Sustainable print policy

June 2023

POLICY

HERIOT-WATT UNIVERSITY
SUSTAINABLE PRINT POLICY
CONTENT

POLICY

1. **INTRODUCTION**
   The University is committed to ensuring its environmental impact is minimised and therefore seeks to provide an optimum number of print devices, with the appropriate specification, to ensure that printing, scanning and photocopying is carried out in the most sustainable, secure, cost-effective and least wasteful manner.

   This policy contributes to the University's ambitions towards net-zero emissions and the policy has the UN Sustainable Development Goals, specifically responsible consumption, at its core. Where printing and copying facilities remain a business requirement this policy advocates sustainable print behaviours and the proactive management of print, scan and copy. It enables staff, students and visitors to apply the sustainable consumption principles of Rethink, Reduce, Reuse, Recycle and Responsible Disposal.

   The policy aims to minimise the number of multi-function devices (MFDs) across the campus and to ultimately eliminate desktop and standalone printers.

   Finally, the policy builds on the dramatic reduction in print volumes seen through the pandemic period which demonstrates that viable alternatives are possible or even preferable.

2. **PURPOSE**
   The aim of this sustainable print policy is to support the University's overall sustainable technology plan that seeks to reduce our digital carbon footprint whilst ensuring that end users have access to high quality devices which fully meet their requirements.

3. **OBJECTIVES**

   - Reduce the environmental impact from our use of printing; paper, electricity, toner and carbon emissions

   - Ongoing reduction in printing across all our global campuses

   - Reduce waste from both unnecessary printing and from purchasing unnecessary devices

   - Supporting staff to use alternatives to printing

   - Reduce cost to the institution

   - Minimise the number of devices required across our estate

   - Eliminate desktop printers, except when as a reasonable adjustment, as less sustainable and more costly to run than larger MFDs.

4. **SCOPE**
   This policy applies to all members of staff and students in Heriot-Watt University.

   This policy covers all multi-functional printing devices, photocopiers, printers and scanners used within the University campuses globally. Specialist printing devices such as plotters and 3D printers are out of scope although guidance on most sustainable use of these devices will be provided.

5. LINES OF RESPONSIBILITY

5.1 Information Services (IS) are responsible for providing the print service and the management information that supports the service, ensuring both the service and the data are secure, robust and resilient. IS are also responsible for providing support for the service through IS Help.

IS will also manage the supplier relationship, both for hardware and software.

5.2 The Global Director of IS is accountable for the ongoing management and achievement of the outcomes of the policy.

5.3 Print champions are responsible for ensuring the following on the devices for which they manage:

- Liaising with the IS service owner for print and imaging

- Ensuring the device is supplied with paper and toner

- Reporting faults to supplier and/or IS Help

- Facilitating engineer visits to resolve issues with the device

Information Services maintains a list of print champions for each centrally managed and supported print device.

5.4 Executive Deans and Professional Services Directors are responsible for ensuring staff in their areas use the service responsibly and within the terms of this policy. This group are also responsible for responding to and managing any breaches of this policy through normal disciplinary processes.

5.5 Professional Services Directors and School Heads of Operations are responsible for approving exceptions to the policy in partnership with the Global Director of IS.

5.6 All University staff are responsible for individually complying with this policy and its aims.

6. MONITORING AND EVALUATION

Budget holders will be provided detailed management information in respect of device usage. This can provide user name, number of sheets, colour or mono, date printed and cost to the University.

This will allow budget holders to monitor print activity taking place and if required, provide a general communication to all users confirming acceptable usage levels with users for that particular area.

If there is continued excessive printing, identifiable information may be passed to the relevant senior manager to allow discussions to take place regarding the use of printers and the terms of the policy. The discussions and outcomes would be managed locally.

7. IMPLEMENTATION

7.1 Sustainable print provision

Heriot-Watt University will provide as part of its core technology provision:

- fleet of high capacity MFDs designed for reliability

- default print settings, managed centrally and therefore reducing resources required to configure and resolve issues

- card readers allowing secure print release across the campus using staff and student cards

- ability to print from mobile devices and email

- improved quality and speed of print, average speed 35 pages per minute

- black & white (mono) or colour options

- duplex printing

- finishing options – collate and staple

- where there is a business need, additional formats and paper options such as A3

- copier functionality

- ability to scan documents to cloud storage

- reduced environmental impact – energy and resources

- service level agreement with the approved supplier providing service call response within 4 working hours

- provision of improved reporting and management information enabling continuous review of provision.

