduce food waste?







## Waste

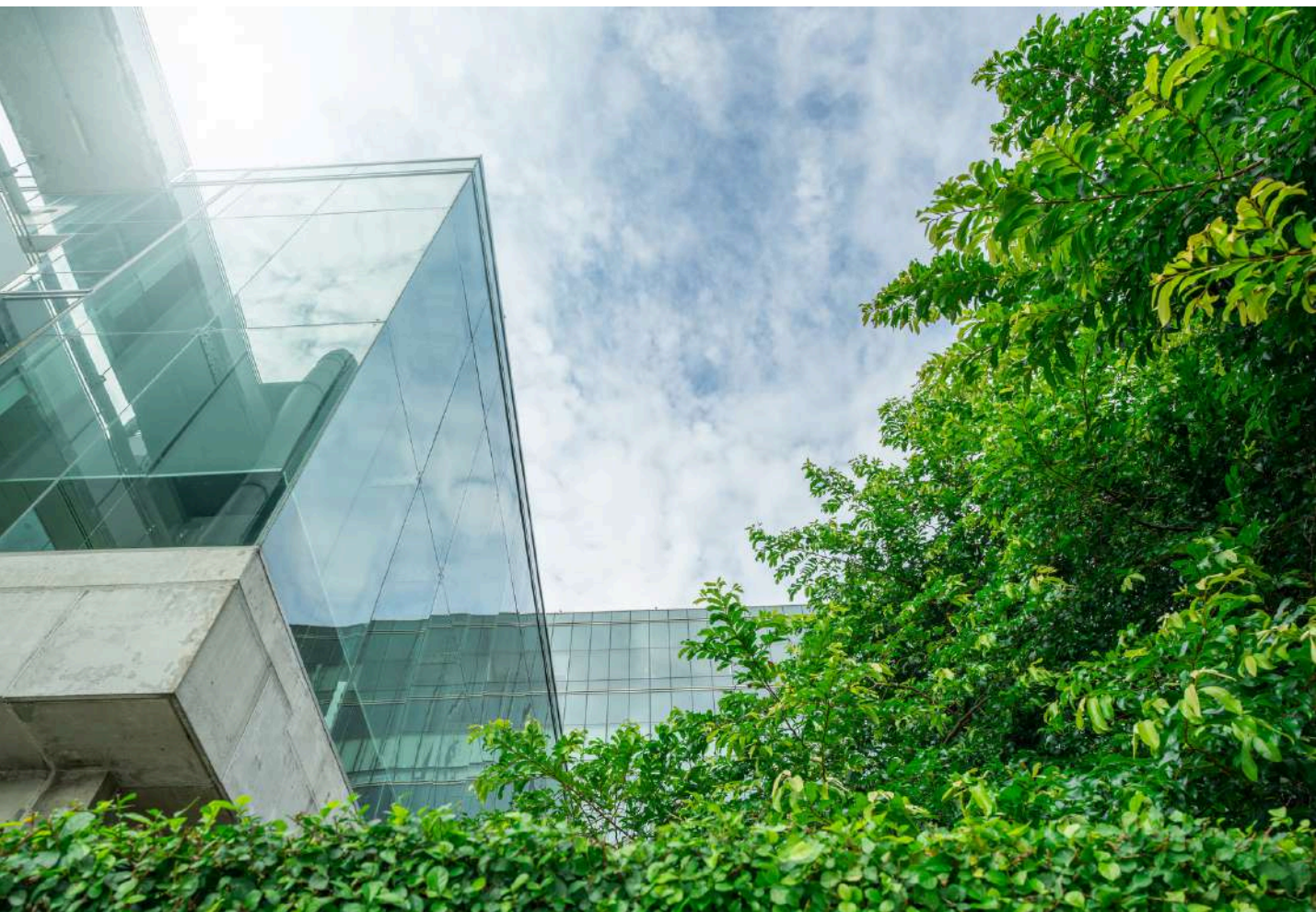
- How is waste sorted and recycled?
- Are composting systems and facilities available nearby to dispose of the office's organic waste?

## Water

- Are there or can water-efficient appliances (ie. Water-saving tap aerators and water sensors) be installed?

## Biodiversity

- Are there green spaces around the office, and can more be installed in or around the building?
- Are there rainwater harvesting systems installed for non-potable uses?





