



## GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

### Huntly Castle

Site Environmental Coordinator: Mr Brian Ford

Date of Visit: 10/09/2013

Site Address:  
Historic Scotland  
Huntly Castle  
Huntly  
Aberdeenshire  
AB54 4SH

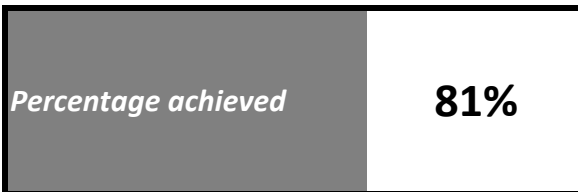
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## Huntly Castle

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



Gold >80%  
Silver 65-79%  
Bronze 40-64%  
Going Green <40%



### What's Green about:

### Huntly Castle

Huntly Castle does very well indeed, maintaining the prestigious GOLD level of 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. LEDs are now in place in the shop area, helping to reduce electricity use and costs while low e lighting is in place in most other areas. The staff have really personalised the green evidence folder with some very good records, while guest information also has a personal touch. Staff are signposting local walks and places to visit, hopefully encouraging visitors to spend more time in the area. This site has also done lots of work with school groups in particular the Junior Guides training.

### Summary of general recommendations and observations

Huntly Castle maintains the GOLD level of award, however there are still several measures that can be implemented over the next few years. It is likely that you will be assessed on an upgraded version of the Criteria by the time you are up for reassessment in 2015. Over the next few months the site could look at reduced flow taps to avoid water wastage as well as investigating a wider range of specifically 'eco friendly' cleaning products. The team is quite small at this site however all could benefit from investigating some further green training in the area (if available). The shop sells mostly Scottish items (with some Huntly -Rizzas ice cream) - more Aberdeenshire items could help differentiate this shop from others. 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](http://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	Good file, which has been updated by Part. Should continue to update with information relevant to Green Tourism as necessary (see Members' Area on GTBS website for more info)
2.03	Staff environmental awareness	Evidence of staff training for all of the team. Look out for green tourism events to attend in the area.
2.12	Monitoring Flora and/or Fauna	Pat did some monitoring last winter. Could look at more official monitoring.
3.01	Responsible Visitor Charter	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)
4.04	Use of low energy lighting	Still some older lights to phase out. Low e in Castel.
4.06	Internal lighting controls & sensors	Could consider.
4.13	Roof Insulation	Minimal. Could upgrade throughout to meet current building regs.
5.13	Phosphate-free soaps and detergents	HS should investigate and consider phosphate free products. Taski products mainly at this site. Could opt for a more visible 'eco' range e.g. Delphis Eco or similar.
6.07	Local Meat & Dairy	Farmers market in the square promoted. Could update and expand info on local places to shop and eat - Aberdeenshire and surrounding counties have some fantastic produce.
7.03	Dosing and Dispenser Systems	Could investigate switching to foam dispensers for hand wash. Mostly 5 litre soaps bought.
7.09	Printer & Toner Cartridges (purchase & recycle)	Returned to CVSM and donated to Woodland Trust. Consider professional refills to help 'close the loop'.
7.14-7.18	Reduce, reuse, recycle.	MCU take waste and recycling away. Info on local recycling sites. Consider some recycling bins for visitors. (see Members' Area on GTBS website for more info)
7.19	Hazardous waste disposal	Could have a visible battery box for guests
8.13	Business Vehicles are Eco-friendly	Consider a car charging point for an electric vehicle.

**Business Site Name:** Huntly Castle  
**Green Co-ordinator:** Pat McConechie  
**Membership Code:** V0262  
**Date of Visit:** 10/09/2013  
**Assessor:** Stuart Park

**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
<b>Compulsory</b>				
1.01	<b>Commitment to Sustainability</b>	✓	5	Fully committed
1.02	<b>Minimum Standards and Risk management</b>	✓	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	<b>Annual Performance Information</b>	✓	5	Received
1.04	<b>Green policy</b>	✓	5	Good policy on display and on website
	<b>Total</b>	<b>4</b>	<b>20</b>	<b>Compulsory actions completed</b>

Management				
2.01	Green Management File	✓	4	Good file, which has been updated by Part. 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	Updated action plan at this site seems to work very well.
2.03	Staff environmental awareness	✓	4	Evidence of staff training for all of the team. Look out for green tourism events to attend in the area.
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	✓	4	Pat attended HS climate Change event in April
2.06	Green Business Network or Initiative			
2.07	Specialist Environmental Advice	⊙		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. Lots of information in file e.g. Energy report. Could encourage neighbouring sites to have the same. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water			
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	✓	3	Pat did some monitoring last winter. Could look at more official monitoring.
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			Credit awarded because of partnerships with NTS at some sites
2.16	Visitor Feedback	✓	3	Visitor feedback collected at all sites; limited responses, various visitor surveys carried out over the years. Environmental questions have been included in the past.
	<b>TOTAL</b>	<b>8</b>	<b>32</b>	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver &amp; 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	✓	4	Could have a more up to date list for guests.
3.03	Use of GTBS brand in off-site promotion	✓	5	
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	3	Some good resources at this site e.g. newspaper cuttings, climate change info etc. Keep expanding as you progress.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			Legal compliance
3.09	Education on Sustainability	✓	3	HS sites play a part in education. Could record more specific incidences of this at Huntly
3.10	Community work on Local Environment	✓	4	Pat and Teresa will do some litter picks - could get involved in more local green projects. Also community service teams will clean the area.
3.11	Local social community projects	✓	5	Junior Guides training. Could look at more community actions. Keep a log for next time.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	⊙		As 3.09
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>7</b>	<b>29</b>	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver &amp; Gold respectively</i>

