



## GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

### Newark Castle

Site Environmental Coordinator: Malcolm Brown

Date of Visit: 26/09/2013

Site Address:  
Port Glasgow  
Renfrewshire  
PA14 5NH

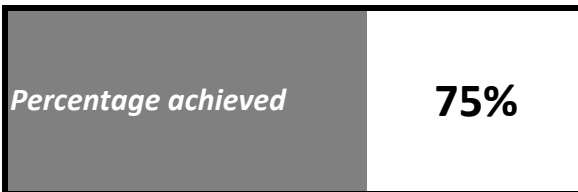
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## Newark Castle

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:

### Newark Castle

Historic Scotland's Newark Castle is a 15th century edifice situated on the shores of the Firth of Clyde. The castle has done well in retaining a SILVER Green Tourism Award. Throughout its estate Historic Scotland shows great commitment to sustainable tourism and staff at Newark are well informed and enthusiastic to progress. As at other properties, the Green File, Action Plan and general communication systems are robust. Anne-Marie has forged good links with Glasgow Caledonian University and the castle is now on the itinerary for educational visits. Local walks, cycle routes and public transport links are well promoted and the monument shop holds a nice range of Scottish craft and confectionary items. Since the last audit the site has switched to a renewable energy tariff.

### Summary of general recommendations and observations

This report should be seen as part of Newark 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. Continuation and strengthening of the systems already in place is a key suggestion. The site is hopeful of a shop refit in the future and it is likely that LED lighting will be installed where possible, along with energy efficient portable (to cope with winter flooding issue) heaters. External flood lights are to be reinstated with LEDs and on timers which will further improve energy conservation. Access to the electricity meter, together with regular on site readings and analysis, would be a good step forward and may come with the shop refit. Further recommendations include checking the toilet cistern flush volume and raising the profile of the nature diary. More 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 Green folder in place with relevant information; 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	Aim to update the action plan with this reports recommendations.
2.04	Monitoring Energy	Aim to take regular meter readings once access to the meter is available. Could consider setting targets for reduction.
2.10	Monitoring: Waste & Recycling	Figures awaited to show landfill/recycling breakdown. Keep file updated with this information.
2.12	Monitoring: Flora and /or Fauna	Regular surveys are carried out by Historic Scotland Rangers. Keep site specific details on file and could consider sharing this interesting information with site visitors.
3.02	Use of GTBS brand in onsite promotion	Compile an updated list of other local GTBS accredited businesses using the GTBS website information.
3.05	Green Information for customers	Given the excellent Green Files on site could consider an LCD display to help signpost this information and/or highlight quirky green facts.
4.05	Use of Light Emitting Diode (LED) lighting	May be addressed in the future. Ideally keep details of LEDs installed and location in file for next audit.
4.06	Internal lighting controls & sensors	Could consider if other areas would benefit from lighting sensors.
5.05	Low flush toilets	Toilets with concealed cisterns. Site staff believe a displacement device is in place/they are low flush but need to provide evidence or access to gain credit.
6.01	Supplier screening	Aim to continue with the development of the sustainable purchasing policy and provide evidence of the same as opportunities arise.
6.17	Local craft products	Could look out for more quality local items to compliment good Scottish range already in stock.
7.09	Printer & Toner Cartridges (purchase and recycle)	Could investigate purchase of refilled or remanufactured units to close the loop.
8.15	Carbon Management	HS Sustainability Report; 25% CO2 reduction by 2015. Could communicate more of this onsite.
9.06	Nature Diary	Held within Green File. Could perhaps signpost this better with a poster on noticeboard, encouraging visitors to record sightings.