# ANNEX 1A: STOCK-TAKING CHECKLIST

Start with collecting information about existing initiatives at the office. You can use the below checklist. The checklist is also available in [excel format](#).

## Commuting

- Are remote working and home office days allowed and encouraged, particularly for HQ employees?
- Is relevant IT equipment and support available to facilitate remote work?
- Are our office premises located close to public transport?
- Are there financial incentives in place to encourage soft mobility among employees?
- Is at least 50% of public transport fees covered for employees?
- Are electric charging stations installed where relevant?

## Energy

- Has the size of the office space been assessed recently to ensure it meets the organisation's needs?
- Is desk sharing implemented to reduce occupied space?
- Are alternative air conditioning equipment with lower consumption, such as air coolers, fans, or AC inverters, being used?
- Is the organisation subscribed to a low-carbon energy provider for offices and facilities?
- Are temperature standards set, with air-conditioning at a maximum of 26°C and heating at 19°C for occupied rooms, 16°C when not occupied, and 8°C if unoccupied for more than two days?
- Are awareness-raising measures on the impact of temperature standards implemented?
- Is the organization using equipment and lighting with the highest energy efficiency rating (e.g., computers, monitors, printers, air-conditioners, fridges, LED lighting)?
- Are the energy-saving features of electrical equipment activated?

## Office procurement

- Is equipment repaired before purchasing new, rather than automatically renewing it after a certain amount of time?
- Is plastic-based office stationery avoided?
- Are environmental purchasing criteria in place?
- Are contracts with service providers reviewed, and is the opportunity seized to integrate environmental clauses in new contracts rather than automatically renewing them?





### Catering/Canteen

- Are plant-based options increased, and is the use of animal-based proteins reduced?
- Is food waste reduced through detailed planning, and are leftover foods donated?
- Do we work with caterers that provide reusable containers, cups, and cutlery?
- Are single-use items, notably plastic, banned from the canteen?

### Single-use Plastic

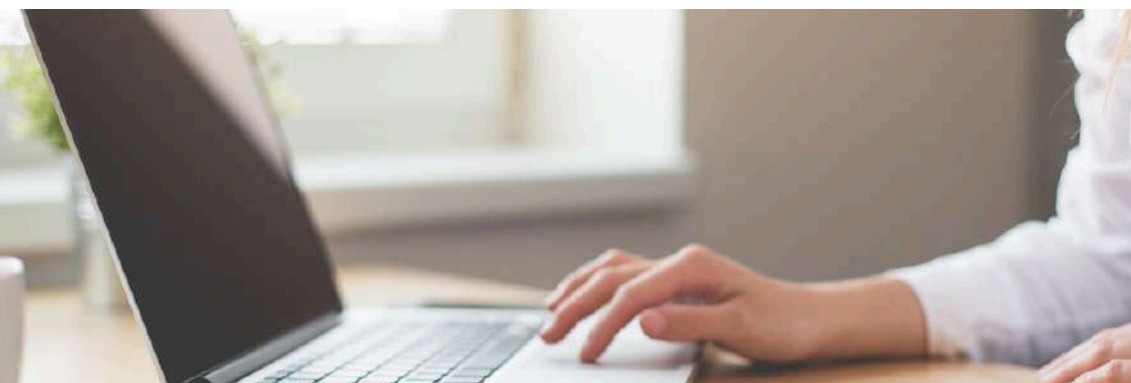
- Are single-use plastics banned from office premises (cups, cutlery, water bottles, etc.)?
- Are reusable alternatives provided?
- Is a water fountain or, depending on the context, water filters provided to ensure good quality drinking water is available?

### Waste

- Is waste minimised at the office (ie. Double-sided printing, digital documents, etc.)?
- Is office waste properly sorted, collected, recycled and treated?
- Are clearly labeled recycling bins available for various materials, with clear collection and monitoring?

### Digital Practices

- Are the number of devices per staff limited, and are devices mutualised in flex offices?
- Is regular maintenance performed on hardware and software to increase the lifespan of devices?
- Is equipment purchased preferentially if it is reconditioned and easily repairable?
- Is equipment chosen based on eco-label certifications (e.g., EU Ecolabel, Blue Angel, TCO, Energy Star, EPEAT)?
- Is the volume of stored data reduced?







### Water

- Is water saved, for example, in car washes or toilets, by using low-flow faucets and toilets?
- Are tap aerators and flow restrictors used to reduce water use?
- Is water pressure checked and reduced when necessary?
- Are employees encouraged to adopt water-saving behaviours?

