

Zero Waste Office Handbook

Fostering a Zero Waste Culture in the Office



A project by Zero Waste Malaysia
& illustrations by Moodoodles



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Special thanks to Zero Waste Malaysia  volunteers for their time and effort in putting together this ZERO WASTE OFFICE HANDBOOK. Our volunteers went through sessions of brainstorming, meetings, and discussions, on top of doing the actual writing and translation work. They sourced for the latest publicly available statistics and information from reliable sources, and all the tips and tricks shared are based on actual experiences. Due to their dedication, we are able to produce this handy and informative Handbook in 4 different languages, so YOU  can realize a zero waste Office, regardless if you are in Malaysia or anywhere in the world!


We would also like to thank AirAsia, Bank Negara, Mindvalley, and Teach For Malaysia for sharing with us your stories to inspire more businesses and organizations to THINK GREEN and ACT SUSTAINABLY.

Finally, THANK YOU for taking the initiative to download this ZERO WASTE OFFICE HANDBOOK to further spread  the message on reducing plastic use and generating less waste.

Introduction

This Handbook serves to inspire a cultural shift in the office from the conventional make-use-dispose lifestyle, to an adoption of an eco-conscious, zero waste culture. It is split into five sections consisting of the **Who, Why, How, What,** and **What's Next** towards achieving a zero waste office . We encourage you to make full use of the book in this sequence:

Read through the **Who, Why and How** to understand why you should embark on this initiative and culture in your organisation. Do incorporate the facts and figures provided into strengthening the message you want to send to your team and organisation.

Once you're ready to launch zero waste initiatives within your organisation, head over to the **What** section consisting of over 40 action items crowdsourced from our Zero Waste Malaysia  community. Pick and narrow down what initiatives suit your workspace the most - there must be something suitable for every workspace!

After the launch of your zero waste initiatives, remember to read the **What's Next** section to learn how to sustain the zero waste momentum you have facilitated in the office. A sign of success is when the zero waste initiatives are viewed as part of the office norm and are self-sustaining even in your absence!

So get ready to embark on a journey together with us to kick-start the zero waste culture in your organisation!

Note: In this Handbook, we used the terms 'office', 'workplace' and 'workspace' interchangeably to indicate the place where you go to work or where you do your work.

Who Is This For?

You !!!


No matter who you are in your organisation, this Handbook is for you. Who you are and how you are designated in your organisation is less important. What matters more is your passion, motivation and strategy to take action. We believe and are constantly validated by real-world examples that leadership and the ability to inspire change does not lie in authority, it lies with anyone with the passion and energy to move and make things happen.

The fact that you are reading this text, be it by chance or intention, automatically gives you the power to enact change wherever you are. 😊



This Zero Waste Office Handbook 📖 aims to provide you, our motivated and passionate reader, with the goals and strategy to achieve a sustainable and green workspace. We believe that most individuals hope to adopt more sustainable practices and be

zero-waste. However, very few know where to begin or how to do so. Therefore, through this Handbook, we hope to facilitate you in your journey to inspire a sustainable eco-workspace.

In the examples exhibited in this Handbook, you will find inspiring stories of individuals and corporations  who have changed the culture in their workspaces, starting small but aiming big. You can start by changing your personal workspace, introducing sustainable measures to your team or department, and gradually institutionalise these ideas towards a greener, cleaner organisation.

All you need is a set of good ideas, goals and the right strategy to succeed. And here in this Handbook, you will hopefully find all of these, coupled with us, your Zero Waste Malaysia support team who is available to provide further information, resources, and support.

“ We don't need a handful of people doing Zero Waste perfectly, we need millions of people doing it imperfectly! ” - Anne Marie Bonneau

WHY Bring Zero Waste Culture Into Your Workspace?

Corporate social responsibility

A sense of civic duty and responsibility to one another. While most companies are spending money and resources to organise short-term corporate social responsibility (CSR) projects, you can take up zero waste practices - contributing to the long-term betterment of the environment and heightened quality of life.

Corporate Email Sign Offs to Establish a Zero Waste Culture

In our everyday communication with our colleagues, our personal or company-wide email sign-offs is often the most frequently viewed pixels on our desktops. How can we use this valuable digital real estate to promote sustainability and zero waste?

Example quotes:

Please consider the environment before printing this email.

Paper doesn't grow on trees. Please print responsibly.

Please don't print this email.

Trees have feelings too, please don't print this!

Save paper. Don't print.



#plasticfreeMESTECC
#MESTECCputuscinta
#MESTECC

Ministry of Science, Technology, Environmental and
Climate Change, Malaysia

WHY ZERO WASTE IN THE WORKSPACE?



THE AVERAGE MALAYSIAN GENERATES APPROXIMATELY **1.17 KG** OF WASTE PER DAY!



CONSTRUCTIVE
workplace
CULTURE



COST SAVING & REVENUE GENERATION

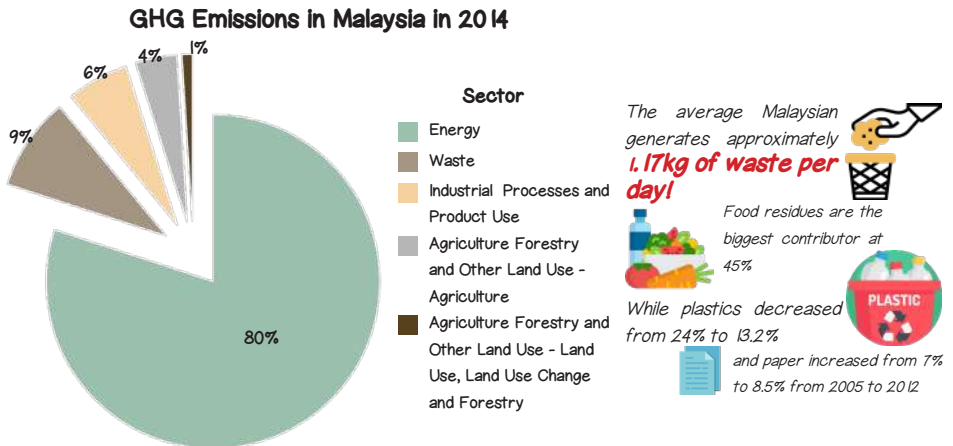


buy less, spend less!

ENVIRONMENTAL INITIATIVES
DEVELOP A
positive & cooperative
CULTURE

GHG reduction

Malaysia's waste sector contributes to 28,217.35 Gigagrams of CO₂ equivalent or 9% of the total greenhouse gases (GHG) emissions, ranking as the second highest contributor in 2014, whilst the energy sector is the highest contributor accountable for 80% of the total GHG emission ([Malaysia's Second Biennial Update Report to the United Nations Framework Convention on Climate Change \(UNFCCC\)](#), September 2018).




source: Malaysia's Second Biennial Update Report to the UNFCCC, 2018

National Commitments:

- ▶ Under the Paris Agreement, Malaysia has committed to reduce Greenhouse Gas (GHG) emissions by 45% by 2030.
- ▶ The National Solid Waste Management Policy 2016 targets a redirection of 40% of waste from landfills.
- ▶ The Eleventh Malaysia Plan also envisages that all types of waste shall be managed in a holistic manner based on a life-cycle approach i.e. transforming waste as a resource, either as input for other products or converted to energy.


Positive corporate image

Sustainable practices and initiatives adopted by companies will portray a positive social image which appeals to environmental-conscious users, consumers, customers or clients.

[Nielsen](#), a global  data analytics company, conducted a study in 2015 involving 30,000 consumers from 60 countries across the globe on how sustainability impacts purchasing decisions. The study identified that 62% of consumers across the globe chose brand trust ('the products are made by a brand/ company that I trust') as the top sustainability factor that will influence their purchases. It has become apparent that companies which display concern over our Planet, People and Profit create a greater business value.

Cost savings and revenue generation

Cost savings can be achieved through effective usage of energy and resources. According to a [2011 Harvard Business School study](#) which tracked companies' financial performances from 1992 to 2010, companies which voluntarily adopted sustainability policies performed better financially compared to companies that did not.

Diverting waste  from landfill as production input, upcycled/reused materials, or recyclables may also generate additional revenue for your business.

Bank Negara's Rice Husk Mugs


How many of us have received corporate gifts that only ends up being shoved into a drawer; forgotten and inevitably tossed into landfill?