**Business Site Name:** Newark Castle  
**Green Co-ordinator:** Rachel Sydeserff  
**Membership Code:** VO550  
**Date of Visit:** 26th September 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. Rachel and Anne-Marie present on day of assessment.
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)			Activap
	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 Green folder in place with relevant information; 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	✓	4	Regularly updated green plan. Aim to incorporate any new recommendations from this report.
2.03	Staff environmental awareness	✓	3	Roving steward is Green Champion for the district - regular staff updates. Good induction & staff interest.
2.04	Establish a green team	✓	4	Systems in place to encourage involvement of site staff and others in Historic Scotland. Keep minutes in file.
2.05	Attendance at Green Training Event	✓	4	Rachel & Malcolm attended Zero Waste event and also GTBS Workshop. All training attendance & induction well recorded.
2.06	Green Business Network or Initiative			
2.07	Specialist Environmental Advice	⊙		There may be scope for specialist advice from bodies such as Resource Efficient Scotland who could advise on water and waste issues.
2.08	Monitoring: Energy	✓	1	No AMR on site. Staff don't have access to meter but get data from HQ based on bills. When shop is refitted will have meter access.
2.09	Monitoring: Water	⊙		No water monitoring at present.
2.10	Monitoring: Waste & Recycling	✓	2	MITIE subcontract to Wm Tracey. Waiting on figures to show recycling/landfill breakdown.
2.11	Monitoring: Travel and transport	✓	3	Staff have done survey. Mileage log for pool car (see Members' Area on GTBS website for more info)
2.12	Monitoring Flora and/or Fauna	⊙		Regular monitoring and surveys carried out by Historic Scotland Ranger service. Could aim to have details available for next audit.
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			Part of Inverclyde Tourism Group & works with other businesses to encourage cruise passengers to spend time in the area.
2.16	Visitor Feedback	☑		Visitor feedback collected at all sites; limited responses, various visitor surveys carried out over the years. Environmental questions have been included in the past. Could look at other ways to record data.
	<b>TOTAL</b>	<b>8</b>	<b>25</b>	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver &amp; Gold respectively</i>

Communication				
3.01	<b>Responsible Visitor Charter</b>	✓	5	HS has a generic responsible visitors charter posted on the website and available/displayed on site.
3.02	Use of GTBS brand in on-site promotion	✓	4	Green Tourism plaque & certificate on display. Logos on all appropriate signage. List of local green businesses would benefit from updating.
3.03	Use of GTBS brand in off-site promotion	✓	5	Excellent promotion of Green Tourism through the Historic Scotland website and brochures.
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	Good Green Tourism Information File prominently situated. Consider an LCD display to help signpost information.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	<input checked="" type="checkbox"/>		Legal compliance
3.09	Education on Sustainability			
3.10	Community work on Local Environment			
3.11	Local social community projects	✓	4	Regularly provides free educational visits for schools and uses Handling Boxes with replica objects to help pupils engage with history. Castle now on itinerary for Caledonian University educational trips. Also links with Largs Museum.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	3	Discover Newark Castle Quiz. Could consider developing a nature themed activity.
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>6</b>	<b>25</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	<input checked="" type="checkbox"/>		Appliance list provided for all items.
4.02	Refrigeration: Condition and Positioning	✓	5	Fine
4.03	Mini kettles			
<b>4.04</b>	<b>Use of low energy lighting</b>	✓	2	Lots of halogens in shop area. Many CFLs in Great Hall.
4.05	Use of Light Emitting Diode (LED) lighting	⊙		Plan to roll out low energy LED installation bit by bit, as resources allow. Possible shop refit in future.
4.06	Internal lighting controls & sensors	✓	4	Sensors on lights in public toilets and entrance. Consider if other areas would benefit from sensors.
4.07	External Low Energy Lighting and controls	⊙		Flood lights not working at present but to be reinstated using LEDs and timers.
4.08	Individual room heating controls	✓	2	Oil filled portable heaters and some electric storage heaters. Looking at new portable heater options due to regular winter flooding.
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			
4.14	Glazing and draught proofing	✓	2	Double glazed at shop, single elsewhere. Could consider improving 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	✓	5	Instant hot water units.
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>20</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

<b>Water</b>				
5.01	Water Flow Through Showers (12l)			N/A
5.02	Water Flow through Taps – Basins and Sinks (8l)	✓	5	Measured - 4 litres/minute.
5.03	Self-closing or sensor Taps	✓	0	Could consider fitting, as resources allow.
5.04	Urinal Controllers or Waterless Urinals			
<b>5.05</b>	<b>Low flush toilets</b>	✓	0	Toilets with concealed cisterns. Site staff believe a displacement device is in place/they are low flush but need to provide evidence or access to gain credit.
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	Good signage.
5.13	Phosphate-free soaps and detergents	✓	3	Staff handwash DEB - EU flower. Using up Lifeguard 3 - Way toilet cleaner (has phosphates), when finished will replace with TASKI Sani 100. Consider having all products phosphate free.
5.14	Chlorine-free cleaners	✓	5	HS policy not to use chlorine based bleach
5.15	Natural based surface cleaners			
5.16	Natural cleaning recipes			
5.17	Ecological Water Treatment			
	<b>TOTAL</b>	<b>6</b>	<b>18</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>



