



GREEN TOURISM AUDIT REPORT

Prepared By: Wendy Fail

Edinburgh Castle

Site Environmental Coordinator: Doreen Waller

Date of Visit: 12/09/2013

Site Address:

Castlehill

Edinburgh

Midlothian

EH1 2NG

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Edinburgh Castle

A qualified assessor for the Green Tourism Business Scheme undertook an accreditation grading visit at the above named site. This is a summary of the activities being undertaken on site in relation to the Green Tourism criteria. This audit report is a statement on the performance of the business as a sustainable tourism operation

<i>Percentage achieved</i>	84%
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Gold >80%
Silver 65-79%
Bronze 40-64%
Going Green <40%

<i>Level of Award Achieved</i>	GOLD
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What's Green about:

Edinburgh Castle

Edinburgh Castle have successfully retained their GOLD Green Tourism Award. Although the criteria have not changed in the last two years, the GTBS scoring has become more rigorous owing to advancements in technology, increasing awareness and the continuous improvement ethos of the scheme. Therefore, the retention of this grading level should be commended. The Castle continues to be an excellent example of how a building of international significance can carefully juxtapose the challenges faced by an historic property against the requirements of environmental sustainability and green tourism. There is an excellent green team on site, new efficient boilers and great support and promotion of local suppliers in the shop and cafe. All in all, an excellent effort. Keep up the good work!

Summary of general recommendations and observations

This report should be seen as part of Edinburgh Castle's on-going environmental management. This report is based on a site audit that identified a number of measures that can be developed to reduce the site's environmental impact, reduce costs and enhance the guest experience. An initial step will be to update the existing action plan with this report's recommendations and to monitor water consumption across all of the Historic Scotland property portfolio. This could lead to potential cost savings and reductions in consumption over time. Further recommendations have been made throughout the audit report, which should be read in conjunction with the criteria document. Additional supporting information can be found in the members area on the GTBS website.

Conditions for use of the Green Tourism Brand

The Member may use the appropriate Green Tourism logo at any publicly accessible location including signs, promotional and marketing materials, letterhead stationery and customer information. The logo should also appear on the Member's website, linked to the home page of www.green-business.co.uk, to enable consumers to understand its significance. A green/environmental page can also be included on the website explaining the actions taken toward gaining an award. The award relates ONLY to the named business and its management. The award must not be used in promotions involving any other named business which has not met at least the same overall grading. Please note that the percentage achieved must not be promoted, only the award level itself.

FURTHER RECOMMENDATIONS & ACTIONS

Reference	Measure	Comment
2.01	Green Management File	Green folder; should continue to update with information relevant to Green Tourism as necessary (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	Green action plan for each individual site. Could be based upon the GTBS report for the site and reviewed every two years.
2.05	Attendance at Green Training Event	Climate change course, green champions meeting. Could investigate the free training available from Zero Waste Scotland
2.07	Specialist Environmental Advice	Lighting audit. There would be scope for specialist advice from bodies such as envirowise who could advise on water and waste issues.
2.09	Monitoring: Water	Some sub meters although water use isn't closely monitored. Should consider improving monitoring over the site. This would then be accompanied by targets for reduction (see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	Waste prevention and re-use plan in place for HS. Mitie contract commenced August 2013 - too soon to obtain useful data (see Members' Area on GTBS website for more info)
2.16	Visitor Feedback	Visitor feedback collected at all sites; limited responses, various visitor surveys carried out over the years.
3.05	Green information for customers	All HS sites provide green information for customers. Good green visitors folder. Ensure content is up to date.
3.14	Family focused Green Activities	Scope to further enhance the family focussed activities. See www.ecofriendlykids.co.uk for further information
4.02	Refrigeration: Condition and Positioning	No real issues; should defrost ice cream freezer regularly to prevent frost build up
4.17	Hot water storage	No real issues; possible scope to further improve the lagging at some pipe joints
5.05	Low flush toilets	7 lt cisterns. Could consider options for retro-fitting dual flush or installing displacement devices
5.13	Phosphate-free soaps and detergents	HS should investigate and consider phosphate free products. (see Members' Area on GTBS website for more info)
5.14	Chlorine-free cleaners	HS policy not to use chlorine based bleach
7.03	Dosing and Dispenser Systems	Could investigate switching to foam dispensers for hand wash

Business Site Name: Edinburgh Castle
Green Co-ordinator: David Scott
Membership Code: V0544
Date of Visit: 12/09/2013
Assessor: Wendy Fail

Key to symbols

✓	Scoring measure (0-5) - included in the grading score
☑	Measure in place to some extent, but a sufficient number of relevant measures have already been scored to achieve award.
⊙	Recommended measure to focus on in future

