

This toolkit is for companies who wish to have a sustainable green plan of their own. (The end result will produce a document either very similar or somewhat different to a sample we have designed. See our sample here).

Your Questions Answered

1. What is a Green Office?
2. What do I need to know to start a Green Office Action Plan (GOAP)?
3. What do I need to do?
4. How does this toolkit help me?

→ If you print this document, do it the green way i.e. back to back

The answer to Question 1

“What is a Green Office?”

A Green Office is where people care to save paper, energy and water; where people avoid waste and buy eco-friendly products and equipment.

A Green Office is also healthier, more efficient and can cost less to run – but above all a Green Office is inhabited by workers who are more aware than others about the importance of eco-friendly behaviours and practices because they know how important this is for earth’s survival and ours!

Green Office Week™ (known by the acronym GOW) is celebrated annually in April, and in 2011 it takes place from April 18 to 21. The website greenofficeweek.co.za provides all information on this national initiative, and also provides a toolkit on what to do during this week specifically.

The ideal outcome of GOW is to have organisations create a **Green Office Action Plan**.



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The answer to Question 2

“What do I need to start a GOAP?”

A **GREEN OFFICE ACTION PLAN** (Known by the acronym GOAP) is a document laying out the intended eco-friendly office behaviours.

It is devised by elected or appointed Green Office Ambassadors (GOAs) and together with management develop a Green Office Action Plan based on 3 cornerstones:

1. **Reduce** (eg: energy and water wastage)
2. **Reuse** (eg: packaging material)
3. **Recycle** (eg: paper; ink and toner cartridges)

When it comes to starting your first Green Office Action Plan at your organisation, recognise that some organisations will be able to do more than others; it depends on the size of the organisation; type of organisation and its culture. Whether you can start with just one, or a few of eco-friendly office practices, it's still commendable because you have started!

The answer to Question 3

“What do I need DO?”

You need to follow the steps we chart below.

You can apply this process by following steps 1- 4 in sequence, or you can start at any step that best suits you

STEP 1: Get buy-in by giving everyone the information
Provide a **FACT SHEET**

STEP 2: Get input on what's happening by asking the right questions
Provide a **QUESTIONNAIRE**

STEP 3: Put everything together
Create a **Green Office Action Plan**

STEP 4: Roll it out
Provide a **TIMETABLE**

STEP 5: Assess what went well and you can be improved on
Do an **EVALUATION**

STEP 6: Keep it going
Encourage a **SUSTAINABILITY POLICY**



The answer to Question 4

“How does this toolkit help me?”

Part 1 and Part 2 of this toolkit provides you with guidelines and samples of how to tackle each step

Note A:

TOOLKIT PART 1 is available from March 2011 and provides you with:

Tips & a sample **FACT SHEET** as required by STEP 1.

Tips & a sample **QUESTIONNAIRE** as required by STEP 2

A sample **GREEN OFFICE ACTION PLAN** as required by STEP 3

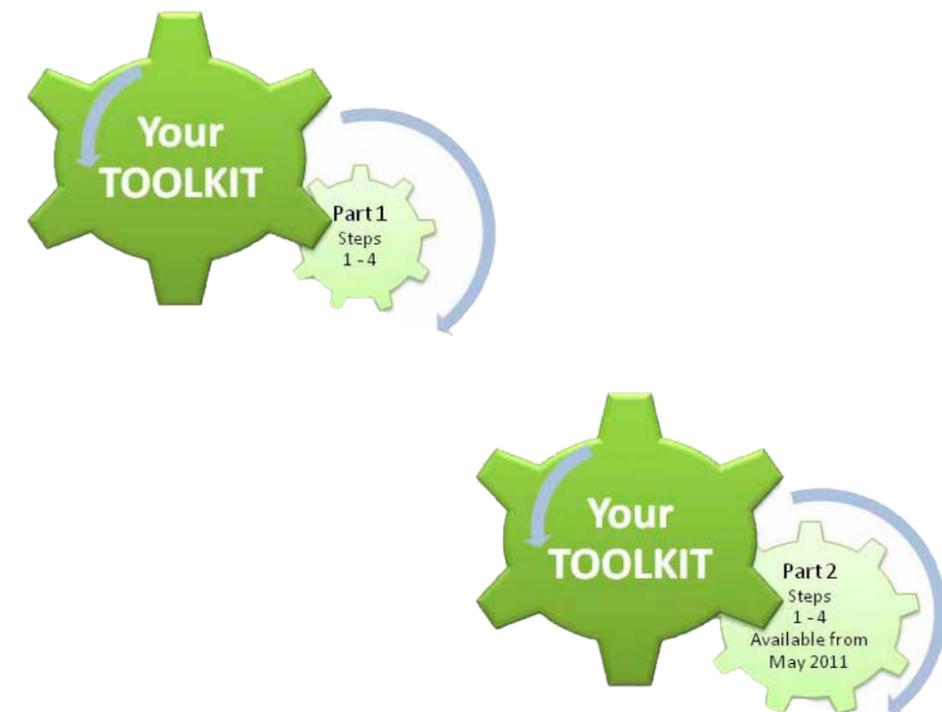
A sample **ROLL OUT MAP** as required by STEP 4