Purchasing				
6.01	Supplier screening	✓	4	Have sustainable purchasing policy but cost & quality over riding. Continue to develop.
<b>6.02</b>	<b>Paper products in housekeeping</b>	✓	5	Toilet paper and hand towels - made from 100% recycled material.
6.03	Recycled content plastics and bio plastics			100% recycled content bin liners from Green Sack Company.
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	100% recycled office paper and leaflets from recycled paper and managed forests. Guidebooks printed on sustainable stock paper.
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Green Visitor File promotes local food & drink & nearby Farmers Markets and shops.
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products			
6.10	Local Food (non-meat & veg) & Drink	✓	3	Shop sells confectionary including Deans, Duncans, Walkers and features Barrs drinks including Irn Bru.
6.11	Drinking Water	✓	4	Strathmore water sold in shop.
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	✓	3	Flavia coffee & tea sold on site - both 30% Rainforest Alliance. Fairtrade tea/coffee for hospitality packs. Staff using FairTrade.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of Scottish - Heather Gem jewellery, Burns Crystal, tartan etc. Consider looking out for more local items.
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			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	All sites will receive full credit. EDF renewable tariff.
6.23	Financial Services			
	<b>TOTAL</b>	<b>9</b>	<b>35</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	✓	3	Hand wash dispensers. Use some larger containers to refill.
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	✓	3	Large grassy area is mown and the cuttings are left as they fall, which helps thicken the lawn.
7.07	Rechargeable Batteries and alternatives & eco gadgets	✓	2	Sites uses rechargeable torches and two way radios.
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	Historic Scotland policy.
7.14	Paper reuse and recycling	✓	5	Leaflets recycled to EAE. Both sides of paper, posters used then recycled to Traceys. Cardboard reused for packaging, then to Traceys. Envelopes kept & reused. Recycling bins for visitors.
7.15	Cardboard Reuse or recycle	✓	5	as at 7.14
7.16	Glass Reuse or recycle	✓	3	Collected with cans and plastics in one bin - staff try to recycle as much as possible by taking home.
7.17	Aluminium and Steel Recycling	✓	3	as at 7.16
7.18	Plastics Reuse or recycle	☑		as at 7.16
7.19	<b>Hazardous waste disposal</b>	✓	4	Fluorescent lighting taken by works staff. Batteries also recycled - could look at a collection tub.
7.20	Dog Waste eco-treatment			Poop scoops provided on site free of charge for visiting dogs. Poop scoops made from 100% recyclable material and are 100% biodegradable.
7.21	Compactors			
	<b>TOTAL</b>	<b>10</b>	<b>37</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Local public transport well documented in on site folder.
8.02	<b>Marketing Materials have Details of Public Transport</b>	✓	5	Good website promotion and brochure includes Traveline journey planner.
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	Port Glasgow train station is an 8 minute walk from castle and this is promoted on website and brochure.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Good promotion of local walks and cycle routes in area.
8.07	Cycle hire information	✓	4	Promoted in Green Visitor File.
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)	<input checked="" type="checkbox"/>		Staff have completed a Travel Survey, and collated results have been fed back to Head Office.
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	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015. Could communicate more of this onsite.
	<b>TOTAL</b>	<b>6</b>	<b>26</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	Historic Scotland works in partnership with other conservation bodies.
9.02	Information on local cultural attractions	✓	5	Good range of information on local attractions - EAE leaflets and books on Scottish history.
9.03	Cultural events and festivals			
9.04	Information about nature-related attractions in the area			
9.05	Information on natural heritage	✓	3	Nature information and species identification books available in shop.
9.06	Nature Diary	✓	2	Held within Green File. Could perhaps signpost this better with a poster on noticeboard, encouraging visitors to record sightings.
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges			
9.10	Specialist Heritage and Cultural Buildings	✓	5	Conservation of Newark Castle
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>5</b>	<b>20</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	25	63%
COMMUNICATION	6	25	83%
ENERGY SAVING	6	20	67%
WATER ISSUES	6	18	60%
PURCHASING	9	35	78%
WASTE MINIMISATION	10	37	74%
TRAVEL & TRANSPORT	6	26	87%
NATURE & CULTURE	5	20	80%
INNOVATION	0	0	
<b>TOTAL</b>	<b>60</b>	<b>226</b>	<b>SILVER</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>75.3%</b>
<i>Silver award status</i>	65%	195	<b>Award achieved</b>
<i>Gold award status</i>	80%	240	<b>SILVER</b>