



An aerial photograph capturing a group of surfers from above, positioned in the upper half of the frame. They are scattered across the dark blue, textured surface of the ocean, with white foam from breaking waves visible around them. The perspective is from directly above, looking down at the surfers.

cesux



Product Tank Prague - 14.09.2023

# *Sustainable UX*

Creating Sustainable Digital Products





Acting sustainable  
can be difficult.



„We stopped seeing sustainability and labor rights as a risk and burden and instead as a source of innovation. If you flip it to be about an innovation opportunity, people step into that space with less fear.”

Hannah Jones  
Nike's VP of Innovation Accelerator and former Chief Sustainability Officer



# Thorsten Jonas

**Digital Sustainability Trailblazer  
Founder of the „SUX Network“**

**Web:** [sustainableuxnetwork.com](http://sustainableuxnetwork.com)  
**Web:** [thorstenjonas.com](http://thorstenjonas.com)  
**Insta:** [@dolbydigger](https://www.instagram.com/@dolbydigger)





sustainableuxnetwork.com



Making sustainability  
*Default* in all product-  
design processes.



We are SUX, a community of more than 3000 designers worldwide. Together we want to discuss, develop and exchange ideas on how we can promote and facilitate sustainability in and through our creative work.

SUX Events  
What's going on?

23/05/2023 SUX Keynote at International Week, Technikum Wien

08/06/2023 SUX on Panel at Money2020, Amsterdam

13.-14./06/2023 SUX Keynote at UX Connect, Aarhus

You want to get SUX for your conference or event? Feel free to contact us.

Join our Slack Join our LinkedIn

The Sustainable UX Newsletter 01  
From Human to *Humanity*

From Human to Humanity- Vol #1 - The Sustainable UX Newsletter  
SUX - The Sustainable UX Network on LinkedIn • 4 min read

A grid of user interface designs, likely wireframes or prototypes, categorized into five groups: 1. Group, 2. Mockups, 3. Creation Assets, 4. Presentations, and 5. Playbooks.

SUX - The Sustainable UX Podcast

Von SUX - The Sustainable UX Network

Hello and welcome to SUX - The Sustainable UX Podcast, the podcast for designers, UX people and digital product builders who want to make an impact for a sustainable future. We are Bavo and Thorsten and we are two of the founding members of 'SUX - The Sustainable UX Network', a non-profit initiative and community, that drives sustainable and responsible UX based on the UN SDGs in sustainable design.

Auf Spotify hören Nachricht

AUF DIESEN PLATTFORMEN ZU HÖREN

Spotify, YouTube, RSS, etc.

SUX Resources - Database

A detailed view of a resource entry in the database, showing fields like Title, Description, URL, and various status indicators.

# general

Threads, System, EnviroDesign & RealEconomy, Extensible & Decentralized, Slack Channel, Dotsien, Lette & Beratung, sux, Slack Conversations, Mathias Ziem, Rausch separation, External Persons Klimaflüchtlinge, Channels, Announcements, Articles-news-video-etc, Debates-questions, Events, General.

Madeleine Litti Eisner 16:06 Uhr: Hey guys all having a great week. As mentioned in my introduction, I am currently studying for my Masters degree in Design Innovation and working on my final Synthesis project which is titled "A Toolkit for UX Researchers for Optimizing Sustainability in Fashion E-commerce". I will be doing a deep dive into research, discussions, interviews, and the consumer journey to understand and outline a framework of best UX practices for use in ensuring the environmental impacts within fashion e-commerce.

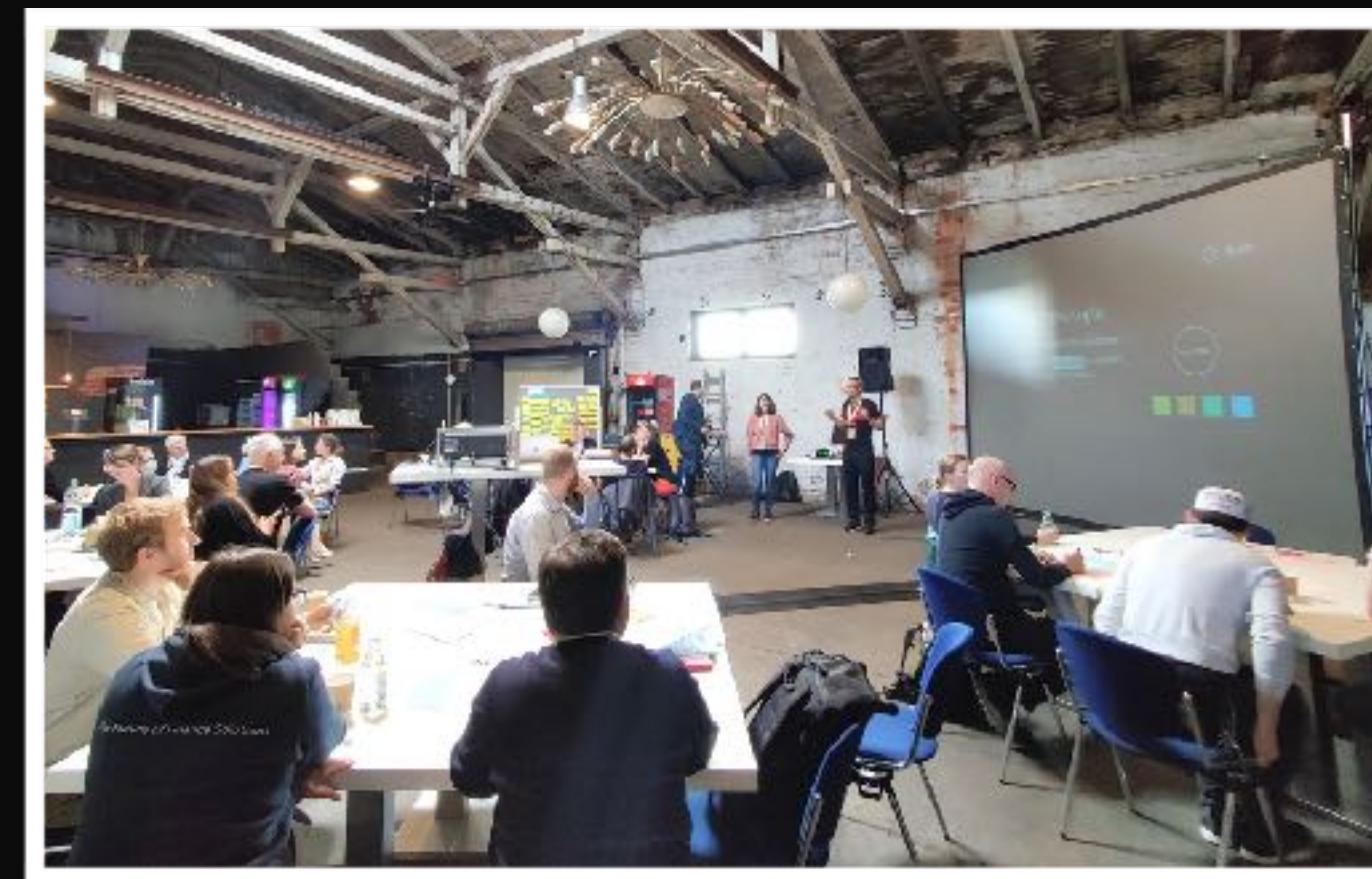
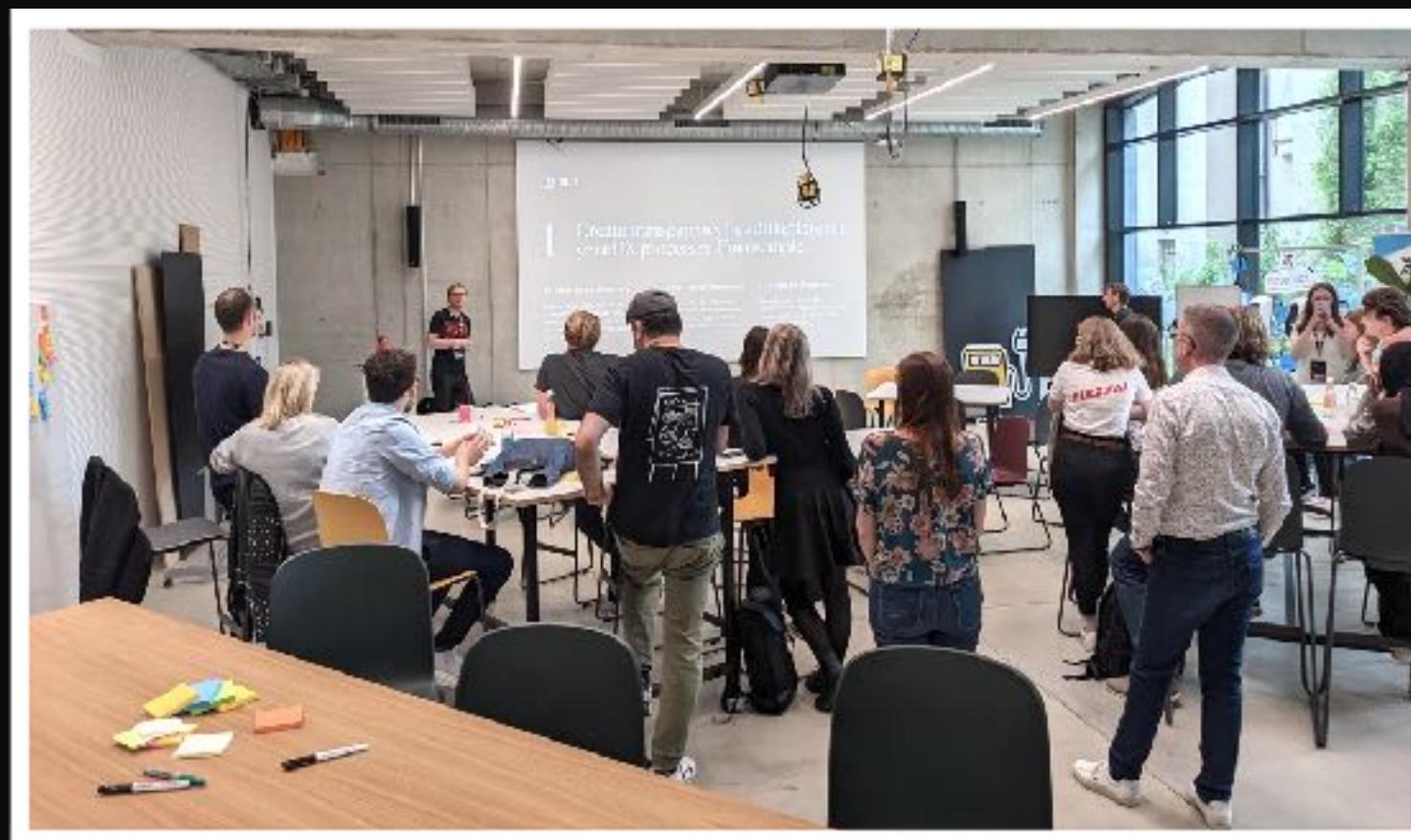
I have created the below survey to understand the customer perspective. If you are someone who has ever purchased clothing online I would greatly appreciate it if you could take this 3-minute survey so that I can get a well-rounded understanding of the constraints and areas of potential improvement in terms of optimizing sustainability in e-commerce!

<https://forms.microsoft.com/r/dJQdGmGf>

sustainableuxnetwork.com



The screenshot shows the homepage of the Sustainable UX Network. At the top, there's a navigation bar with links to "Events", "Overview", "About", "Playbook", "Podcast", and "Team". Below the navigation, the title "The Sustainable UX Network" is prominently displayed in a large, serif font. Underneath the title, a subtitle reads: "We are SUX, a community of more than 3000 designers worldwide. Together we want to discuss, develop and exchange ideas on how we can promote and facilitate sustainability in and through our creative work." There are two calls-to-action: "Join our Slack" and "Join our LinkedIn". A yellow banner at the bottom left lists "SUX Events" and "What's going on?" with specific dates and locations: "21/05/2023 SUX Keynote at International Week, Technikum Wien", "08/06/2023 SUX on Panel at Money2020, Amsterdam", and "13.-14./06/2023 SUX Keynote at UX Connect, Aarhus".



