



**QUEEN'S
UNIVERSITY
BELFAST**

SUSTAINABLE PRINT POLICY

March 2022

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1. Policy Statement

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 and cost-effective manner.

Implementation of this policy contributes to Queen's journey towards reaching net-zero emissions and the policy has the 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 and photocopy. It enables staff, students and visitors to apply the sustainable consumption principles which are Rethink, Reduce, Reuse, Recycle and Responsible Disposal.

The policy aims to reduce the number of multi-function devices (MFDs) across the campus and to ultimately eliminate desktop and standalone printers that are not part of the formally arranged contract.

2. Policy Scope

The Sustainable Print Policy applies to all staff, students and visitors. A set of procedures supports its implementation.

This policy is intended to complement the following University strategies and policies:

- Environmental Policy
- Security Policies and Acceptable Use Guidance
- Digital Governance Policy
- Data Protection Policy

3. Policy Objectives

There are four main overarching policy objectives which are described below.

3.1 Environmental Sustainability

Staff and students are encouraged to work digitally as far as possible, to reduce paper consumption. Materials can be stored safely and are easily accessible via the extensive secure storage facilities provided.

Where possible, the University seeks to deliver teaching and learning materials in digital form which can be accessed by students from any location, on a wide variety of devices.

Staff are asked to print only when necessary to help reduce the University's carbon footprint and minimise paper usage and consumable waste. To facilitate this a formal contract for managed print services is in place and this policy requires staff to use the MFDs provided by that formal contract. The purchase of new desk-top print devices or MFDs outside of the contract is prohibited.

The appointed supplier of managed print services provides the following key environmental benefits:

- **Energy consumption** - Energy efficient MFDs which meet Government Buying Standards for Imaging Products, Energy Star Rating and Standards.
- **Sustainable MFDs and consumables** – Supports high recycled content in MFD build and the recyclability of the MFD and its consumables (print cartridges).
- **Sustainable usage** - MFDs are configured prior to operation with the best environmental settings available. All MFDs default to black and white, A4 and double-sided. The option to print in colour, single-sided or on A3 is selectable (where these have been specified by the business area).
- **Recycled paper** - All MFDs have the functionality to operate effectively with 100% post-consumer waste recycled paper.
- **Packaging and transportation** – Supports a reduction in the amount of transport and packaging required for safe delivery of MFDs and consumables. MFDs and consumables are to be sustainably sourced and disposed of.
- **Legal requirements** - Ensures that all Electric and Electronic Equipment (EEE) is compliant with Restriction Hazardous Substances, Regulations and WEEE Regulations.
- **Usage data** - Supports sustainability in terms of the environmental impact of Queen's operations, through the provision of accurate consumption data within the management information collected.

3.2 Security and Data Protection

The appointed supplier of managed print services provides securely networked MFDs, approved by Information Services (IS) which are technically sophisticated, with print from any MFD functionality.

Staff and students send print requests and follow the secure print release functionality enables them to collect their printing securely. The supplier must comply with Queen's security requirements, which specifically addresses the protection of all Queen's information and data that is generated in the provision of the service.

Users are responsible for complying with data protection and copyright law.

3.3 User Experience and Effective Operational Management

MFDs provided under contract are set up to be straight forward to use with a clear instruction screen. A continuous maintenance and support regime for MFDs minimises downtime.

To support the achievement of the policy objectives online training and MFD information is available. Print Champions are appointed as the primary contact for MFDs in their area to facilitate effective operational management.

Contract management arrangements are in place to oversee the effectiveness and quality of supplier service delivery, including a Service Level Agreement and Key Performance Indicators (KPIs). A joint Finance / IS governance group will oversee performance against policy objectives and supplier service levels.

3.4 Value for Money

The formal tendered contract is a large-scale solution for managed print services, which provides value for money (VFM). VFM in this instance is the optimum combination of whole life cost and quality, which meets the needs of the University. VFM is achieved through access to the latest hardware and software, including energy-efficient MFDs and standardised consumables at a competitively tendered price.

Prior to tender, the needs of the University are established and reviewed with key stakeholders from across the University. This includes a review of the management information collected at each re-tender point that the specification for MFDs is fit for purpose.

Tendering of a central contract provides cost and resource savings from central contract set-up management, agreed service response times and high quality standards.

Print Management Software is deployed on MFDs to collect information to monitor progress against the agreed print targets and KPIs such as MFD utilisation and colour printing volumes by business area and by individual staff member. Management Information pertaining to individual print behaviours in departments will be monitored with the sole purpose of assisting areas to meet sustainability targets and keep costs at an acceptable level.

Fleet location and specification are reviewed periodically and MFDs may be subject to changes in location or functionality, in order to work towards sustainability and cost targets.