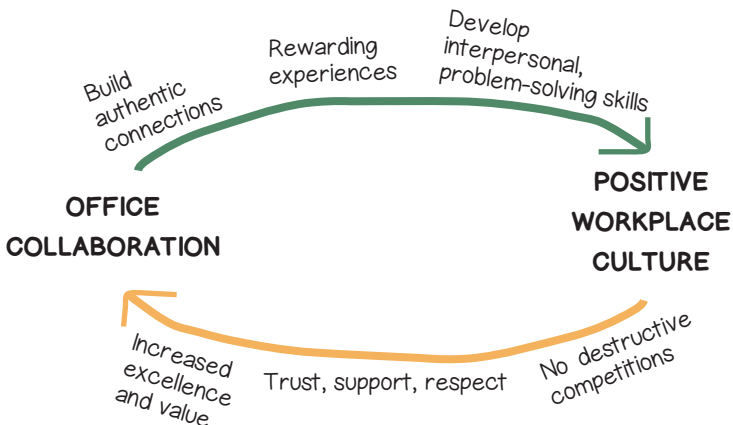


BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA


Bank Negara Malaysia gave out rice-husk coffee mugs to all employees to reduce the amount of disposable coffee cups used in the workspace. To encourage usage, employees who used these mugs in the cafeteria would receive discounts on their drinks. With a strategic implementation, this corporate gift not only reduce waste but trickles down cost-saving success from the cafeteria to the employees!

Constructive workplace culture

A healthy workplace encourages the flow of ideas and expressions, drives solutions and values, stimulates progress  and



enables continuous improvements. A healthy and constructive workplace culture can be cultivated through integrating your People, Planet and Profit philosophy and values in not only the business aspect, but also the overall organisational management.

Through the implementation of zero waste office  initiatives, a positive culture is developed through cooperative behaviors in the office and people empowerment to contribute for the greater good, and vice versa.

Mindvalley's Team Planet


A marketer from the Evercoach by Mindvalley unit, is the force behind Mindvalley's Team Planet. Team Planet is created to gather different people from different departments to meet weekly to advocate for environmental initiatives at the company. They have had people from the films team, content team, student success team, and author relations team to join the initiatives.

He organized tasks or small projects to be assigned to individuals or small subteams. That way everyone can contribute without feeling like they have to fully commit to this. They plan events such as the Earth Culture Day that not only bring people from different departments to have a chance to get to know each other and work together, but that also made a positive difference for the environment.

HOW To Bring Zero Waste Culture Into Your Workspace?

Where do I start?

Bringing this culture of Zero Waste is beyond just a project or a weekend activity. Properly implementing a zero waste culture in your workspace requires changing the overall culture of your team or organization.

Does this sound daunting to you? Fret not! We will provide step-by-step instructions below on how you can put together a small team of key game changers including yourself, to create  goal and implement this culture in your organisation.

How can I change my organisation's culture?

Based on our research from the [Society for Human Resource Management \(SHRM\)](#), [Forbes](#), [Human Synergy](#) and [Harvard Business Review \(HBR\)](#), here is a five-step approach you can take to reshape your organisational culture:

ZERO WASTE WORKSPACE

GAME PLAN



1 FORM A TEAM

- CORE VOLUNTEERS
- IMPLEMENTATION VOLUNTEERS

2 CREATE A GOAL

- FORM A MENTAL IMAGE OF THE FUTURE
- DEFINE WHAT CAN BE ACHIEVED

3 DEFINE SCOPE OF IMPACT

- DISCUSS INITIATIVES AND FEASIBILITY
- DETERMINE COMPANY'S PRIORITIES AND POSSIBLE RISKS

4 DEFINE YOUR STRATEGY

- UTILISE LEADERSHIP, MANAGEMENT & POWER TOOLS
- IDENTIFY YOUR STAKEHOLDERS

5 CREATE A PLAN!

Step 1: Form a team

We recommend forming two different types of teams in your workspace:

Your **core volunteers**. Ideally, it should be a team of three to five people who share your passion for zero waste/ environmental responsibility, and are dedicated to this effort. You will be meeting with them often to strategise, create plans and take responsibility to implement the zero waste culture in your office. This will be your first and most important team, so make sure you are able to identify prospects within your office as your team members!

Your **implementation volunteers**. They consist of people who are interested to help out in the process of implementing the Zero Waste Culture, but are not able to dedicate as much time and effort as your core volunteers. They are crucial supporters that can help boost cooperation and management to implement the initial zero waste plans on the ground.

AirAsia's Green Office Journey

How can we change institutional habits in your company?
How do we eliminate waste in our everyday company facilities, such as the cafeteria?



Airasia eliminated straws from the office and provided incentives to staff when they purchase meals with own container or purchase coffee with own mugs/tumbler. These, among other initiatives began to take form with a small team of individuals, aligning with the overall company philosophy to be more eco-friendly and sustainable. While the team is working very hard to completely eliminating single use plastics and mitigate waste, the road to zero-waste can be challenging... "We started initiatives on every type of waste we can think of, but totally eliminate waste from being sent to the landfill is still challenging as this point, because we have

difficulties to look for recyclers that can close the loop. For example, contaminated aluminum foil, no recycler would want to recycled contaminated recyclables as the cost to recycle it is not profitable.” The team is currently working on “an ultimate solution which they think is possible, that is to invest on a heating machine which heat waste and turn it into ash. However, more research needs to be done to ensure it create less environmental impact.”


“Start small better than nothing. We need to be patient, we can’t change people in one day. Keep the positivity and try again and again. When the demand increases, the solutions will come.” - Carmen Wan, AirAsia

Step 2: Create a goal and vision

Once you have formed your teams, the next step is to create a common goal and vision together! 🤝

In your first meeting with your core volunteers, it is important to get everyone aligned on the shared goal and vision for adopting the zero waste culture. This is where you define the WHY you are doing this in your workspace. Again, remember to use the resources, facts and figures we’ve provided in the **Who** and **Why** sections to help you define your shared goal and vision.

Although the terms ‘goal’ and ‘vision’ are often viewed as similar words, they are strikingly different in the meanings that they

carry, hence should not be used interchangeably. A **vision** can be defined as the mental image of the future, which is distant and broad, and with a room for imagination. A **goal**, on the other hand, is much more specific and clearly defined with details about what can be achieved within a given period of time (target-based). 

Here are some examples of inspiring visions:

1. To leave a better future for our children by leading by example.
2. To make sustainability fun and inspiring by educating my colleagues.
3. To reduce our negative impact on the environment by changing the culture in the workspace.

Here are some examples of clearly-defined goals:

1. To set up 20 recycling stations across the organisation by the end of May this year.
2. To reduce 70% of the recyclable waste produced by the team in three months time from now.
3. To implement a Zero Single-use Plastics day in the workspace as part of the organisational policies.



Step 3: Define scope of impact

"It's not enough to be busy, so are the ants. The question is, what are we busy about?" - Henry David Thoreau

Another aspect that needs to be clearly defined is the scope of impact. This will be important to redefine your goals, and provide more information. Is your goal to implement the culture in your team? In your department? Or, in the whole company? Start this discussion with your team of core volunteers.

The topics you should consider to define your scope of impact include:

1. Measure of impact, whether by time, number of departments, number of initiatives, etc.

- ▶ Time  monthly reduction of waste generation, on-going zero waste acknowledgment in company-wide memos , etc.
- ▶ Number of initiatives: transformation of printing station, removal of disposable instant coffee in the office pantry, etc.
- ▶ Number of departments: get 2 offices in Klang Valley to pledge to go zero waste, etc.

2. The feasibility to measure the impact.

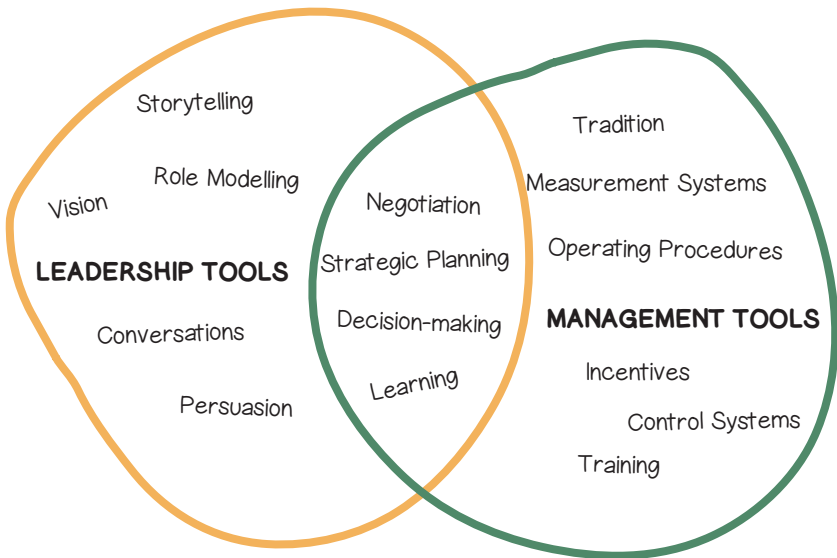
3. The risks and priorities that may influence your scope of impact, for example:

- ▶ If you are working in a printing company, your waste reduction prioritisation may differ from an IT security company.
- ▶ Difficulty in gathering data if your office is in a co-working space with other companies.

Most importantly however, your range of impact has to first begin within your team. Make it a point to let your other colleagues know of what your team is partaking. Practise inclusivity and make it fun for everyone.