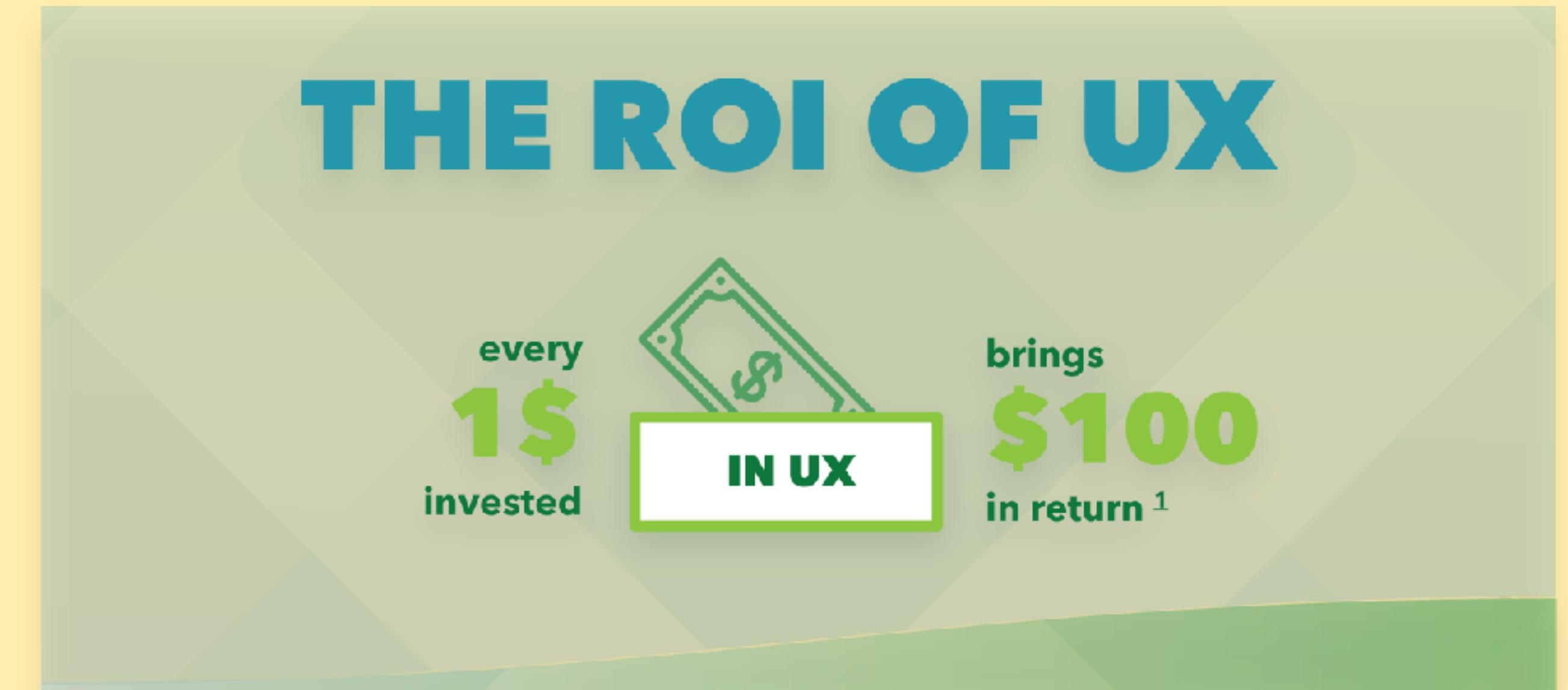
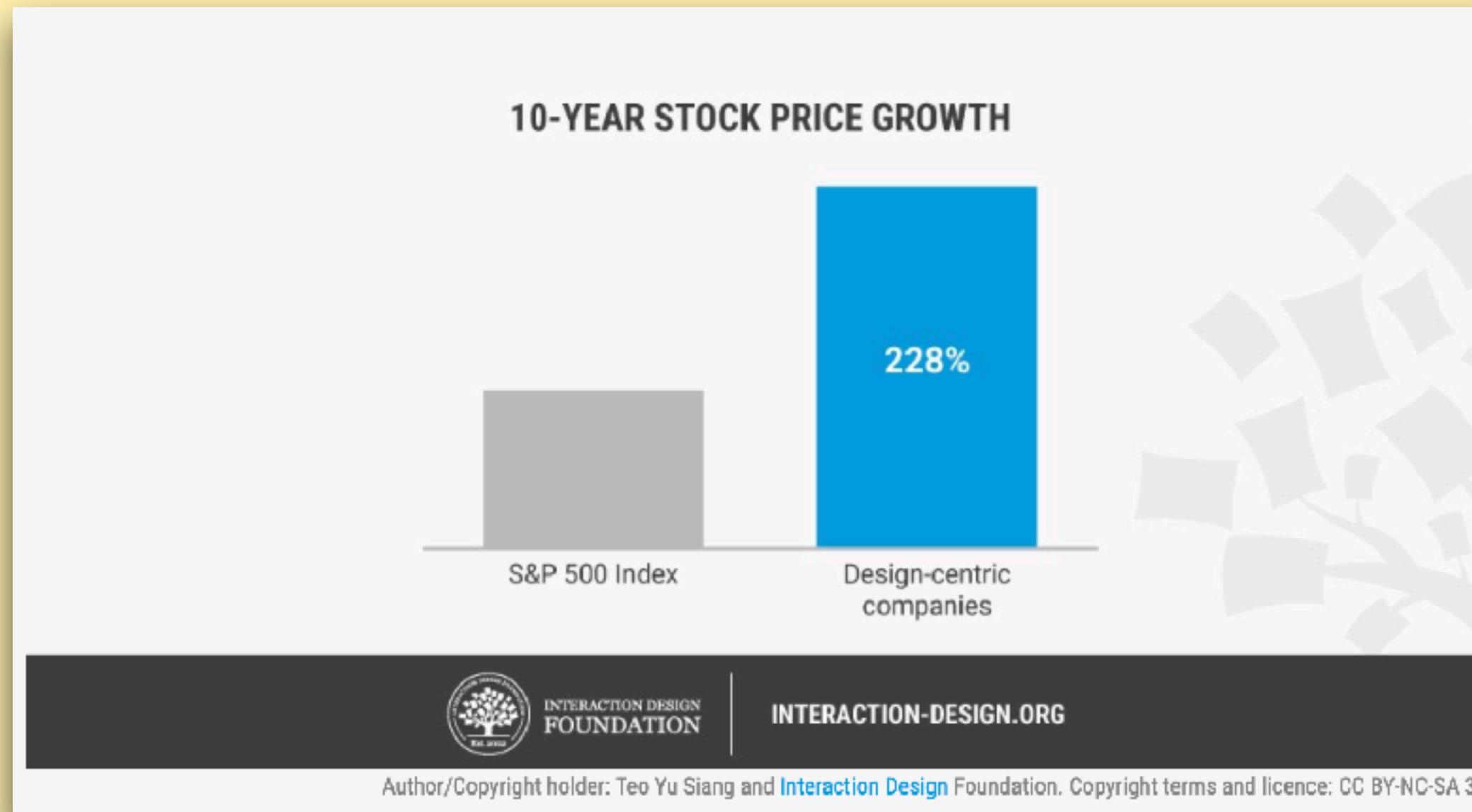
[sustainableuxnetwork.com](https://sustainableuxnetwork.com)



„User experience (UX) design is the process, design teams use to create products that provide meaningful and relevant experiences to users.“



„Human-centered Design (HCD) is  
an approach to problem-solving  
... that develops solutions to  
problems by involving the human  
perspective in all steps of the  
problem-solving process.“





Most of us use *UX* and *Human Centered Design* to build „better“ Products & Experiences.



Have we made it  
easier to destroy  
life on earth?



The Internet is responsible for  
3,7% of the global green  
house emissions per year.

Source: BBC, 2020



A website with 2,5million visits per month easily „emits“ 20 tons of CO<sub>2</sub> - each month.

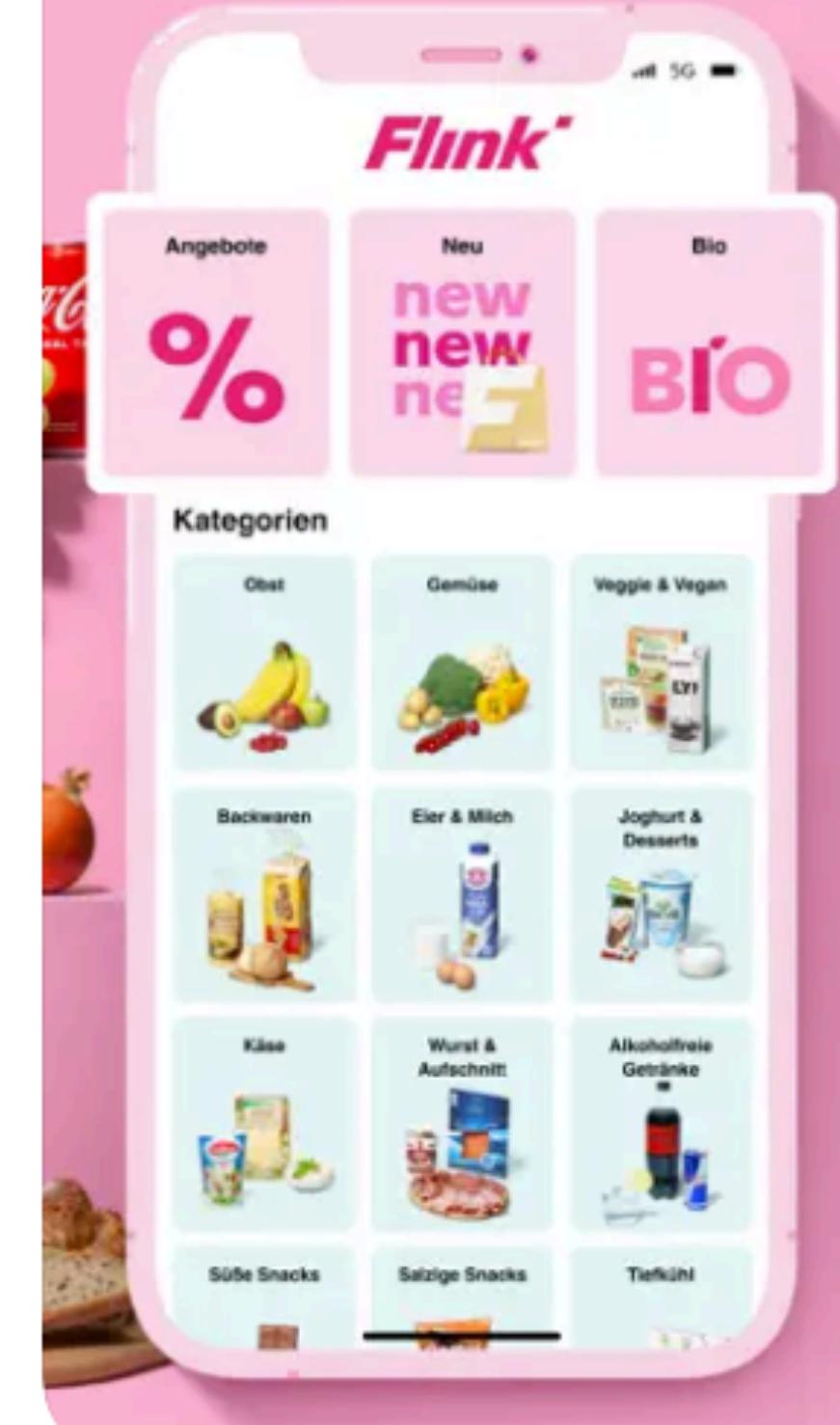


- 2,5 million visits per month
  - 10 page views per visit
  - 0,8g CO per page view
- 
- 20 tons of CO<sub>2</sub> per month
  - Flying Copenhagen - NY 20 times

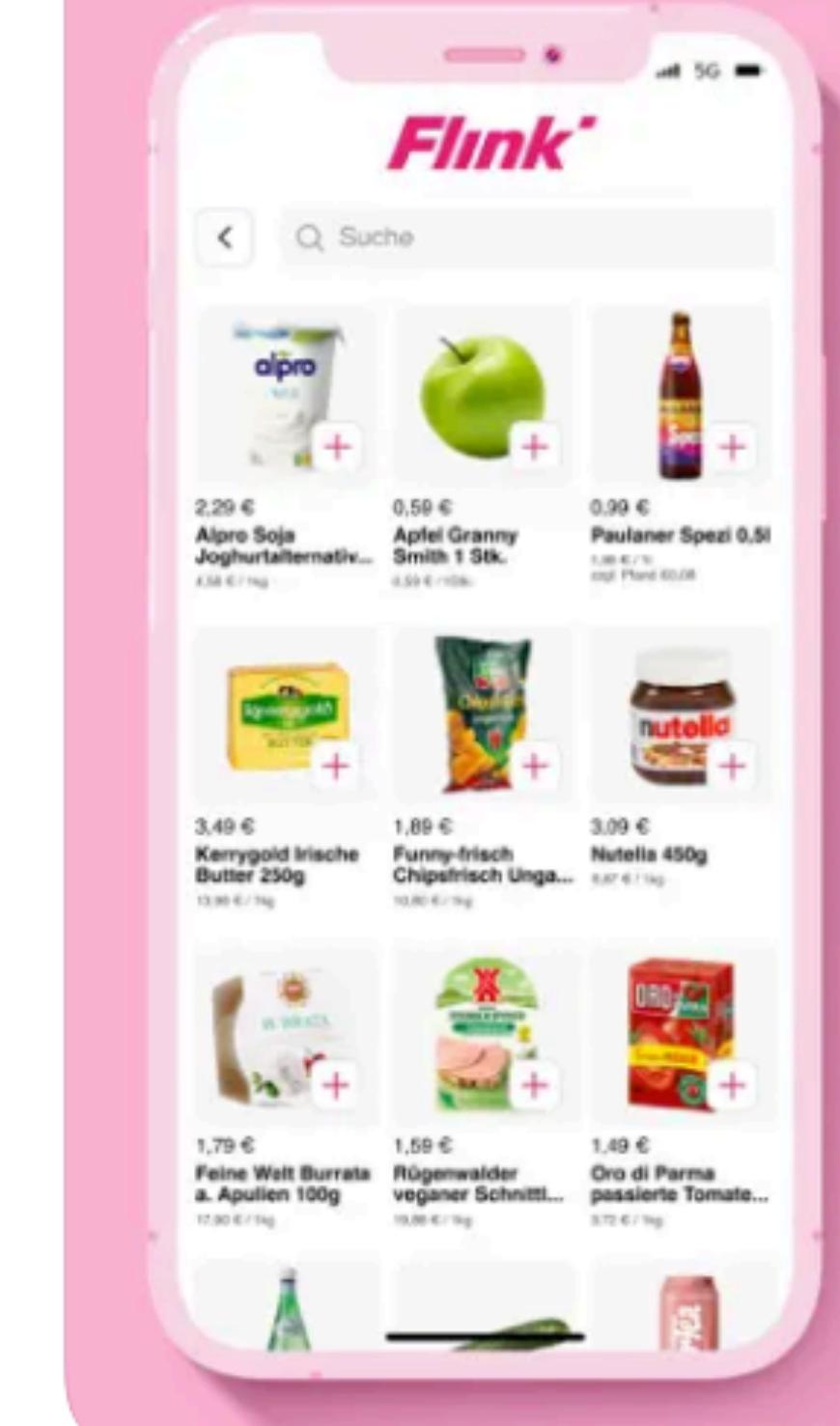
**Flink'**  
Dein Einkauf.  
Gleich geliefert.