Faculties and Directorates can contribute to VFM by:

- Carefully selecting the correct specification and location for MFDs
- Regularly reviewing MFD utilisation rates to check they are still required
- Limiting colour printing which is significantly higher cost when compared to black and white copy cost
- Supporting the removal of legacy print devices and preventing the purchase of print devices outside of the formal contract.

Off contract printers currently in situ can be used until they are at end of life, provided they do not represent a security vulnerability on the Queen's network. All services, maintenance, consumables and costs related to off contract print devices shall remain solely the business area's responsibility along with the sustainable sourcing and disposal of consumables, and compliant disposal of the device.

4. Responsibilities

Heads of Schools and Directors are accountable for compliance with this policy for their respective area and are responsible for the implementation of the policy and related procedures. Implementation of the Policy is supported by local Print Champions, the Procurement Office, IS and the Managed Print Service provider.

4.1 Responsibilities of Faculties and Directorates

- Ensure that staff within their area are familiar with this policy
- Appoint Print Champions

- Ensure MFDs selected for their area are the appropriate specification and are located to deliver requirements in the most sustainable and cost-effective manner
- Encourage sustainable printing behaviours with the support of Queen's Sustainability Champions by keeping printed material to a minimum, increasing digital processes and overseeing the phase out and removal of printers that are not supplied and maintained by the formal contract
- Remind staff they must comply with relevant laws and regulations in respect of printed, copied and scanned material, such as the General Data Protection Regulation (GDPR) and copyright law
- Review management information to monitor contribution to print targets and KPIs
- There is an expectation that all staff take some ownership in relation to logging and resolving minor MFD issues e.g. paper jams. The DPC is responsible for reporting any problems or faults in accordance with set processes
- Remind staff they must use MFDs for University work purposes only

4.2 Responsibilities of Print Champions

- Act as the primary contact and local expert for the MFDs in their area for advice and provide support to local users
- Assist users in maximising the functionality of MFDs
- Take ownership in relation to logging and resolving minor MFD issues e.g. paper jams and reporting any problems or faults in accordance with set processes
- Take ownership of the area's store and return of consumable items e.g. paper and cartridges.
- Provide print and photocopy data to local management for the purposes of achieving targets relating to sustainability and costs.

It is recommended that, where possible, the member of staff in this role is an IT Computing Officer.

4.3 Responsibilities of Information Services

- Jointly responsible with Finance for oversight of this policy and contract management of the MFD managed print contract
- Manage print and copy accounting software and licences
- Maintain servers and network connection for all MFDs
- Offer a Web print service which allows Wi-Fi printing to any MFD
- Manage Smartcard and software for charging students
- Manage Visitor printing
- Provide the security standards to which the supplier must comply and monitor compliance with same
- Triage calls relating to print/photocopy/scanning devices through the IT Service Desk, signposting to MFD managed print contract supplier, where required.

4.4 Responsibilities of the Procurement Office

- Jointly responsible with IS for oversight of this policy and contract management of the MFD managed print contract
- Accountable for the award of contract for Managed Print Services
- Responsible for high level monitoring of the achievement of policy objectives and institutional targets and KPIs
- Responsible for high level fleet management

- Ensure areas are correctly charged for use of print services
- Ensure prompt supplier payment

5. Charging and Refunds

Charges to Faculties and Schools for printing and copying are inclusive of all elements of providing the service, including (but not limited to) hardware, software, toner, maintenance, repair and support.

The University's policy is to charge students and visitors for printing and copying services through a facility to purchase credits as required. In relation to student and visitor printing refunds for jobs that are not completed due to technical failure are issued by IS, and any unused credit will not be refunded.

6. Exceptions

Whilst this policy aims to reduce the number of MFDs across the campus and to eliminate desktop and standalone printers that are not part of the formally arranged contract, it is recognised that there may be areas, individuals or situations that require particular printing solutions. For this reason, an exception process and approval mechanism is set out in procedures associated with this policy.

7. Equality and Diversity Statement

The University values and promotes equality and diversity and will seek to ensure that it treats all individuals fairly and with dignity and respect. It is opposed to all forms of unlawful and unfair discrimination.

[Please click here to view a copy of the EQIA of this policy.](#)

MFDs should be accessible to all users and the University has a duty to make reasonable adjustments for staff users with disabilities or long-term conditions.

MFD users with a disability or long-term condition should consult with their line manager to discuss whether a reasonable adjustment can be made.

This policy has been formally equality screened in line with the Equality Commission's guidance and it has been determined by assessment to have no adverse impact with regard to equality of opportunity.

8. Approval and Review

This policy and was approved by University Operating Board (UOB) on 14 March 2022.