Step 4: Define your strategy

A strategy provides a structure on how you are going to achieve the envisioned zero waste culture in your office. Though your strategy should be personalised based on your set vision, goals and scope of impact, the core of your strategy is in reshaping your workspace culture. The figure below displays measures or tools that will help you create and enhance your organisational culture.



1) Leadership Tools are *soft skills* you can use to create changes. You don't have to hold a high ranking position in your office to implement these leadership tools. You can influence your team by leading by example (Role-modeling), by sharing your intention (Conversations), or by inspiring others with your personal stories in practising zero waste (Storytelling).

2) Management Tools are *team management techniques* used to create change. This involves actions such as introducing zero waste concept into new employees' induction (Training), making team lunches or socials environmentally-friendly (Tradition), encouraging double-sided printing for reports or doing away with paper reports (Operating Procedure).

The common mistakes people often make in trying to reshape culture include:

- ▶ Overuse of coercion and underuse of leadership tools.
- ▶ Beginning with a vision but failing to implement management tools that will cement the culture change in place.
- ▶ Setting too many rules before a clear vision is in place.
- ▶ Using workspace hierarchy/ intimidation power to punish people who do not follow the culture put in place or disincentive certain actions. It may work in the short term, but does not actually create a long-term change in culture.

We recommend that you commence implementation by utilising the Leadership Tools in your strategy. Spread the awareness of zero waste culture in an inspiring yet personable manner and to slowly convince the management team about the importance of doing this. Then, rally your team together to leverage on the Management tools by taking actions in collaboration with the management team whenever possible.

Note: Identify your stakeholders!

It is important to involve key stakeholders/ office members who can assist you in executing the strategy as part of your organisational culture and identity. Some very useful stakeholders to have on your side are:

1. Human Resource Managers:

They are responsible for creating and enforcing new culture and strategies in the workplace. It would be great if you could work with them on institutionalising the zero waste culture as part of the organisational culture and include it in the onboarding training of new employees.

2. Office Managers: They are responsible for running the workspace operations. You will need their help if you wish to change the rubbish bins, light bulbs, or any daily operational processes to run the workspace smoothly.

4. Office Cleaners: They are very important as the eyes and ears of your operation. Their knowledge of the office will come in very handy in helping you implement the changes you want to create on a daily basis and to sustain the daily culture you're trying to create.

3. Executive Team Member: Support from the C-suites (CEO, COO, etc.) can be a great push factor in accelerating the implementation of your strategy as part of the overall company strategy. They can also be good thought partners in helping you to evaluate how your strategy can benefit both the environment and organisation - a win-win situation!

Educate them on the zero waste movement, share why this is important to you, engage them with stories and experiences that you have had and always welcome people who want to learn and get involved.

TFM's #officegogreen task force formation

Besides championing for quality education for all children in Malaysia, Teach For Malaysia is passionate about preserving the environment for future generations. It all began when three staff named Sze Ern, Nicole and Adlina came together to start up the OfficeGoGreen Initiatives. They started up small by dedicating recycling bins next to general waste bins. Then they came up with bigger initiatives like the 'Tapau/ Take-away station' with reusable containers for takeaway meals to reduce single-use plastics. The team gets bigger with more staff being on board with the initiatives. To consolidate and assess these initiatives, they organised several hands-on learning sessions about waste and recycling, and organisation-wide survey. One of the team members took the role of collecting and analysing the data from their #officegogreen surveys and recycling tracker. Another staff was in charge of monitoring and delivering the recyclable items to respective centers. TFM's #officegogreen was implemented as part of their work culture when the HR team took the responsibility to include it in the onboarding with new staff and is now on its way to be included as part of the office's policy. A zero waste culture that was initiated by three staff members is now partly contributing to TFM's best working environment.

Step 5: Create a plan

Congratulations 🎉! You are done with laying down the groundwork and foundation to reshape your organisational culture.

You have your team in place, you are all aligned on a common goal and vision, you have a strategy to guide you and have all your key stakeholders on board.

Now that everyone is raring and ready to go, it's time to create a plan and get your hands dirty! 🙌🙌

WHAT are the Actions You Can Take Now to Bring the Zero Waste Culture to Your Workspace

We have created this [checklist](#) template (see Appendix) with a list of over 50 action items and the full description on how to execute each of the action items attached within which you can implement in your workspace. The description covers the implementation steps, benefits, and materials required for each action. We have done all the homework for you so all you need to do is just pick and ACT!

Here is what you need to do next:

- ▶ Duplicate the checklist template to create your own version
- ▶ Select the actions you would like to start implementing
- ▶ Divide the responsibilities between your teammates

The actions are divided based on different sections or departments of your workspace. Feel free to pick and choose the actions that suit your office best to start with. Feel free to create your own checklist or action plan based on the materials provided. You have everything in place already. Select a few actions and begin creating your environmental impact for your organisation and the world! Good luck!

Teach For Malaysia's (TFM) Tapau (Takeout) Stations

How can we encourage the use of reusable containers when Tapau-ing our lunches?

TFM's "Tapau Station" is one solution. In 2018, TFM set up a communal station which holds personal and common cutlery, bags, and reusable containers. When lunch hour hits, staff head over, grab what they need, and voila! You are on your way to a zero-waste Tapau lunch. To further inculcate this in their workplace culture, TFM staff actively remind each other to grab their containers or use the common containers, if they forgot to bring their own. They also introduce external guests who come to their office to similar practices, thus spreading the #zerowaste message!



WHAT'S NEXT?

Now that I've initiated the zero waste culture into my workspace... WHAT'S NEXT?!

Bringing in a new culture to your workspace may be easy. The toughest part is often about what comes after, which is to maintain and sustain the culture, with or without you championing it in the workspace.

Here are a few of our suggestions that you can explore to create a self-sustaining zero waste culture:

Regular communication of progress updates

Many people may not be aware of what you and your team have done, and the impacts of your efforts, unless it is being made visible to them.

- ▶ Consider communicating your progress and impact regularly to the organisation after you launch the zero waste initiatives.
- ▶ Progress update may include qualitative and quantitative information such as your latest initiatives, impacts identified, key statistics etc.
- ▶ It can be presented in various forms - a simple update via organisation-wide messaging platforms, in-person presentation during staff meetings, or a comprehensive quarterly/ bi-annual impact report that can be used as marketing material or investment-related reports.

WHAT'S NEXT?



REGULAR COMMUNICATION
OF PROGRESS UPDATES



INCORPORATE #ZEROWASTE
AS PART OF YOUR COMPANY POLICY



IMPLEMENT YOUR OWN IDEAS WITH 5RS AS A ZW GUIDING PRINCIPLE



OBTAIN CERTIFICATIONS
FOR RELEVANT BENEFITS



TAKE A PLEDGE WITH ZERO WASTE
MALAYSIA CERTIFICATION PROGRAMME

Incorporate #ZeroWaste as part of your company policy

Once you recognise that the zero waste culture is slowly making its way into being part of the organisation's norm, consider incorporating these zero waste office practices into your company policy.



- ▶ We recommend that you start exploring this option with your HR Manager or Executive team. A company policy will ensure the continuity of these practices and extend the practices to other teams or departments even without your presence, a sign of success that you've created a self-sustaining zero waste culture!
- ▶ The challenge often falls into convincing them why zero waste practices should be part of the company policy and what are the benefits it can bring into the organisation. We strongly recommend you to secure their buy-in from the beginning stage, by defining a clear strategy and identify any queries that may arise.

Implement your own ideas with 5Rs as a ZW guiding principle


The 5Rs* are, in this order, refuse, reduce, reuse (+repair), recycle, and rot.

- ▶ ZW starts with **refusing** items, especially those that you don't need.
- ▶ Use whatever you still have and **reduce** consumption to save resources.
- ▶ Substitute disposables for **reusable** options, and instead of tossing things, **repair** them.
- ▶ Separate what little rubbish you have left and make sure to **recycle**.
- ▶ Compost what's left and let it **rot**.

*Johnson, B. (2013). *Zero Waste Home: The Ultimate Guide to Simplifying Your Life by Reducing Your Waste*. Scribner; 45550th edition (April 9, 2013).


If you've already successfully introduced recycling  into your workspace, think about how you can start reusing, reducing or even refusing materials that would otherwise be waste. You can use these 5Rs to think of more action steps to take in the workspace, on top of the items in the checklist  we provided.

Get recognized and certified for your efforts

In Malaysia , there are plenty of local and international bodies/ certifications that award green, sustainable businesses that adopts a circular economy. Incentives are also provided by our Malaysian government.

On an individual level - Majlis Bandaraya Petaling Jaya (MBPJ) offers a tax rebate scheme to homeowners who adopted eco-friendly initiatives at their homes. This is a great way to highlight to your colleagues the benefits of adopting ZW practices in their everyday lives.