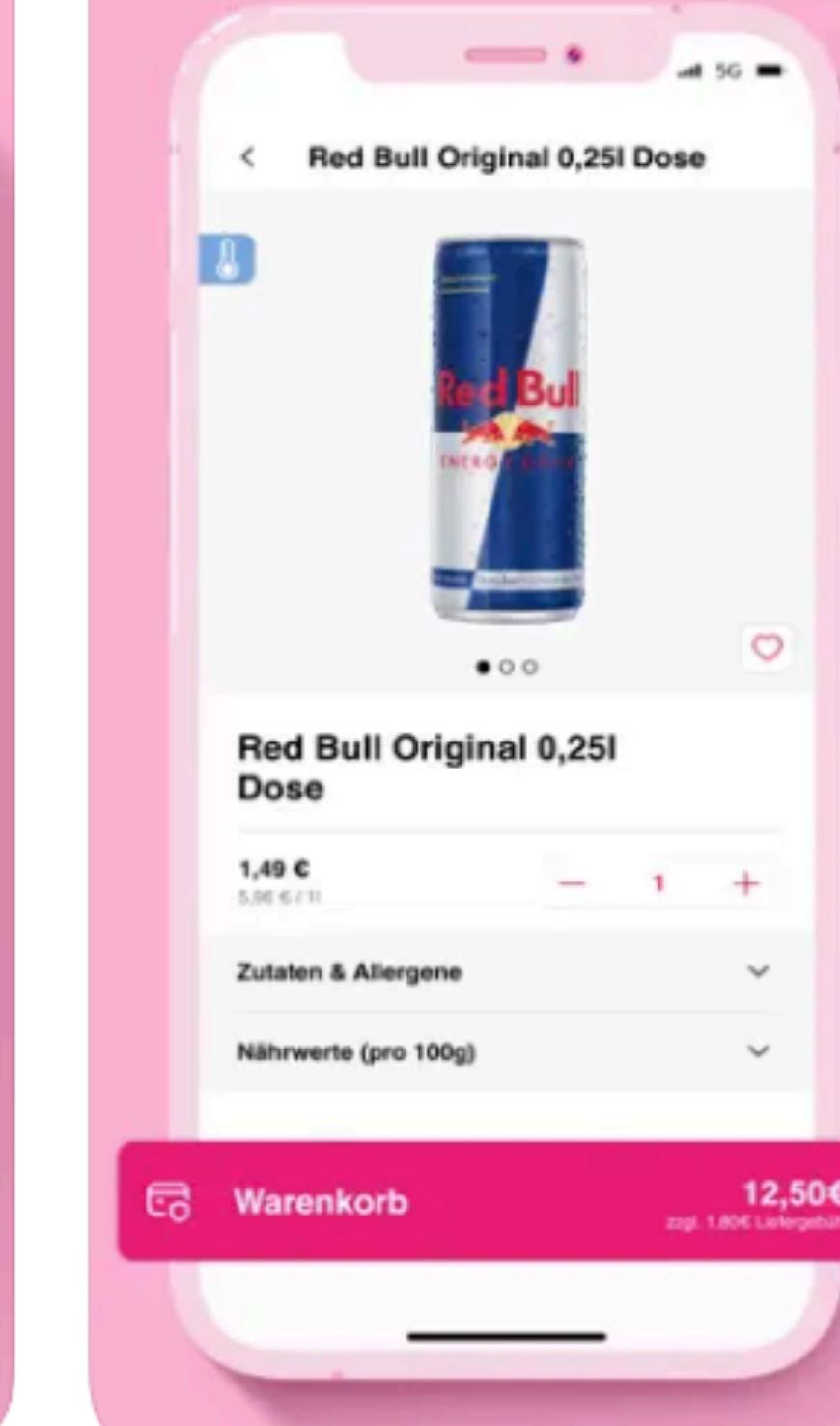
Entdecke 2300+ Supermarkt-Produkte



Einfach, schnell & übersichtlich



In Sekunden bestellt.  
In Minuten geliefert.





Flink & Co try to find any  
loophole to undermine  
workers rights.

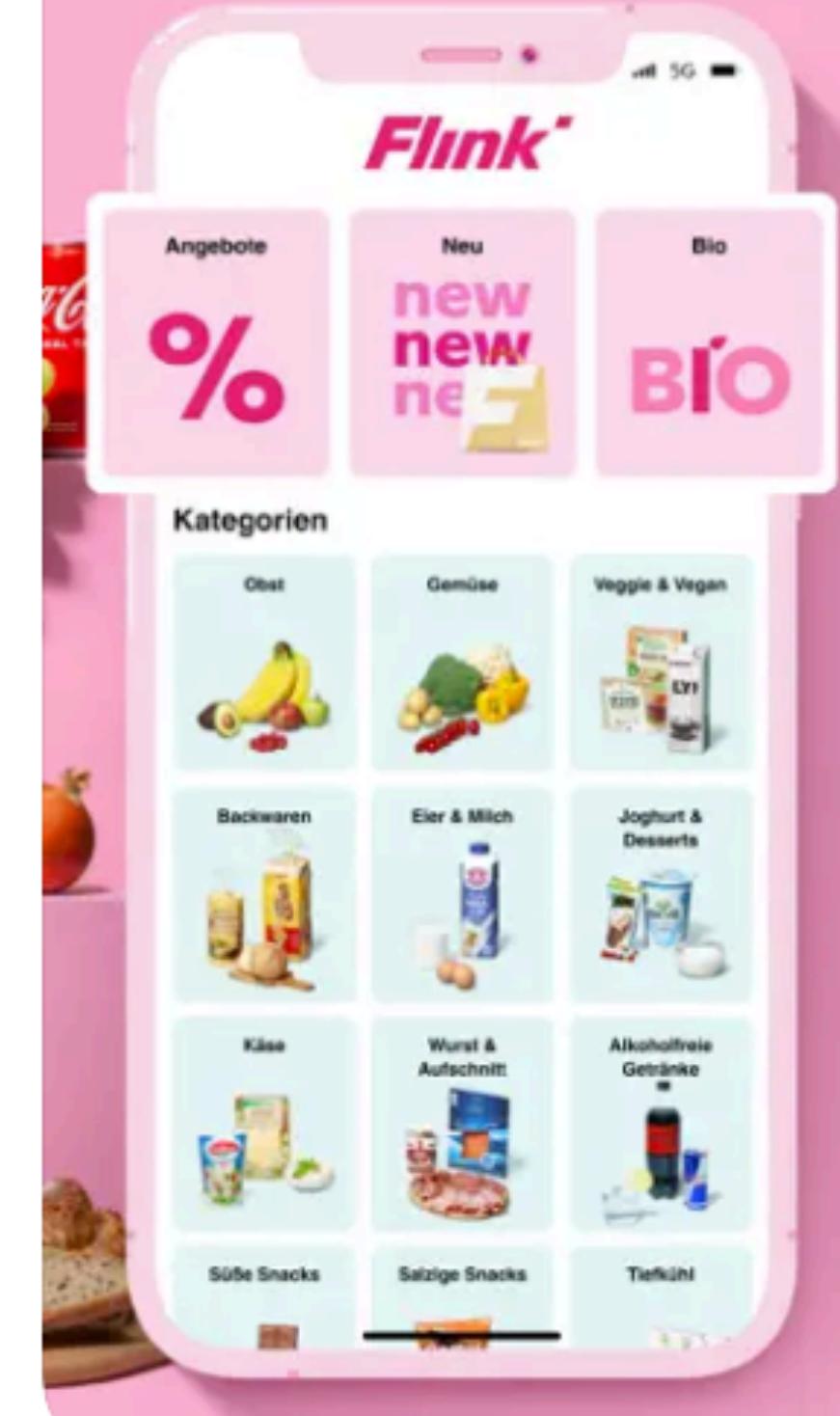


Small grocery stores in our city die due to the destructing biz-models of Flink & Co.

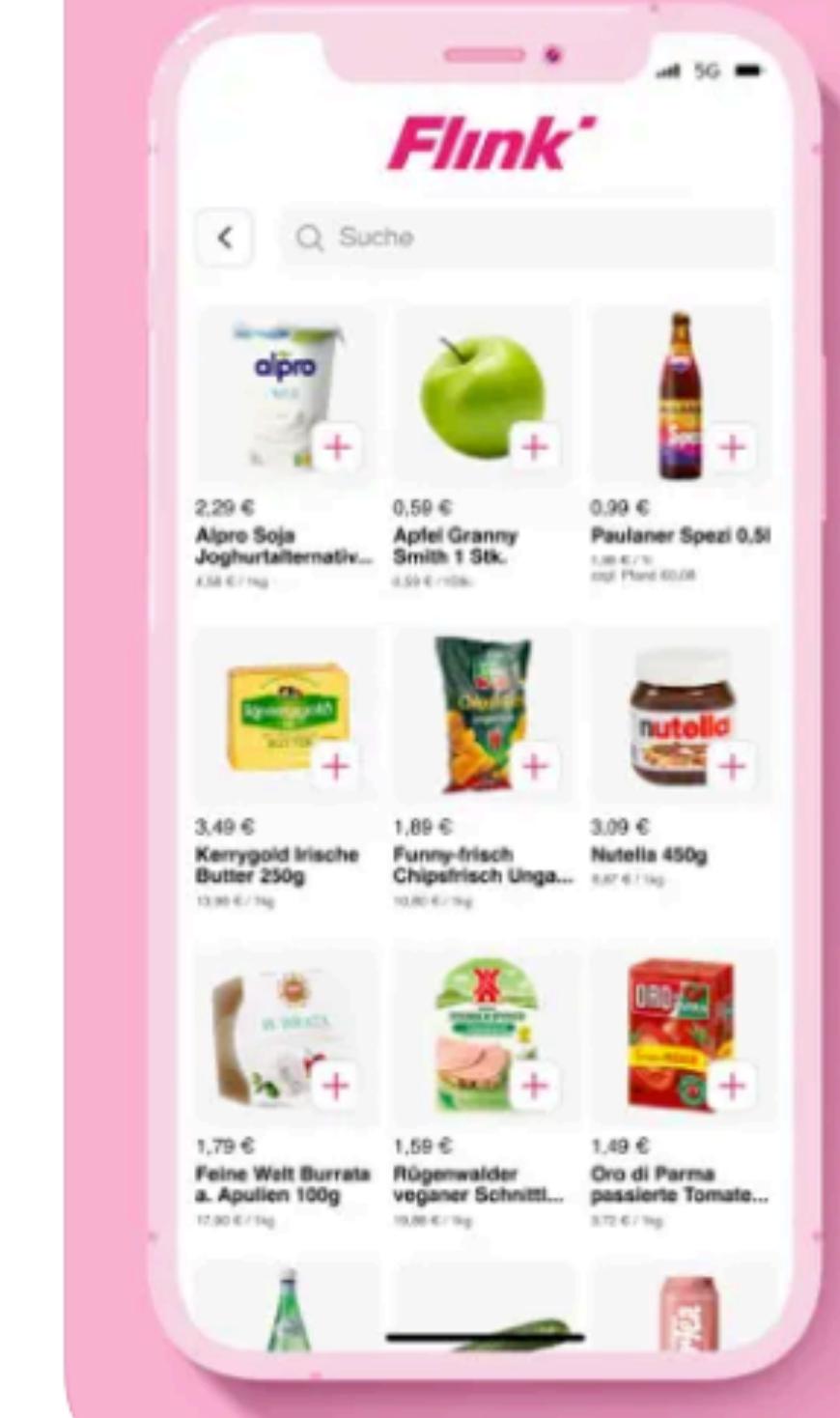
**Flink'**  
Dein Einkauf.  
Gleich geliefert.



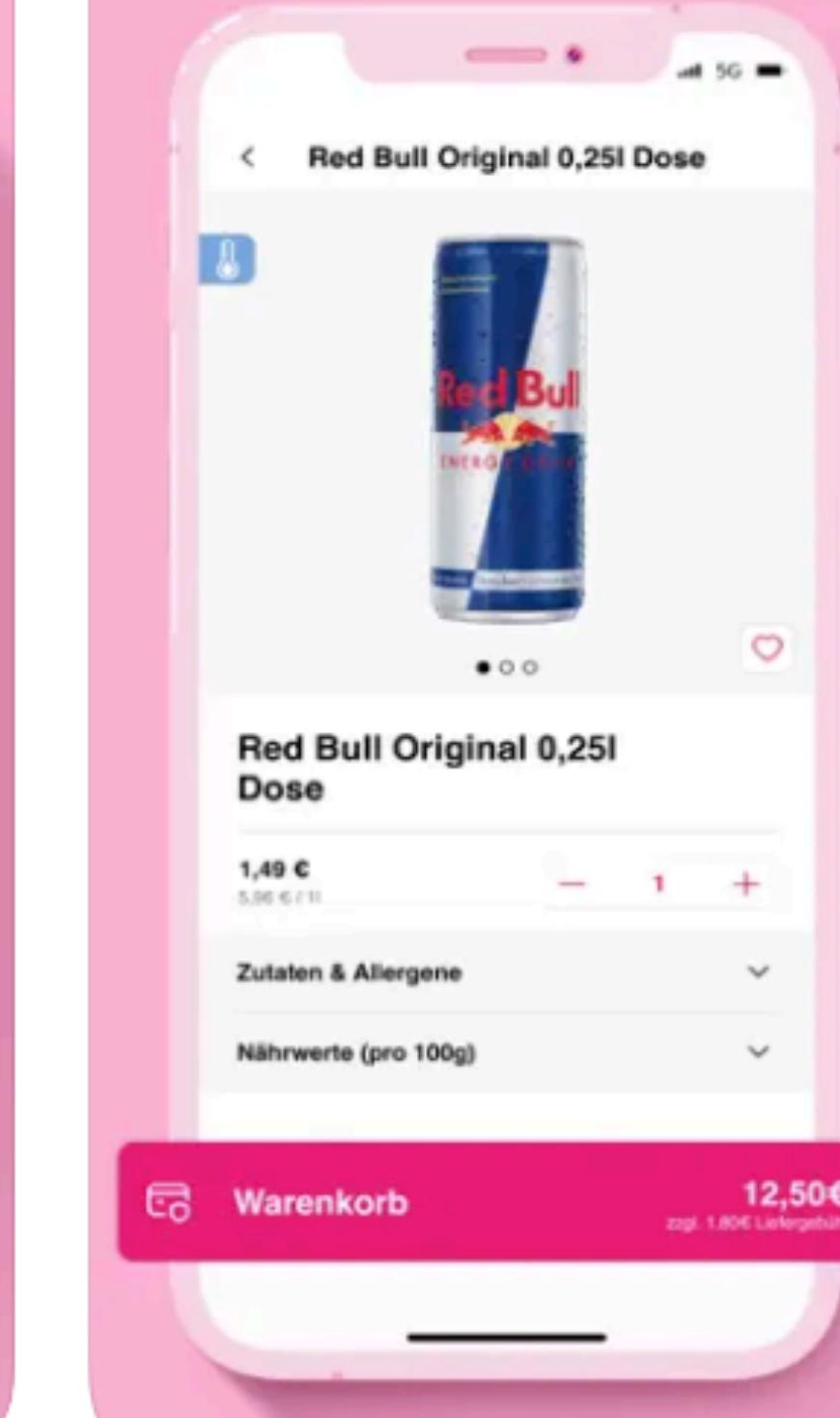
Entdecke 2300+ Supermarkt-Produkte



Einfach, schnell & übersichtlich



In Sekunden bestellt.  
In Minuten geliefert.

