



Ethiopian TVET-System



BASIC CLERICAL WORKS LEVEL-I

Module Title: Participating In Environmentally Sustainable Work Practices

TTLM Code: EIS BCW1TTLM 09 19v1

This module includes the following Learning Guides

LG10: Identify Current Resource use

LG Code :EIS BCW1M04LO1-LG-10

LG11 : Comply with environmental regulations

LG Code :EIS BCW1M04LO2-LG-11

LG-12:Seek opportunities to improve resource efficiency

LG Code :EIS BCW1M04LO3-LG-12



This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Identifying Environmental and resource efficiency issues
- Identifying resources used in own work role
- Documenting and measuring current usage of resources
- Recording and filing documentation
- Identifying Workplace environmental hazards to appropriate personnel

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Identify Environmental and resource efficiency issues
- Identify resources used in own work role
- Document and measure current usage of resources
- Record and file documentation
- Identify Workplace environmental hazards to appropriate personnel

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 15
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” in **page -7, 8, 11, 13 and 15**respectively.



Information Sheet-1	Identifying Environmental and resource efficiency issues
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1.1 What is environmental sustainability?

So much of what we buy, do or use every day has an environmental impact or effect. Using petrol in our cars, electricity in our homes and paper in our offices makes an impact on the environment. In our modern lives, it is not realistic to expect that we stop using our cars or our appliances completely. But we can start to use them in a way that reduces their environmental impact.

If something is environmentally sustainable, it can be continued to be used at a certain rate, without interruption. Environmental sustainability means that something can be used or produced without affecting the ability of future generations to either have the same thing, or enjoy the natural environment from which it came or where it was used.

Sometimes environmental sustainability means taking things from the natural environment at a slower rate. For example, there are strict rules on how many of particular species of fish may be harvested each season. This is to ensure that there are enough fish remaining to replenish the population, so there are enough left to harvest in future seasons.

Examples of environmental workplace initiatives include:

- using less paper by printing on both sides using less electricity by adjusting computer settings and turning machines off overnight
- using less fuel for transport by adjusting travel requirements
- introducing paper recycling schemes
- encouraging staff to use washable cups rather than disposable ones
- Donating office equipment to other organizations rather than throwing it away when it is upgraded.

1.2 Identify Environmental and Resource Efficiency Issues

Many organizations are finding that they can save costs and create a competitive advantage by reducing their greenhouse emissions. The environmental performance of products and services has become a key issue in today's business environment.

Organizations are investigating ways to improve their environmental performance. This can often be achieved through better resource efficiency.

Environmental and resource efficiency issues will vary depending on the industry, organization, and activities conducted.



However, some of the issues that you may face include:

- ✓ Maximizing opportunities to improve business environmental performance.
- ✓ Minimizing environmental risks.
- ✓ Promoting more efficient production and consumption of natural resources, for example minimizing waste by participating in or using a waste management system. Using resources efficiently such as material usage, energy usage (seeking alternative sources of energy or energy conservation) or efficient water usage.

1. Resource Efficiency

Resource efficiency looks at energy, water and material use and waste generation.

Energy Use: - reducing energy consumption can lead to cost savings and a reduction of greenhouse emissions generated from burning fossil fuels. You can save energy by:

- ✓ Turning off lights and equipment when not in use.
- ✓ Using power saving functions on office equipment.
- ✓ Using efficient motors.
- ✓ Using efficient lights.
- ✓ Replacing incandescent tubes with fluorescent tubes.
- ✓ Installing skylights.
- ✓ Keeping heating at 20 degrees Celsius.
- ✓ Insulating rooms.
- ✓ Fitting self-closing doors.
- ✓ Minimizing the use of hot water.
- ✓ Using alternative energy sources.

The strategies used will depend on the activities the business participates in, the type of industry, and the resources and

2. Water Use

You can save water by:

- ✓ Comparing your water usage to others and make adjustments where needed.
- ✓ Fixing dripping taps.
- ✓ Fixing leaking pipes.
- ✓ Avoiding using water wherever possible.
- ✓ Investigating ways to use or treat wastewater.

