

## Business Services Training

### Unit of Competency

**BSBSUS201A Participate in environmentally sustainable work practices**

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines.

### Employability Skills

This unit contains employability skills.

### Pre-requisite Units

Nil

### Application of the Unit

This unit applies to operators/team members under supervision or guidance, who are required to follow workplace procedures and instructions, and to work in an environmentally sustainable manner. It covers:

- efficient resource use
- potential environmental hazards
- regulatory compliance
- improving environmental performance (within the scope of competency, authority and own level of responsibility).

It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.

## **Participate in environmentally sustainable work practices**

This book supports BSBSUS201A, Participate in environmentally sustainable work practices in the Business Services Training Package.

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### 1.3 Measure current resource usage

“Document and measure current usage of resources using appropriate techniques”

Your first step in minimising your workplace environmental impact is to identify and document the level of resource usage. Documenting these levels will allow you to prioritise those areas where you use the most resources for review. You will also be able to establish goals and then measure your progress as you implement new and revised sustainable work practices.

#### What is a resource?

Resources are all the materials and energy that go into producing the product that results from your work. The resources that you use will vary, depending on the type of tasks that you perform and the industry you are employed in. There are several types of resource use that are common across all industries. We all need light to see what we are doing and electricity to power any equipment or technology that we use. Medical office workers use a range of chemicals to sterilise their work area. Production workers will use exhaust fans to remove dust or fumes and may also use vast quantities of water in the production process. Office workers may consume large quantities of paper printing reports and correspondence. Hospitality workers may use disposable catering supplies such as cardboard coffee cups.

It is often easy to take the resources that we use performing our daily work routine for granted. It may not occur to us to stop and think about what we are actually using and the resources that were invested in manufacturing and producing the products that we use at our work station. You will find it worthwhile to invest time and energy in recording and then analysing the resources that you use on a daily basis. You may be surprised by the results!

#### Assessing resource usage

You should refer to your workplace policies and procedures for advice about the method your workplace prefers to use for assessing resource usage. Many organisations use two ways of assessing resource use:

- 1) “Desktop” assessment – gathering documents and analysing them to identify current resource use. You could consider using invoices, purchasing orders, stock take and waste disposal records.
- 2) Physical assessment – you undertake to monitor, measure and record your use of selected resources to perform your daily routine.

#### Documenting resource usage levels

Once usage levels are documented, it becomes easier for an organisation to begin to recognise how it may become more environmentally efficient and make cost savings.

Your supervisor or team leader may give you a form or template that you are to use to record your current resource usage. The information gathered on the forms completed by employees across the organisation will play an important role in determining how the organisation decides to manage its overall resource usage. It is important to remember that you have an important role to play in helping the organisation achieve its targets. Individual employees can make a significant contribution to reducing the organisation’s ecological footprint by using sustainable work practices.

You should invest the time in recording and reflecting on your current resource use. In those cases where your organisation does not have a form or template to record your resource use, you can develop one yourself using the example provided to you in this Section of the workbook. You should discuss with your supervisor or team leader your commitment to implementing sustainable work practices. You may have an opportunity to share your findings with your team and develop plans together to reduce environmental harm.



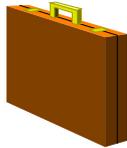
**Task 5: Record your resource usage**

In the table below, you are to record the materials, services and equipment you use to do your job and to consider the main natural resources that are required in their production.

You should then think about the amount of personal control you have over the use of these materials, services and equipment. Your objective is to identify whether it is within your power to use the resource more conservatively.

Material/service/equipment	What natural resource is used in its production?	How much control do you have over wasted resources?
Example 1: Lights	Coal or water to produce electricity	I can control the light used in my own office by turning off the light switch. I can assist by monitoring the use of lights in the general work area and lunch room.

Material/service/equipment	What natural resource is used in its production?	How much control do you have over wasted resources?



**The Boardroom**

Kylie at High Impact Advertising has been asked to assist Eun, the Sales Manager, to organise the Boardroom for this month’s sales meeting. The sales meeting provides an opportunity for the metropolitan and regional sales representatives to come together to plan, report and share information. They have the opportunity to discuss issues over morning tea, lunch and a short afternoon break.

Kylie is dismayed to find that she is asked to arrange a large quantity of disposable cups, plates and cutlery for participants to use. Kylie recalls a recent radio interview where the reporter explained that over 400 million takeaway cups are disposed of each year in Australia.

Kylie asked Eun about the opportunity to use non-disposable catering supplies. “But then we have to wash everything up,” says Eun. “Surely that is just using a different resource – water! We’re trying to save water.” Kylie was able to explain to Eun that over its life of about 3000 uses, a non-disposable mug is associated with 30 times less solid waste and 60 times less air pollution than disposable cardboard cups.

Eun agrees that before the next meeting she will talk to the Office Manager about the costs of switching to non-disposable catering materials. “Great,” says Kylie. “At the next team meeting, we can discuss changing to organic Fairtrade-labelled coffee!”

There are many things that you may be able to do in your organisation to help reduce your ecological footprint. By reviewing your own use of resources and the waste that your production generates, you can support your workplace in the development of procedures and work practices to reduce the waste of resources. This can be achieved by using resources more efficiently and conservatively, disposing of waste according to the manufacturer’s or Government guidelines and developing work practices that demonstrate that you are taking responsibility for your own actions.

You can use the information you have recorded about your personal resource use to question your own waste of resources. You will most likely find many small changes that you can implement. You will discover that when everyone in the team is making many small changes to their work routine to reduce their environmental impact, the results can add up to be quite significant and effective.

*Create a checklist when recycling waste. Not all team members may be aware of what they can recycle. This checklist will assist in reducing resource depletion.*



**Task 6: Record your own resource use**

Use the record sheet provided below to monitor your own use of resources in either your workplace or place of study for one week. An example is provided for you.

You should then use the form below to record the opportunities for improvement that you have identified based on your analysis of the record sheet.

Resource being monitored	Unit of measurement	Date	Period of monitoring	Result	Comment
Lighting – 100 watt bulb	Hours and kilowatt hours	Monday	7.00 am - 5.00 pm	Light on for 10 hours	Light on for 2 hours when area was not being used
Annual calculation of number of hours light is on when the area is not in use			Opportunities for improvement		