

Aoife Interview with
City Campus Buildings Management Company Employee:
10am 20/10/2021

Q1	Hello, Thanks very much for agreeing to be interviewed. We are doing a design thinking project on campus and I would love to get your valuable opinion on a few different things. I am going to record the meeting just so I can capture everything you say. Nobody else apart from my team and I will be able to hear or see the recording. Your opinions will be anonymised and not linked to you in anyway as an individual. Are you happy to proceed? Yes
Q2	I would love to talk to you about plastics and their effect on the environment. Perhaps you could start off by talking a little bit about your understanding of plastics and the environmental issues around them? Probe Probe Probe? Ireland- not doing so well 70% is incinerated. Germany is doing better, Romania is not doing so well either.
Q3	How do you manage plastics in the home? Stopped buying plastic rapped food to reduce. Looking for alternatives to plastic. Can be difficult to source outside the home. Do you make a conscious effort to reduce, reuse or recycle plastics at home? What type of things do you do to reduce, re-use or recycle plastics at home?
Q4	When you are on campus in UCC do you notice plastics around you? Yes, mainly water bottles and coffee cups and because of Covid even more water bottles. Outside the building the city is not providing enough public bins and the public just throw litter on the ground which we then have to pick up. (Pain Point) Perhaps you can tell me where you interact with plastics at different stages during your day? Probe, Probe, Probe. Morning public litter, around vending machines, (water bottles) – there are sinks in the kitchen but bottles are not cleaned after use. Because of Covid more disposable bottles and our water fossette is closed off until further government safety notices. Students do not always segregate waste. We clean from their desks so they do not even dispose of their waste at times. (Further probing revealed that bins provided are for general recycling so plastic is amongst wood, metal and projects. It doesn't say the waste has to be cleaned and cleaning facilities are not specifically provided.)
Q5	Do UCC have a plastics policy? Not that I am aware of. How are UCC managing plastics? What types of things are they doing to reduce plastics usage? We have recycling bins but they are not used correctly.
Q6	Is there someone watching plastics on campus? The building management company read the disposal notices for cleaning products and dispose of products accordingly. What happens if you don't recycle your plastics? Is it clear on campus what to do with plastics of different types? No. Do you ever notice plastics in the general bin? Yes
Q7	Do you ever notice litter on the ground when you are on campus? What type of litter do you see and where? Yes, on the desks, ground inside, near vending machines and outside the building. How does it make you feel when you see litter? It really does affect me when I see someone throwing litter.
Q8	For staff, do deliveries come into campus with plastics and what do you do with it? It is mainly cardboard some plastic ties and some Styrofoam. PCs are returned to UCC IT for disposal! Paint when needed comes in plastic containers. Astroturf is rubber backed

	and it was felt that this was good because it was recycled rubber from rubber tyres. The deliveries of a lot of Covid related products including wipes were very heavily plastic based and some not recyclable. As procurer of goods we do have some plastic bins but mainly in the bathrooms. Building signage is procured by UCC directly. We procure plastic spray bottles for cleaning products, vacuum cleaners, microfiber cloths some plastic brushes and dustbins. Our uniform are 100% cotton.
Q9	Do you own any UCC branded clothes like hoodies, t-shirts, scarfs, hats? No but I wear a uniform and it is 100% cotton. A lot of clothes are made from plastics like polyesters, acrylics, etc. What are your opinions on this. I wear plastic-based clothes for sport because it dries quicker and prevents me from getting a cold but normally I wear cotton.
Q10	Does the college encourage the use of refillable bottles and containers? How do they do that? Are there water fountains around campus? Closed for Covid reasons but yes UCC provide and encourage it.
Q11	Are the green societies prominent on campus? Are you a member of any? What type of campaigns or initiatives do they do? Not sure not part of that but Nano Nagle are campaigning to have zero plastic use on site soon. UCC has no such campaign that we are aware of.
Q12	Finally, The UN has developed a set of Sustainable Development Goals or SDGs. Are you made aware of these on campus? In terms of the marine environment would you know what the college is doing to help this SDG? Not sure of what UCC is doing. I use the sea as an amenity- litter can be a problem again, bins need to be provided by local authorities. I drive a BMW; some BMW owners remove the filter altogether as it cost 2000 euro to replace and some remove the EGR valve which controls emissions- to save money and for a little more horsepower. You can hear when the valve is removed. Would I go electric- no, it is too expensive.