On a macro level - GreenTech Malaysia, an organisation under MES-TECC, offers MyHIJAU, Malaysia's official green recognition endorsed by the Government of Malaysia. MYHIJAU brings together certified green products and services that meet local and international environmental standards under one single mark.

This is by no means a complete list, as there are many more international certifications  that would suit your company's context or industry.

Take a pledge with Zero Waste Malaysia Pledge Certification Programme

Happy with your progress of implementing zero waste practices and culture at your workspace? 😊 You can also get recognised for your effort by our Zero Waste Pledge Certification Programme!

- ▶ This is a nationwide endorsement programme initiated by Zero Waste Malaysia to support and recognise organisations that are working towards being an environmental organisation.
- ▶ Email cert@zerowastemalaysia.org to find out how you can enrol your company in the programme or check out our website www.zerowastemalaysia.org for more information.



Conclusion

Last but not least, we would like to thank you for reaching to the end of the ZERO WASTE OFFICE HANDBOOK - A collaboration project between Zero Waste Malaysia x Moodoodles. We have put a lot of hard work 🤗 on this and we know you will too. Just remember, everyone has to start somewhere and every small step counts because a journey of a thousand miles always begins with a single step! Once again, we would like to thank [Moodoodles](#) for offering a great help to produce all the illustration work for this special 🌟 Handbook!

If you're still unsure about any of the steps mentioned, do know that the Zero Waste Malaysia community is always here to answer your questions. You may reach us at,

[Zero Waste Malaysia Facebook Page](#)

[Zero Waste Malaysia Website](#) or email [us!](#)

Good luck and all the best 🌟!

Signing off ,

Zero Waste Malaysia Team



Appendix

Fostering a Zero Waste Culture in the Office



Refer Zero Waste Handbook Checklist Template [here](#).

Refer ZWM Office Handbook Full Action Steps next page.

A project by Zero Waste Malaysia
& illustrations by Moodoodles

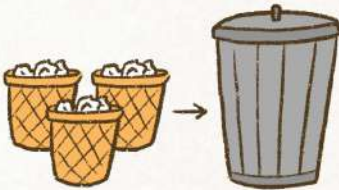
ZWM Office Handbook

Full Action Steps



Office Desk

OFFICE DESK



REMOVE INDIVIDUAL
TRASH BINS



SET COMPUTERS TO STANDBY
AND AVOID SCREENSAVERS



SET UP STATIONERY
EXCHANGE OR
SHARING STATION



REDUCE USING SINGLE-
USE STATIONERY



Action: Remove individual trash bins

Description: Remove small trash bins from each employee's desk. This forces them to take their trash with them to central locations. This action is even better if you have large recycling bins placed in these central locations.

Benefits:

- ▶ Reduces the need for plastic bags for every single trash bin.
- ▶ Reduces the cost of waste management.
- ▶ Reduces waste generated - employees will be less likely to create waste if they have to put in additional effort to get rid of it.
- ▶ Put forth the recycling culture within the office by having only recycling bins in the office.

How to Implement: (Ease of Implementation: Easy)

- ▶ Get big garbage bins and/ or recycle bins and place them in central locations in the office like the pantry, back office or storage areas.
- ▶ Remove individual trash bins from every employee's desk.
- ▶ Announce the intention of doing this.

Materials Needed:

- ▶ Large garbage bins.
- ▶ Large recycling bins.



Action: Set computers to standby & avoid screensavers

Description: Reduce screen brightness whenever possible. When you are periodically away from your desk, set your computer to standby or sleep mode and turn off any screensavers. A laptop in sleep mode will use about two (2) watts of electricity and a desktop will use 5-10 watts (desktop computers use an average of 65-250 watts, laptops 15-60 watts per hour). If you plan to leave it idle for more than 3 hours, shut it down or put it on hibernate.

Benefits:

- ▶ Reduces energy consumption.
- ▶ Reduces electricity bill.
- ▶ Reduces carbon footprint.
- ▶ Prolonging the longevity of your computer/ laptop by avoiding overheating.

How to Implement: (Ease of Implementation: Easy)

- ▶ Turn off screensaver from the Control Panel tab.
- ▶ If your laptop is idle for less than 3 hours: put it on standby or sleep mode.
- ▶ If your laptop is idle for more than 3 hours: shut it down or put it on hibernate mode.



Action: Refuse and reuse single-use stationery

Description: Refuse new single-use stationery and look for alternatives to reduce the amount you use. These include sticky notes, plastic pens, etc.

Benefits:

- ▶ Reduces office waste.
- ▶ Avoids wasteful, careless behaviour e.g. accepting stationery that you don't need and end up losing them, not using a pen until it dries up, etc.

How to Implement: (Ease of Implementation: Medium)

- ▶ Utilise refillable stationery options e.g. uses pen with refillable ink over disposable single-use pen.
- ▶ Look for recycled material options e.g. notepads or papers made from recycled materials, eco-friendly pencils sourced sustainably.
- ▶ Reuse wherever possible e.g. replace sticky notes with used paper + reusable sticky tack.

Materials Needed:

- ▶ Pens with reusable/ refillable ink.
- ▶ Notepads or papers made from recycled materials and sticky tack.
- ▶ Sustainably-sourced material pencils.
- ▶ Etc. - any other ideas you can think of!



Action: Set up stationery sharing station

Description: In line with the previous action item, allocate a station in the office to swap or share stationery between colleagues.

Benefits:

- ▶ Reduces individual cost to buy good quality, sustainable, reusable stationery options.
- ▶ Optimises the usage of each stationery item.
- ▶ Reduces individual usage and waste.

How to Implement: (Ease of Implementation: Easy)

- ▶ Start off with one or two colleagues, or blast out an email to communicate this initiative.
- ▶ Choose a suitable location e.g. a colleague's desk, printing corner.
- ▶ Everyone contributes to the stationery pile, preferably stock up with durable and long-wearing options. (Important: use what is/ are currently available, before purchasing new ones)

Materials Needed:

- ▶ Reusable stationery.
- ▶ Existing stationery.



Kitchen/ Pantry

KITCHEN / PANTRY



PREPARE TAPAU /
TAKEAWAY STATION



REMOVE SINGLE-USE AND
DISPOSABLE ITEMS



BUY FOOD OR CONDIMENTS
ITEMS IN BULK



GET A FRENCH PRESS



INSTALL WATER FILTER



SWITCH FROM SPONGES
TO LOOFAH



SWAP PLASTIC-PACKAGED
CLEANING AGENTS TO
PACKAGE-FREE



SET UP BOKASHI BIN



SET UP RECYCLING
STATION(S)



SWITCH PAPER TOWELS OR
TISSUES WITH TEA TOWELS



REPLACE PLASTIC WRAP WITH
TIGHTLY-SEALED CONTAINERS
TO STORE FOOD INSTEAD



REPLACE TEA BAGS
WITH TEA LEAVES



CLEAN OVEN AND STOVES



Action: Prepare Tapau/ Takeaway station

Description: To create a permanent spot or station in your office pantry to store reusable containers which can be used to store food while you “Da Pao” (takeaway) your food.

Benefits:

- ▶ Reduces the consumption of single-use plastics and waste generated especially plastic food containers & bags on a daily basis.
- ▶ Saves cost as it reduces the trash bags needed on a daily basis.
- ▶ Reduces food waste as people gets a lot more conscious and in control of the food they put in their container.

How to Implement: (Ease of Implementation: Medium)

- ▶ Find a spot in the office pantry which is big enough to store all the reusable containers. Make sure to obtain your management’s approval.
- ▶ Announce the intention of doing this and encourage people to bring their own containers to be stored in the pantry.
- ▶ Purchase some containers for those who don’t have their own containers. (Make sure there are enough reusable utensils in the office to accommodate the surge of people eating in the office too!)
- ▶ Stick a few posters around the office pantry & office door to remind people to bring their own containers before they leave their office.

Materials Needed:

- ▶ A bulk of reusable containers (and potentially reusable utensils).
- ▶ Several posters as reminder.
- ▶ Optional: a cupboard/ rack for people to put their reusable containers.



Action: Remove single-use & disposable items

Description: Remove any single-use and disposable items/ supplies from the kitchen or pantry such as paper cups, disposable cutlery etc.

Benefits:

- ▶ Reduces the single-use disposable items from being sent to landfill.
- ▶ Reduces cost of waste management.
- ▶ Reduces the quantity of plastic and any contaminated waste generated in the kitchen or pantry.
- ▶ Encourages employees to practise the REUSE and REDUCE principles.

How to Implement: (Ease of Implementation: Easy)

- ▶ Provide reusable cutlery set such as reusable fork, spoon, knife, chopsticks.
- ▶ Provide reusable kitchenware such as mug, plate, bowl or container for food/ beverages storage.
- ▶ Provide refillable condiment station.
- ▶ Provide water refill system/ coffee or beverage vending machine with refillable amenities.
- ▶ Remove single-use paper cups, plastic cutlery and paper towel in the kitchen or pantry.
- ▶ Announce the intention of doing this and educate the employee the importance of practising a zero-waste kitchen.