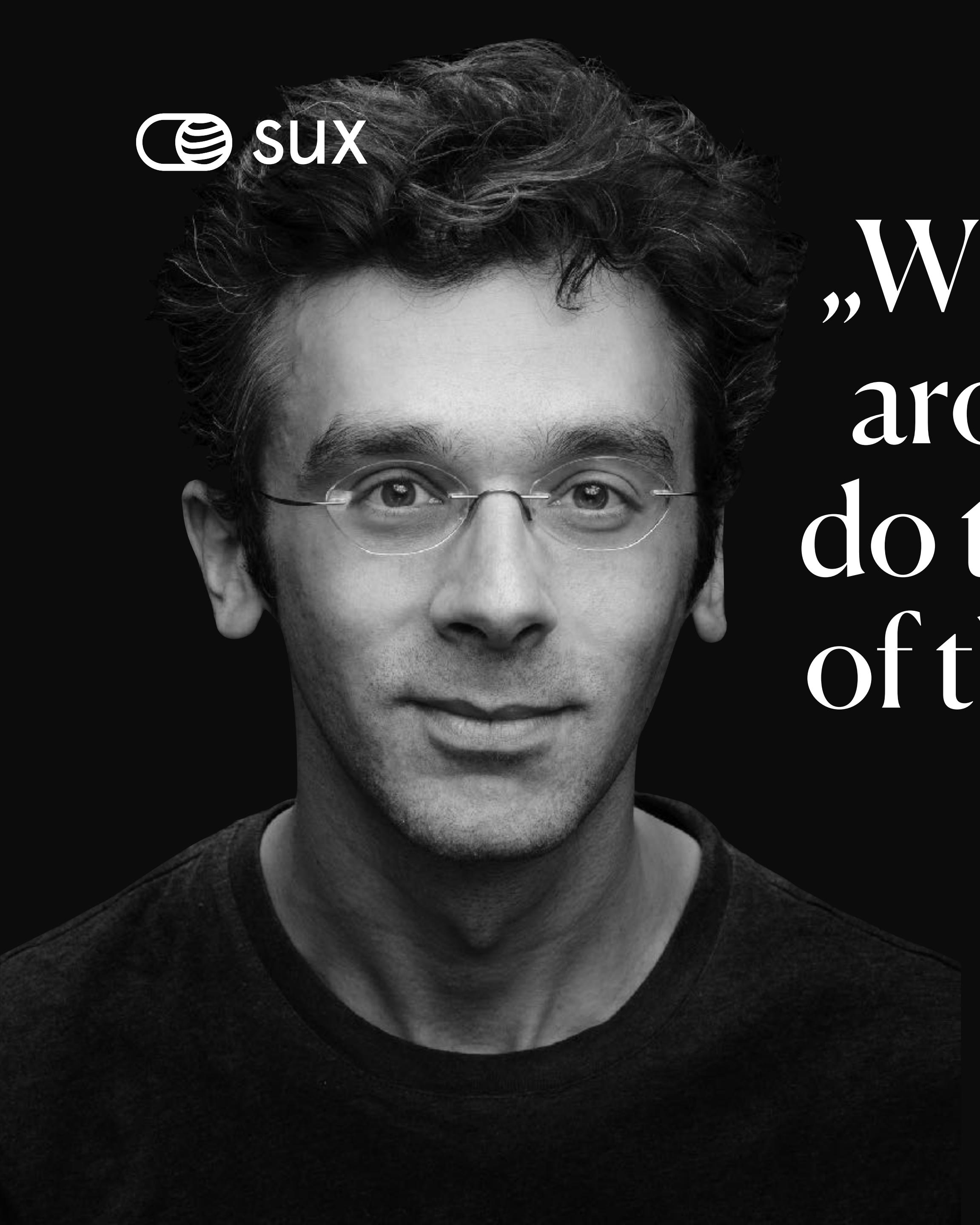




SUX

# Too often

someone or something else pays the prize  
for the great product we built for the user.

A black and white portrait of Kevin Slavin, a man with dark hair and glasses, looking slightly to the left of the camera. He is wearing a dark t-shirt. The background is solid black.

„When designers center  
around the user, where  
do the needs and desires  
of the other actors in the  
system go?“

Kevin Slavin



We need to move from a  
human to a *humanity* and  
*environmental* centered  
design approach.

A photograph of sand dunes in a desert, showing various shades of tan and brown. The dunes are in the background, creating a sense of depth.

It's time to  
take *action*!



Build for less  
*Carbon Emissions*



80%

of emissions are determined in design phase



The screenshot shows the Tchibo website homepage. At the top, there's a navigation bar with links for "Home", "Kaffee", "Sale", "Service & Hilfe", and "Suchen...". Below the navigation is a banner for a "Lapressa - Kaffee-liebe auf Italienisch" promotion, showing two espresso machines (black and red) on a counter. A price tag indicates "149,00 statt 199,-". The main content area features a large image of the same two espresso machines. Below this, there's a section titled "Der schnelle Weg zu Ihrem Lieblingskaffee" with various coffee product categories like "Angebote", "Cafe Crema & Espresso", "Filtalkaffee", "Latissimo Kapseln", "QD9 Kapseln", "Kaffeepads & mehr", and "Lokale Röststöcke". Further down, there's a section titled "Machen Sie es sich schön!" with a "Gewinne im Wert von je 1.000 €" competition. The footer contains a "Newsletter Rabatt" offer and a "30% sparen" discount code.

The screenshot shows the Cafédirect website homepage. The header includes links for "CAFÉDIRECT SHOP", "STOCKISTS", "PODCASTS", "PRODUCTS", "IMPACT", "LEARN", and "NEWS". The main visual is a scenic landscape of green hills under a cloudy sky. Overlaid on the image is a large orange infinity symbol containing a coffee bean and a cup, with the text "BETTER FOR EVERYONE" written around it. Below this, a sub-headline reads "OVER 30 YEARS OF LONG-TERM PARTNERSHIPS WITH COFFEE FARMERS: BETTER LIVES, BETTER PLANET AND BETTER TASTING COFFEE." There's a "ABOUT US" button at the bottom of the main image. The footer features sections for "Sustainable prices", "Inclusive", "Investment in", and "Farmers partners".

This is a screenshot of the "Stockists" page from the Cafédirect website. The top features a large image of coffee beans with the text "Stockists ADD YOUR FAVORITE CAFÉDIRECT PRODUCTS TO YOUR VENDING SHOP CLICK HERE". Below this, there are sections for "Freshly roasted and", "Stockists", and "Investment in". The right side of the page shows a grid of small images related to coffee production and farmers.



The screenshot shows the Tchibo.de website with a prominent red callout box in the center stating: "Uh oh! This web page is dirtier than 60% of web pages tested". Below this, it displays the carbon footprint information: "Oh my, 0.63g of CO<sub>2</sub> is produced every time someone visits this web page." and "This web page appears to be running on sustainable energy". The overall layout includes a header with navigation links like "Themenwelten", "Kategorien", "Kaffee", and "Sale", and a footer with social media links.

This screenshot shows various promotional banners and sections from the Tchibo.de website. It includes a banner for "Machen Sie es sich schön!" (Make it nice), a "Gewinne im Wert von je 1.000 €" (Win prizes worth up to 1,000 €) competition, and a "30% sparen" (Save 30%) offer. Other visible sections include "Aus Liebe zum Kaffee" (With love for coffee) and "Premium Kaffee-Paket" (Premium coffee package).

The screenshot shows the Cafédirect.co.uk website with a prominent green callout box in the center stating: "Hurrah! This web page is cleaner than 92% of web pages tested". Below this, it displays the carbon footprint information: "Only 0.09g of CO<sub>2</sub> is produced every time someone visits this web page." and "This web page appears to be running on sustainable energy". The overall layout includes a header with navigation links like "CAFÉDIRECT SHOP", "STOCKISTS", "PODCASTS", "PRODUCTS", "IMPACT", "LEARN", and "NEWS", and a background image of coffee fields.

This screenshot shows the Cafédirect.co.uk website focusing on sustainability. It features a large image of a coffee farmer, the text "This makes life better for them and a better cup of coffee for you.", and the slogan "Drink up - it's better for everyone.". Below this, there are sections for "Sustainable prices", "Inclusive", and "Investment in". On the right side, there are sections for "relationships with our farmer partners" and "Stockists". The layout also includes a "Freshly roasted and" section at the bottom.



# *Reminder:*

- 2,5 million visits per month
  - 10 page views per visit
  - 0,8g CO per page view
- 
- 20 tons of CO<sub>2</sub> per month
  - Flying Copenhagen - NY 20 times

**OTTO**

Worach suchst du?

Service Mein Konto Markenmittel Warenkorb

Inspiration . Damen-Mode . Herren-Mode . Baby & Kind . Sport . Drogerie  
 Multimedia . Haushalt . Küche . Heimtextilien . Möbel . Baumarkt . Marken . %Sale%

[Startseite](#) | [Multimedia](#) | [Aktionen](#)

## Neuheiten

10€ für Neukund\*innen

**fitbit.**

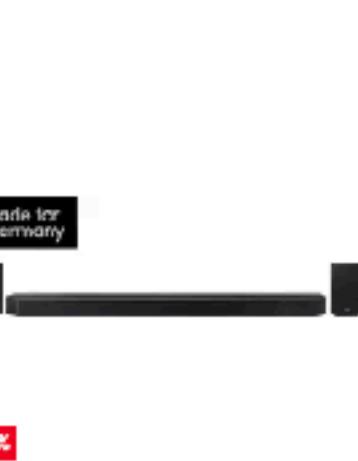
Achte auf dein Herz!  
Besonders am Valentinstag.

[Mehr erfahren >](#)

Sortieren nach: Topseller

99 Produkte (1)

Super Brand Weeks

Produkt	Preis	Rabatt	Bewertung	Lieferzeit
 <p><b>SONY</b> WH-CH700N Over-Ear-Kopfhörer (Freisprechfunktion, Rauschunterdrückung, Google Assistant, Siri, Bluetooth, 50 Std. Akkulaufzeit,...)</p> <p>★★★★★ (5)</p> <p>UVP € 69,99 <b>Nur bis zum 22.05!</b> € 47,99</p> <p>lieferbar - in 2-3 Werktagen bei dir</p>	 <p><b>SONY</b> WH-1520 On-Ear-Kopfhörer (Freisprechfunktion, LED-Anzeige, Multi-Point-Verbindung, Noise-Cancelling,...)</p> <p>★★★★★ (1)</p> <p>UVP € 49,99 <b>Nur bis zum 22.05!</b> € 105,19</p> <p>lieferbar - in 2-3 Werktagen bei dir</p>	 <p><b>SAMSUNG</b> HW-Q8950C Soundbar (556 W, 11.1.4-Kanal Surround Sound System, 4.0.2-Kanal Rücklautsprecher, Kabelloses Dolby Atmos &amp; DTS:X, SpaceFit Sound...)</p> <p>★★★★★ (3)</p> <p>UVP € 1.599,99 <b>Nur bis zum 22.05!</b> € 1.536,26</p> <p>lieferbar - in 2-3 Werktagen bei dir</p>		



And we need to talk about AI. You will use it, but use it wisely and less than you would want to.

CHINA'S GREEN ENERGY | BUSINESS | FEB 16, 2023 | 7 MIN READ

## The Generative AI Race Has a Dirty Secret

Integrating large language models into search engines could mean a fivefold increase in computing power and huge carbon emissions.



ILLUSTRATION: JACOB YARLOV; BETTY SHADES

**IN EARLY FEBRUARY**, first Google, then Microsoft, announced major overhauls to their search engines. Both tech giants have spent big on building or buying generative AI tools, which use large language models to understand and respond to complex questions. Now they are trying to integrate them into search, hoping they'll give users a richer, more accurate experience. The Chinese search company Baidu has announced it will follow suit.

**Wired Business**  
The Generative AI Race Has a Dirty Secret  
Business

00:00 36:12

But the excitement over these new tools could be concealing a dirty secret. The race to build high-performance, AI-powered search engines is likely to require a dramatic rise in computing power, and with it a massive increase in the amount of energy that tech companies require and the amount of carbon they emit.

"There are already huge resources involved in indexing and searching internet content, but the incorporation of AI requires a different kind of firepower," says Alan Woodward, professor of cybersecurity at the University of Surrey in the UK. "It requires processing power as well as storage and efficient search. Every time we see a step change in online processing, we see significant increases in the power and cooling resources required by large processing centres. I think this could be such a step."

**FEATURED VIDEO**

REWIRED GREEN 2022: James McBride on Decarbonizing the World

**MOST POPULAR**

SECURITY  
The US Is Openly Stockpiling Dirt on All Its Citizens  
SCOTT CARMON

SECURITY  
UFO Whistleblower, Meet a Conspiracy-Loving Congress  
MATT LIEBL

SECURITY  
An Anti-Porn App Put Him in Jail and His Family Under Surveillance

„Third-party analysis by researchers estimates that the training of GPT-3, which ChatGPT is partly based on, consumed 1,287 MWh, and led to emissions of more than 550 tons of carbon dioxide equivalent.“

Source: **Wired**

<https://www.wired.com/story/the-generative-ai-search-race-has-a-dirty-secret/>

**UC RIVERSIDE News**

HOME LATEST ARTICLES CALENDAR EXPERTS IN THE NEWS INFO FOR MEDIA INSIDE UCR UCR MAGAZINE

NEWS > APRIL 28TH, 2023 > AI PROGRAMS CONSUME LARGE VOLUMES OF SCARCE WATER

FOLLOW US:     



## AI programs consume large volumes of scarce water

UCR study finds that keeping servers powered & cool at cloud data processing centers has high water costs

 **AUTHOR:** DAVID DANIELSKI

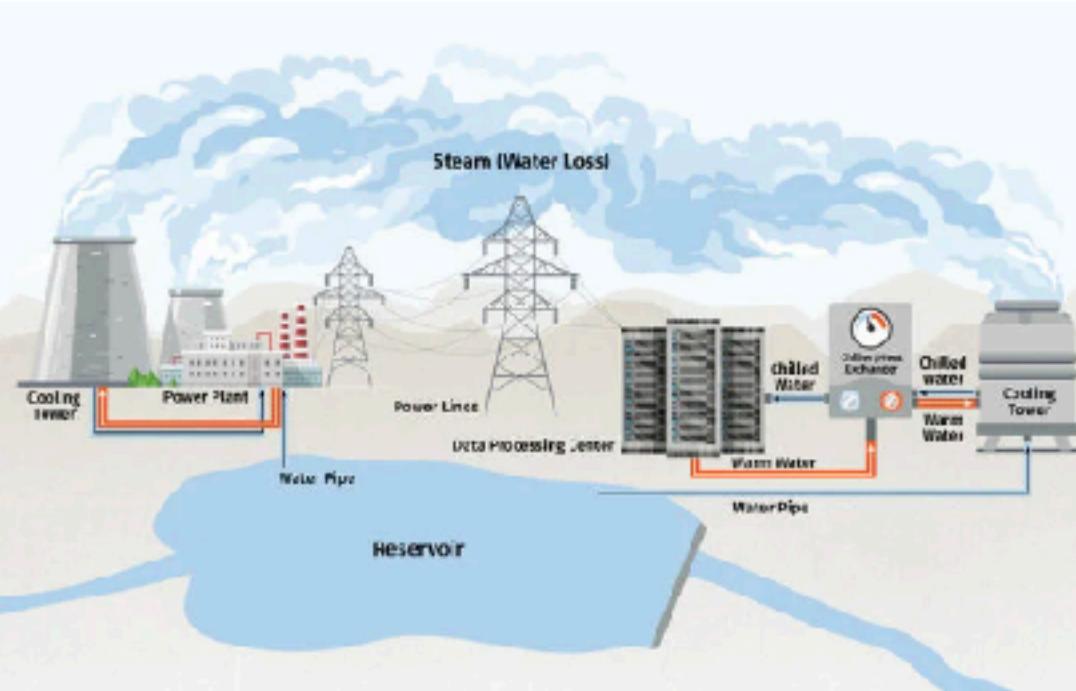
Apr.128 2023

**SHARE THIS:**     

**E**very time you run a ChatGPT artificial intelligence query, you use up a little bit of an increasingly scarce resource: fresh water. Run some 20 to 50 queries and roughly a half liter, around 17 ounces, of fresh water from our overtaxed reservoirs is lost in the form of steam emissions.