Aoifes interview continues with a journey map questionnaire:

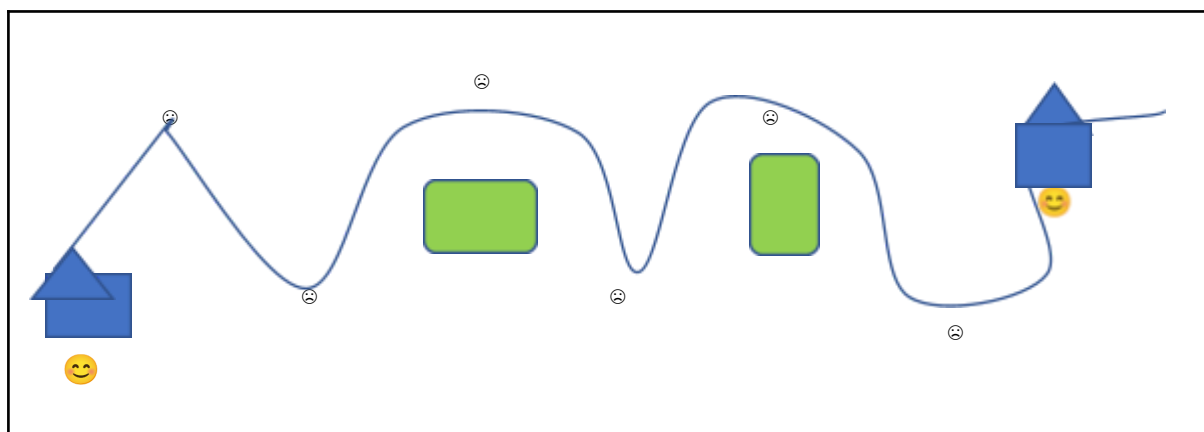
Journey Mapping Protocol

I would love for you to talk me through a typical day (in college,in work) and specifically think about where and how you interact with plastics. Do you see much plastics during the day?

No.	Stage	Brief description	Score 1-5 where 1 is not happy, 5 is happy and 3 is neutral.
1	You wake up in the morning	First ting in the morning – bin plastic and litter from entrance points to the college.	1- Hate this
2	You wash	Hands- soap not sure of its contents- plastic dispenser	3.
3	You get dressed	100% cotton other than a bit of plastic in	5

		shoes.	
4	Eat your breakfast	I eat cereal	5
5	Journey to UCC	I drive my BMW	5
6	Walking/driving on campus	Sometimes see people throwing rubbish	1
7	Go to your office/Lecture		3
8	Take a coffee/cigarette break	10am	4
9	Library?	NA	
10	Lunch. Where what?	On campus	4
11	Deliveries?		4
12	Another break?		4
13	More lectures	NA	
14	Meet with friends	Also on shared campus facilities during the day (work colleagues)	2
15	Go to the gym?	No game of soccer with colleagues	2
16	Journey home	See people throwing rubbish on the street	1
17	Eating dinner		4
18	TV/Activities	Soccer- no TV	2
19	Bed	100% cotton sheets.	5

Pain v Gain Mapping through out the day for Aoife's Interviewee 20/10/2021



Blue= Home, Line = Time, Green=Breaks

NOTES: The Design Thinking Toolbox-Observation: UCC as stakeholder and Plastics as Theme

UCC Stakeholders interviews

Students Union: Students:	Aoife to supply name of Architecture student Rose to contact students union Suggest contacting a fellow student in Springboard course/ past pupil from last year.	Rose and Sara
Suppliers:	Cafeteria	John
Academics/Researchers:	Friend of John Colleague of Aoifes	John and Aoife
Building Management:	Neylons CCAE Naughton UCC CAMPUS	John and Rose Main Campus, Aoife CCAE
UCC Management:	The President- UCC Presidents office	Emmanuelle
UCC Visitors:	Children	Aoife

Agreed Observation Methods/ to do list.

Questionnaire: All

Journey Mapping: John, Rose, Aoife

Visual Survey: All

Sound Mapping: Rose/John

Questionnaire Matrix

Score 1-5 where 1 is not happy, 5 is happy and 3 is neutral.

[illegible]

Students union																			
Suppliers																			
Academic /research ers																			
Building Managem ent	1	3	5	5	5		1	3	Na	4	4	4	Na	2	2	1	4	2	5
UCC Managem ent																			
UCC Visitors																			
other																			
UCC green society																			
Maker Space																			
Communi cation radio, press office, student magazine, student hub																			

Rev.1 Questionnaire

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7.	Go to your office/Lecture		
8.	Take a coffee/cigarette break		
9.	Library?		
10.	Lunch. Where what?		
11.	Deliveries?		
12.	Another break?		
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14.	Meet with friends		
15.	Go to the gym?		
16.	Journey home		
17.	Eating dinner		
18.	TV/Activities		
19.	Bed		