TOOL KIT PART 2 is available from May 2011 and provides with:

Guidelines for Evaluation and Sustainability as per steps 5 and 6.

Note B:

The samples we provide for you have a green background tint.



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Tips and samples for Steps 1 - 4

STEP 1: Get buy-in

What YOU need to know about getting buy-in:

Essential requirements

1. **Commitment of people:** your office (or organisation as whole) needs to commit to being more eco-conscious - without this commitment, it will be a false start, and efforts will not be sustainable.
2. **Commitment of resources:** the relevant decision-makers and purse-string holders need to commit to making or upgrading resources to ensure successful implementation.
3. **Basic understanding:** you and your co-workers need to know about current green office behaviours and processes so that you have an idea of the road ahead, AND you need to have (and share) a basic understanding of what the benefits are for everybody.

How to achieve the above:

Produce a Care 2b Green **FACT SHEET**

Distribute to all concerned via email and/or intranet and/or meeting

- **See sample **FACT SHEET** on next page** which you can hand out to your co-workers as it explains why they need to get involved and make GOAP happen



FACT SHEET

Let's create a healthy and better office environment

We need to have a

GREEN OFFICE ACTION PLAN (GOAP)

Q: Why Care 2b Green!

A: *Because* a green office is everyone's business!

- Because everyone can make a difference to the predicament we find ourselves in regarding climate change.
- Because we spend most of our life at work and we can use that significant amount of our lifetime to make work style which can seriously impact on the quality of life we are to lead.

Q: Why should you get involved?

A: *Because* a green office is a smarter and better office:

- A Green Office is earth-friendly!
People can choose to use nontoxic, recycled, environmentally friendly products and supplies);
- A Green Office is efficient!
People at work can choose to be energy-efficient, and put out the smallest amount of waste as possible) and A Green Office is healthy!
- People can take care to reduce visual, noise and physical pollution as much as possible.

FAQs on focus areas and behaviours

Q: What are key cornerstones of a green office?

A:

1. Reduce
2. Reuse
3. Recycle

Q: What are a green office's main focus areas?

A:

1. Buying eco-friendly office supplies and equipment
2. Reusing and recycling office supplies wherever applicable
3. Reducing Energy consumption
4. Reducing Water consumption
5. Reducing Waste
6. Reducing the Carbon Footprint

Q: Who needs to get involved?

