

## Frequently Asked Questions about 'GO!'

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### **FAQs about 'GO!' membership**

**Q1** What CUHK offices are exempted from the requirement to join 'GO!'?

**A1** CUHK offices that don't have a physical address, share space/staff members with another office or have no person in charge are not required to join 'GO!'. They can join 'GO!' on a voluntary basis or be represented by another 'GO!' office.

**Q2** Some offices have hundreds of staff and many sub-units. Is it necessary for the whole office to join the programme together? Or, are the sub-units allowed to join the programme?

**A2** Yes, any interested sub-unit that is part of a larger office is welcome to join the programme, so long as the person-in-charge of the sub-unit agrees and undertakes to join.

Offices with more than one address are encouraged to register each address as a separate 'GO!' office and assign a 'GO!' Contact Person for each location. The 'GO!' offices at different locations will then submit 'GO! Checklist' separately at the end of the year and thus a 'central' office is not required to consolidate the information submitted by each location.

**Q3** Is this programme applicable to the offices off campus?

**A3** Yes, all CUHK offices, wherever their location is, are eligible to join the programme.

**Q4** After submission of the checklist in December, the office needs not re-register to remain a 'GO!' member. But is an office allowed to withdraw from the programme?

**A4** As this programme is mandatory for all CUHK offices, only 'GO!' members that are not staff offices (e.g. organizations located in CUHK that joined voluntarily) may withdraw. Sub-offices may also withdraw if they would like to be represented by a main office henceforth.

## **FAQs about requirements of 'GO!'**

**Q5** What are the duties of a 'GO!' Contact Person?

**A5** 'GO!' Contact Persons play a crucial role in promoting green actions within the office in the following ways:

- At the beginning of each year, communicate with the head/director of the office to determine which actions on the 'GO! Checklist' the office can commit to (all offices must fulfill all actions marked as 'required', and also fulfill at least half of all actions on the list).
- Notify all members of the office (via meetings / emails / memo, etc.) about the actions the office has committed to and remind them to support them in their daily activities.
- The Campus Planning and Sustainability Office will send news and notices to 'GO!' Contact Persons from time to time to facilitate the fulfilment of green actions (e.g. before long weekends, 'GO!' Contact Persons will receive a notice reminding office members to unplug equipment like computers). The 'GO!' Contact Person should help forward the messages to all members of the office.
- The 'GO!' Contact Person or a representative of the office is required to fill in an online 'GO! Checklist' at the end of the year and mark which items that the office has successfully fulfilled.

**Q6** What can an office do if it fails to fulfil one of the mandatory requirements due to special circumstances (e.g. faulty thermostat preventing them from setting A/C at 25.5°C + 2°C)?

**A6** The office can simply fulfil one-half of the checklist's items and write down what mandatory action(s) it cannot fulfill (and why) in the 'Additional Information/ Comments' box. This way, we can figure out what challenges offices face in implementation, and can accordingly refine the checklist for future implementation.

**Q7** Will those 'GO!' actions create extra workload to the staff?

**A7** Most of the actions listed in the action list are simple and easily achievable. For example, setting automatic turn-off of the computer is a one-off action which can be completed within a few minutes. Most of the actions can easily become routine practice with increased awareness; some will require extra efforts but should be readily adopted too with help and tips from our ['Resources'](#) page.

## **FAQs about specific actions of 'GO!'**

**Q8** For **action 3**: ‘Where possible, we unplug equipment like computers, printers, photocopiers and drinking water dispensers before long holidays to save energy consumption in standby mode.’, can we choose to leave the printer on during long holidays in order to receive fax?

**A8** Printers and photocopiers with built-in fax function do not have to be turned off and unplugged if they have to be on in order to receive fax. Also, certain printer/photocopier models must be connected to power to keep the paper inside dry and prevent paper jams. Please do not unplug them.

**Q9** For **action 10**: ‘We do not provide single-serving bottled water at indoor events or corsages at all events (e.g. meetings, seminars and conferences)’, what are the alternatives to bottled water that we can provide to participants of indoor events?

**A9** As the plastic containers of bottled water are bulky and cannot be compressed, transporting these bottles from the manufacturer to the water bottling plant, from the plant to consumers and from consumers to the recycler/landfill generates a high amount of carbon emissions relative to similar beverages with different packaging, like boxed drinks. The smaller the bottle, the higher the environment impact per litre of bottled water. To reduce the environmental impact of these bottles, the University began to restrict the provision of single-serving bottled for indoor events in February 2013. Event organizers can make their events more environmentally-friendly in the following ways:

- If there is a pantry or water dispenser at the venue, a jug can be brought to hold water; it may even be possible to borrow cups and a portable hot water bottle from the pantry for meetings.
- For some University venues, tea service can be arranged for events, please check with building management.
- Event catering (with tea or coffee served with reusable cups) can be ordered if the budget allows.
- Provide several large bottles (over 1L) of water and paper cups for participants to share.
- The University can provide pumps to offices that can be used with office dispenser-sized bottled water to provide water at major events. For details, please fill in the ‘[Manual Drinking Water Pump Borrowing Form](#)’ three weeks before the commencement of the activity.
- Whenever feasible, remind participants to bring their own water bottle or coffee mug.
- Water dispenser locations on campus can be found via ‘CUHK Mobile’ app or the online campus map on the CUHK website (Facilities> Living Essentials> Water Dispensers).