No.	Measure	✓	Score	Action / Comments
Compulsory				
1.01	Commitment to Sustainability	✓	5	Fully committed
1.02	Minimum Standards and Risk management	✓	5	
	No pollution risk from oil tanks and car parks			No issues
	Suitable waste containment and disposal (including sanitary waste)			
	Proper chemical storage			
	Good general maintenance			
	Litter and visual impression			
1.03	Annual Performance Information	✓	5	Received
1.04	Green policy	✓	5	Good policy on display and on website
	Total	4	20	Compulsory actions completed

Management				
2.01	Green Management File	✓	5	Green folder; should continue to update with information relevant to Green Tourism as necessary (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	✓	5	Green action plan for each individual site. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	5	Excellent and enthusiastic green team on site supported by green champions
2.04	Establish a green team	✓	4	Green Champions; should keep minutes in the site green management file.
2.05	Attendance at Green Training Event	☑		Climate change course, green champions meeting. Could investigate the free training available from Zero Waste Scotland
2.06	Green Business Network or Initiative			
2.07	Specialist Environmental Advice	☑		Lighting audit. There would be scope for specialist advice from bodies such as envirowise who could advise on water and waste issues.
2.08	Monitoring: Energy	✓	5	Automatic Meter Reading system. Monthly readings taken and graphs created with targets set for reduction (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	✓	3	Some sub meters although water use isn't closely monitored. Should consider improving monitoring over the site. This would then be accompanied by targets for reduction (see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	☑		Waste prevention and re-use plan in place for HS. Mitie contract commenced August 2013 - too soon to obtain useful data (see Members' Area on GTBS website for more info)
2.11	Monitoring: Travel and transport	☑		Mileage log for pool car (see Members' Area on GTBS website for more info)
2.12	Monitoring Flora and/or Fauna			
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			
2.16	Visitor Feedback	✓	2	Visitor feedback collected at all sites; limited responses, various visitor surveys carried out over the years.
	TOTAL	7	29	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver & Gold respectively</i>

Communication				
3.01	Responsible Visitor Charter	✓	5	HS producing a generic responsible visitors charter for visitors, posted on the website and available/displayed on site. (see Members' Area on GTBS website for more info)
3.02	Use of GTBS brand in on-site promotion	✓	5	Plaque well displayed on site
3.03	Use of GTBS brand in off-site promotion	✓	5	Logo on website and on promotional materials
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	5	All HS sites provide green information for customers. Good green visitors folder. Ensure content is up to date.
3.06	Green laundry practices			(see Members' Area on GTBS website for more info)
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			
3.09	Education on Sustainability			
3.10	Community work on Local Environment			
3.11	Local social community projects	✓	5	Varied outreach programmes
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	3	Scope to further enhance the family focussed activities. See www.ecofriendlykids.co.uk for further information
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	6	28	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver & Gold respectively</i>