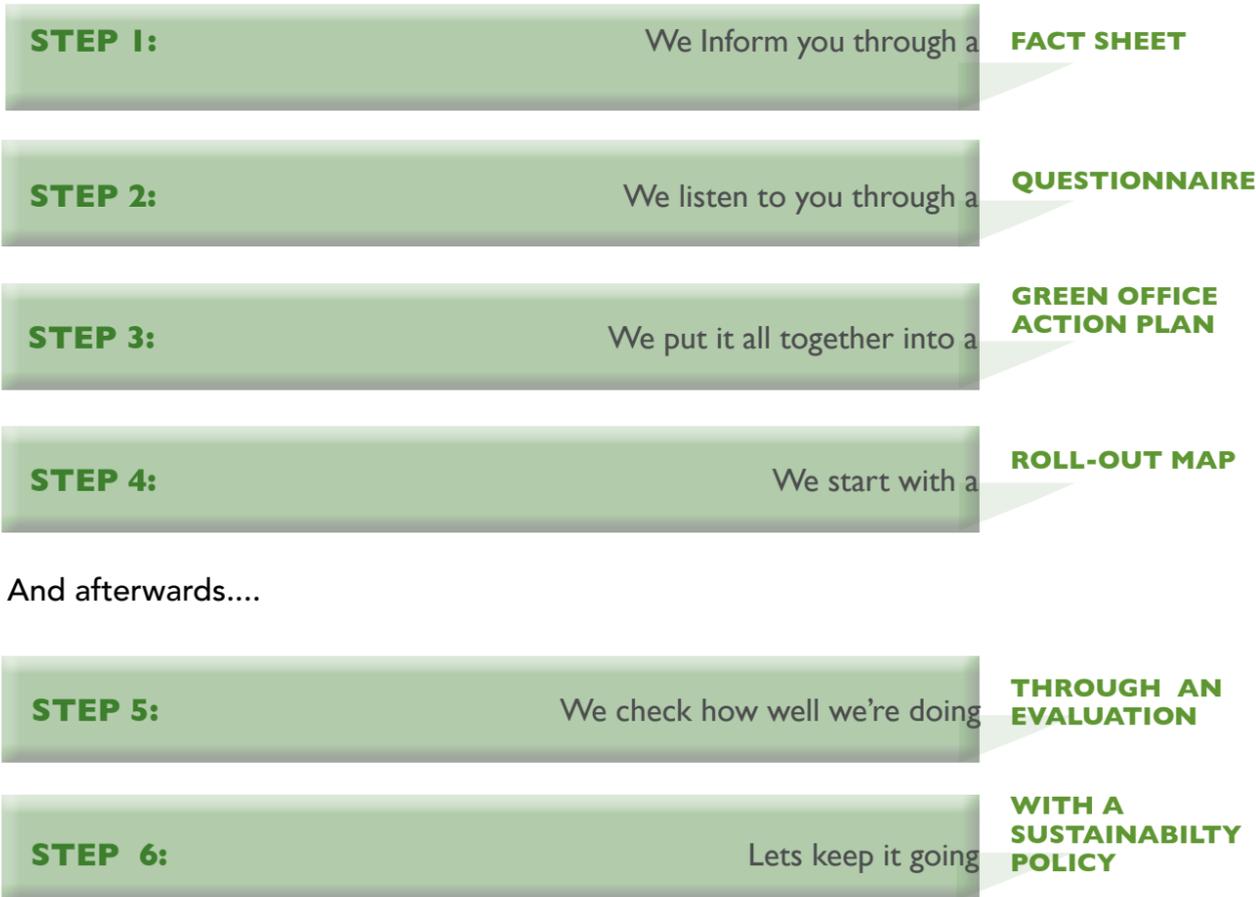
A: Everyone at the office should! From cleaner, tea lady and drivers to buyers, sales staff, bookkeepers, secretaries, HR dept and right up to the executive suit. Each and every person can do their bit in reducing unnecessary waste and in using green products. And there are behaviours that are common to EVERYONE, like switching lights off when not in the office!

FACT SHEET



Q: How does GOAP happen?

A: By following all the steps below or the steps we choose



STEP 2: Get info

What YOU need to know about getting input:

Essential requirements

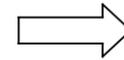
- 1. Decision on Methods:** How are you are going to go about collecting information as to how green or how un-green your office is at the moment?
- 2. Decision on Places:** How many offices, departments to be involved? or is it throughout the organisation?

How to achieve the above:

1. Select methods of collecting information

There are two Information collection sources

- i. **Internal - from within** the organisation and
- ii. **External - from without.**



i. Sourcing information internally:

Collect info internally in two ways:

A: through **interface** and/or

B: through an electronic **questionnaire**

A: The interface method

- 1. Do an office walk-about** and look for areas of improvement by following the 3 cornerstones of behavioural change:
 - Reduce
 - Reuse
 - Recycle
- 2. Allocate a person to do this walk-about.** Depending on whether you are doing it just as your division or department or as an organisation spread over many regions, there needs to be a person responsible for this info-gathering.
- 3. Info-gathering.** Make a list as you go along of what items, products, resources people think can be reduced, reused and recycled. This should be an inclusive process – everyone should feel free to give ideas.
- 4. Supplement or replace the walk-about.** It may be relevant in your organisation to send out a questionnaire to facilitate info-gathering.

B: The Questionnaire:

Create a Questionnaire, and send out electronically with a covering letter inviting everyone to participate and having a deadline for returns.