You may also be able to save water by using alternative treatments or chemicals for production purposes.

3. Material Use

To improve the way you use materials, you could look at:

The way packaging is used.



- ✓ Using materials that produce less waste.
- ✓ The environmental standards of your suppliers.
- ✓ Using recycled materials. Using products designed for long life.
- ✓ Avoiding buying products or services that have a high risk.
- ✓ Only storing materials that you need.
- ✓ Storing all materials in designated areas.
- ✓ Keeping stored materials labeled.
- ✓ Keeping storage areas clean.
- ✓ Ensuring storage containers are sealed.
- ✓ Keeping spill kits in chemical storage areas.

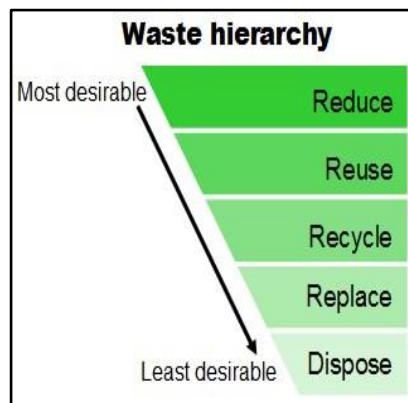
The procedures in your workplace will depend on the types of materials that are used.

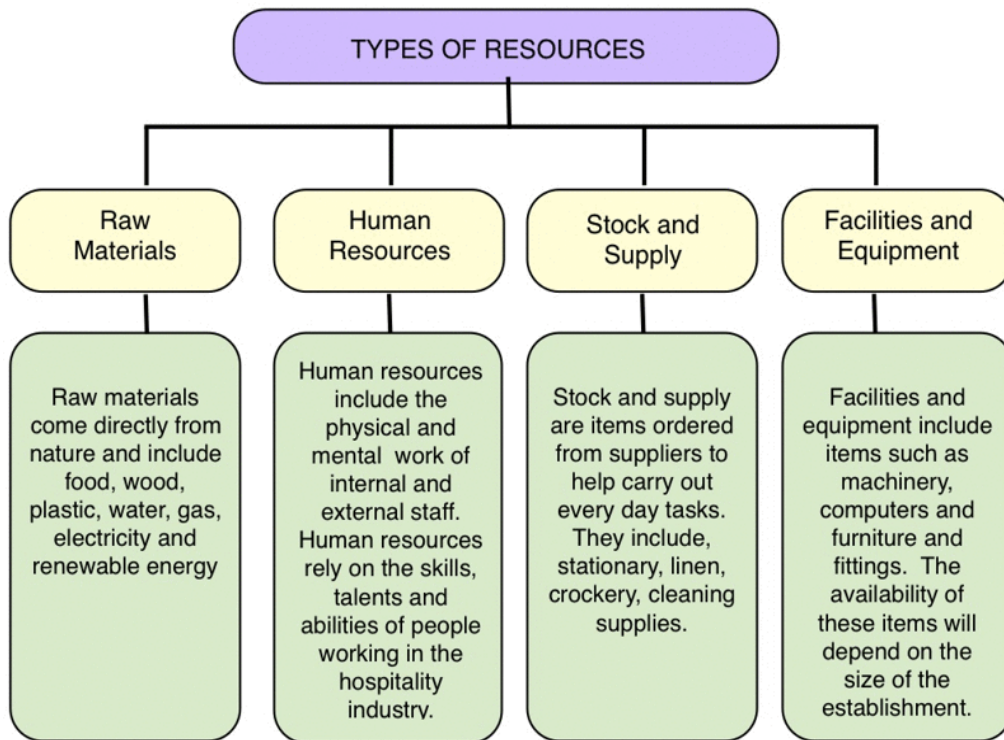
Dangerous or hazardous goods will have strict procedures regarding their use, storage and disposal

Waste Generation

In regards to waste generation, it is important to remember the 3 R's:

- ✓ Reduce
- ✓ Reuse
- ✓ Recycle





You can reduce waste by:

- ✓ Quantifying the waste you produce
- ✓ Accounting for the difference between raw materials and products produced
- ✓ Examining work activities to identify ways to reduce waste
- ✓ Keeping a running tally for waste production.