Such are the findings of a University of California, Riverside, study that for the first time estimated the water footprint from running artificial intelligence, or AI, queries that rely on the cloud computations done in racks of servers in warehouse-sized data processing centers.

Google's data centers in the U.S. alone consumed an estimated 12.7 billion liters of fresh water in 2021 to keep their servers cool -- at a time when droughts are exacerbating climate change -- Bourns College of Engineering researchers reported in [the study](#), published online by the journal arXiv as a preprint. It is awaiting its peer review.



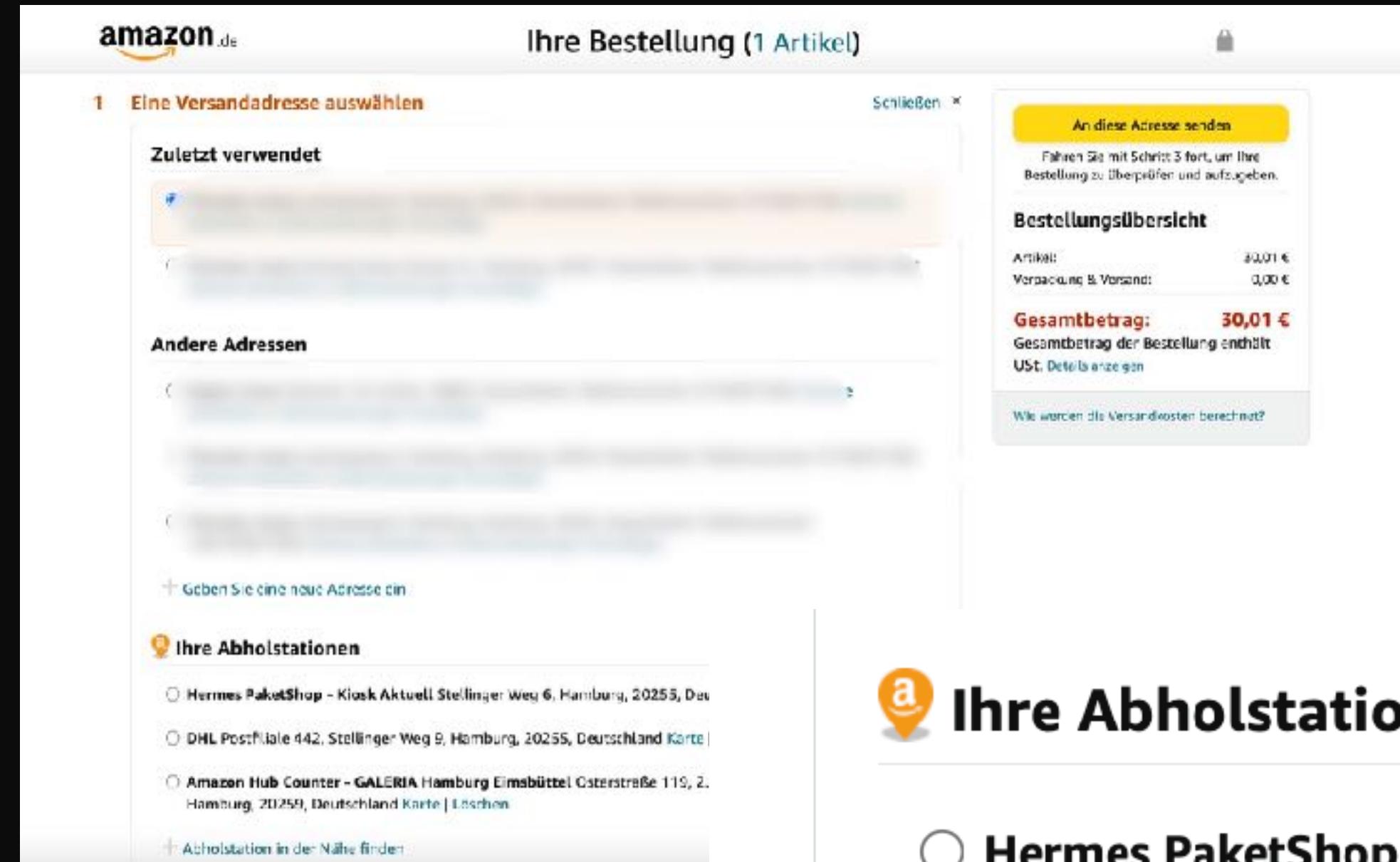
Data processing centers consume water by using electricity from steam generating power plants and by using on-site chillers to keep their servers cool. Graphic image by Evan Heids/UCR

„Run some 20 to 50 queries and roughly a half liter, around 17 ounces, of fresh water is lost in the form of steam emissions.“

Source: University of California, Riverside  
<https://news.ucr.edu/articles/2023/04/28/ai-programs-consume-large-volumes-scarce-water>



Build to drive  
*Sustainability*



Ihre Bestellung (1 Artikel)

1 Eine Versandadresse auswählen

Zuletzt verwendet

Andere Adressen

Geben Sie eine neue Adresse ein

An diese Adresse senden

Fahren Sie mit Schritt 3 fort, um Ihre Bestellung zu überprüfen und aufzugeben.

Bestellungsübersicht

Artikel: 1, Gesamtbetrag: 30,01 €  
Verpackung & Versand: 0,00 €

Gesamtbetrag: 30,01 €  
Gesamtbetrag der Bestellung erhält USt. Details anzeigen

Wie werden die Versandkosten berechnet?

## a Ihre Abholstationen

- Hermes PaketShop - Kiosk Aktuell** Stellinger Weg 6, Hamburg, 20255, Deutschland [Karte](#) | [Löschen](#)
  - DHL Postfiliale 442**, Stellinger Weg 9, Hamburg, 20255, Deutschland [Karte](#) | [Löschen](#)
  - Amazon Hub Counter - GALERIA Hamburg Eimsbüttel** Osterstraße 119, 2. Obergeschoss; Sport-Kasse, Hamburg, 20259, Deutschland [Karte](#) | [Löschen](#)
- + Abholstation in der Nähe finden



We need to help our users  
to act more sustainable.

## 1 Educate Users

Explain the impact and offer a low impact alternativ - pages with less pictures and colors or less emails, for example.

## 2 Create new Defaults

Make sustainable choices default.  
Shift from Opt. In to Sustainability to Opt. Out

## 3 Low Impact Alternative

Offer a low impact alternativ - being it a website or a more sustainable way to fulfill the users need.



Solve the *right*  
problems.

 **Kevin DeGood** @kevin\_degood · Mar 27

Electric cars don't make this sustainable.

...



78

1K

5.4K

↑

The age of extinction  
Carbon offsetting

• This article is more than 3 months old

## Revealed: more than 90% of rainforest carbon offsets by biggest certifier are worthless, analysis shows

Investigation into Verra carbon standard finds most are 'phantom credits' and may worsen global heating

- ['Nowhere else to go': Alto Mayo, Peru, at centre of conservation row](#)
- [Greenwashing or a net zero necessity? Scientists on carbon offsetting](#)
- [Carbon offsets flawed but we are in a climate emergency](#)

The age of extinction is supported by  
**the guardian.org**

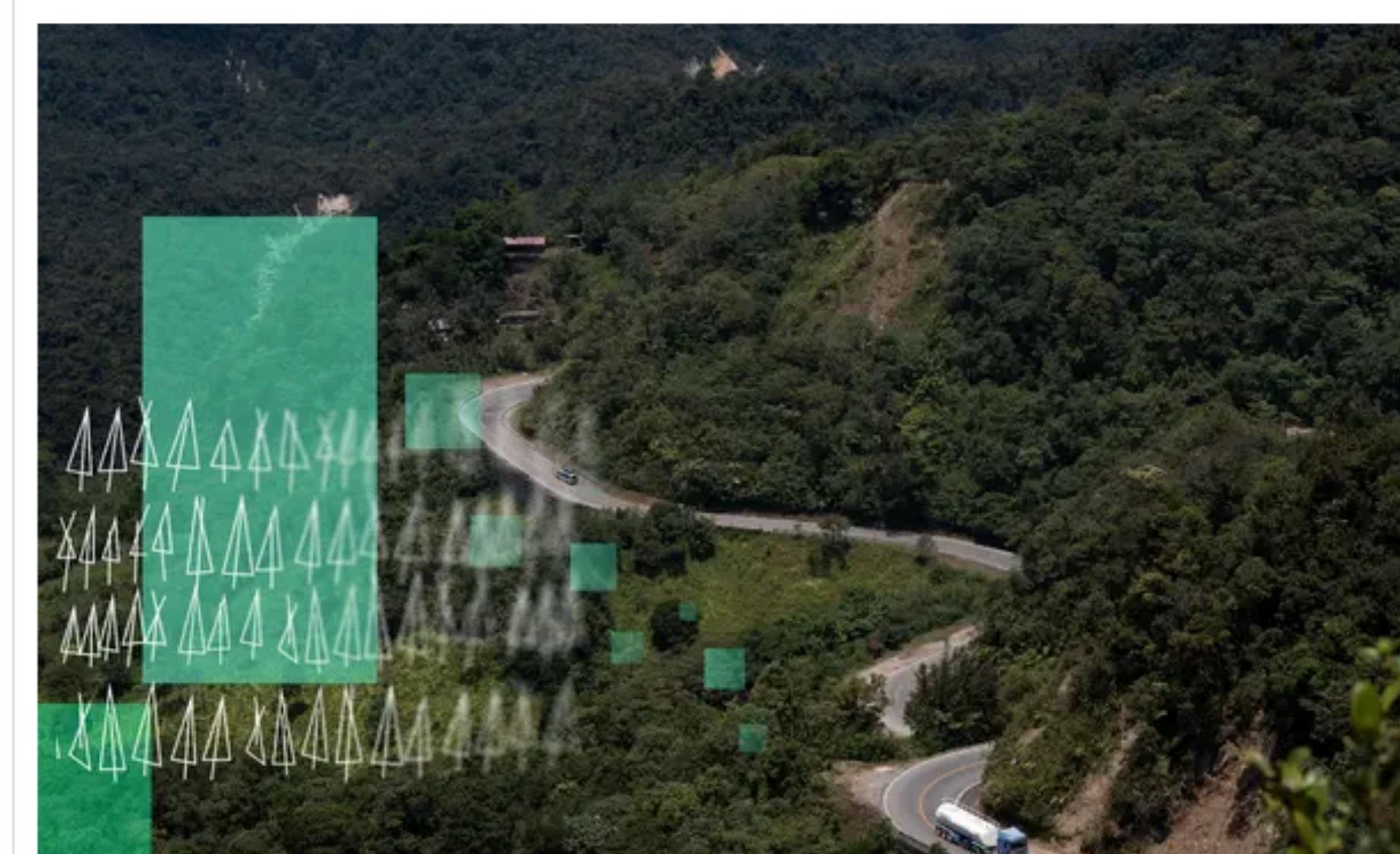
About this content

**Patrick Greenfield**

✉ @pgreenfielduk

Wed 18 Jan 2023 14.00 GMT

[f](#) [t](#) [e](#)



OTTO

Wonach suchst du?

Service Mein Konto Merkzettel Warenkorb

Inspiration . Damen . Herren . Kinder . Wäsche/Bademode . Sport . Schuhe . Spielzeug  
Multimedia . Haushalt . Küche . Heimtextilien . Möbel . Baumarkt . Marken . %Sale%

1 Mein Warenkorb 2 Anmelden 3 Prüfen & Absenden 4 Danke! [Zur Kasse >](#)

OTTO

 Reebok Classic »CLASSIC LEATHER SHOES« Sneaker  
42, FTWWHT-FTWWHT-PUGRY3  
(€ 59,99)

Auf den Merkzettel

lieferbar - in 2-4 Werktagen bei dir

Anzahl: 1 [Anzahl ändern](#)

99,99 **59,99** X

Gutschein / Rabatt

Die Eingabe von Gutscheinen ist im Kasserbereich möglich.

Zwischensumme 59,99  
Versandkosten (Paket) 2,95

**Gesamtsumme 62,94**

alle Angaben in Euro, inkl. Steuer

 Du sparst bei deinem Einkauf: 30,01

Wir liefern CO<sub>2</sub>-neutral durch Kompensation

Weiter einkaufen [Zur Kasse >](#)

**OTTO**

Wonach suchst du?

Service Mein Konto Merkzettel Warenkorb

Inspiration . Damen . Herren . Kinder . Wäsche/Bademode . Sport . Schuhe . Spielzeug  
Multimedia . Haushalt . Küche . Heimtextilien . Möbel . Baumarkt . Marken . %Sale%

1 Mein Warenkorb 2 Anmelden 3 Prüfen & Absenden 4 Danke! **Zur Kasse >**

**OTTO**

 Reebok Classic »CLASSIC LEATHER SHOES« Sneaker  
42, FTWWHT-FTWWHT-PUGRY3  
(€ 59,99)

[Auf den Merkzettel](#)

lieferbar - in 2-4 Werktagen bei dir

**Gutschein / Rabatt**

Die Eingabe von Gutscheinen ist im Kasserbereich möglich.

**Zwischensumme** 59,99  
Versandkosten (Paket) 2,95

**Gesamtsumme** 62,94  
alle Angaben in Euro, inkl. Steuer

 Du sparst bei diesem Einkauf: 30,01

**Wir liefern CO<sub>2</sub>-neutral durch Kompensation**

**Weiter einkaufen <** **Zur Kasse >**



*Frame problems the  
right way.*



Frame problems the right way



THE NEW YORK TIMES, SUNDAY, NOVEMBER 23, 1924

XX

# NATION ROUSED AGAINST MOTOR KILLINGS

## Secretary Hoover's Conference Will Suggest Many Ways to Check The Alarming Increase of Automobile Fatalities.—Studying Huge Problem



The Modern Juggler

**T**HE need for vigorous nation-wide action to promote street and highway safety has prompted Secretary Hauser to call a conference of representatives of the various agencies interested in checking the steady increase in vehicular accidents. The conference will be held in Washington on Dec. 18. It will treat the subject from seven angles, including statistics, traffic control, construction and engineering, city planning and zoning, insurance, education and the motor vehicle and public relations.