There is a template online that you can print and use as a base for your own company:

<http://www.docstoc.com/docs/25755534/Green-Office-Checklist-%E2%80%93-Draft>

If you use it, you may need to modify it - i.e. make it easier to fill in, or add questions that are more applicable to your organisation or delete the ones that are irrelevant. **See sample on next page**



QUESTIONNAIRE

TOPIC	PAPER 14 QUESTIONS	TICK RIGHT ANSWER			
		YES	NO	SOMETIMES	N/A
1	Do you use recycled paper?	YES	NO	SOMETIMES	N/A
2	Do you have recycling bins for paper?	YES	NO	SOMETIMES	N/A
3	If yes, does each employee have his/her own recycling bin for paper?	YES	NO	SOMETIMES	N/A
4	Are double-sided printed pages used? Is this pre-programmed?	YES	NO	SOMETIMES	N/A
5	Does each employee have his/her own printer?	YES	NO	SOMETIMES	N/A
6	Do you make double sided photocopies?	YES	NO	SOMETIMES	N/A
7	Does the photocopy machine/ copy two sided?	YES	NO	SOMETIMES	N/A
8	To avoid mistakes, do you print a trial copy before printing big batches?	YES	NO	SOMETIMES	N/A
9	Are files kept on computers or disks instead of printing documents for filing cabinets?	YES	NO	SOMETIMES	N/A
10	Are non-essential copies photocopies	YES	NO	SOMETIMES	N/A
11	Is scrap paper turned into useful note pads?	YES	NO	SOMETIMES	N/A
12	Is colour printing used when necessary? Are black standard option in copiers /printers?	YES	NO	SOMETIMES	N/A
13	Are emails sent out instead of printing Memos, Agendas, Minutes, Notices etc?	YES	NO	SOMETIMES	N/A
14	Are envelopes reused?	YES	NO	SOMETIMES	N/A
	Comments				
Topic	ENERGY	TICK RIGHT ANSWER			

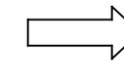
Other Questionnaire samples/template online:

- Office Green Culture Questionnaire
<http://www.unemg.org/LinkClick.aspx?fileticket=tDZG0NP3nmg%3D&tabid=4013&lan>
- Green Workplace Questionnaire
<http://www.suite101.com/content/green-workplace-questionnaire-a57465>



STEP 2: Get info (cont.)

What YOU need to know about getting input:



ii. Sourcing information from external sources

Collect info externally in two ways:

A: from published books and articles

B: from the web that provide guidelines and calculators

See below for some useful resources:

TOOLS AND GUIDELINES		
Green Vehicle Guide	Use this guide to choose the cleanest and most fuel-efficient vehicle that meets your needs.	http://www.epa.gov/greenvehicles/Index.do
Carbon Accounting Tool to Monitor and Manage Ecological and Carbon Footprint	Footprinter™ is a next generation carbon accounting tool that enables the user to better manage and monitor their organisation's ecological and carbon footprint.	http://www.footprinter.com/
8 Ways to green your office		http://www.docstoc.com/docs/4826785/Green-Your-Office
How to Start a Waste-Free Workplace Initiative	Transform Your Office Into a Green Organization	http://www.suite101.com/content/how-to-start-a-wastefree-workplace-initiative-a81848
Guidelines for water saving action plans		http://www.environment.nsw.gov.au/resources/sustainbus/08594waterguidelines.pdf
Useful HOW-TOs & Fact sheets		
Reduce waste - How to	This handbook explains how businesses (as well as government agencies) can reduce waste while bringing down their disposal, purchasing, and operational costs.	http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=1136&utm_medium=calgreen&utm_source=section&utm_term=waste+management+office+toolkit
How to Create a Green Office		http://www.suite101.com/content/how-to-create-a-green-office-a223949
Recycle cans - How to		http://www.bottlesandcans.com/