You can reuse by:

- ✓ Reusing drums and other containers.
- ✓ Reusing materials within work activities.
- ✓ Selling waste to other production processes.

You can recycle by

- ✓ Segregating waste where possible
- ✓ Composting organic waste
- ✓ Separating recyclable waste.

It is important to speak to those responsible for collecting waste to determine what is possible for your organization



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Write at least four examples of environmental workplace initiatives (4points)
2. Write the important environmental and resource efficiency issues.(3 points)
3. What are the types of resources used to sustain environment (3point)
4. How can you save water as a resource (4)



Note: Satisfactory rating – above 7 points

Unsatisfactory - below 7points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Information Sheet-2	Identify Resources in Your Work Role
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You should look to identify possibilities for improving environmental and resource efficiency within your own work role. This includes being familiar with the environmental hazards and resources used. You, as a worker, are the closest and most familiar on a daily basis with the materials, products and equipment you use.

Whatever your role in the organization, there is an effect or product that results from what you do. Resources are all the materials and energy that go in to producing that effect or product. The resources used may include plant and machinery.

They also include lights, office equipment, stationery, raw materials, chemicals and other products.

When identifying the resources used, also consider the secondary resources. These are the tools and equipment that are required for you to do your job. Secondary resources may include toilet facilities, lunchroom facilities or showers

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is resource (2point)



2. How can we identify possibilities for improving environmental and resource efficiency within your own work role.(4 points)

Note: Satisfactory rating – above 3 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Information Sheet-3	Documenting and measuring current usage of resources
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1.4 Measure Current Resource Usage

Once you have identified the resources used, you will need to calculate a usage rate. This will provide a basis for tracking and monitoring your progress towards becoming more efficient. Some resource usage may be readily available by reviewing supplier invoices. Current water and electricity bills provide usage rates that can easily be compared over time. To determine your organization’s current resource use, you will need to conduct an assessment. Firstly, you will need to determine what resource usage you are going to look at.

The next step is to determine how you will measure the resources use. You can either:

- ✓ Conduct a desktop assessment
- ✓ Conduct a physical assessment.

A desktop assessment will involve reviewing reports and records

You will need to determine which records can provide you with the information needed to determine energy usage. The records needed may include:

- ✓ Purchasing logs.
- ✓ Receipts.



- ✓ Water or energy bills.
- ✓ Waste bills.
- ✓ Equipment lists and specifications.

A physical assessment will involve physically counting items or observing employees. You may want to undertake a workplace inspection.

- ✚ Appropriate techniques to resource usage may include but not limited to:
 - examining and documenting resources in work area
 - examining invoices from suppliers
 - examining relevant information and data
 - measuring resource usage under different conditions
 - reports from other parties involved in the process of identifying and implementing improvements

Resource Use, Waste Generation and Efficiency Profile

The purpose of establishing your resource use, waste generation and efficiency profile is to collect and analyze baseline data for your premises. This baseline data can then be used to identify an appropriate efficiency indicator and track your progress as you implement your environmental strategies.

There are five steps in the process

Step 1 – Collect data

Step 2 – Analyze data

Step 3 – Establish a baseline period

Step 4 – Identify activities

Step 5 – Estimate resource use and waste generation for the key activities.

Step 1 – Collect Data

To undertake this assessment, you need to collect the following information:

- ✓ The quantity of resources used by type
- ✓ The quantity of production or activity at the site by type
- ✓ The quantity of waste generated by type
- ✓ The quantity of greenhouse gas emissions associated with each input and output
- ✓ If possible, a separation or estimation of the amount of water used for fire testing.



Where possible, this data should be collected over a 2-year period and recorded on a monthly basis. Having monthly data collected over this timeframe will help you identify seasonal trends.

Step 2 – Analyze Data

Look for patterns in your data and consider the seasonal aspects that affect your resource use or waste generation. If your data allows, look for variations within weeks to identify trends on a weekly basis as well as on a monthly basis.