**T**HIS horrors of war appear to be less appalling than the horrors of peace. The apprehensive hours are a far more destructive phase of war than the actual gun. The relentless motorist deals more death than the artillerist. The man in the street seems less safe than the man in the trench.

tion in the World War. This is at the rate of \$2,000 fatalities a month—a record average when compared with the staggering toll of 5,000 lives destroyed monthly by accidents in the United States.

Proposed.  
A conference called by Senator Hoover for next month will concentrate its discussions upon street and highway accidents. A committee on Statistics was appointed by Mr. Hoover to supply the conference with a clearly defined picture of the public accident situation. This committee is working now.

**ANSWER.**—The Committee is unable to render an answer satisfactory upon the annual report of the United States Census Bureau or mortality statistics, which revealed that 20,221 persons died in vehicular mishaps in 1932, an increase of almost 3,100 over 1931.

While the number killed in automobile accidents last year was given as 26,452, the motor car was also connected by other highway fatalities. The California Bureau charged such accidents to the licensed vehicle involved. A collision between a train and an automobile is classified as a train accident. When street cars collide with machines, the street cars are blamed upon the records. There were 3,323 deaths in train grade crossings.

accidents in 1959. Many of the types involved in street car mishaps were passengers of vehicles struck by high-speed automobiles. Motorcycles accounted for 286 deaths and all other vehicles, 1,228.

Water Quality Assessment

comes distinguished by many  
with those caused by automobile  
large economic loss caused  
and highway accidents is set in  
a preliminary report prepared by  
the Office of Statistics appointed  
by Harry Truman. On this subject  
he says in part:

The economic loss due to these approximately 700,000 accidents in which injuries occur can probably be known. Several estimates have been made. The most conservative figure upon the usual liability of \$200 per accident and average of 8175 for a

use two items, applied to 22,000 cases and 67,000 non-fatal subjects, respectively, give an approximate 1

property damage of \$80 due to incidents involving either personal or property damage (losses estimated at \$300,000), there resulted an estimated loss of nearly \$600,000.

These estimates do not account of obvious losses due to damage, such as delays, damage, loss of minor property damage, usually too trifling to be worth visiting, understand, a large

the same maximum velocity of  
speed. Because the bullet fired

Various parts of the ministry, are collated in such a way as to bring out both the cause of accidents and the mannerism himself. This tends to confirm the general impression that the departmental percentage of accidents

for, consistent educational work employing the following media: newspaper and magazine publicity; posters; yet be reserving serious consideration many facilities. It contemplates the reservation of streets, the services of fire

**STREETS AND ROADS.** Apparently, they did not a privileged class who would run such nonsense. In reality, the automobile drivers are a privileged class now.

Under present conditions there is a  
city competition between pedestrian  
and motorist for a use of these strips.  
Everywhere we walk street, a conflict  
is to it warfare, with the victor  
on the majority.

Frankly, it is largely a matter of  
point, this other problem, and the  
individual if able to make al-  
lusion from his other self reached the  
goal. As both must use the higher  
and two bodies cannot occupy the  
same space at once, when the result  
is, as they so often do, what is the

The mangling and mauling cannot cease. However? "In for relief. The disabled mother who sends her child off to school or out to play, the elderly person who tremulously accepts a crumpling mass bays some sense of their anxiety. Conversely, the publications operator who, with some eyes seen the foot dart out from his path from those suspected streets, is entitled to some regard.

As it stands, the material has been content for the use of the streets by the foot passengers, despite the joint efforts of police, courts and even vehicle authorities to regulate them to his kind. The material has inspired

and the sort of respect that brings  
is therefore.  
If we have failed adequately to negoti-  
ate measures which we consider fair  
in attempting to regulate peddlers?

a well enough to condone the "Jay-  
cox." If by that time we make the  
loss individual who is best on get-  
ting, whether on or off a cross-  
road, without looking or governing his  
movements. But if we mean the aver-  
age and the under-average in intelligence  
of our population who do  
not use their best judgment because their  
eyes and ears, unassisted by the  
use of hearing, never coding trains of associa-  
tions that enables well conducted  
and them, sizing up the highway so  
as to upset all calculations of time  
and space, try to thread their way  
only if they are to cross at all, then

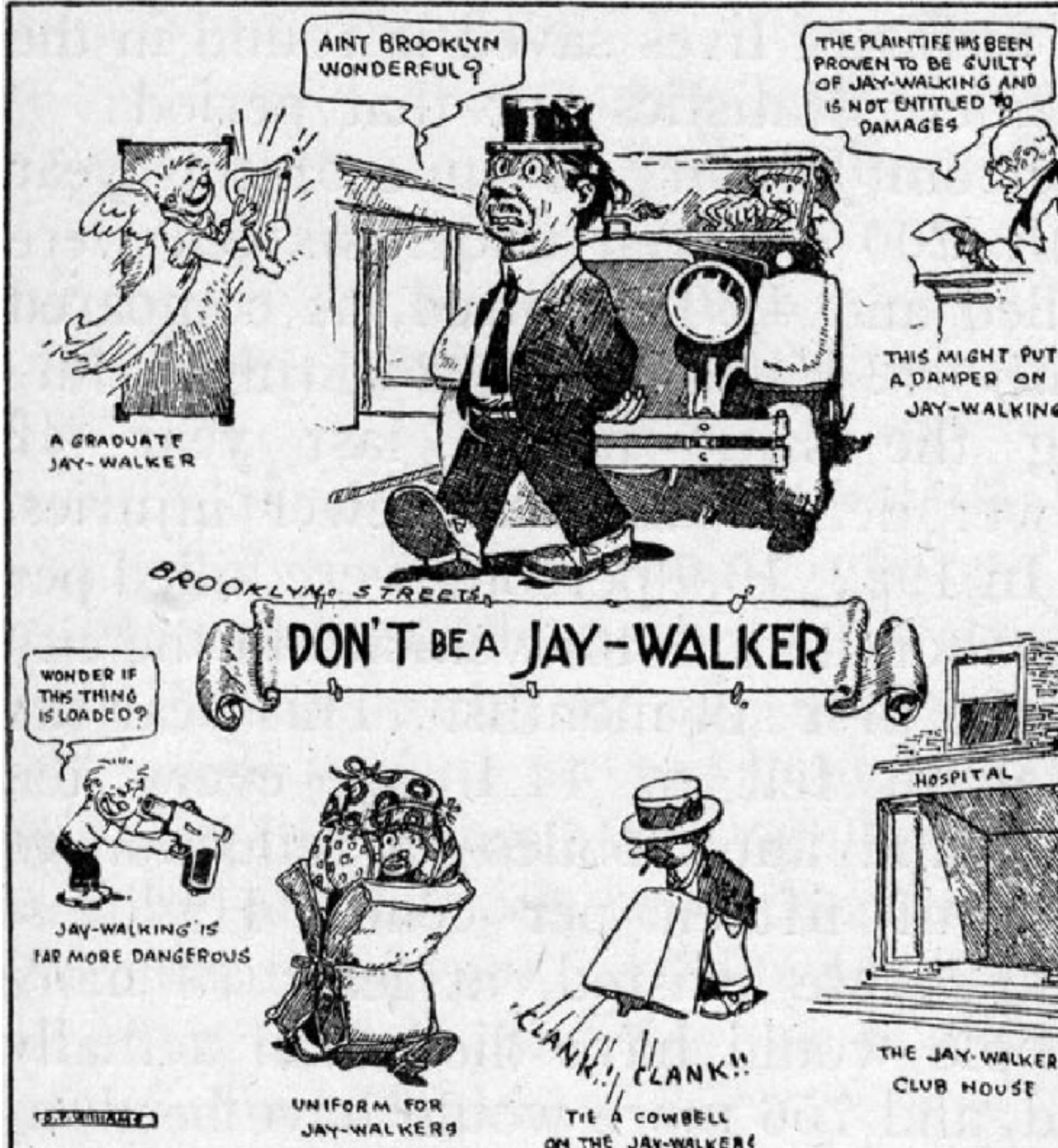
any regulating or the petitioners be done with caution. The constitutional rights will exist on paper at least, since in the hands of any single officer as the Police Commissioner of any other city the assassination or to prosecute could be his own, is a questionable expedient, no mat-

now well managing that official may  
it touches too closely upon the lib-  
elous of the critics.  
It is to be done at all let some  
one and reasonable tax or ordinance  
passed, simple, understandable and  
applicable.



Frame problems the right way

## A Traffic Problem—Jay Walking



## FOR SAFETY'S SAKE — CROSS —

This way — not here — not this way

QUIT JAY WALKING

KIWANIS

### DO YOU KNOW YOU ARE GUILTY

OF JAYWALKING—when you cross streets carelessly!

JAYWALKERS, who cross in the middle of the block; who fail to look, or who are otherwise careless, endanger only themselves.

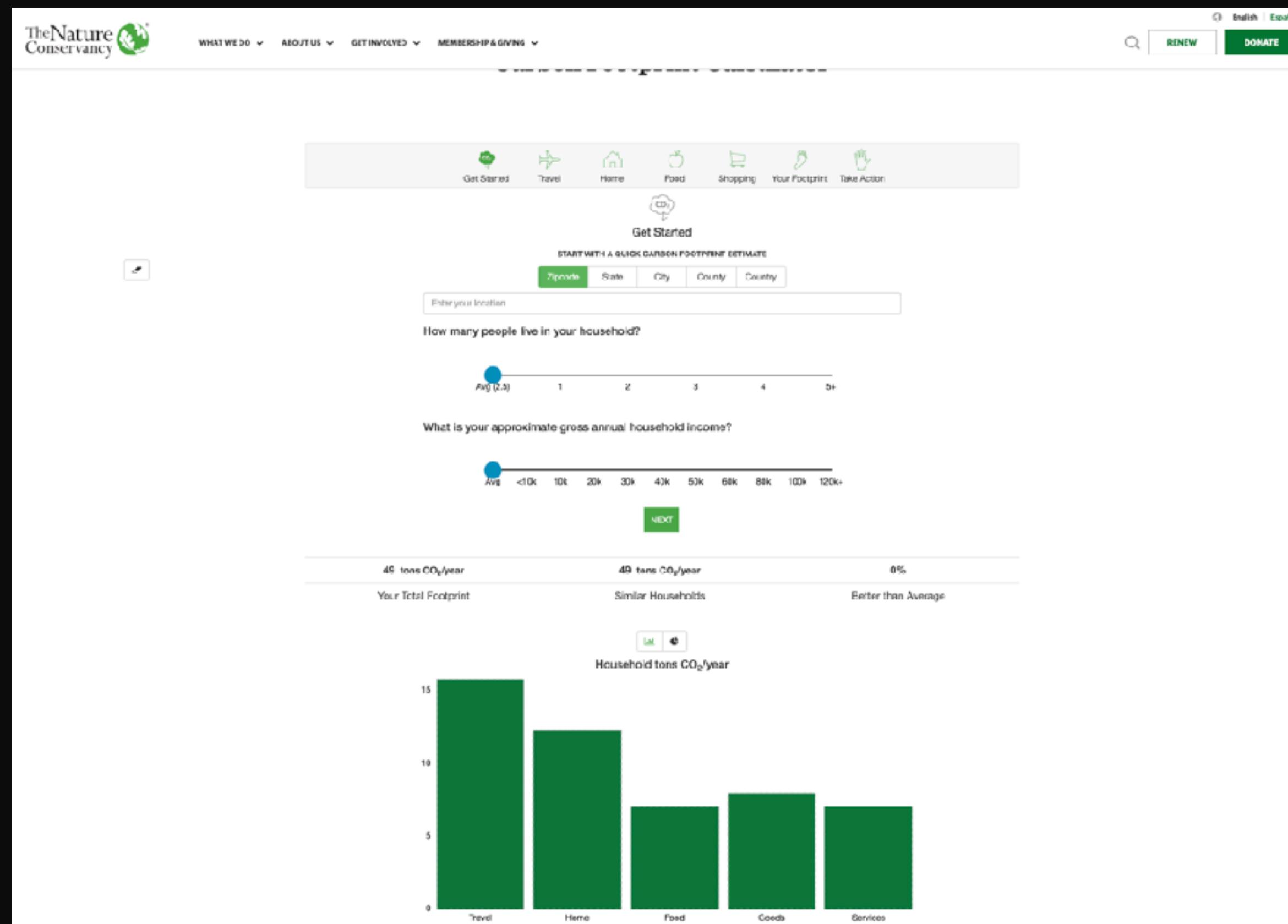
CROSS ONLY AT CROSSINGS—If Traffic Officer is there wait for his signal.

ALWAYS LOOK LEFT—LOOK RIGHT!  
CROSS STREETS CAREFULLY.

BUREAU OF PUBLIC SAFETY, POLICE  
DEPARTMENT, CITY OF NEW YORK



# Frame problems the right way





# Frame problems the right way

Reduce your carbon footprint. But first, find out what it is.

Call it your mark on the world. It's the amount of carbon dioxide emitted due to your daily activities—from mowing your lawn to vacuuming your home. Find out the size of your household's carbon footprint, learn how you can reduce it, and see how we're reducing ours at [bp.com/carbonfootprint](http://bp.com/carbonfootprint). It's a start.

  
beyond petroleum®

BP Energy Lab | Sustainability | BP Global

BP Global | BP Worldwide

About BP Products and Services Sustainability Investors Press Careers Gulf of Mexico restoration

Sustainability > BP Energy Lab

**BP Energy Lab**

Each one of us can do more to save energy and help make our environment cleaner. Here at BP Energy Lab, you'll get the tools, information, and tips you need to do your part.



**Take the first step to a more eco-friendly life.**

Use this simple tool to figure out your energy usage and carbon emissions. Once you have that knowledge, you'll be able to move forward in reducing them and creating a greener life.

**Tally your score**

Share this site and get your friends involved

Facebook Google+ Twitter Email

**Tips to live greener**

Check out these eco-friendly tips and start making a difference.

**Easy beginnings**

Check out these fast and easy tips to conserve energy.

- Ride a bike instead of driving
- Switch the lights off when you leave
- Switch to compact fluorescent light bulbs
- De-clutter your car for better

**Bigger challenges**

Ready for the next level? Get a tip here and get moving.

- Draft-proof your home
- Go to a carwash
- Take driving courses
- Buy energy efficient appliances
- See all

**Ultimate achievements**

You're ready to jump taller hurdles. Here are tips for you.