Materials Needed:

- ▶ Reusable cutlery set and kitchenware:
 - Fork/ Spoon/ Knife/ Chopsticks
 - Plate/ Bowl; Cup/ Mug
 - Container for storage
- ▶ For cleaning and washing:
 - Refillable dishwasher
 - Loofah
 - Reusable kitchen towel
- ▶ Refill station:
 - Water refill station
 - Coffee or beverage vending machine with refillable amenities
 - Condiments refill station



**REMOVE SINGLE-USE AND
DISPOSABLE ITEMS**



Action: Buy food or condiment items in bulk

Description: Purchase food or condiment supplies in bulk to avoid single-use disposable packaging.

Benefits:

- ▶ Reduces the single-use disposable packaging from being sent to landfill.
- ▶ Reduces cost of waste management.
- ▶ Reduces the quantity of plastic and any contaminated waste generated in the kitchen or pantry.
- ▶ Encourages employees to practise the REDUCE principle.

How to Implement: (Ease of Implementation: Medium)

- ▶ Communicate with supplier(s) to request for bulk purchases in just one bag during every purchase.
- ▶ If the supplier is agreeable to using reusable container/ bag, practise container/ bag exchange-return policy with supplier to reduce single-use packaging.

Materials Needed:

- ▶ Reusable kitchenware especially reusable storage container/ bag (some suppliers may provide them for free OR utilise the deposit & rent system).



Action: Get a French Press

Description: Forgo the packaged 3-in-1 coffee sachets and capsules used in coffee machine. The least impactful of all coffee brewing methods is French press.

Benefits:

- ▶ Reduces the use of single-use packaging.
- ▶ Controls the strength of your coffee!

How to Implement: (Ease of Implementation: Easy)

- ▶ Purchase a French press or even better, try and scout for second hand french press at flea markets.
- ▶ Buy ground coffee without packaging from coffee vendors. Refer to this Zero Waste Malaysia [Map](#) that shows a comprehensive list of bulk shops. Remember to bring your own containers for purchase! Take it to the next level by purchasing fair-trade or locally sourced ground coffee.(How to use a French press? Simply add some ground coffee and boiling water, allow to sit for a few minutes, and then press the plunger down to access your cup of wonderfully fresh, and plastic free coffee.)
- ▶ Finally, for the ultimate zero waste coffee, don't let those spent coffee grounds end up in landfills! Compost them and let your veggie garden reap the benefits or send it to the community garden.

Materials Needed:

- ▶ Containers for coffee ground.
- ▶ French press.



Action: Install water filter

Description: Installing a water filter in the office pantry is a great convenience to all office staff to get clean drinking water. It also prevents them or visitors that drop by in the office from having to buy bottled water.

Benefits:

- ▶ Convenience for all employees.
- ▶ Avoids purchase of single-use plastic water bottles.
- ▶ Saves cost.

How to Implement: (Ease of Implementation: Easy)

- ▶ Set up a water filter system, that preferably uses compostable replaceable filters.
- ▶ Appoint a person in charge to replace the filters on a regular basis.

Materials Needed:

- ▶ Water filter system with replaceable filters.



Action: Switch from sponges to loofah

Description: Replace sponges with loofah for dish-washing as it is a 100% biodegradable alternative to plastic-made sponges.

Benefits:

- ▶ The loofah texture is perfect for washing dishes and even to act as a scrub.
- ▶ Zero waste is produced, as loofah is grown naturally and can be thrown into the compost afterwards.

How to Implement: (Ease of Implementation: Easy)

- ▶ Purchase loofah from the wet market or zero waste shops. Refer to this Zero Waste Malaysia [Map](#) that shows a comprehensive list.
- ▶ Put it at the sink and use it just as how you would use a regular plastic sponge.
- ▶ Make sure to decompose the loofah before it gets mouldy (roughly 3 months).

Materials Needed:

- ▶ Loofah.
- ▶ Soap or loofah holder/ container.



Action: Swap plastic-packaged cleaning agents to package-free alternatives

Description: Effective and spotless cleaning does not require plastic packaging. Opt for package-free cleaning agents by bringing your own bottle (BYOB) to purchase them.

Benefits:

- ▶ Saves cost - stores with BYOB concept provide discounts and savings when you bring your own bottles. It is also cheaper to purchase cleaning liquid with the BYOB concept as you do not need to pay for the unnecessary packaging costs.

How to Implement: (Ease of Implementation: Easy)

- ▶ Coordinate with the person in charge of purchasing these cleaning agents (such as store-bought floor cleaner, dishwashing liquid, toilet bowl cleaning agent) and suggest refillable or bulk alternatives.
- ▶ There are plenty of shops like [BYOB Damansara Kim](#) and [i~eCo BYOC Concept Store](#) that offers the BYOB concept. All you need to do is just bring your own bottle and purchase your desired cleaning liquids!
- ▶ *Full list can be found in the Zero Waste Malaysia [Map](#) here.*

Materials Needed:

- ▶ Upcycled bottles or containers.



Action: Set up Bokashi bin

Description: Meant for indoor composting, Bokashi bin composting can compost not just vegetables & fruit scraps but also meat & bones to become nutritious fertilizers for the earth. Composting is the best way to reduce the trash produced at both our home and office dramatically while returning those nutrients back to our mother Earth!

Benefits:

- ▶ Reduces cost of waste management.
- ▶ Saves cost as it reduces the trash bags needed on a daily basis.
- ▶ Reduces food waste as people gets a lot more conscious and in control of the food they throw away on a daily basis.

How to Implement: (Ease of Implementation: Hard)

- ▶ You'll need to get Bokashi (Japanese for fermented organic matter). It can be found in gardening stores, or even Lazada!
- ▶ Place about a 3 - 4 cm layer of fresh organic matter into the bin and cover it evenly with one handful of Bokashi. Add more Bokashi if you are composting high protein foods like meat.
- ▶ Place pressure after every application, removing air to allow for anaerobic respiration.
- ▶ Every other day or so drain off any excess liquid that has accumulated. You can pour this down the sink or toilet - it will improve your drains. You can also dilute it 100 to 1 and use the diluted liquid to water your plants.

- ▶ Repeat. Continue to layer the Bokashi, add scraps, sprinkle with bokashi, press and seal until your bucket is full. Let the full bucket sit sealed and undisturbed for 1-2 weeks or more. Keep removing excess liquid as it sits if you have a drainage system in your pail.
- ▶ When the Bokashi bin is full, leave it three weeks, then empty the contents into your compost bin, or a trench in the garden. You'll need to bury the fermented waste material. It will break down into valuable humus and organic matter that will make the soil sing and your plants grow. If you can't find outdoor garden space to bury your waste, then you can send it to the community compost centers like [Kebun-Kebun Bangsar](#) or refer to this comprehensive [list](#) for more.
- ▶ You may refer to a more comprehensive step-by-step guide on how to do composting [here](#).

Materials Needed:

- ▶ Bokashi bin, or any regular bin with a tap.
- ▶ Bokashi.



SET UP BOKASHI BIN



Action: Set up recycling station(s)

Description: Set up proper recycling station(s) with large recycling bins that categorize recyclable items according to their materials.

Benefits:

- ▶ Reduces cost of waste management.
- ▶ Saves on new purchases, especially with electronics (some electronics retailers will actually take back your old computers, smartphones and other tech devices and recycle them in exchange for a small discount when you buy new ones).
- ▶ Improves your image with employees - seeing an effort being made in your organisation to support the environment can increase morale, decrease staff turnover, and encourage individuals' efforts at home.
- ▶ Improves organisational image with consumers and the public.

How to Implement: (Ease of Implementation: Medium)

- ▶ Announce the intention of doing this.
- ▶ Start an office recycling program. Identify what needs to be recycled and what your biggest forms of waste are.
- ▶ Prepare an infographic on what can or cannot be recycled, and share it out through your organisation's e-newsletters or paste up the physical copy across the office.
- ▶ Prepare and set up recycling bins according to paper, plastic, aluminium, glass, cartons, e-waste and fabric.
- ▶ After bins are almost full, send respective items to recycling stations. Identify a local recycler that will accept the office supplies on a regular basis and able to recycle e-waste. Refer to this [Zero Waste Malaysia Map](#) that shows a comprehensive list of recycling

centres curated by our Zero Waste Malaysia community OR collaborate with your local waste management company to collect and properly recycle/ dispose waste.

Materials Needed:

- ▶ Several large recycling bins.



Action: Switch paper towels or tissue with tea towels

Description: Reduce single-use kitchen paper towels or tissue with reusable tea towels.

Benefits:

- ▶ Cost saving - reduce the need to purchase and replace paper towels.
- ▶ Reduces waste generated.