**Q10** For **action 12**: ‘We have engaged a paper waste recycling company to collect paper waste directly from our office’, which paper waste recycling company should my office engage, and is my office required to subscribe to this service if we are located off-campus?

**A10** To collect waste paper more effectively and prevent contamination of high-quality office paper waste placed in recycling bins, and also to help the University obtain more comprehensive figures on paper recycling, CUHK has invited several paper waste recycling companies to offer direct waste collection services for offices, departments and units. A Tenderer has been shortlisted for the collection of General paper waste and Confidential paper waste. It offers free collection service to CUHK offices. Arrangements are as follows:

- Offices with 5 or fewer office members are **not required** to subscribe to the direct waste collection services, but must contact the Campus Planning and Sustainability Office (39434299), stating the reason for not subscribing to the service. These offices must either share the recycling service with another office nearby, or separate their paper waste and deposit it at the communal paper waste recycling bin in the building.
- Offices located off-campus that have not yet engaged a paper waste recycling company to collect paper waste from the office should submit an [Application Form for Office Paper Waste Recycling Services](#). If free service cannot be arranged for an office, the office is not required to subscribe to the collection service.
- All other offices should submit an [Application Form for Office Paper Waste Recycling Services](#) to subscribe to the service provided by the Tenderer shortlisted, or a company of their own choice.

**Q11** For **action 13**: ‘If our office needs to dispose of usable furniture, we try to make the furniture available for reuse by other offices using appropriate channels. We also consider acquiring unwanted furniture of other offices prior to buying new furniture for our office.’ How do we fulfill this item if we don’t need to dispose of any furniture?

**Q11** Your office may check this item as a ‘fulfilled’ item in the year-end ‘GO! Checklist’ as long as it is committed to facilitating reuse when the opportunity arises.

**Q12** Is there any financial support for green purchasing (**actions 24, 25**)?

**A12** As a socially responsible institution, CUHK has prepared a [Green Purchasing Policy](#) and a set of [Green Purchasing Guidelines](#). The mandatory green products/items listed in the Guidelines were carefully chosen after considering their prices and availability on the market, and should pose very limited financial impact on the offices. For a quick overview, read the [‘Green Purchasing @ CUHK’](#) pamphlet.

**Q13** For **action 25**: ‘We make sure that our purchases (apart from A3 & A4 printing paper) comply with the mandatory requirements of the Green Purchasing Guidelines.’, where can my office purchase the green items?

**A13** Please refer to the [‘Green Purchasing @ CUHK’](#) pamphlet for the mandatory green specifications and how to identify them so that your office/ your office’s contractors can purchase the right items. Products with the green specifications required are widely available. The [Green Purchasing Guidelines](#) offer advice on how to find some of the items as well, e.g. computer equipment that meet the green specifications can also be purchased from suppliers listed in the [‘Computer Equipment Acquisition’](#) page of ITSC.

**Q14** What should we do if we encounter paper jams while printing with recycled paper?

**A14** Certain printer models (especially older models) are more susceptible to paper jams than others. Keeping paper dry by storing them at a location above the ground (e.g. a shelf) and not opening the packaging until you are ready to load the paper into the printer can help. Also, certain printer models must be connected to power to keep the paper inside dry and prevent paper jams. Please do not unplug the printer when not in use if so advised by your printer supplier.

If paper jams still happen frequently, use FSC or PEFC-certified printing paper (that come from responsibly-managed forests) instead of 100% recycled paper. FSC and PEFC-certified paper are widely available and can be easily purchased.

**Q15** For **action 28**: ‘Apart from the mandatory items in the [Green Purchasing Guidelines](#), we purchase other environmentally-friendly products.’, where can we find the green products?

**A15** Most of the non-mandatory green specifications for various products listed in the [Green Purchasing Guidelines](#) are commonly found. Feel free to check out a number of commonly-purchased products such as printed matter, toilet paper and stationery with the ‘GREEN!’ label from Business Office’s [‘CUHK Centralized Tenders’](#) page, or computer equipment with the ‘GREEN!’ label from the [‘Computer Equipment Acquisition’](#) page of ITSC.

## **FAQs about ‘GO! Checklist’ submission/results**

**Q16** Will the submitted checklist be published or benchmarked with other departments?

**A16** No, the completed checklists will be kept for reference only. CPSO will review the completed checklists to understand the current practices of various offices to help develop relevant, effective environmental measures. Participating offices are encouraged to review their own performance by self-benchmarking.

**Q17** Is there any punishment if an office cannot fulfill the requirement (i.e. completing one-half of the actions)?

**A17** Absolutely no. The aim of the programme is to encourage all offices to help build a green campus during their daily operations.

**Q18** Is there any prize if an office has achieved a very good performance?

**A18** Any participating office that has fulfilled the requirements of 'GO!' by completing at least one-half of the action items (including all the required actions) in the checklist at the end of each year will receive an e-seal celebrating its achievement and for display on its website and publications. It will also be acknowledged on relevant university websites and official publications.

Every year, CUHK present a number of 'GO!' Green Awards with prizes to offices with outstanding performance in the 'GO! Checklist' to acknowledge their quest for excellence in environmentally-friendly pursuits in their daily operation. All 'GO!' offices will have the opportunity to win the 'GO!' Green Awards. If your office does not wish to participate, simply check the box 'Our office will not participate in the "GO!" Green Awards' while completing the 'GO! Checklist' online in December. (Unless your office is selected to receive a prize, information of your office's participation or nonparticipation is confidential)