Energy				
4.01	Use of A-rated air conditioners and refrigeration	☑		
4.02	Refrigeration: Condition and Positioning	✓	5	No real issues; should defrost ice cream freezer regularly to prevent frost build up
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	4	Partial across the HS estate varies from site to site. Specialist lighting audits could be carried out. (see Members' Area on GTBS website for more info)
4.05	Use of Light Emitting Diode (LED) lighting	✓	4	Wide use of LEDs across the castle
4.06	Internal lighting controls & sensors	✓	2	Could consider for staff toilets
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls			
4.09	Whole-system heating and cooling controls (HO/VA/CO only)	✓	5	BMS
4.10	High Efficiency Boiler	✓	5	Highly efficient new boilers installed - Worcester Condensing x3
4.11	Boiler Maintenance and Burn Efficiency			
4.12	Heat Recovery			
4.13	Roof Insulation	✓	4	Many areas of the castle have had improved insulation since the last assessment
4.14	Glazing and draught proofing			
4.15	Other Insulation and low energy design			
4.16	Thermostatic settings on heating air conditioners and hot water			
4.17	Hot water storage	✓	4	No real issues; possible scope to further improve the lagging at some pipe joints
4.18	Solar Hot Water Heating			
4.19	Renewable Energy for Heating and Hot water			
4.20	Renewable Energy for Appliances and Lighting	✓	3	Air source heat pump
4.21	District heating systems and CHP			
	TOTAL	9	36	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Water				
5.01	Water Flow Through Showers (12l)			
5.02	Water Flow through Taps – Basins and Sinks (8l)	✓	5	6 lts/min
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	3	7 lt cisterns. Could consider options for retro-fitting dual flush or installing displacement devices
5.06	Water efficient washing machine			
5.07	Water Efficient Dishwasher and Kitchen			
5.08	Drip irrigation systems			
5.09	Chlorine-free water treatments			
5.10	Water Butts			
5.11	Rainwater and grey water harvesting			
5.12	Bag It and Bin It	✓	5	Bags, bins and signs in place (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	3	HS should investigate and consider phosphate free products. (see Members' Area on GTBS website for more info)
5.14	Chlorine-free cleaners	✓	5	HS policy not to use chlorine based bleach
5.15	Natural based surface cleaners	☑		Microfibre cloths
5.16	Natural cleaning recipes			(see Members' Area on GTBS website for more info)
5.17	Ecological Water Treatment			
	TOTAL	5	21	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Purchasing				
6.01	Supplier screening	✓	4	Do have sustainable purchasing policy though cost and quality are over riding (see Members' Area on GTBS website for more info)
6.02	Paper products in housekeeping	✓	5	
6.03	Recycled content plastics and bio plastics			
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	Office Depot 100% recycled (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	4	Promotion of local farmers markets in visitor folder. Benugo on-site café aim to supply almost all products from within a 20 mile radius
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products	✓	3	As 6.07
6.10	Local Food (non-meat & veg) & Drink	✓	4	Large selection of Scottish products sold in the shops
6.11	Drinking Water	<input checked="" type="checkbox"/>		Strathmore
6.12	Local Organic Food			
6.13	Vegetarian and vegan Food options			
6.14	Local Food Network or club			
6.15	Fair Trade Food & Drink	✓	4	Fairtrade hot beverages in Benugo
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Wide range of local/Scottish crafts/clothing/jewellery sold in shops
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber	✓	2	All sites have sustainable timber products for sale. HS could provide details of other timber products used for restorations etc.
6.21	Natural shampoos and Hygiene Products			
6.22	Green Energy Tariff	✓	5	SSE 100% renewable. (see Members' Area on GTBS website for more info)
6.23	Financial Services			
	TOTAL	10	39	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Waste Minimisation				
7.01	Returnable Packaging (bottles crates etc.)			
7.02	Use less paper in marketing			
7.03	Dosing and Dispenser Systems	✓	3	Could investigate switching to foam dispensers for hand wash
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free			
7.07	Rechargeable Batteries and alternatives & eco gadgets			
7.08	Electric and electronic equipment			
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	4	Returned to CVSM and donated to Woodland Trust
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting			
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	
7.14	Paper reuse and recycling	✓	4	Good recycling practices in place. New contract with Mitie (see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	✓	4	As 7.14
7.16	Glass Reuse or recycle	✓	4	As 7.14
7.17	Aluminium and Steel Recycling	☑		As 7.14
7.18	Plastics Reuse or recycle	✓	4	As 7.14
7.19	Hazardous waste disposal	✓	5	HS policy (see Members' Area on GTBS website for more info)
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	8	33	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Good information in guest folder
8.02	Marketing Materials have Details of Public Transport	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	5	Ideally located for public transport interchanges and well promoted
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Good information in guest folder
8.07	Cycle hire information			
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	2	Staff travel survey undertaken. Data slightly out of date
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly			
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	5	HS Sustainability Report; 25% CO2 reduction by 2015
	TOTAL	6	25	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Nature and Culture				
9.01	Natural and Cultural Heritage Initiatives	✓	5	
9.02	Information on local cultural attractions	☑		
9.03	Cultural events and festivals	✓	5	
9.04	Information about nature-related attractions in the area	✓	4	
9.05	Information on natural heritage	☑		Available at most sites. Most if not all sites have wildlife books for sale also.
9.06	Nature Diary			(see Members' Area on GTBS website for more info)
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges	✓	3	Monument conservation team have erected bird/bat boxes
9.10	Specialist Heritage and Cultural Buildings	✓	5	Edinburgh Castle
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	5	22	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>
Innovation				
10				
10				
10				
10				
	TOTAL	0	0	

SCORING SUMMARY			
Sections	Done	Score	Percentage per section for measures scored
COMPULSORY	4	20	100%
MARKETING & MANAGEMENT	7	29	83%
COMMUNICATION	6	28	93%
ENERGY SAVING	9	36	80%
WATER ISSUES	5	21	84%
PURCHASING	10	39	78%
WASTE MINIMISATION	8	33	83%
TRAVEL & TRANSPORT	6	25	83%
NATURE & CULTURE	5	22	88%
INNOVATION	0	0	
TOTAL	60	253	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	84.3%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	GOLD