### Biodiversity

- Are green spaces provided within the office and infrastructure, such as roof gardens, which also create welcoming areas for local fauna (e.g., artificial hives, food stations)?
- Is there proper outside disposal infrastructure for waste, such as garbage cans for cigarette butts?
- Are greener products procured, including pesticide-free and chemical-free products, particularly organic food?
- Are single-use items banned, and is plastic packaging avoided as much as possible by reducing packaging and switching to alternative materials?





# ANNEX 1B: EXEMPLARY EMPLOYEE SURVEY ON GOOD OFFICE PRACTICES

The below list of questions should be adapted to the specificities of an organisation.

## Personal questions

- In which department are you working?
- What is your position?

## General awareness

- How important is climate change and environmental protection to you personally? (1 = not important and 5 = very important)
- How aware are you of environmental policies in our office? (1=not aware and 5 = very aware)
- How important is it for our office to implement environmentally friendly practices? (1 = not important and 5 = very important)
- How would you rate your knowledge of climate change and environmental issues? (1 = no knowledge and 5 = very good knowledge)
- Would you like to learn more about these topics?
- If yes, on which topics?
- If yes, in which format?

## Organisational actions

- How advanced do you consider the practices in our office when it comes to environmental protection and climate change? (1 = not advanced and 5 = very advanced)
- Which good office practices are you aware of? (Provide a selection)
- Where do you see room for improvement?
  - Commuting
  - Energy consumption
  - Office procurement
  - Single-use plastic
  - Waste
  - Digital practices
  - Water
  - Biodiversity
- Which actions do you suggest?

Read more on the next page 





## Individual actions

Survey questions suggestions:

- Do you avoid car use and prioritise alternative transportation when commuting to work?
- Do you work from home when possible, if authorised?
- Do you unplug all electronics, switch off devices, and turn off lighting when leaving the office?
- Do you avoid printing, and when necessary in black and white and on both sides of the paper?
- Do you regularly clear up your email and digital storage?
- Did you unsubscribe from unnecessary newsletters?
- Do you use reusable containers (ie. for lunches) to avoid single-use plastics?
- Do you respect the proper disposal of recyclables in the provided bins?
- Do you regularly engage in green initiatives, and communicate such opportunities with your co-workers?
- Do you usually adapt to avoid the use of air conditioning or heating in the office (ie. additional clothing or opened windows)?

Consider performing the survey together with the [commuting survey](#).





## ANNEX 1C: EXEMPLARY COMMUTING SURVEY

- How long is your commute (in km)?
- On average, what is the duration of your commute?
- What age range do you belong to?
  - Under 25 years
  - From 26 to 35 years
  - From 36 to 45 years
  - From 46 to 55 years
  - Over 56
- Which primary transport mode do you use to go to work?
  - Walking
  - Bike
  - Bus
  - Tram
  - Train
  - Motorbike
  - Electric car
  - Petrol car
  - Diesel car
- On average, how many days a week?
  - Let participant select the number of days to tick to facilitate data collection
- Which other transport mode do you use to go to work?
  - Walking
  - Bike
  - Bus
  - Tram
  - Train
  - Motorbike
  - Electric car
  - Petrol car
  - Diesel car
- On average, how many days a week?
  - Let participant select the number of days to tick to facilitate data collection
- Would you like to make any comments regarding your commute?
- If you use an individual car, would you consider one of the following?
  - Switching to public transport
  - Switching to bike
  - Carpooling
  - Switching to an electric car
  - Other, please explain





- Do you envision another solution for commuting? What hinders you from changing?
- Which of the following would most motivate you to switch to public transport?
  - Greater frequency of buses or metros
  - A direct trip with less stops or transport changes
  - A bus or metro stop closer to the workplace
  - Other, please explain:
- Which of the following would most motivate you to switch to carpooling?
  - Help finding co-workers with similar home-work trips
  - Financial incentives
  - A guaranteed solution in case of unforeseen circumstances
  - Other, please explain:
- Which of the following would most motivate you to switch to cycling?
  - Secure cycle paths
  - Secure bike parking at the office
  - Shower facilities at the office
  - Financial help to purchase an electric bike
  - Other financial incentives
  - Other, please explain:
- Would you like to make any comments or suggestions?