How to Implement: (Ease of Implementation: Easy)

- ▶ Purchase tea towels or upcycle T-shirts/ cloths.
- ▶ Notify staff that single-use kitchen paper towels are no longer available.
- ▶ Wash the tea towels/ cloth by running them under hot water and soap on a daily basis.
- ▶ Hang them up and try to keep them dry.

Materials Needed:

- ▶ Tea towels/ any type of cloth that can absorb water.



Action: Replace plastic wrap with tightly sealed containers

Description: Forgo cling (plastic) wraps and opt for sustainable alternatives like airtight containers, beeswax wraps or reusable food covers.

Benefits:

- ▶ Reduces the use of single-use items.
- ▶ Keeps food fresh for a longer period of time.

How to Implement: (Ease of Implementation: Easy)

- ▶ Reuse airtight containers/ tupperwares.
- ▶ Purchase or even make your own beeswax wraps!
- ▶ Purchase food covers/ silicon films.
- ▶ Inform your kitchen supplier to not provide anymore plastic wrap. *We highly encourage users to reuse and repurpose what they already have at home or in the pantry instead of purchasing new items!*

Materials Needed:

- ▶ Airtight containers.
- ▶ Beeswax wraps.
- ▶ Reusable food covers/ silicon films.



Action: Replace tea bags with tea leaves

Description: Instead of using the conventional tea bags to make tea, provide a container of loose tea leaves in the pantry.

Benefits:

- ▶ Personal health benefits - [report](#) in the Independent.co.uk, a McGill University research shows that at brewing temperature, a single plastic tea bag released about 11.6 billion microplastic and 3.1 billion nanoplastic particles into the water. These microplastics may cause long-term damage to the body.
- ▶ Reduces use of single-use items and microplastics.

How to Implement: (Ease of Implementation: Easy)

- ▶ Repurpose/ purchase a container to store your tea leaves.
- ▶ Do your research on where you can purchase tea leaves which comes in free packaging.
- ▶ Inform your kitchen supplier to provide tea leaves instead of tea bags.
- ▶ Purchase several tea infusers for the pantry.
- ▶ Show your colleagues/ employees the easy steps to make tea with tea leaves in the infusers.

Materials Needed:

- ▶ Container(s).
- ▶ Loose tea leaves.
- ▶ Tea leaf infuser.



Action: Clean oven and stoves

Description: Clean the oven or stoves at your office periodically. You can take this action back home too!

Benefits:

- ▶ Reduces cost of electricity or gas used by your oven or stove - according to [Project Dropdown](#), if everyone cooks over clean oven and stoves, it would be equivalent to removing 111 million cars off the road.
- ▶ Improves the lifespan of your oven or stove.

How to Implement: (Ease of Implementation: Medium)

- ▶ Inform your office cleaners to periodically clean the oven and stoves weekly or biweekly.
- ▶ Retail cleaning agent: wash your oven or stove with lukewarm water and liquid detergent to remove initial film of oil.
- ▶ Homemade cleaning agent: make a thick paste of cleaning agent by mixing baking soda and water.
- ▶ Coat all burners with the thick paste for 20 minutes.
- ▶ Scrub the burner with a scrub brush and rinse thoroughly.

Materials Needed:

- ▶ Baking soda.
- ▶ Liquid detergent.
- ▶ Scrub brush.



Meeting Room

MEETING ROOM



USE REFILLABLE MARKER
PENS INSTEAD OF SINGLE-USE



DIGITIZE & GO PAPERLESS



PREPARE ZERO WASTE REFRESHMENTS



Action: Use refillable marker pens

Description: Purchase refillable whiteboard marker pens for your meeting rooms instead of single-use marker pens.

Benefits:

- ▶ Cost saving - reduce the need to purchase and replace single-use marker pens.
- ▶ Reduces waste generated.

How to Implement: (Ease of Implementation: Easy)

- ▶ Replace the single-use marker pens in your office with refillable whiteboard marker pens.
- ▶ Purchase the refill ink bottle to refill your refillable whiteboard marker pens.
- ▶ Check and refill your whiteboard marker pens once every week.

Materials Needed:

- ▶ Refillable whiteboard marker pens.
- ▶ Ink refills.



Action: Digitize & go paperless

Description: Minimise the use of paper for note-taking and meeting presentation by using digital software like Powerpoint, Google Slides and Padlets.

Benefits:

- ▶ Reduces time and labour cost by digitizing and automating paperwork.
- ▶ Reduces errors by keeping documents organised and more accessible.
- ▶ Easy sharing - Data can be kept and extracted for multiple analysis simultaneously.

How to Implement: (Ease of Implementation: Easy)

- ▶ Project Powerpoint or Google slides instead of writing on mahjong paper.
- ▶ Use applications like Padlet or Trello for quick note taking instead of using post-it notes.
- ▶ Use Google forms instead of printing physical feedback forms.

Materials Needed:

- ▶ Google Suite online accounts.
- ▶ Relevant app online accounts.



Action: Prepare zero waste refreshments

Description: Provide refreshments which do not come in any form of packaging.

Benefits:

- ▶ Reduces the use of single-use items.

How to Implement: (Ease of Implementation: Easy)

- ▶ Serve packaged-free snacks for meetings in containers such as peanuts.
- ▶ Serve water in glass containers/ cups instead of providing bottled water.
- ▶ Serve tea and coffee without packet sugar, creamer and stirrer.

Materials Needed:

- ▶ Bulk purchased snacks, coffee, tea leaves, milk, sugar, etc.
- ▶ Containers for snacks.
- ▶ Reusable cutlery.



Electrical/ Water Utilities

ELECTRICAL / WATER UTILITIES



SET A TIMER
ON AIRCONS



FREQUENT MAINTENANCE
OF REFRIGERATORS & AIRCONS



USE AS MUCH DAYLIGHT
AS POSSIBLE



ENCOURAGE STAIR-CLIMBING
AND AVOID LIFTS / ESCALATORS



SWITCH TO LED
LIGHTBULBS



ASSESS SINKS AND PIPES
WITHIN THE BUILDING



REPAIR & MAINTAINING
ELECTRONICS



Action: Set a timer on aircons

Description: Set a timer on air cons to turn off at a certain time after work hours.

Benefits:

- ▶ According to the [NYTimes](#), air cons contribute to 6% of total energy use. It also leaks HFCs or hydrofluorocarbons which contributes to global warming thousands of times more than carbon dioxide.
- ▶ Reduces cost on electricity used.
- ▶ Much greater lifespan of your air cons.
- ▶ Encourage employees to leave the office on-time to encourage work-life balance (take out).

How to Implement: (Ease of Implementation: Easy)

- ▶ Set a time for all air con units to shut down.
- ▶ Work with your Office Manager to make sure they are all shut down by that time.



SET A TIMER
ON AIRCONS



Action: Switch to LED light bulbs

Description: Switch all tungsten, fluorescent and other types of non-efficient light sources in the office with LED light bulbs.

Benefits:

- ▶ According to [Project Dropdown](#), if everyone does this, it would be equivalent to removing 54.8 million(!) cars off the road.
- ▶ Reduces cost on electricity used - LED light bulbs are 80% more efficient than traditional light bulbs.
- ▶ Much greater lifespan of your light bulbs.

How to Implement: (Ease of Implementation: Medium)

- ▶ Identify all the light sources still using non-efficient light bulbs.
- ▶ Prepare a budget that you can work with.
- ▶ Work with your office manager or building manager to get all light bulbs replaced.

Materials Needed:

- ▶ LED Light bulbs.



Action: Use as much daylight as possible

Description: Open those blinds and curtains and let the sunlight in!

Benefits:

- ▶ Reduces cost and use of electricity.
- ▶ Natural sunlight provides a ton of benefits to us including, balancing our circadian rhythm for better sleep and help brain function which improves the nervous system, hormonal regulation, muscle function, immune health and carries a ton of other benefits.

How to Implement: (Ease of Implementation: Medium)

- ▶ Move your office furniture around so that work desks are closer to the window.
- ▶ Remove any big furniture from blocking the windows.
- ▶ Use blinds or semi-transparent curtains to better control the amount of sunlight in the office.



Action: Encourage stair climbing and avoid lifts/ escalators

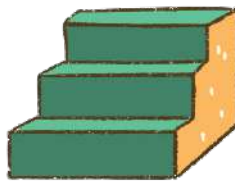
Description: Encourage employees to use stairs instead of lifts/ escalators.

Benefits:

- ▶ Reduces cost and use of electricity.
- ▶ Encourage healthy habits in employees leading to healthier and happier workplace.

How to Implement: (Ease of Implementation: Medium)

- ▶ Make an announcement to encourage employees to use the stairs.
- ▶ Organise a step-count campaign (e.g. <https://www.10000steps.org.au>). There are many easily available tools out there to help you manage this campaign.



ENCOURAGE STAIR-CLIMBING
AND AVOID LIFTS/ESCALATORS



Action: Frequent maintenance of refrigerators and air cons

Description: Refrigerators and air cons use HFC coolants which can be 1000 to 9000 times more potent than carbon dioxide as a form of greenhouse gases. Servicing your refrigerators and air conditioners often results in less leakage and better electric usage efficiency.