CALCULATORS online		
Free Online Water Use Tool for Companies	A new tool developed by the World Business Council for Sustainable Development aims to help companies operating around the world to map their water use and assess the risks of water scarcity to their global operations and supply chains.	http://www.californiagreensolutions.com/cgi-bin/gt/tpl.h,content=776&utm_medium=calgreen&utm_source=section&utm_term=water+conservation+water+online+tool
What is Your Business's Financial Paper Footprint?		http://www.payitgreen.org/business/busFootprintCalculator.aspx
Paper use Calculator		http://www.edf.org/papercalculator/
Lifestyle Ecological Footprint calculator by Earthday		http://www.earthday.net/footprint/info.asp
Books	Author	Available from
Going Green 365 Ways To Change Our World	Simon Gear	Penguin Books
The Complete Idiot's Guide to Greening Your Business	Trish Riley, Heather Gadonniex	www.exclusives.co.za
Green Your Work: Boost Your Bottom Line While Reducing Your Carbon Footprint	Kim Carlson	www.wantitall.co.za
Greening Your Office: From Cupboard to Corporation	Jon Clift, Amanda Cuthbert	www.wantitall.co.za
True Green at Work: 100 Ways You Can Make the Environment Your Business	Kim Mckay, Jenny Bonnin, Tim Wallace	www.wantitall.co.za
The Green Business Guide: A One Stop Resource for Businesses of All Shapes and Sizes to Implement Eco-friendly Practices	Glenn Bachman	www.wantitall.co.za
A-Z of Green Office Behaviour	By PAs for PAs	http://www.dictumnew.ath.cx/index.asp?mid=76&mid2=159&mid3=29

- From the data collected from your **Internal sources** (Interface and/or Questionnaire) you should be able to get good insights and a good picture of how green your office is.
- And from the **External sources** (Online guidelines and tools, and or books) you will be able to see how green it still needs to get!
- Now that you have a picture of where you are, you can draw up a **Green Office Action Plan** which guides your journey to where you want and need to be.



STEP 3: Putting it all together

What YOU need to know about creating a plan

Essential requirements:

1. **Perform a cost-analysis** of efficiency opportunities in various areas:
Example: Paper, Energy, Water, Green Purchasing, Waste, Carbon Footprint, Events
2. **Identify** what is to be reduced? What is to be reused? What is to be recycled?
3. **Ensure everyone fully understands what the objectives are**—this is not only making everyone a much better office-citizen, and being a friend of mother-earth, but also makes huge economic sense when you see the savings coming in.

How to achieve the above:

1. **Draw up a Green Office Action Plan** listing the required behaviours and activities.

NB: A Green Office Action Plan is known by the acronym: GOAP.
We advise you to start by identifying and charting key focus area. **See suggestion below**

2. **Define the communication of this Action Plan** i.e. what is the communication mix:

Print – Staff magazines, posters, notice boards

Electronic – email, website, intranet

Face-to-face – meetings, workshops, forum

Focus Areas Chart



To get tip sheets outlining each focus area above, download the sample GOAP



STEP 4: Rolling it out

Putting the wishlist together: We give Guidelines for an ACTION PLAN

Essential requirements:

1. **Perform a cost-analysis** of efficiency opportunities in various focus areas of: Paper, Energy, Water, Green Purchasing, Waste, Carbon Footprint, Events
2. **Identify** what is to be reduced? What is to be reused? What is to be recycled?

How to achieve the above:

1. **Create a chart** showing your key aims and objectives.

Green Office Plan Roll out Map				
				Activity
Month		Week	1	Fact Sheet
		Week	2	
		Week	3	
		Week	4	Questionnaire
Month		Week	1	
		Week	2	
		Week	3	
		Week	4	
Month		Week	1	
		Week	2	Launch Action Plan
		Week	3	

So there it isBye for now!.....

Enjoy!
Make it great!
Make it meaningful! Lay-out the green carpet!

Take care of the earth and she will take care of you. ~ Author Unknown



SAMPLE Green Office Action Plan (GOAP)

The seven key areas to focus on:



Each area requires specific behaviours aimed to achieve the three fundamental principles of:

- Reducing
- Reusing
- Recycling

Tipsheets on each focus are on next pages

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Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT



Tipsheet for Focus Area 1: PAPER

Paper is among the largest components of the waste stream (printing and writing paper, newspapers magazines and cardboard)

- Create a paper savings awareness campaign
- Track paper use
- Identify strengths, weaknesses and improvements to systems for managing paper usage

Ideas

- Buy recycled paper
- Buy non-wood paper
- Eliminate all possible paper processes
- Consider green marketing practices
- Consider green publishing of your annual reports and magazines
- Powerpoint presentations instead of paper
- Use real mugs, plates and cutlery rather than disposable ones.