## ANNEX 2: TEMPLATE – GOOD OFFICE PRACTICE POLICY

The below template provides an example of a good office practice policy. The content and formulations need to be adapted to the specificities and priorities of the organisation.

In addition to the list of solutions, the following documents can provide further inspiration for the elaboration of the good office practice policy:

- **WWF, UK Sustainable Office Guide** (EN) (link [here](#))

*A tool to make the office more sustainable in its use of water, waste, plastic, paper, etc.*

### GOOD OFFICE PRACTICE POLICY TEMPLATE

#### Introduction

*Write an introduction to stress the importance of good office practices and link them with your organisation's climate and environment roadmap.*

#### Commuting

To support sustainable commuting and reduce our environmental impact, we commit to the following actions:

- We allow and actively promote remote working and home office days, particularly for HQ staff, and ensure that relevant IT equipment and support are provided.
- We select office premises that are conveniently located close to public transport options.
- We offer financial incentives to encourage soft mobility, including covering at least 50% of public transport fees for employees.
- We install electric charging stations where relevant to support the use of electric vehicles.

#### Energy Consumption

To manage energy consumption effectively and reduce our environmental impact, we commit to the following actions:





- We regularly assess the size of our office space to ensure it meets organisational needs and implement desk sharing to accommodate the impact of increased remote working.
- We use alternative air conditioning equipment with lower energy consumption, such as air coolers, fans, or AC inverters.
- We subscribe to a low-carbon energy provider for all our offices and facilities.
- We set and maintain temperature standards: a maximum of 26°C for air conditioning, 19°C for heating in occupied rooms, 16°C when not occupied, and 8°C if the premises are unoccupied for more than two days. We implement these measures progressively and raise awareness about their impact.
- We use equipment and lighting with the highest energy efficiency ratings (e.g., computers, monitors, printers, air-conditioners, fridges, LED lighting).
- We activate energy-saving features on all electrical equipment.

### Office Procurement

To ensure our procurement practices align with our sustainability goals, we commit to the following actions:

- We do not automatically renew equipment. Instead, we repair existing equipment before considering new purchases.
- We avoid using plastic-based office stationery.
- We implement environmental criteria for all our purchasing decisions.
- We review service provider contracts and integrate environmental clauses into new contracts rather than automatically renewing them.

### Catering/Canteen

To reduce the environmental impact of our catering and canteen operations, we commit to the following actions:

- We increase the availability of plant-based food options and reduce reliance on animal-based proteins.
- We reduce food waste through detailed planning and donate any leftover food.
- We use reusable containers, cups, and cutlery in the canteen, and when working with caterers.







### Single-Use Plastics

To eliminate single-use plastics and support sustainability, we commit to the following actions:

- We ban single-use plastic items and provide reusable containers, bottles, and mugs, including in the canteen.
- We offer facilities for cleaning these items.
- We install a water fountain or, depending on the context, water filters to ensure good quality drinking water is available.

### Waste Management

To effectively manage and reduce waste, we commit to the following actions:

- We implement practices to minimise waste within the office.
- We ensure that all office waste is properly sorted, collected, recycled, and treated.

### Digital Practices

To enhance sustainability through our digital practices, we commit to the following actions:

- We limit the number of devices per staff member and optimise the use of shared devices in flex offices.
- We perform regular maintenance on both hardware and software to extend the lifespan of devices.
- We preferentially purchase reconditioned and easily repairable equipment.
- We choose equipment that is certified with eco-labels (e.g., EU Ecolabel, Blue Angel, TCO, Energy Star, EPEAT).
- We reduce the volume of stored data to minimise digital storage needs.

### Water Management

To conserve water and improve efficiency, we commit to the following actions:





- We save water by using volume adjusters in toilets and for car washes.
- We install tap aerators and flow restrictors.
- We check and adjust water pressure as needed.

### Biodiversity

To support biodiversity and create a sustainable office environment, we commit to the following actions:

- We provide or enlarge green spaces within the office and infrastructure.
- We plant various, endemic, and climate-resilient trees and vegetation, including honey plants. We plant them wisely to make shade.
- We provide proper disposal infrastructure for waste, including garbage cans for cigarette butts.
- We procure greener products, avoiding pesticides and chemicals, and prefer organic food. We avoid single-use items and reduce plastic packaging by switching to alternative materials.