Benefits:

- ▶ According to [Project Dropdown](#), if everyone does this, it would be equivalent to removing 629 million (!!) cars off the road.
- ▶ Reduces electricity cost used by the office.
- ▶ Increases cooling capability of refrigerators and air cons.
- ▶ Improves the lifespan of refrigerators and air cons.

How to Implement: (Ease of Implementation: Easy)

- ▶ Work with your office manager to ensure your refrigerators and air cons are frequently serviced - twice a year is sufficient.



Action: Repair and maintain electronics

Description: Reduce e-waste by taking care of your electronics (includes maintaining them regularly) or repair any faulty electronic items.

Benefits:

- ▶ Electronics' system is more efficient - speed up the workload with a faster system.
- ▶ It is often better to repair than to replace electrical products, as it will contribute to lesser demand on raw resources.

How to Implement: (Ease of Implementation: Easy)

- ▶ Keep track of the electronics (batch number, date of purchase, date of update installments etc.) as part of your inventory sheet.
- ▶ Monitor your electronics information accordingly and maintain them from time to time.
- ▶ Connect with the IT department and source out someone who can repair electronics in house/ Collect broken items and attend the next repair clinic by [KakiRepair](#) or be adventurous and try repairing it yourself by getting guide and suggestions from the [KakiRepair](#) community.



Action: Assess sinks and pipes within the building

Description: Fix any leaking sinks or pipes in the office kitchen, toilet or any other parts of the building.

Benefits:

- ▶ A slow leak from a sink can lead to about 30 - 40 liters of water per day or over almost 15000 liters per year, enough to fill a small swimming pool. In 2014, Malaysia wasted 4.27 billion liters of clean water (or 1700 Olympic sized swimming pools worth of water) due to leaking pipes!
- ▶ Reduce water bill.
- ▶ Reduce water damage caused to office building.

How to Implement: (Ease of Implementation: Easy)

- ▶ Work with your office or building manager to hire a plumber to do monthly or quarterly maintenance visits to the office.
- ▶ Encourage employees to report any leaky pipes or sinks in the office.
- ▶ Look out for any water spots or water damage in and around the office buildings and report to the office or building manager.



Human Resources

HUMAN RESOURCES



INCLUDES INTRODUCTION TO
ZERO WASTE CULTURE AS PART
OF ON-BOARDING TRAINING



REUSE & RECYCLE DECORATIVE
ITEMS FOR ANNUAL FESTIVALS



MAKE IT EVERYONE'S
RESPONSIBILITY TO
PROTECT OFFICES' ASSETS



Action: Includes introduction to zero waste culture as part of on-boarding training

Description: To include briefings and trainings on zero waste practices as part of the office on-boarding procedures. This will ensure the new joiners fully understand the organization's commitment towards environmental stewardship, and the current zero waste practices and culture in the office.

Benefits:

- ▶ Creates a zero waste culture where the staff will automatically engage in zero waste practices without having specific “environmental task force” to police their actions.
- ▶ Creates a much bigger impact on the environment as it serves a much greater influence in creating a collective culture shared across the organisation over individual actions.
- ▶ It sets the tone right from the beginning for the new joiners about what the organisation's culture is, hence easier for them to adapt to the organisation's culture right from the start than having them to “change” their behavior to fit the organisation's culture.

How to Implement: (Ease of Implementation: Medium)

- ▶ Create a set of zero waste practices and guidelines that can be done within your office context.
- ▶ Get the approval from the management team especially the HR Team.
- ▶ Create an on-boarding content based on zero waste practices and guidelines.

- ▶ Create on-boarding script based on the zero waste practices and guidelines, and make sure anyone who does the office tour for the new joiners include this as part of the office tour descriptions.

Materials Needed:

- ▶ On-boarding presentation materials (eg. presentation slides/ memo) to be included as part of the on-boarding content.



Action: Reuse and recycle decorative items for events

Description: To continuously reuse and/ or recycle decorative items purchased for office decorations for annual festivals or other events.

Benefits:

- ▶ Reduces waste generation as decorative items are often made from plastics or non-recyclable materials (eg. glitters, small toys), and are thrown away after a single use.
- ▶ Reduces one-off expenditure on decorations.
- ▶ Maximizes the value of the items purchased.
- ▶ Allows room for expression of creativity for people to decide how they want to reuse and/ or recycle those decorative items.

How to Implement: (Ease of Implementation: Easy)

- ▶ Consider the following questions before purchasing any decorative items for the office:
 - Have I looked in my office's store room thoroughly to check if there are any decorative items that can be reused?

- Can I reuse or recycle the existing decorative items in any way possible to give them a second life?
- Have I tried asking at least three people around me for ideas on how to reuse or recycle the existing decorative items?
- ▶ If any purchases are to be made, consider these following questions:
 - Is this decorative item versatile? (e.g. Can it be reused again and still look great; or can it be recycled to be used for other festive seasons/ events? If yes, buy. If not, consider something else.)
 - Is this decorative item made of good quality materials so that it can last for several cycles of usage?
 - Can this decorative items be recycled afterwards? (E.g. Is it made of recyclable materials like paper or non-recyclable materials like plastics category 3, 4, 6, 7?)
- ▶ Keep your decorative items properly in the store room and label it clearly so that it can be easily find and reuse in the future.

Materials Needed:

- ▶ Optional: a box/ container to store decorative items.



Action: Make it everyone's responsibility to protect office assets

Description: Assign everyone in the office an equal responsibility to take care of your office assets.

Benefits:

- ▶ Encourages accountability in every staff member.
- ▶ Cost-saving by reducing the need to purchase new items.

How to Implement: (Ease of Implementation: Medium)

- ▶ Assign each asset to be under the responsibility of every individual in the office to maintain and to repair them if items are faulty or broken - take note, try and repair, or send it over to repair clinics like [KakiRepair](#).

Materials Needed:

- ▶ Checklist of staff members assigned to each asset.



**MAKE IT EVERYONE'S
RESPONSIBILITY TO
PROTECT OFFICES' ASSETS**



Team Operations

TEAM OPERATIONS



DIGITISE WORK PROCESSES



HOSTING EVENT WITH ZERO WASTE



Action: Digitize work processes

Description: Replace all the manual administrative and work processes with the use of digital devices and applications as the medium to present, share and store information.

Benefits:

- ▶ Encourages collaborative writing.
- ▶ Early access to documents for meeting preparations. Participants will, therefore, feel more involved which will result in a conducive meeting.
- ▶ Facilitates the search for information: easy keyword research in all agendas and minutes, by files and team.
- ▶ Decreases the time spent in administrative proceedings: time spent on printing, manipulation, sharing, filing, archiving and searching can now be avoided.
- ▶ Reduces the costs of meetings: with centralised documents, cost for paper, ink, mail can be eliminated.
- ▶ More efficient workflow tracking.

How to Implement: (Ease of Implementation: Hard)

- ▶ Review existing processes and evaluate which are the process that can be replaced with apps/ software.
- ▶ Invest on a Software/ SaaS tool for work collaboration, depending on the level of document confidentiality. E.g. G-drive and G-Suite would fulfil basic need.
- ▶ Move on to using a cloud space storage to store information accessible by everyone in the organisation.
- ▶ Replace procedure documents like project brief, leave form, claims, stationery request form to digital forms/ apps.

- ▶ Create SOP to regularly update work progress on tracking files.
- ▶ Leaders would be crucial in setting an example on utilising such tools.
- ▶ Train existing staff to be familiar with the new digitized work process and include this as part of the incoming talents on-boarding process.

Materials Needed:

- ▶ Software/ Digital application solution.
- ▶ Training for all staff.



Action: Host events with zero waste

Description: The typical event attendee produces 1.89 kg of waste per day, 85% of which will be going to landfill, depending on where and what type of event it is. It's important that we are aware of how much single-use materials are utilized in every event so that we can avoid it.

Benefits:

- ▶ Reduces waste generation.
- ▶ Cost-saving in the long run.
- ▶ Builds up both the culture and the image of your organisation.

How to Implement: (Ease of Implementation: Hard)

- ▶ Create and design event materials that can be used in multiple event settings (e.g. by not stating the dates and venue names on event materials).

- ▶ Print banner on cloth material and avoid vinyl or tarpaulin material. The materials are speculated to contain [toxin](#) which pollutes the environment.
- ▶ Invite guest digitally rather than via printed material. You get to track their attendance via online responses and they can be easily reminded about the event via phone notifications.
- ▶ Utilize event apps to avoid brochure handouts (eg. Facebook Event function, Eventbrite).
- ▶ Use caterer that supplies reusable food cutlery and avoid packaged food.
- ▶ Assign food wastage to be sent for composting.
- ▶ Minimise unnecessary and single-packaging material as much as possible.
- ▶ Recall lanyard and card holder after event to be reused in other events.
- ▶ Purchase good quality event decoration materials and reuse them whenever possible.
- ▶ Refer to our [Zero Waste Event Handbook](#) available on our website for more practical tips and steps in hosting a zero waste event!