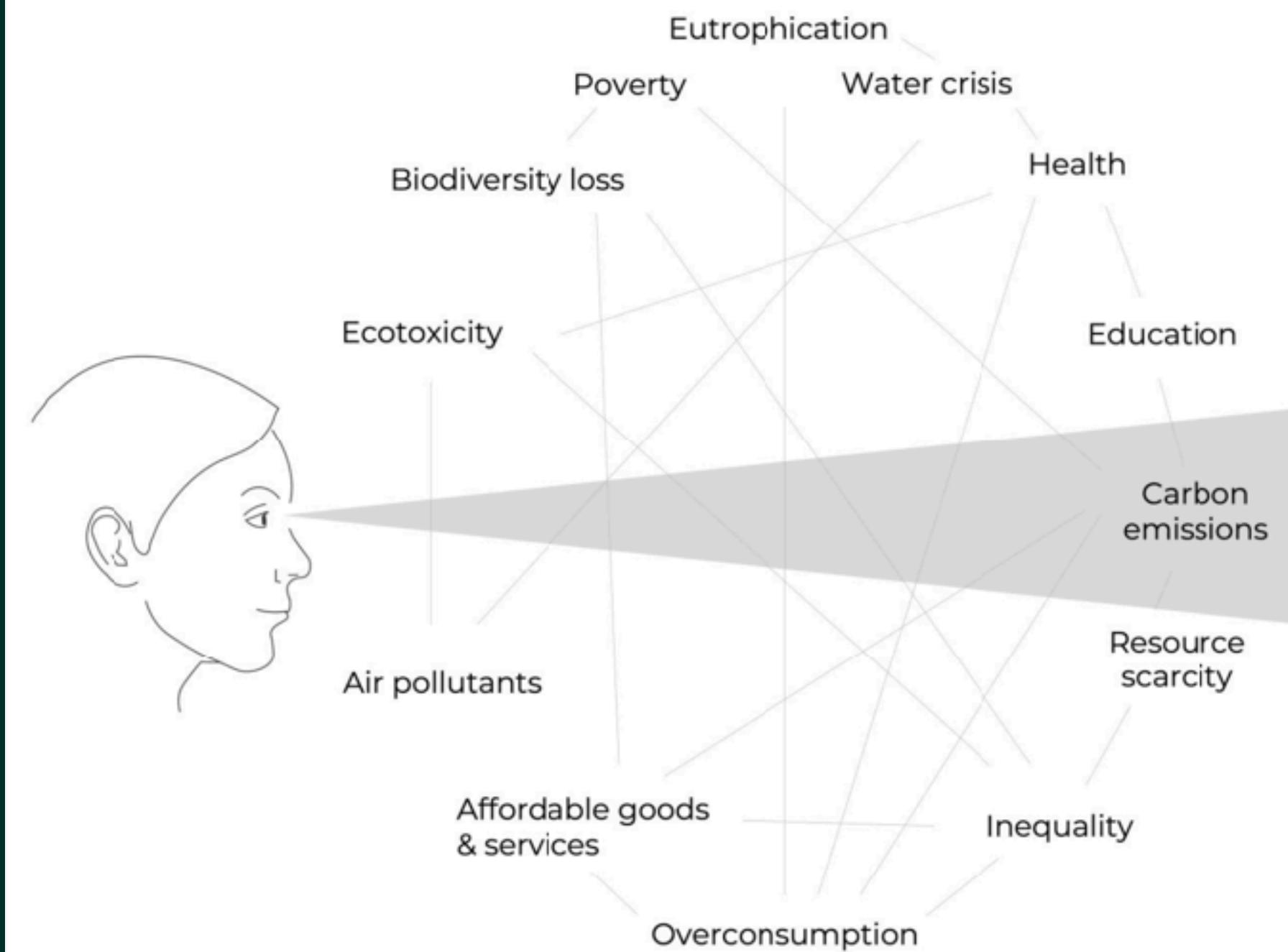
- Get the most fuel-efficient car you can
- Get solar powered outdoor lighting
- Work from home
- Power your house with solar



Design for *all* aspects  
of sustainability.

**Sustainability transition**

## Carbon Tunnel Vision



Graphic by Jan Konietzko

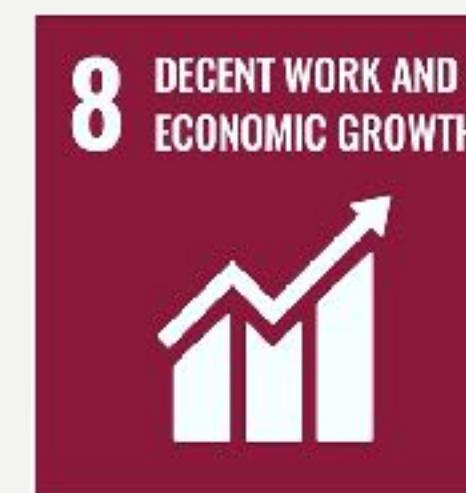


What have we won, if we save  
the world only for us, who  
were lucky enough to be  
born on the rich side of the  
planet?



Or what have we won, if we  
save the planet, but continue  
having more and more cases  
of depression and burnout?

# SUSTAINABLE DEVELOPMENT GOALS



<https://sdgs.un.org/goals>



Build for *Equality*.

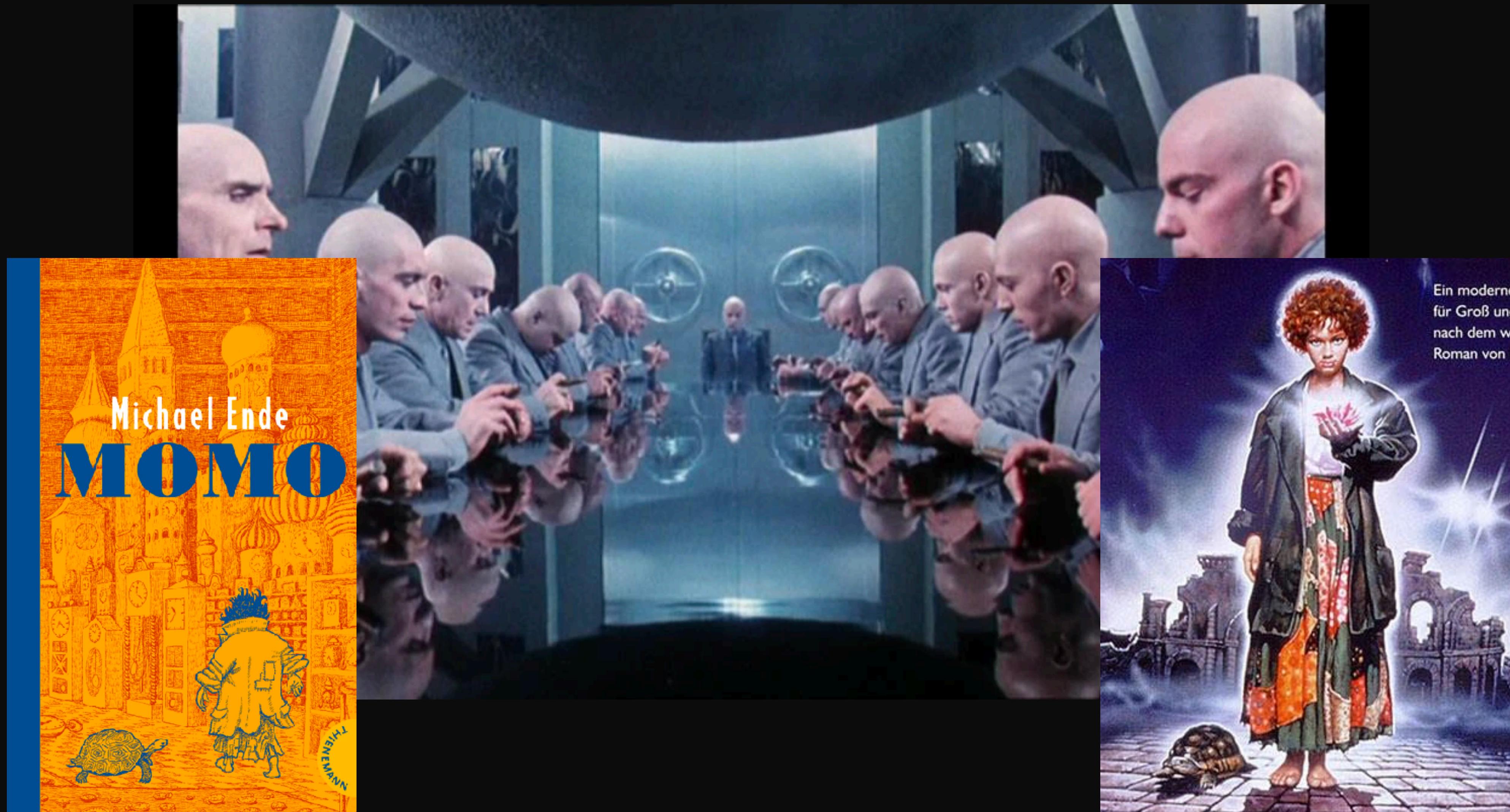


*Fail fast, fail often* fails us as  
the „one & only“ mantra.



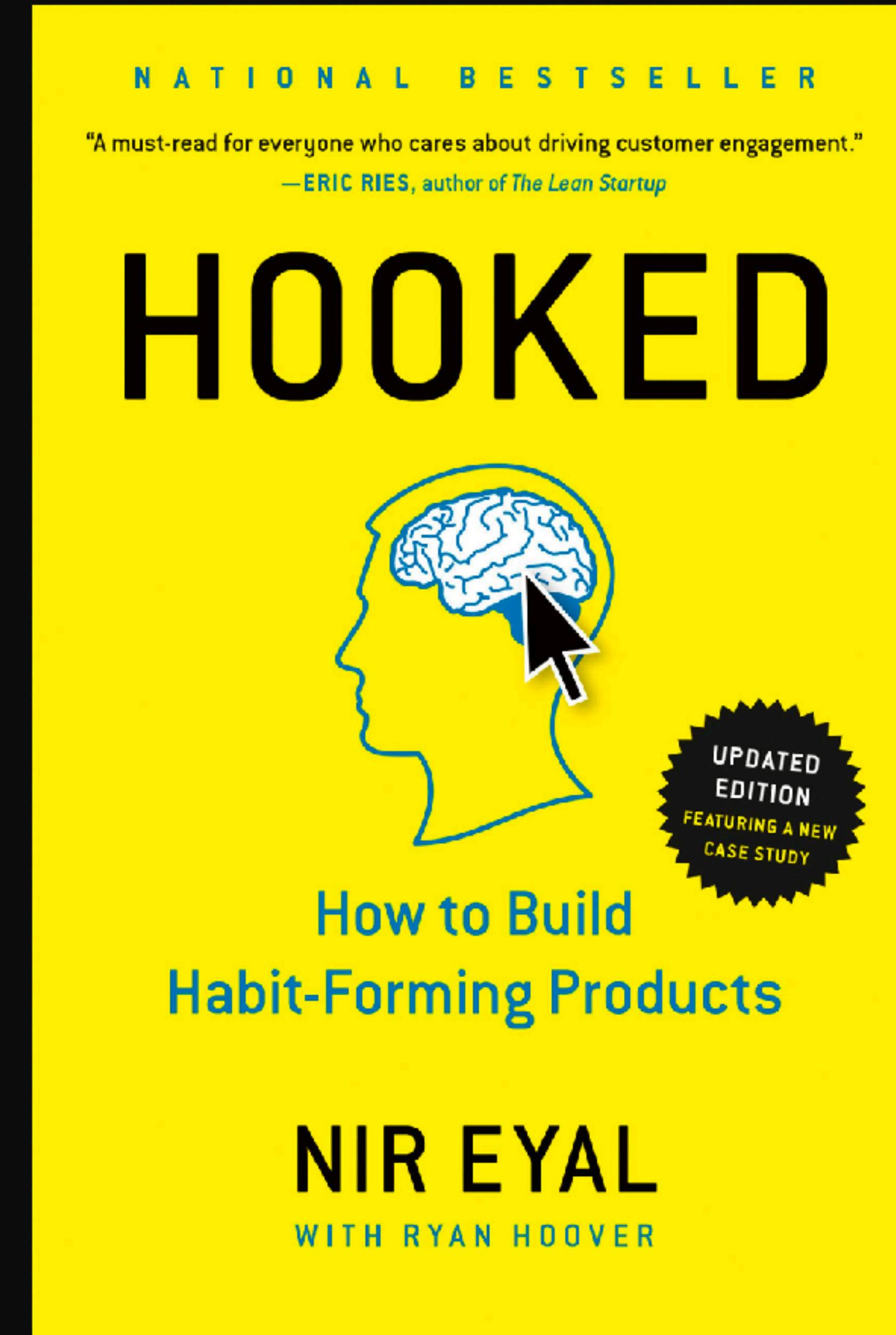


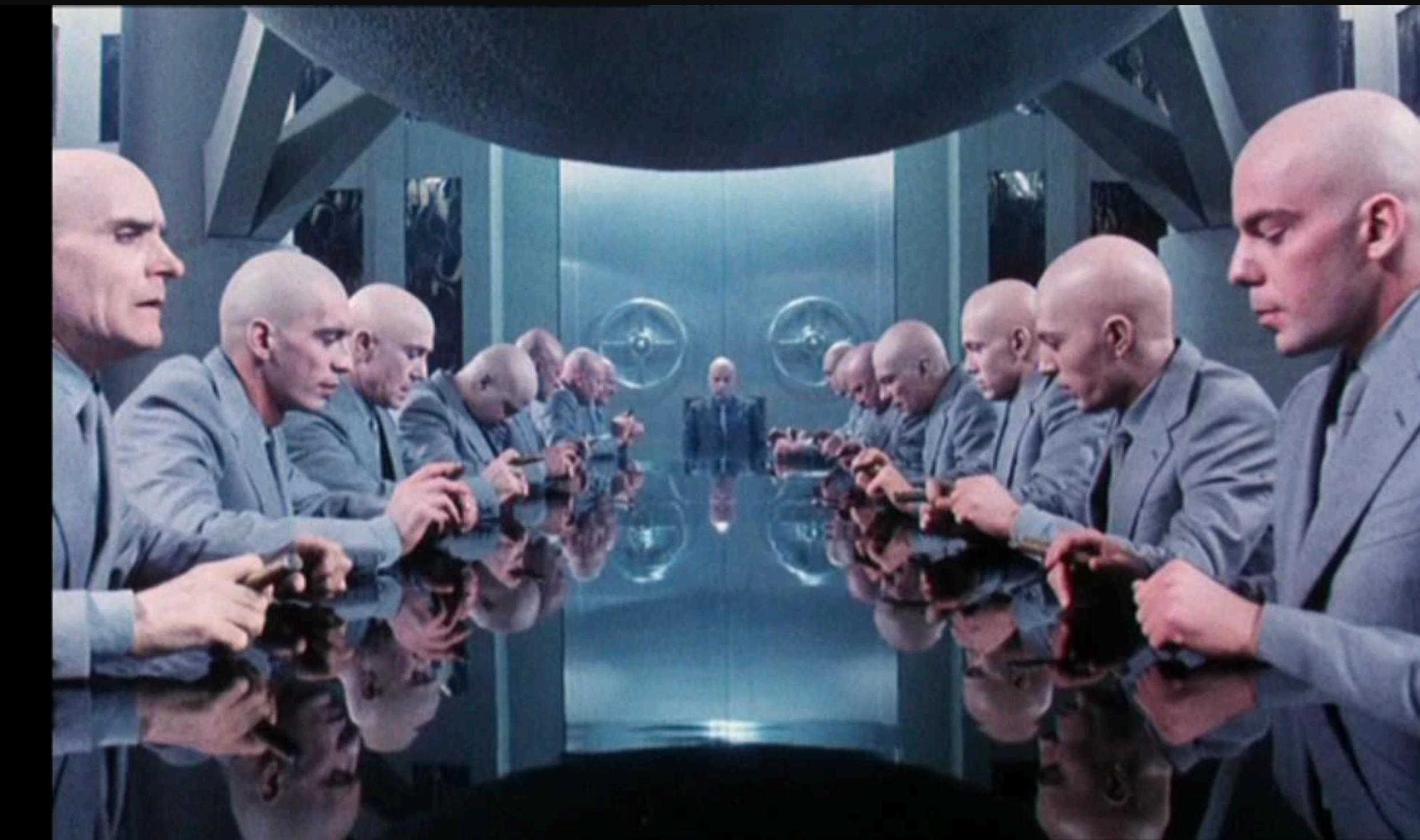
Build for less User  
Addiction





Design for the user







**NETFLIX**

English Sign In

**Unlimited films, TV programmes and more**

Watch anywhere. Cancel at any time.