Energy				
4.01	Use of A-rated air conditioners and refrigeration	☑		As 4.02
4.02	Refrigeration: Condition and Positioning	✓	4	Glass fronted fridge, A-rated.
4.03	Mini kettles			
<b>4.04</b>	<b>Use of low energy lighting</b>	✓	3	Still some older lights to phase out. Low e in Castel.
4.05	Use of Light Emitting Diode (LED) lighting	✓	4	Show area has good level of LEDs. Could look to have in other areas.
4.06	Internal lighting controls & sensors	⊙		Could consider.
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	2	Storage heaters, turned off
4.09	Whole-system heating and cooling controls (HO/VA/CO only)			
4.10	High Efficiency Boiler			
4.11	Boiler Maintenance and Burn Efficiency			
4.12	Heat Recovery			
4.13	Roof Insulation	⊙		Minimal. Could upgrade throughout to meet current building regs.
4.14	Glazing and draught proofing	✓	2	Single glazed with shutters.
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	Instant
4.18	Solar Hot Water Heating			
4.19	Renewable Energy for Heating and Hot water			
4.20	Renewable Energy for Appliances and Lighting			
4.21	District heating systems and CHP			
	<b>TOTAL</b>	<b>6</b>	<b>19</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Water				
5.01	Water Flow Through Showers (12l)			
5.02	Water Flow through Taps – Basins and Sinks (8l)	✓	0	High flow taps. Should look to restrict.
5.03	Self-closing or sensor Taps	⊙		Should consider for any refurb.
5.04	Urinal Controllers or Waterless Urinals			
<b>5.05</b>	<b>Low flush toilets</b>	✓	3	Consider dual for any planned refurb
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	(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. Taski products mainly at this site. Could opt for a more visible 'eco' range e.g. Delphis Eco or similar.
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			
	<b>TOTAL</b>	<b>5</b>	<b>16</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; 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)
<b>6.02</b>	<b>Paper products in housekeeping</b>	✓	5	
6.03	Recycled content plastics and bio plastics	<input checked="" type="checkbox"/>		Recycled bags
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	Office Depot 100% recycled. FSC brochures (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Farmers market in the square promoted. Could update and expand info on local places to shop and eat - Aberdeenshire and surrounding counties have some fantastic produce.
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products	<input checked="" type="checkbox"/>		as 6.07
6.10	Local Food (non-meat & veg) & Drink	✓	4	Local shortbread and Huntly Ice cream, Irn bru
6.11	Drinking Water	✓	4	Strathmore, Eden and Irn Bru
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			
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of Scottish ,e.g., Teapot stands. Moray fridge magnets. Could look for more Aberdeenshire.
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			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	All sites will receive full credit. SSE 100% renewable. (see Members' Area on GTBS website for more info)
6.23	Financial Services			
	<b>TOTAL</b>	<b>8</b>	<b>33</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; 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	✓	4	Could investigate switching to foam dispensers for hand wash. Mostly 5 litre soaps bought.
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	☑		Composted by team
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. Consider professional refills to help 'close the loop'.
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	MCU take waste and recycling away. Info on local recycling sites. Consider some recycling bins for visitors. (see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	✓	3	As 7.14
7.16	Glass Reuse or recycle	☑		As 7.14
7.17	Aluminium and Steel Recycling	✓	4	Cans collected
7.18	Plastics Reuse or recycle	☑		As 7.14
7.19	<b>Hazardous waste disposal</b>	✓	4	Could have a visible battery box for guests
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	<b>TOTAL</b>	<b>7</b>	<b>28</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Lots of info in file.
<b>8.02</b>	<b>Marketing Materials have Details of Public Transport</b>	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	Many buses service huntly. Fairly close.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Good resources compiled e.g. Paths around Keith, walking books have recently sold out.
8.07	Cycle hire information	✓	4	In folder
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	✓	4	Could promote bike racks
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	3	1 walk, 2 drive
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly	⊙		Consider a car charging point for an electric vehicle.
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015
	<b>TOTAL</b>	<b>8</b>	<b>32</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

<b>Nature and Culture</b>				
9.01	Natural and Cultural Heritage Initiatives	✓	5	
9.02	Information on local cultural attractions	✓	5	Very good treasure trail for visitors. Lots on history of the area.
9.03	Cultural events and festivals	✓	5	Junior tour guides work is excellent. Programme for Halloween.
9.04	Information about nature-related attractions in the area	☑		
9.05	Information on natural heritage	✓	5	List of plants seen on site and trees. This could be a very good example for other HS in the area.
9.06	Nature Diary	✓	4	Seems to work well with several entries.
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges	✓	4	Several bird boxes.
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>7</b>	<b>33</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>
<b>Innovation</b>				
10				
10				
10				
10				
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	

<b>SCORING SUMMARY</b>			
<b>Sections</b>	<b>Done</b>	<b>Score</b>	<b>Percentage per section for measures scored</b>
COMPULSORY	4	20	100%
MARKETING & MANAGEMENT	8	32	80%
COMMUNICATION	7	29	83%
ENERGY SAVING	6	19	63%
WATER ISSUES	5	16	64%
PURCHASING	8	33	83%
WASTE MINIMISATION	7	28	80%
TRAVEL & TRANSPORT	8	32	80%
NATURE & CULTURE	7	33	94%
INNOVATION	0	0	
<b>TOTAL</b>	<b>60</b>	<b>242</b>	<b>GOLD</b>

<b>Maximum No. of measures scored</b>	<b>60</b>	<b>300</b>	<b>Total Percentage based on 300 pts</b>
<i>Bronze award status</i>	40%	120	<b>80.7%</b>
<i>Silver award status</i>	65%	195	<b>Award achieved</b>
<i>Gold award status</i>	80%	240	<b>GOLD</b>