



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Balvenie Castle

Site Environmental Coordinator: Mr Brian Ford

Date of Visit: 09/09/2013

Site Address:

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Balvenie 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



What's Green about:

Balvenie Castle

Balvenie Castle maintains a good GOLD level of award. Although one of the smaller sites there are lots of green measures in place as a result by the site staff who are very enthusiastic and have made considerable efforts as well as personalising some more information. Waste minimisation works well with recycling options available for all of the main waste streams - this should have helped to minimise landfill considerably. The small shop stocks many local items including extremely local whisky, as well as some Moray and Aberdeenshire items. This is supported by the organisations purchasing of recycled paper items, a no bleach policy for cleaning products. Overall a very good site and an example to other smaller sites in the area.

Summary of general recommendations and observations

Balvenie Castle does well to retain the GOLD award. You will note that the GTBS scoring becomes more rigorous owing to increases in awareness, technology and the continual improvement ethos of the scheme. Energy and water impacts can be reduced further by the organisation investing in more low energy bulbs to help cut energy costs while lowering the flow rate from taps could save water. Ideally greener cleaning products could be sourced (need evidence that all are free from Phosphates) and long term the site could look at better insulation and renewable energy to help power the shop/staff area. 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	Excellent green file presented on the day of the assessment. Should continue to update with information relevant to Green Tourism as necessary
2.02	Establish a green action plan	Action plan for this site. Ensure to update regularly. Could be based upon the GTBS report for the site and reviewed every two years.
2.08	Monitoring: Energy	Monthly readings with analysis at head office. Good analysis at this site of usage. Could have more of this on display.
3.02	Use of GTBS brand in on-site promotion	Plaque on display. Should update list of local GTBS members.
3.05	Green information for customers	Good file presented although some out of date. Could update this.
3.10	Community work on Local Environment	Consider more formal environment related projects in the community.
4.04	Use of low energy lighting	Lots of 20w spots rather than 35w however could look at LEDs to replace these.
4.05	Use of Light Emitting Diode (LED) lighting	Could consider LEDs, as Elgin
5.05	Low flush toilets	Bottle in cistern. Look for dual flush throughout for any planned refurb.
5.13	Phosphate-free soaps and detergents	Mainly 'Syntec' products used at this site. Unsure of all ingredients. Ensure all are phosphate free.
6.07	Local Meat & Dairy	Fairly good info on local places to eat and shop. Could still expand. This could encourage visitors to spend more time in the area.
6.17	Local Craft Products	Consider a craft map. Magnets are from Forres. Most products sold are Scottish - should keep trying to improve range of local products.
7.14	Paper reuse and recycling	Good recycling system at this site. Separate boxes at info desk. Could have more facilities for visitors in Castle area.
8.06	Information on Walking and Cycling	Some good resources e.g. North East coastal trail. Could personalise further using staff knowledge more.

8.13	Business Vehicles are Eco-friendly	Consider a car charging point for electric vehicles.
9.05	Information on natural heritage	Useful info on wildlife. Could expand this and have more regional information.
9.06	Nature Diary	2 entries so far this year. Look to encourage more use of this, perhaps using digital display or social media