Ready to watch? Enter your email to create or restart your membership.

Email address

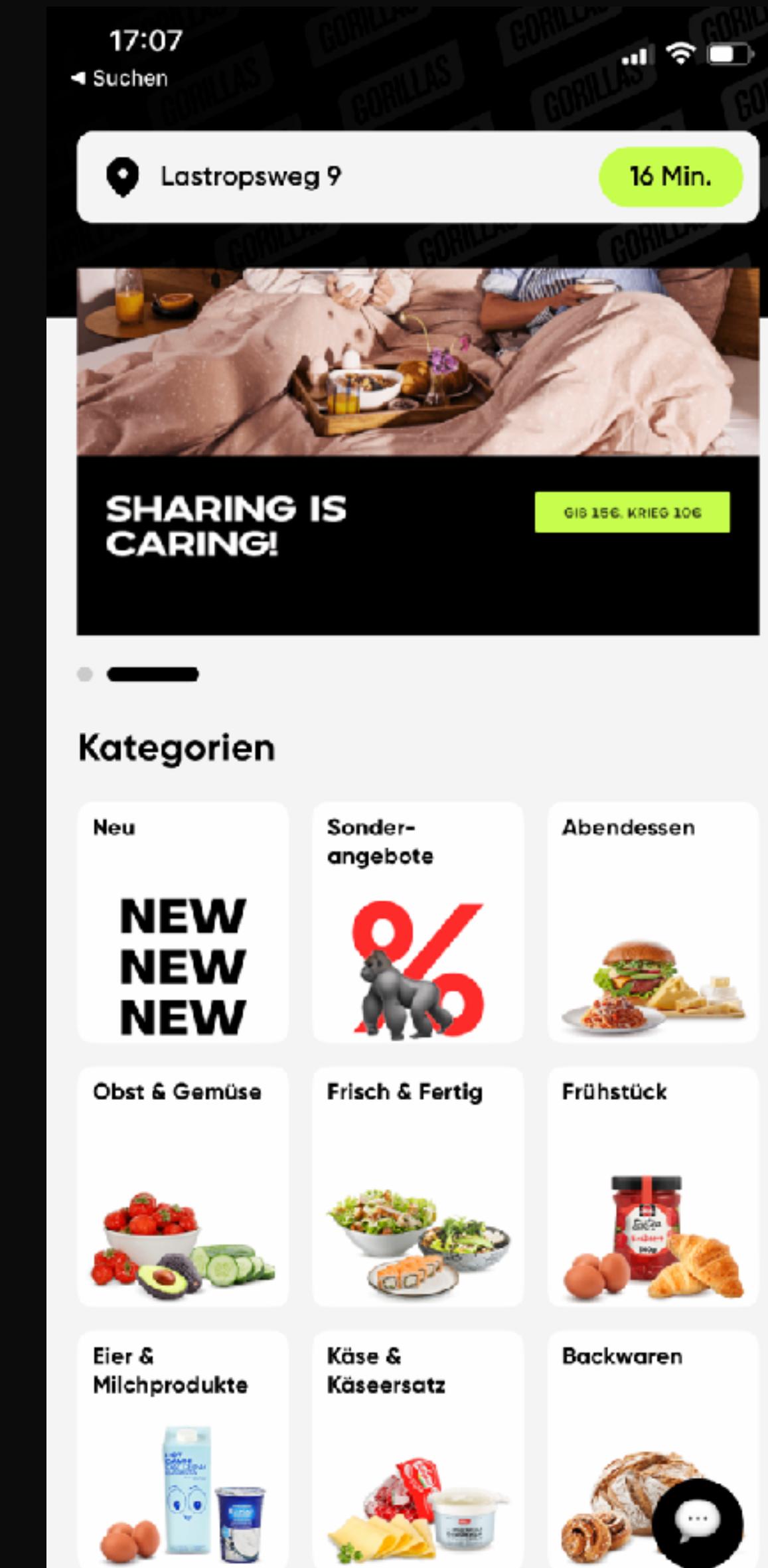
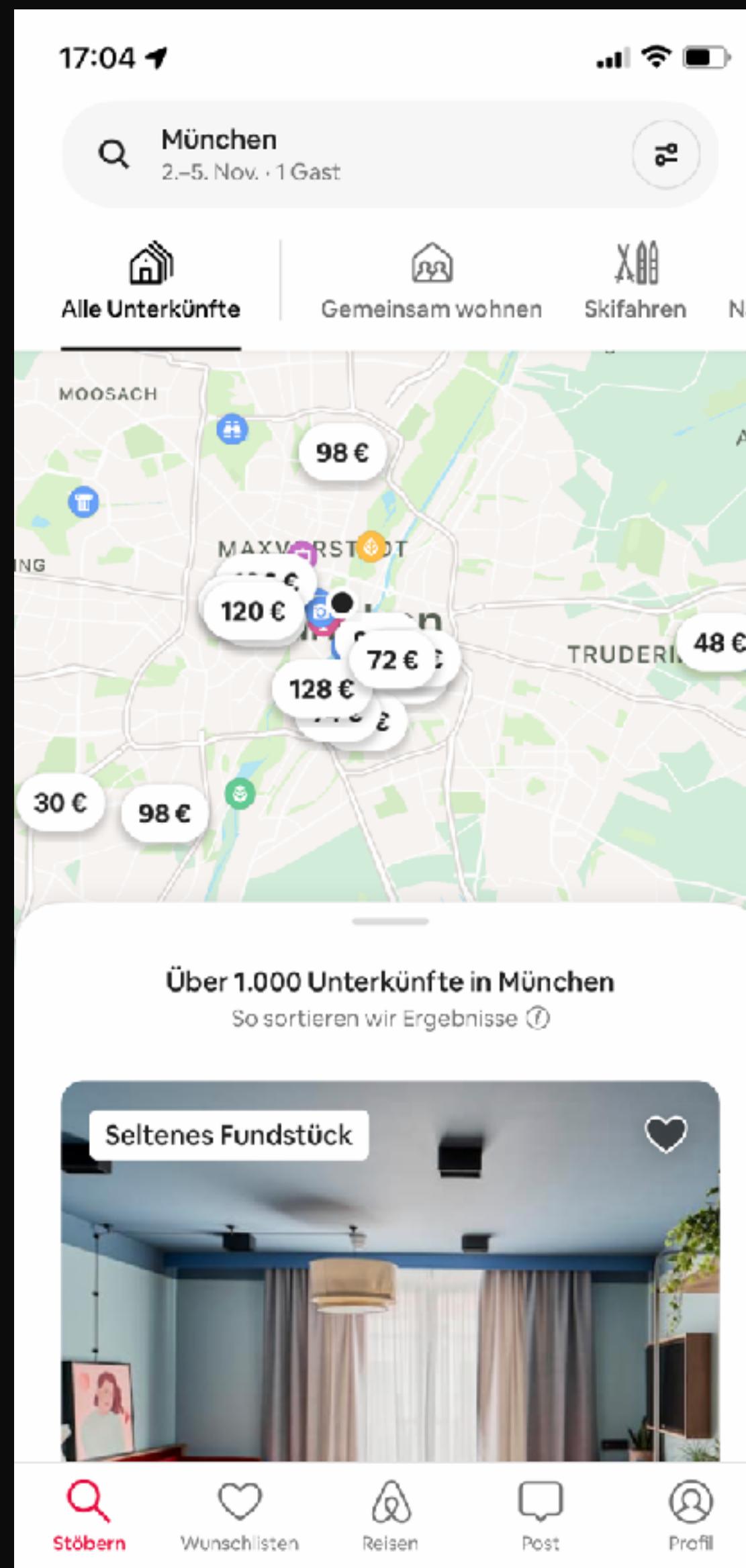
Get Started >



Build for  
surrounding  
eco-systems.



Consider surrounding eco-systems.





Everything we build is part of a bigger system. We must not design for our users only, but for all actors.

## 1 Embed on Strategic Level

Create transparency about the negative impacts of the experience on strategic level.

- Sustainable Business Model Canvas
- Sustainable Strategy Canvas

## 2 Embed on Tactical Level

Create transparency about the negative impacts of the experience on the building level.

- Sustainable User Journeys
- Actor Personas



# Sustainable User Journeys

The image shows a wireframe-style grid for mapping user journeys. At the top left, there is a section labeled "Journey:" followed by three dotted lines for notes. The top right corner features the SUX logo and the website "sustainableuxnetwork.com". The main grid has a header row with columns for "Steps" (containing "Step 1", "Step 2", "Step 3", "Step 4", "...", and "Step n") and rows for "Goals", "Actions", "User Feelings", "Pain points", "Other Actors" (with sub-categories "Human" and "Non-Human"), "Environmental sustainability", "Environmental pain points", "Ideas/Opportunities", "Social sustainability", "Social problems and pain points", "Ideas/Opportunities", "Mental sustainability", and "Mental pain points". The "Environmental sustainability" and "Social sustainability" rows are highlighted with teal and red backgrounds respectively.

Journey:						
Steps	Step 1	Step 2	Step 3	Step 4	...	Step n
Goals						
Actions						
User Feelings						
Pain points						
Other Actors						
Human						
Non-Human						
Environmental sustainability						
Environmental pain points						
Ideas/Opportunities						
Social sustainability						
Social problems and pain points						
Ideas/Opportunities						
Mental sustainability						
Mental pain points						

Source:  
**SUX Network**



But, come on. Good points,  
but, it's not a business case..



The edie website features a dark blue header with the word "edie" in white. Below it are three horizontal tabs: "Sustainability" (green), "Net-Zero" (blue), and "Business leadership" (orange). A navigation bar below these tabs includes links for News, Topics, Business Leadership Month, Mission Possible, Podcasts, Resources, Events, Clubs, and More.

## HSBC adds greenwashing to risk matrix

By [Sarah George](#) | 22nd February 2023



A photograph of a modern HSBC building, showing its glass and steel facade with the HSBC logo prominently displayed on the top floor.

The addition was confirmed through the bank's latest annual report and accounts this week, which also confirmed Q4 2022 profits of more than £4.3bn – an increase of some 90% year-on-year.

“Expectations with respect to the intersection of environmental, social and governance (ESG) issues and financial crime as our organisation, customers and suppliers transition to net zero, are increasing, not least with respect to potential ‘greenwashing’,” the report states, in a section on top and emerging risks driven by external factors.

“Companies also face a heightened regulatory focus on both human rights issues and environmental crimes, from a financial crime perspective,” the report adds.

Elsewhere in the report, HSBC confirms that it will update its climate plan by the end of the year, including new measures to measure and address climate-related risk. “We are also enhancing our approach to greenwashing risk” this section adds.

Source: **edie**  
<https://www.edie.net/hsbc-adds-greenwashing-to-risk-matrix/>

“We found that organisations that focus on sustainable product design not only stand to gain from improved compliance, reduced emissions, and reduced resource scarcity concerns, but can also reap benefits such as increased revenue growth and improved relationships with customers and employees.”

Source: Capgemini, 2022  
[https://www.capgemini.com/insights/research-library/  
sustainable-product-design/](https://www.capgemini.com/insights/research-library/sustainable-product-design/)



„Despite the challenges involved, we've found that every time we've elected to do the right thing, even when it costs twice as much, it turned out to be more profitable.“

**Yvon Chouinard**  
Founder Patagonia



What should  
you do now?



# Incorporate true *Sustainability Narratives* in your team/company.

## User value

Incorporating sustainability in your digitale experiences becomes crucial for a good relationship to your users/customer.

## Employee value

Creating sustainable products improves the relationship to the employees of a company.

## Business value

Sustainable products can create more revenue growth already today and make sure you still have a business in 5 years.



# Create *Transparency* about the negative impacts of your (digital) product

## Carbon Footprint

What is the Carbon footprint of your digital product?

## Actors & Impacts

Who are the other actors in the context of your digital product?  
Who and what is impacted by your product?

## Unintended Consequences

Are there unintended Consequences of your digital product - on other actors, the environment or the users?



# Start making Sustainability *Default* in your product building/design processes.

## Sustainable Strategy

Incorporate Sustainability in your product (and company) strategies from the beginning.

## Additional Goals

- How much less carbon will your product emit in 12 months?
- Which unintended consequences can be lowered or fully avoided in 12 months?

## Sustainable Design/Building

- Start using Carbon Friendly design and build practices: Elements, Fonts, Images, Caching, etc.
- Identify and use Sustainable Defaults



# It is a *mindset shift.*

We need to change the way of thinking digital product creation by asking the right questions, setting new layers and KPIs and shifting the narrative beyond our classic mindsets.



A black and white close-up portrait of Amanda Gorman. She has dark skin and curly hair. She is looking directly at the camera with a neutral expression. She is wearing a light-colored, ribbed, short-sleeved top. The background is dark and out of focus.

„For there is always light,  
if only we're brave  
enough to see it.  
If only we're brave  
enough to be it.“

Amanda Gorman



# Let's get in touch.

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Web: [sustainableuxnetwork.com](http://sustainableuxnetwork.com)

LinkedIn: [linkedin.com/thorstenjonas](https://linkedin.com/thorstenjonas)