Compare the resource consumption and waste generation to your business activities. Some industries have resource efficiency indicators that are already set.

Step 3 – Establish a Baseline Period

Using the information collected, you will need to establish baseline data. This is the data you will use to evaluate your improvements against. The data you use should be current (i.e. no more than 2 years old) and contain at least 12 months data.

The baseline data needs to be reviewed against your 2-year period data. You need to determine if it represents a typical year at your workplace. If not, you should indicate why and estimate what a typical year will look like.

Step 4 – Identify Activities

When analyzing your data, it is preferable to divide it by activities at your workplace rather than departments or sections.

Use of resources and the waste generated is usually relevant to particular activities so this will give you more accurate information to work with. You will need to start by listing all the common activities.

Step 5 – Estimate Resource Use and Waste Generation for Key Activities

As the use of resources and the wastes generated are often inter-related, you should firstly undertake an integrated mass and energy balance for the whole site.

When estimating the resource use and waste generation for each activity, remember these key principles:

- ✓ $\text{Sum (individual activity resources/wastes) = Total resource/wastes}$
- ✓ $\text{Sum (inputs) = sum (outputs)}$

Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What information should we collect to undertake the assessment of data (4points)



2. Demonstrate the five steps of resource use, waste generation and efficiency profile (10 points)
3. What are the appropriate techniques to resource usage (4)

Note: Satisfactory rating – above 9 points

Unsatisfactory - below 9 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Information Sheet-4	Recording and filing documentation
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4.1 Record and file documentation measuring current usage

Organizations record information, create documents and file them for future use as part of daily business activity. Filing can be one of the most frustrating jobs for any employee, but when it is done in a structured way it can be done quickly and save a lot of time when a document is required in the future. You need to select the most appropriate method for recording information based on what you are recording, the nature of your organisation and any particular procedures and guidelines that already exist. You need to ensure you familiarise yourself with your organisation's requirements.





Why record and file documents?

The previous section explained the importance of measuring resource usage.

This is because it helps provide information on how effectively an environmental initiative has reduced resource usage, identifies opportunities for improvement and helps us understand any cost savings.

It is important that this data is recorded and filed for future access. Some reasons for this are listed below.

Compliance

There may be workplace policies and procedures in place that require this data to be collected and stored for a period of time.

Often these procedures are to support legal requirements, so it is important that the records are kept and stored for audit purposes

Record usage

How often you collect resource usage data will depend on the type of document you use to record your information.

Generally, if you are collecting data regularly, it is most useful to record that data in a database format, whether in a spreadsheet or a database.

It is helpful, though not necessary, to name date columns with numbers, rather than text, as this helps keep them in order in some applications. For example, if you sorted months alphabetically your list would start with April, August, December – and end with September. Putting the year before the month means that it is easier to compare the same month in different years without confusion.

How you structure your table will depend on how you wish to present your data.

For future analysis, it is helpful to keep one master table that summarises the key information and then select different fields to create any graphs or diagrams. If data is stored in several places, it's much harder to analyse results.

File documents

Documents are filed so that they can be easily accessed at a future date, whether for further business use or for legal compliance requirements. Filing can be done either electronically or in hard copy. Files are increasingly being stored electronically, as this is much simpler for organisations to manage and it is easier to control access.

Self-Check -4

Written Test



Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are the reasons to file a document (6point)
2. Why record and file documents?(4 points)

Note: Satisfactory rating – above 5 points

Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Information Sheet-5	Identifying Workplace environmental hazards to appropriate personnel
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5.1 Workplace environmental hazards

Workplace environmental hazards include noise pollution, air pollution, chemicals, dust, fumes and disposal hazards.

When considering what environmental hazards might exist in a workplace, think about what might happen if things go wrong. For example, storing chemicals may not be a significant environmental hazard, but a leak or spill can create a more significant hazard. Therefore, when assessing environmental hazards, you should think about all possibilities, not just what happens in daily business. Here are some examples of workplace environmental hazards.

Noise pollution; - Prolonged periods in a noisy environment can cause damage to hearing such as tinnitus (ringing in the ears) or permanent hearing loss. This can occur in manufacturing environments, for example. If you work in such an environment, you may be required to use protective equipment such as ear plugs or ear muffs to protect your hearing.