Business Site Name: Balvenie Castle
Green Co-ordinator: Esther Bremner
Membership Code: V0404
Date of Visit: 09/09/2013
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
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	Excellent green file presented on the day of the assessment. Should continue to update with information relevant to Green Tourism as necessary
2.02	Establish a green action plan	✓	4	Action plan for this site. Ensure to update regularly. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	5	Good awareness. . Look out for more local green events to attend.
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	⊙		look out for green events to attend.
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	✓	4	Monthly readings with analysis at head office. Good analysis at this site of usage. Could have more of this on display.
2.09	Monitoring: Water	✓	4	As above
2.10	Monitoring: Waste & Recycling	⊙		Have done monitoring in past but not up to date. 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	✓	4	Travel survey showed 50% by public transport. Mileage log for pool car (see Members' Area on GTBS website for more info)
2.12	Monitoring Flora and/or Fauna	✓	4	Encouraging monitoring of bats and a few other species.
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			
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.
	TOTAL	8	34	<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 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	Plaque on display. Should update list of local GTBS members.
3.03	Use of GTBS brand in off-site promotion	✓	5	
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	Good file presented although some out of date. Could update this.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	☑		Legal compliance
3.09	Education on Sustainability	☑		School tours - as 3.14
3.10	Community work on Local Environment	⊙		Consider more formal environment related projects in the community.
3.11	Local social community projects	✓	5	Close links with community and schools. Free entry for artists in residence. Used stamps benefit guide dogs for the blind.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	4	Outdoor learning programme 2012, school tours
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	6	27	<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	Good condition - unsure of efficiency.
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	1	Lots of 20w spots rather than 35w however could look at LEDs to replace these.
4.05	Use of Light Emitting Diode (LED) lighting	⊙		Could consider LEDs, as Elgin
4.06	Internal lighting controls & sensors	✓	3	PIR on Castle lights.
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	2	Electric heating
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	✓	1	Single glazed. HS have investigated more efficient options.
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 unit
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			
	TOTAL	6	17	<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)	✓	2	Could look to restrict flow from taps.
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	4	Bottle in cistern. Look for dual flush throughout 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	Excellent signage. (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	3	Mainly 'Syntec' products used at this site. Unsure of all ingredients. Ensure all are phosphate free.
5.14	Chlorine-free cleaners	✓	5	HS policy not to use chlorine based bleach.
5.15	Natural based surface cleaners	✓	4	Good use of microfibre cloths.
5.16	Natural cleaning recipes			
5.17	Ecological Water Treatment			
	TOTAL	6	23	<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 paper is 100% recycled. Could look at recycled fro all brochures and leaflets.
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Fairly good info on local places to eat and shop. Could still expand. This could encourage visitors to spend more time in the area.
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products			As 6.07
6.10	Local Food (non-meat & veg) & Drink	✓	5	Lots of Whisky, walkers shortbread
6.11	Drinking Water	✓	4	Strathmore sold
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	<input checked="" type="checkbox"/>		Some FT sugar and tea. Suggest looking at FT coffee.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Consider a craft map. Magnets are from Forres. Most products sold are Scottish - should keep trying to improve range of local products.
6.18	Traditional Building Products & Techniques	✓	5	
6.19	Building and Decorative Products			
6.20	Sustainable Timber	<input checked="" type="checkbox"/>		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. SSE 100% renewable. (see Members' Area on GTBS website for more info)
6.23	Financial Services			
	TOTAL	9	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	<input checked="" type="checkbox"/>		Reviewing paper ordering.
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	✓	3	Contractor takes away garden waste.
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 via Fort George
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting	⊙		Could set up green cone for staff lunch waste
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	
7.14	Paper reuse and recycling	✓	4	Good recycling system at this site. Separate boxes at info desk. Could have more facilities for visitors in Castle area.
7.15	Cardboard Reuse or recycle	✓	4	As above
7.16	Glass Reuse or recycle	✓	4	As above
7.17	Aluminium and Steel Recycling	<input checked="" type="checkbox"/>		As above
7.18	Plastics Reuse or recycle	<input checked="" type="checkbox"/>		As above
7.19	Hazardous waste disposal	✓	5	HS policy - all sites will receive full credit. (see Members' Area on GTBS website for more info)
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	8	32	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Lots of useful resources e.g. Keith and Dufftown railway.
8.02	Marketing Materials have Details of Public Transport	✓	5	Very good details on the website with public transport promoted ahead of car.
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	on the hour at end of the road.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Some good resources e.g. North East coastal trail. Could personalise further using staff knowledge more.
8.07	Cycle hire information	⊙		Could promote nearest facilities.
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	☑		No official storage
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	3	
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly	⊙		Consider a car charging point for electric vehicles.
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015. Could make more of this available onsite.
	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	✓	5	Small shop at this site but lots of good info. Historic Scotland info as well as local history and culture books.
9.03	Cultural events and festivals	✓	5	Active part in Whisky festival
9.04	Information about nature-related attractions in the area	☑		Promotion of peregrine centre and bats and falcons.
9.05	Information on natural heritage	✓	4	Useful info on wildlife. Could expand this and have more regional information.
9.06	Nature Diary	✓	3	2 entries so far this year. Look to encourage more use of this, perhaps using digital display or social media
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges	✓	4	A few nesting boxes.
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	7	31	<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	8	34	85%
COMMUNICATION	6	27	90%
ENERGY SAVING	6	17	57%
WATER ISSUES	6	23	77%
PURCHASING	9	39	87%
WASTE MINIMISATION	8	32	80%
TRAVEL & TRANSPORT	6	25	83%
NATURE & CULTURE	7	31	89%
INNOVATION	0	0	
TOTAL	60	248	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	82.7%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	GOLD