



## **Building Occupant Education Programs**

**Global Resource Efficiency Services**  
[www.gresworld.com](http://www.gresworld.com)

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The Building Occupant Awareness Education program is designed to provide building occupants including students, staff and custodians with introductory information on complex topics related to the efficient operation of their buildings.

There are four main resource efficiency streams of learning for this program:

- lighting
- electrical
- HVAC
- water

The goals of the training program are to:

- help reduce utility use through awareness education
- help reduce utility use through knowledge development
- help reduce utility use through fostering occupant behavior change
- create opportunities to identify, implement and monitor conservation activities
- promote awareness of the environmental impact of occupant's daily actions.

These goals are achieved in the context of an immersive learning environment, supported by the provision of guides, and action tools.

## **Team Leader Awareness Education Workshops**

GRES recommends two half-day team leader training workshops for all team leaders. There would be a need to train primary and secondary leaders. The optimum number of participants in a team leader workshop is 12 people. These workshops would be implemented over a span of 2-3 months.

Team leaders would be drawn from current staff such as head custodians or support staff where this new task can become one of their responsibilities. Members would be selected and invited to attend the workshops (1 primary person and 1 back-up from each building).

With the support of GRES, team leaders would be trained to:

- Construct a resource efficiency action plan for their building.
- Construct a communications plan for their building.
- Coach all employees on implementing the resource efficiency action plan, and using the Web Info Center.
- Display contents of program Action Kit.
- Provide new employee resource efficiency action orientations.
- Act as point person for awareness follow-up activities.

A **Team Leader Guide** would also be provided to support team leaders and supplement training. The guide would include information and resources needed to perform their role as described above.

## **Team Leader Workshop Format**

Workshops provide information and coaching on constructing resource efficiency action plans, creating communications plans, and using Action Kits.

Workshops also include visual presentations to support concept, demonstrations of concepts using props (i.e. light bulbs, thermostats, etc) and tours of facilities.

## **Follow-Up Activities**

Follow-up meetings with team leaders would occur in part to help troubleshoot any problems that have arisen, in part to review use of Action Kits, and in part to provide on-going support. This will be an important feedback loop as it ensures the program is functioning.

The main activity for the Team Leader is to distribute to their buildings occupants, a variety of awareness resources as listed below. These awareness resources will contain pertinent information about the efficient operations of office equipment, lighting, and HVAC. GRES also provides a supporting role for the implementation of these resources.

### **a) Action Kits**

The Building Occupant Action Kit program is a social marketing initiative aimed at communicating utility efficiency concepts throughout an organization. Based on the results of the Building Occupant focus groups, the Action Kits identify measures and help re-enforce the changes that occupants would like to see in their work environments.

Building Occupant Action kits will be in the form of posters and stickers to be distributed throughout the building, computer screensavers, etc. Print materials such as posters and stickers can be downloaded from the web info centre and produced by the client, once the initial set of materials provided has been exhausted.

### **b) Main Floor Kiosk for Central Buildings**

The main floor kiosk will be made up of a display and information booth. All components of the program will be distributed here and there will be a regular update and enhancement of the content. A further component centering on a flat screen computer, which will feature a Flash movie, can be added later. The movie message will showcase all of the utility efficiency efforts in the buildings and also promote the CO<sub>2</sub> and dollar savings achieved.

### **c) Screensaver**

The screensaver will be communicated the utility savings and benefits that can be achieved by effectively managing the computer systems. This screensaver will be installed on all computers by the client's IT department.

### **d) Print**

All print materials are available as high quality out-put stickers, posters and bookmarks utilizing recycled products.