Air pollution Air pollution can come from many sources, the most common being general smog levels, vehicle emissions and industrial emissions. Air pollution can cause a range of



health problems including eye and throat irritations or more severe conditions such as bronchitis.

Chemicals;- There are many potentially hazardous chemicals used in workplaces. These include corrosives such as sulphuric acid and caustic soda, irritants such as ammonia, and sensitising agents. Exposure can cause skin disease, poisoning or respiratory illness. These chemicals must be handled using the appropriate procedures and protective equipment.

Dust and fumes;-Dust and fume hazards can be created in a variety of ways and may result in respiratory concerns. Most people are aware of the risks when handling lead or asbestos but some timbers, other building materials, paints and cement can also potentially affect your health and the environment. Be sure to use the appropriate protective equipment.

Disposal hazards;- There are regulations for the correct disposal of many chemicals and other potentially hazardous materials. It is not appropriate to pour some chemicals down the sink or to throw some things, like batteries, into general rubbish. These materials are usually clearly marked and you should follow instruction carefully.

Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Write the defence between risk and hazard (4 points)
2. Write examples of workplace environmental hazards(6points)



Note: Satisfactory rating – above 5 points

Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Instruction Sheet	LG11 : Comply with environmental regulations
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- following work place procedures to ensure compliance
- Reporting breaches or potential breaches

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, **upon completion of this Learning Guide, you will be able to:**

- follow work place procedures to Ensure compliance
- Report breaches or potential breaches

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 18 to 21
3. Read the information written in the information “Sheet 1, and Sheet 2,
4. Accomplish the “Self-check 1, Self-check and Self-check”²in **page -19 and 21** respectively.



What is a code of practice? A code of practice is a set of rules or standards which have been designed in accordance with legislation and regulations, and are enforced by local government agencies.

Is also written guidelines issued by an official body setting out recommended or preferred processes, actions or organizational structures to be applied in a given setting.

Law - legislation passed by governments which is enforceable by courts.

Best practice - methods and techniques that have consistently shown superior results which are used as benchmarks .

❖ **Compliance may include but not limited to:**

- ✓ meeting relevant laws, by-laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Act):
- ✓ international
- ✓ local government
- ✓ industry
- ✓ organization

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Describe the following words:-
 - a. **Compliance** (2point)
 - b. **Best practice** (2point)
 - c. **a regulation** (2point)
 - d. **an act** (2point)

2. **what are work place compliances** (4points)



Note: Satisfactory rating – above 6 points

Unsatisfactory - below 6 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Information Sheet-2	Reporting breaches or potential breaches
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2.1 Report breaches and potential breaches

Once you have identified a breach or potential breach, you should report it to the appropriate personnel. This can be difficult when you have identified a breach or potential breach performed by another employee. Most people do not like to feel like they are creating trouble for their peers or colleagues.

However, you must remember that breaches can put you, other employees or the environment at risk. In some cases, they may also affect the organization's compliance with external laws and regulations.

Who to report to

How you should report the breach or potential breach will depend on your organization's structure. You should find out who in your organization is responsible for managing breaches or potential breaches of workplace procedure, particularly those relating to environmental regulations.

Your organization may have an environment officer who has responsibility for the whole



organization or there may be a representative in each department who reports to the environment officer. The person responsible for workplace health and safety may also have responsibility for environmental hazards and breaches.

In smaller organizations, this role may not be specifically assigned, requiring you to report it to the owner or manager.

Different breaches may need to be reported to different people, particularly in larger organizations. Your supervisor should be able to advise who a breach is reported to. Even if you report it to another supervisor or manager, you should still inform your supervisor.

Things that might affect who you report a breach to include:

- Where the breach occurred, which will affect if you tell your supervisor or one in another area
- The time at which the breach or potential breach was observed and who is available to report it to
- Whether it is an actual breach that is currently occurring and represents a risk, or a potential breach that requires preventative action.