7.2 Default print settings

The default print queue settings for print release devices will be set to mono and duplex A4.

All users will have a second print release option for colour printing. Colour printing should be used exceptionally and only where there is a specific requirement for a document to be printed in colour. Where single sided or A3 are required, these options must be selected at the print request stage.

For areas not utilising print release devices, the default print settings will be set to mono and duplex. Information Services will assist with this.

7.3 When to Print

All members of the University should seek to reduce the need to print, for example:

- ensure meeting documentation is available electronically in advance so that attendees can read and only print off if necessary

- make forms and processes digital rather than paper based

- scan paper master copies to create an electronic file and use available software to share information as an alternative to copy and post

- move to digital signatures rather than print and "wet" signatures

- hold and share files in an electronic format.

As with other equipment, the University print devices are for business use only; staff are not permitted to print for personal use.

Staff should also seek to eliminate the requirement for students to print for their studies unless there is good pedagogical reasons to do so. Information Services can provide guidance and support on how to facilitate wholly electronic submission of assessments by students.

7.4 Volume printing
Print Room services must be used for mid to large volume print jobs:

- Print requirements over 100 sheets of paper

- Print larger than A3 size

- Specialist printing – booklets, bound documents, flyers, leaflets, posters.

Access to bulk print services is via the online portal: https://staff.printroom.hw.ac.uk/

7.5 Charging
Devices, whether purchased or leased, will have a click charge attributed to each side of print that is produced by the print device. The University is charged on a quarterly basis. The click charge is dependent on the type of device with the largest devices having the lowest click charge and being most cost-effective.

Print costs will be centrally managed by Information Services. The lease or purchase cost and click charge is applied to each print device and is attributable to each area of the University. IS does not recharge but monitors usage and will escalate high usage to Executive Deans and Directors of Professional Services who will be accountable for addressing unnecessary printing within their areas of responsibility.

7.6 New device purchases
New devices will be by exception and only added if an existing device is not available within the building and within +/- one floor from the user.

Information Services will recommend the appropriate number and type of print device from the catalogue of specified devices. This will be based on volume of print (existing and future) and number of users in conjunction with the location of existing devices in the building.

Where location allows, the distance from desk to shared multifunction device should not exceed 40 metres.

The purchase of new desktop print devices or MFDs outside of the contract is prohibited.

7.7 Consumables purchases
Printer consumables (toner and staples) are provided by the print device supplier and charged through the click charge per device.

Once an area/department has been reviewed and devices installed, further toner for unsupported devices must not be purchased. Information Services will arrange the appropriate disposal of the old device.

Paper will continue to be ordered locally via the purchasing systems using the paper supplier framework.

7.8 Non-compliance
Printers and consumables should not be purchased outside of the agreed catalogue, and will not be supported, unless exceptional circumstances are agreed.

Non-compliance with the policy will be dealt with locally by the relevant School or Directorate manager up to and including use of appropriate disciplinary procedures. Advice and guidance on how to best comply with the policy can be sought from Global Information Services.

7.9 Exceptions
Disability
In line with the UK Equality Act of 2010, the requirements of employees with disabilities will be reviewed on a case-by-case basis with guidance from Occupational Health experts. Employees with disabilities may be entitled to an individual desktop printer on a basis of reasonable adjustments.

Other Special Cases
There may be some specific job role related requirements that justify the retention or supply of a printer outside of the standards defined in this policy. It is anticipated that these cases will be the exception and each will be assessed individually. Decisions of this nature will be approved jointly by the School Head of Operations/Director and Global Director of IS or delegate.

8. RELATED POLICIES, PROCEDURES AND FURTHER REFERENCE

Further information and service catalogue information:

- [Service - printing, copying and scanning (sharepoint.com)](sharepoint.com)
- [Malaysia - management of print (sharepoint.com)](sharepoint.com)
- [Service - Dubai printing and copying (sharepoint.com)](sharepoint.com)

The sustainable technology roadmap and policy framework:

- [Sustainable technology intranet]

9. DEFINITIONS
Terms, definitions and acronyms have been explained within the body of the policy text.

10. FURTHER HELP AND ADVICE

Further help and guidance can be sought via IS Help:

- [IS Help portal]

11. POLICY VERSION AND HISTORY

Version No	Date of Approval	Approving Authority	Brief Description of Amendment
V. 1.0	TBC	UE	TBC

POLICY