How to reduce

- Get faxes by email
- Send and get electronic invoices and statements
- Send invitations electronically
- Opt for e.cards
- Do electronic banking
- Use electronic application forms
- Store data and disaster recovery electronically
- Use print preview to spot errors
- Print on both sides of paper
- Only print pages you really need
- Edit documents on screen eg:track changes
- Keep copies of documents on disk rather than paper
- Set printout margin sizes and fonts to minimise paper use.

Reduce Paper Usage

Reuse

- Envelopes
- Ruined photocopies as rough paper
- Cardboard boxes
- Bubblewrap
- Shredded paper and newspapers as box fillers when packing for freighting
- Pieces of cards e.g.: the back of A4 notepads to stiffen envelopes, for sending photographs or artwork.

Recycle

- Turn printing mistakes or ruined copies into notepads
- Collect old magazines etc and send to recycle companies or organise for pickups.

Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT

Tipsheet for Focus Area 2: ENERGY

Create an energy- saving awareness campaign

- Audit/track energy use
- Identify strengths, weaknesses and improvements to systems for managing energy usage.

Ideas

- Consider motion or occupancy sensor lights and/or timers
- Consider buildings offering natural light and/or place workstations near natural light
- Clean light fittings and windows regularly
- Look into renewable energy sources
- Enhance insulation in ceilings, walls and floors as appropriate.

How to reduce

- Train staff to switch off monitors, PCs and to turn off lights
- Obtain “Switch-off when not in use” stickers for light switches
- Ensure external lights are switched off during daylight
- Monitor air-conditioning usage
- Set all PCs and office equipment to energy-saving modes and ensure ALL are switched off at night
The world's computers are responsible for creating more CO2 than the world's aircraft!
- Switch off geysers for weekends and annual holidays
The above means good housekeeping.

Save and Conserve Energy

Reuse

- Light bulbs with energy-efficient bulbs or fluorescent lamps
- Replace geyser with solar geyser
- Replace bright bulbs with lower power ones in overlit areas.

Recycle

- Light bulbs and lamps.



Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT



Tipsheet for Focus Area 3: WATER

The scarcity of clean water is a global crisis that won't go away overnight.

- Create a water-saving awareness campaign
- Track water usage
- Identify strengths, weaknesses

Waterwise Ideas

- Introduce rainwater harvesting in tanks
- Install water efficient taps or fixtures
- Water efficient washing appliances
- Install signage with hot-line numbers for leak reporting
- Avoid installing ornamental water features and fountains that lose water to evaporation
- Know where your master watershut-off valve is located.

How to reduce

- Install water efficient systems for indoor and outdoor plant and landscape watering (drip irrigation systems use less water than sprinklers)
- Opt for drought-tolerant /water efficient plants and grass
- Upgrade older toilets/urinals with water-efficient models
- Fill kettles only with as much water as you need
- Wash company vehicles at commercial car washers that recycle water.

Save and Conserve Water

Repair/Fix

- Excessive water pressure and leaks (leaking taps!)
- Leaking hose nozzles
- (Phone and report) significant water losses from broken pipes.

Reuse/Recycle

- Employ water reuse practices (e.g. reusing rain and storm water).

Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT

Tipsheet for Focus Area 4: GREEN PURCHASING

The market for green products and services is growing rapidly. Buying green Buying 'green' means choosing products that are easily recycled, last longer or produce less waste.

- Green products are also generally produced in a way that consumes less natural resources or uses them more sustainably.
- Assess current purchasing practices and policies

Ideas

- Focus on identifying products and services which are Green
- Learn the language of Green.

How to Buy Green

- Partner with suppliers
- Give preference to:
 - Biobased products
 - Energy Efficient products
 - Recycled Content products
 - Non-ozone Depleting Substances
 - Repairable products
 - Recyclable products.

Buy Green

Introduce

- Purchasing behaviour training and standards
- Specifications and Standards for your office purchases.

Consider

- Environmentally-friendly vehicles e.g.: hybrid models
- Locally manufactured products as they travel lesser distances
- Paper and cardboard that is high in recycled content
- Office supplies that are free of hazardous materials
- Cleaning supplies that are non-toxic and in concentrate form
- Non-wood products where possible.



Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT



Tipsheet for Focus Area 5: WASTE

Reducing waste brings down disposal, purchasing, and operational costs

- Create a waste-reduction awareness campaign
- Audit waste: the **what**, **where** and **how** of waste generation
- Identify strengths, weaknesses and improvements to systems for managing waste

Ideas

- Avoid generating non-recyclable waste
- Prevent your company contributing to landfill waste
- Give attention to the product durability/ life span when shopping for the office
- Buy in bulk to reduce packaging
- Where appropriate repair equipment before having it replaced
- Hire instead of buying if you're not going to need an item long-term
- If machinery is creating a lot of waste, check whether it needs to be repaired or replaced or if it is being used correctly.

How to reduce

- Paper use whenever possible
 - distribute documents to fewer people
 - clean up mailing lists, AND/OR
 - eliminate unnecessary business forms
- Wastes from catering and leisure facilities i.e glass, beverage cans, plastics, paper and board packaging and food waste
- Use of staples! Saving one staple a day in every office equals tons of metal saved a year
- Adapt your company's purchasing policy to encourage procurement of products that help prevent or reduce waste/also buy recycled products.

Reduce Waste

Reuse

- Folders, hanging file dividers, packing boxes and other storage items
- Collect name badges after meetings
- Paper clips, bull clips drawing pins etc
- Padded bags/envelopes, polystyrene.

Recycle

- Start a battery and ink-toner recycling bin
- Have recycling bins placed in communal areas (reception, tea stations, cafeteria, meeting rooms) for bottles, cans, CD-ROMs, old cellphones etc.

Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT

Tipsheet for Focus Area 6: CARBON FOOTPRINT in Travel and Transportation

Reducing carbon emissions is not just about saving the planet - it is about saving ourselves! Carbon footprint is the term used to describe the amount of carbon used by a person or organisation going about their everyday business.

- Assess your carbon footprint: it's made up of a series of scores e.g. Transport score, Energy score, Food score, and Waste score.

Ideas

- Drive Less and Drive Smart
- Plant trees around your office premises: trees and other plants absorb carbon dioxide and give off oxygen.

Reduce

- Employee commuting time: consider compressed work week or telecommuting
- Deliveries by reducing the frequency of deliveries or collections - where applicable/ bundle errands
- Out-of-office meetings: where possible cut-down on car travel by encouraging phone, video and web conferences as opposed to out-of-office meetings.

Reduce
Carbon Footprint
in transport and travel

Avoid

- Connecting flights by taking direct flights wherever possible
- Idling and revving: It hurts engines, wastes petrol, and contributes to global warming and pollution
- Heavy traffic: drive during non-peak hours - saves a significant amount of fuel during stops.

Introduce

- Energy-efficient commuting for workers by having subsidized buses and/or encourage employees to join car pooling/ car sharing /lift clubs
- Encourage the purchase of energy-efficient vehicles and hybrid cars
- Efficient Delivery Routing by using special routing software
- Greener Driving:
 - Inflate your tyres properly - it will improve your mileage by about 3.3%
 - Keep cars properly serviced
 - Drive with windows closed as this reduces drag on the vehicle.



Green Office Action Plan (GOAP)

WHERE and HOW we can improve or change BEHAVIOURS

WHERE and HOW we can upgrade or change EQUIPMENT



Tipsheet for Focus Area 7: GREEN EVENTS

Conferences, meetings and training events are part and parcel of your work life.

- Create an go-green-with-events awareness campaign
- Identify strengths, weaknesses and improvements to eventing

Ideas

- If travel is involved share transport to meetings and events where possible.
- Arrange for group transport if large numbers of individuals will be attending.
- When suitable consider video and teleconferencing.
- Promotion and event information should ideally be through electronic formats and websites.

Avoid

- Paper brochures and invitations; rather email in PDF format
- Paper registration - offer online registration
- Paper folders, binders and programmes by placing info on Powerpoint at the event AND/OR
 - Produce handouts printed on two sides using recycled paper, AND
 - Using eco-friendly folders
- Plastic bottles - opt for water pitchers and cordials
- Flip charts - use dry-erase boards or other reusable visual aids
- Metal and plastic trophies - opt for one manufactured in non-hazardous, non-toxic materials
- Waste and litter at your event.

Green your Events

Use green venues and suppliers

- Eco-friendly venues
- Local culture and entertainment
- Gifts and promotional giveaways
- Low-impact lanyards
- Gift bags made from recycled or sustainable materials
- Reusable or recyclable signs
- Eco-friendly banners
- Digital photography
- Certificates on non-wood or recycled paper and framed in bamboo.

Reuse/Recycle

- Name badges
- Packing materials
- Decorations
- Branded clothing
- Binders.