Materials Needed:

- ▶ Online event-managing apps.
- ▶ Trainings for the event team about ways to go zero waste in hosting events.



Outdoor Space

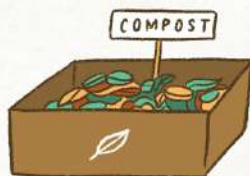
OUTDOOR SPACE



SET UP A BIKE- SHARING
STATION



PLANT MORE TREES



SETTING UP A COMPOST GARDEN



Action: Setting up a compost garden

Description: Setting up a compost garden is the most direct way in dealing with food scrap/ peels or leftovers and the compost can be used as a natural fertiliser for plants.

Benefits:

- ▶ The simplest and most practical way to recycle organic food waste.
- ▶ Avoids production of methane in the landfill from anaerobic biodegradation of food waste.
- ▶ Reduces garbage volume in the office.
- ▶ Saves money - composting is a natural process of turning organic waste into valuable fertile soil which can be used to feed office plants/ trees.

How to Implement: (Ease of Implementation: Easy)

- ▶ Identify suitable compost bin according to space/ size.
- ▶ Start adding organic waste to the compost bins ranging from eggshells, fruit peelings, tea bags etc, common compostable organic items consumed by office staff whether from home or in the office. Layer it with a layer of food waste and another layer of soil on top repeatedly.
- ▶ Mix the compost fortnightly to speed up the breakdown process.
- ▶ The soil can be used as fertiliser after completing the compost process.
- ▶ Refer to <https://www.bhg.com/gardening/yard/compost/how-to-compost/> for a comprehensive guide on how to start composting.

Materials Needed:

- ▶ Compost bins.
- ▶ Organic materials from home and office.
- ▶ Soil.



Action: Plant more trees

Description: Plant trees/ plants surrounding the office. With minimal budget, trees can easily create a better working environment and improve general well-being of both employers and employees.

Benefits:

- ▶ Produces oxygen for the office and our earth (which is linked to higher productivity and satisfaction among employees at [work!](#)).
- ▶ Produces a cooling effect in the surrounding area.
- ▶ Reduces air pollution as trees can function as dust absorbers.
- ▶ Produces fruits (if you plant fruit trees!) for employees enjoyment.

How to Implement: (Ease of Implementation: Medium at the beginning, Easy at the end!)

- ▶ Gather seeds, seedlings or cuttings from home, friends, nurseries or [Free Tree Society](#) (yes, they give away trees for FREE!).
- ▶ Plant trees at vacant spaces within the office compound or nearby unoccupied plots.
- ▶ Appoint a person in-charge/ set up a duty roster for the employees to take turn to water the trees & fertilize them when needed.
- ▶ Watch it grow!

Materials Needed:

- ▶ Seeds, seedlings, cuttings.
- ▶ Tools: Hoe, trowel, spade.



Action: Set up a bike-sharing station

Description: A bike-sharing station can be set up within the vicinity of the office for the common use and benefit of both employers and employees.

Benefits:

- ▶ Facilities for employees to commute easily to nearby places e.g. MRT stations.
- ▶ Pollution-free mode of transport that leads to a cleaner environment.
- ▶ Cardiovascular exercise for employees to improve their physical health.

How to Implement: (Ease of Implementation: Hard)

- ▶ Encourage employees to donate unused bicycles (if any) for common use in office/ Purchase required units for sufficient use.
- ▶ Set up a check-in & check-out usage of bikes for tracking purpose.
- ▶ Set up a regular bike maintenance system.

Materials Needed:

- ▶ Bicycles, scooters.
- ▶ Racks with locks.



Printing Station

PRINTING STATION



SET UP PAPER RECYCLING
AND SEPARATION BINS



PUT A PROMINENT SIGN IN
THE OFFICE TO REMIND USERS
TO PRINT ONLY WHEN NECESSARY



PRINT ON DOUBLE
SIDES OF THE PAPER



BUY AND USE
RECYCLED PAPER



REFILL USED INK AND TONER
CARTRIDGES IF POSSIBLE,
OTHERWISE RECYCLE THEM



USE YOUR PRINTER'S ECO/
INK-SAVING MODE
(IF IT HAS ONE)



Action: Set up paper recycling and separation bins

Description: Separate paper accordingly to maximize its use before recycling.

Benefits:

- ▶ Provides an easy organisation system for everyone in the office.
- ▶ Able to fully utilise the papers before sending for recycling.

How to Implement: (Ease of Implementation: Easy)

- ▶ Set up bins (near the printing station or common space in office) for staff to drop off their used papers.
- ▶ Have a poster/ newsletter that explains how used papers can be separated.
 - Category 1: Black and white (used only one sided): Can be used for draft printing and note-taking.
 - Category 2: Black and white (used double sided): to be recycled.
 - Category 3: Mixed media print & coloured papers (used): to be recycled.

Materials Needed:

- ▶ Three empty large bins.
- ▶ Labels for each category.



Action: Print on both sides of the paper

Description: Opt to print on both sides when printing is necessary.

Benefits:

- ▶ Reduces cost to buy new paper.
- ▶ Reduces paper wastage and lower waste generation.

How to Implement: (Ease of Implementation: Easy)

- ▶ Look up the settings of the printer in your office.
- ▶ Set duplex printing as the default system.
- ▶ Put up posters or blast out e-newsletter to notify staff across the office/ organisation.



**PRINT ON DOUBLE
SIDES OF THE PAPER**



Action: Put a prominent sign in the office to remind users to print only when necessary

Description: Putting up prominent sign near the printer and around the office as a reminder to print only when necessary.

Benefits:

- ▶ Having signs up as reminders can be a small and low effort reminder for users to think twice and to be more aware of the paper they are printing.
- ▶ Cost saving by helping to reduce the office's overall paper consumption.

How to Implement: (Ease of Implementation: Easy)

- ▶ Create signs to remind users to print only when necessary such as "Think before you print"/ "Print only if necessary"/ "Be green, keep it on the screen".
- ▶ Paste them up around the office.
- ▶ Use recycled paper or materials to create your poster.

Materials Needed:

- ▶ Printer/ Marker pens.
- ▶ Paper.



Action: Use your printer's eco-mode/ ink-saving mode if it has one

Description: Make sure you set your printer to be in eco-mode or ink-saving mode as a default as this usually makes double-sided printing a default and reduces ink usage in overall.

Benefits:

- ▶ Reduces cost as this mode cuts toner and ink consumption, hence leading to lower need to purchase new ink and toner.
- ▶ Reduces paper usage as the default mode is double-sided.
- ▶ Avoid unnecessary paper wastage.

How to Implement: (Ease of Implementation: Easy)

- ▶ Research your printer manual to check if it has an eco-mode or ink/ toner-saving mode.
- ▶ Activate the eco-mode or ink/ toner-saving mode.
- ▶ Make an announcement to the users so they are aware of the changes and understand the rationale and benefits behind this action.



Action: Refill used ink and toner cartridges if possible, otherwise recycle them

Description: Refill ink/ toner cartridges or return them to the suppliers for refilling or reusing purposes.

Benefits:

- ▶ Reduces the amount of waste generated from single-use ink and toner cartridges.
- ▶ Saves cost by refilling ink and toner cartridges instead of purchasing new ones.
- ▶ Recycling cartridges with suppliers helps to reduce the amount of plastic waste that would end up in landfills.

How to Implement: (Ease of Implementation: Easy)

- ▶ Find out whether your printer ink and toner cartridges can be switched for refillable ones.
- ▶ Find out whether the supplier receives used ink and toner cartridges for them to reuse.
- ▶ If switching to a refillable toner option is impossible, consider keeping your used ink cartridges and sell it to [T&C Ink Trading](#). You're right, they actually will pay to collect your empty ink cartridges!
- ▶ Remember to make an announcement to all users of the office printer so they are aware of the changes and understand the rationale and benefits behind this action.



Action: Buy and use recycled paper

Description: Switch your printing paper with recycled paper (locally produced if possible!).

Benefits:

- ▶ Reduces the amount of paper that would go into the landfill.
- ▶ Reduces pollution from the waste and chemicals resulting from paper production.
- ▶ Support local sustainable business.

How to Implement: (Ease of Implementation: Easy)

- ▶ Research for local suppliers of recycled paper.
- ▶ Optional: Come up with a proposal on why your office should switch and include a cost-benefit analysis to compare the costs to present to your HR or office manager.
- ▶ Once you get approval, start replacing your regular paper with recycled paper.
- ▶ Do ensure you announce to your office that you are making a switch to recycled paper and the benefits of this onto the environment.

Materials Needed:

- ▶ Optional: Proposal including the cost-benefit analysis to present to your HR or office manager.