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. How you should report the breach or potential breach's(3points)
2. Write the things that might affect who you report a breach.(3 points)



Note: Satisfactory rating – above 3 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Instruction Sheet	LG-12: Seek opportunities to improve resource efficiency
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Following Organizational plans
- Seeking Work as part of a team
- Making suggestions for work place improvements

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to:**

- Follow Organizational plans
- Seek Work as part of a team
- Make suggestions for work place improvements

Learning Instructions:

1. Read the specific objectives of this Learning Guide.



2. Follow the instructions described below 24 to 33.
3. Read the information written in the information “Sheet 1, Sheet 2, and Sheet 3
4. Accomplish the “Self-check 1, Self-check and 2, Self-check 3 in page -27, 29 and 33 respectively.

Operation Sheet 1

Following Organizational plans

1.1 Follow plans to improve environmental practice and resource efficiency

An important part of achieving any objective is to develop a plan for achieving it.

When a business has an objective such as improving resource use or reducing their environmental footprint, they must develop a detailed plan to help them achieve

In fact, in a business where there may be many people involved in achieving an objective, it is even more important to have a clear plan with supporting procedures, schedules and work plans, so that all employees know what is expected of them. This is called an organizational plan.

An organizational plan is a detailed outline of the work that must be completed for a business to achieve its objectives. Some organizations refer to this as the business plan.



Develop organizational plans

Some organizational or business plans are developed and updated annually, as part of the regular business planning process. Often, organizational plans are developed in such a way that the work being done throughout the organization is in line with the key objectives.

There are usually several steps to developing the plan:

1. Develop key objectives
2. Develop departmental objectives
3. Develop team objectives
4. Develop individual objectives
5. Documented policies and procedures
6. Work plans to minimize waste or to increase efficiency of resources

such as a green office program, supply chain program for purchasing sustainable products or an environmental management framework

Develop key objectives

Key objectives are generally limited to between three and five goals; however, there may be numerous supporting projects to achieve these objectives.

Usually completed by senior management, these objectives are generally very high level.

- Lighting initiatives, such as changing to more efficient forms of lighting or installing sensor lighting in less frequently used work areas
- Making adjustments to office climates, so that the air-conditioning and heating systems run more efficiently
- Waste reduction programs.

Supply chain programs



The employees responsible for managing purchasing can help reduce the organization’s environmental footprint by making environmental issues one of the criteria for their purchasing decisions. Cost, value for money, reliability and product warranty will remain important criteria, but often purchasing items with good environmental credentials will also be financially beneficial. For example, a printer that can print on both sides of the paper and is more energy efficient may be more expensive to purchase, but it will have reduced running costs because it uses less electricity and paper, so it may be cheaper in the long run. Other supply chain initiatives that can contribute to environmental sustainability are outlined below.

Supply chain programs

Purchasing products in bulk to reduce the amount of packaging required

Working with suppliers to make deliveries using re-usable

Packaging rather than disposable packaging

Choosing equipment that has a higher electricity or water efficiency

Rating when replacing office equipment

Choosing vehicles for company fleets that are more fuel efficient

And consequently cheaper to run

Ensuring equipment and vehicles are regularly maintained to increase their efficiency



Supporting suppliers with a good reputation for environmental
Management

Purchasing products that are made from
renewable resources,

Such as office paper made from
recycled materials

Self-Check -1

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is an organizational plan? (2point)
2. Write the five steps to develop plan (10 points)

Note: Satisfactory rating – above 6 points Page 25 of 30 **Unsatisfactory - below 6 points**

You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet- 2

Seeking Work as part of a team

2.1 Work as a team to identify possible areas for improvement to work practice

Many of the most effective changes to improve environmental practices and resource efficiency are simple changes that can be made with little or no financial investment. Those that do require investment are often paid back by savings from reducing use of the resources required.

You should continually look for opportunities to improve environmental work practices and resource efficiency in your home, school or workplace.

Identifying these opportunities gives you and your colleagues the chance to implement them and help reduce the environmental impact of your daily activities.