### Monitoring

To ensure the effectiveness of our sustainability initiatives, we commit to the following actions:

- We measure resource use and waste levels, including paper, stationery, solid waste, water, and energy consumption.
- We use invoices, service provider data, or meter readings for accurate data collection.
- We monitor these metrics at least monthly to track progress and facilitate data collection.



## ANNEX 3: LIST OF PRIORITY ACTIONS

**A list of ten actions to implement first when getting started on office practices.**

The actions have been selected for high impact and/or high visibility for staff. The list should be considered as guidance and should be adapted to the specificities of an organisation.

1. Allow and encourage working from home.
2. Reimburse at least 50% of public transport cost of staff.
3. Set temperature standards in the office to 19° for heating and 26° for air conditioning.
4. Subscribe to a low-carbon energy provider for offices and facilities.
5. Set all printing and IT equipment in energy saving mode when not in use for longer than 3 minutes, to shut down after 30 minutes.
6. Ban single-use plastic from premises.
7. Provide reusable containers, bottles, mugs (incl. in the canteen) and provide a kitchen or dedicated space for cleaning them.
8. Ensure office waste is properly sorted, collected, recycled and treated.
9. Do not automatically renew contracts with service providers and seize the opportunity to integrate environmental clauses in new contracts.
10. Raise staff awareness through a workshop, internal communication or by organising a climate fresh.

### Priority actions to anchor new practices

- Nominate a focal point for good office practices and include it in his/her job description.
- Whilst individual awareness is important, implement measures, wherever possible, at an organisational level. For example, set temperature standards centrally for the whole office, switch off lights automatically outside of office hours, etc.
- Start with the ten priority actions, then develop a mid- to long-term action plan to cover additional measures.





## ANNEX 4: SELECTION OF FACTS & FIGURES

Measure	Potential impact
Automated desk cluster plugs that switch off when not in use for more than 15 minutes	20% of energy savings[4]
Switching off non-essential lightning outside business hours	10% of energy savings[5]
Switch to LED lightning	80% of energy savings[6]
Lowering the heating temperature by 1 °C	7% of energy savings[7]
Increasing the air conditioning temperature by 1°C	10% of energy savings[8]
Using an energy star rated computer	30–65% of energy savings compared to a standard computer[9]
Top management support and leading by example to reduce energy use in the office	15% more computers where turned off at night according to one study[10]
Expected rapid impact of behavioural change measures on global greenhouse gas emissions by IPCC	5% of global greenhouse gas emissions[11]

[4] <https://www.osti.gov/biblio/1023720> cited from <https://www.bi.team/blogs/how-can-behavioural-insights-help-save-energy-in-the-workplace/>

[5] [https://ctprodstorageaccountp.blob.core.windows.net/prod-drupal-files/documents/resource/public/CTV007\\_OfficeBasedCompanies-2021-update.pdf](https://ctprodstorageaccountp.blob.core.windows.net/prod-drupal-files/documents/resource/public/CTV007_OfficeBasedCompanies-2021-update.pdf)

[6] [https://ctprodstorageaccountp.blob.core.windows.net/prod-drupal-files/documents/resource/public/CTV007\\_OfficeBasedCompanies-2021-update.pdf](https://ctprodstorageaccountp.blob.core.windows.net/prod-drupal-files/documents/resource/public/CTV007_OfficeBasedCompanies-2021-update.pdf)

[7] <https://iea.blob.core.windows.net/assets/cbc97c70-8bcf-4376-a8a9-4cd875195f6a/Playingmypart.pdf>

[8] <https://iea.blob.core.windows.net/assets/cbc97c70-8bcf-4376-a8a9-4cd875195f6a/Playingmypart.pdf>

[9] [https://www.energystar.gov/ia/partners/publications/pubdocs/ENERGY%20STAR%20Office%20Equipment%20Brochure\\_508.pdf](https://www.energystar.gov/ia/partners/publications/pubdocs/ENERGY%20STAR%20Office%20Equipment%20Brochure_508.pdf)

[10] <https://www.frontiersin.org/journals/psychology/articles/10.3389/fpsyg.2016.00389/full>

[11] [https://www.ipcc.ch/report/ar6/wg3/downloads/report/IPCC\\_AR6\\_WGIII\\_FullReport.pdf](https://www.ipcc.ch/report/ar6/wg3/downloads/report/IPCC_AR6_WGIII_FullReport.pdf)



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