2.2 Work practice improvement opportunities

Most workplaces, schools and homes have a number of opportunities for improvement in environmental work practices and resource efficiency. This can be for various reasons, including that:

- Current practices have been in place for a long time and have not been reviewed with the objective of reducing the environmental footprint
- Staff changes have meant that procedures designed to reduce environmental impact are not being followed thoroughly
- Existing procedures for reducing environmental impact have been successfully introduced, but further refinement will increase their success
- Other changes in the organization have created additional opportunities for reducing environmental impact
- There has not previously been a focus on improving environmental work practices or resource efficiency.

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Write the reasons for workplaces, schools and homes have a number of opportunities for improvement in environmental work practices and resource efficiency. (10point)



Note: Satisfactory rating – above 5 points

Unsatisfactory - below 5 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet- 3

Make suggestions for work place improvements

2.1 Suggest improvements to work place practices

The previous section explained how to identify opportunities to improve environmental performance and resource efficiency.

Making suggestions for improvement can benefit the whole workplace, as well as the environment. How you make a suggestion can affect how successful you are in persuading your team or supervisor to participate.

This section provides some information about how to make suggestions.

Making suggestions for improvement is part of your role as a member of a team or work group. If you have thought of something that makes your work easier or reduces the amount of resources used, then you should share it so that other members of the team benefit. Your suggestions may help other people in the team and, in turn, they may also make suggestions that can help you.





How to make suggestions

How you make suggestions will depend on several things, including the type of suggestion, the nature of your work group, the size of your work group and your supervisor's preferences.

In a relaxed, relatively informal work group, it may be appropriate to offer verbal suggestions during team meetings, without prior notice. This may work for simple suggestions, with little or no funding required; for example, suggesting that everyone use a cardboard box at their desk for recycling office paper to make it easier than walking to the recycling bin several times a day. Written suggestions may be appropriate for more-complex suggestions, which may require either a significant set-up effort or initial funding. In this case, you may develop a short proposal to present to your supervisor. Your proposal may include the objective, background, outline, funding, advantages, risks and recommendations. These are described in detail here.

Risk

Identify any risks, inconveniences or possible disadvantages with the suggestion. When identifying them, explain how these risks will be minimized. For example, the risk that people will not use the duplex function on a new printer will be minimized by asking the IT department to set it as a default for everyone's computer.

Recommendations

Briefly recommend implementing the suggestion, with some persuasive comments about the advantages. Use brief, clear sentences and bullet points where possible. A short proposal that generates interest and further discussion is often more effective than a longer, more informative one that is put aside until your supervisor has to read it.

Written suggestions may also be appropriate if you work in a more formal environment, or if you do not have regular team meetings where suggestions can be raised. Even if you have prepared a written document, it is usually more effective to arrange a meeting where you



review the document with your supervisor, so that you can address any questions or concerns.

✚ Suggestions may include but not limited to ideas that help to:

- Improve energy efficiency
- Increase use of renewable, recyclable, reusable and recoverable resources
- Maximise opportunities such as use of solar power or other alternative forms of energy, where appropriate
- Prevent and minimise risks
- Reduce emissions of greenhouse gases
- Reduce use of non-renewable resources

When to make suggestions for improvements

Deciding how to present a suggestion will depend on your judgment. For example, think about how your supervisor behaves in team meetings. Do they respond favourably to new ideas? Or are they in a hurry to complete the agenda and finish the meeting? Does your supervisor like time to process an idea before deciding what to do?

For complex suggestions or those that may require substantial set-up effort or funding, you should generally try to raise the idea with your supervisor privately, before suggesting it to a group. You may still choose your time carefully; for example, don't make a suggestion if your supervisor seems rushed or under pressure. Wait until they have time to listen properly and consider the suggestion carefully.

If you have a regular private meeting with your supervisor, this is a good time to discuss suggestions. You may choose to raise it briefly with them and then offer to develop a written proposal that gives full details for their approval. Employees who make well-considered suggestions for improvement and follow them through are considered highly by their supervisors and managers.



Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. How to make suggestions? (2point)
2. What Suggestions are made for improvements to workplace practices in own work area (6point)



Note: Satisfactory rating – above 4 points

Unsatisfactory - below 4 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____