



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Corgarff Castle

Site Environmental Coordinator: Mr Brian Ford

Date of Visit: 10/09/2013

Site Address:
Corgarff
Strathdon
Aberdeenshire
AB36 8YP

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Corgarff 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

Percentage achieved	75%	Gold >80%	Level of Award Achieved	SILVER
		Silver 65-79%		
		Bronze 40-64%		
		Going Green <40%		

What's Green about:

Corgarff Castle

Corgarff Castle maintains a strong SILVER level of award. This site is quite unique and stands prominently above the main road in picturesque Aberdeenshire. Effort has been made to reduce the impact from this site. While energy measures are more difficult to implement there has been a focus on using green cleaning products more, in this case Ecover. This complements the UV treated water system and septic tank as this site is off grid for water. The top level has an interesting display on local wildlife which is quite engaging with the green file at reception a good source of green info on the local area. As with all HS shop items there is a strong emphasis on Scottish with some local items.

Summary of general recommendations and observations

Corgarff Castle does well to secure a strong Silver level of award once again. The site could look to target GOLD however a few more improvements should be investigated and implemented in the coming years. Some focus could be made on the lighting with an investment made for new generation LEDs to replace the many halogen spots lighting the building. Longer term more insulation and draught proofing measures could help reduce heating costs in Spring and Autumn. The site would also benefit from an updated action plan and green information file to help focus improvements and record green evidence. 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	File in place but could refresh some items. 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	Could update the site specific action plan for Corgarff. Group has sustainability objectives.
2.12	Monitoring Flora and/or Fauna	Bat Survey pre 2011, Could look to update more of this
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)
3.10	Community work on Local Environment	Could get involved with local clean up campaign. Keep a log of progress for next time.
4.06	Internal lighting controls & sensors	Could consider.
4.05	Use of Light Emitting Diode (LED) lighting	Consider LEDs to replace the halogen spots.
4.14	Glazing and draught proofing	Single glazed. Draughty building
5.05	Low flush toilets	Consider dual for any planned refurb
6.07	Local Meat & Dairy	Farmers market promoted. Could update and expand info on local places to shop and eat - Aberdeenshire and surrounding counties have some fantastic produce.
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.	Staff take most waste away home to domestic bin. 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
8.09	Cycle Storage	No racks, could promote any storage you have.
8.13	Business Vehicles are Eco-friendly	Consider a car charging point for an electric vehicle.
9.06	Nature Diary	Could try a nature board to encourage entries.

Business Site Name: Corgarff Castle
Green Co-ordinator: Linda Davidson
Membership Code: VO538
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
Compulsory				
1.01	Commitment to Sustainability	✓	5	Fully committed
1.02	Minimum Standards and Risk management	✓	5	No issues
	No pollution risk from oil tanks and car parks			
	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	✓	3	File in place but could refresh some items. 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	✓	2	Could update the site specific action plan for Corgarrff. Group has sustainability objectives.
2.03	Staff environmental awareness	✓	4	Staff tips in folder and staff training records. Staff still to get training on electricity meter. 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	⊙		Look out for green training 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	✓	3	Meter readings have been done in past but not up to date due to new meter, waiting on training.
2.09	Monitoring: Water			Private water supply.
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	Bat Survey pre 2011, Could look to update more of this
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.
	TOTAL	7	21	<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	✓	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	✓	4	Relevant green file presented to guests. Could update some aspects. 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, Occasional school visits at this site.
3.10	Community work on Local Environment	⊙		Could get involved with local clean up campaign. Keep a log of progress for next time.
3.11	Local social community projects	✓	3	HS as a group have community involvement. Could look at more community actions. Keep a log for next time.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes	✓	3	RSPB box seems to work well at this site.
3.14	Family focused Green Activities	⊙		As 3.09
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	7	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	☑		As 4.02
4.02	Refrigeration: Condition and Positioning	✓	3	A-rated fridge.
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	3	Some low e but many halogens spots.
4.05	Use of Light Emitting Diode (LED) lighting	✓	0	Consider LEDs to replace the halogen spots.
4.06	Internal lighting controls & sensors	⊙		Could consider.
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	✓	2	Minimal. Could upgrade throughout to meet current building regs.
4.14	Glazing and draught proofing	✓	1	Single glazed. Draughty building
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			Peat fire is not used much.
4.20	Renewable Energy for Appliances and Lighting			
4.21	District heating systems and CHP			
	TOTAL	7	15	<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)	✓	4	Low flow taps
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	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	UV treated
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	✓	4	Good use of Ecover. HS should investigate and consider phosphate free products. Lifeguard has phosphate content. 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			Some information on vinegar cleaning - unsure if used.
5.17	Ecological Water Treatment			
	TOTAL	6	26	<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	☑		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 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	☑		as 6.07
6.10	Local Food (non-meat & veg) & Drink	☑		Only food sold here is crisps. Shortbread not received.
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	Colin baxter postcards, Heather Gem. Consider a craft map as a good way to highlight this to guests.
6.18	Traditional Building Products & Techniques	✓	5	
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			
	TOTAL	8	34	<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	✓	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	✓	3	Staff take most waste away home to domestic bin. 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	✓	3	As 7.14
7.18	Plastics Reuse or recycle	☑		As 7.14
7.19	Hazardous waste disposal	✓	4	Could have a visible battery box for guests
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	7	26	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	4	Some info on dial a bus only
8.02	Marketing Materials have Details of Public Transport	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	1	Nearest bus stop is Strathdon unless dial a bus used.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	3	Could update folder with more local walking and cycling information.
8.07	Cycle hire information	✓	4	Ballater promoted.
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			No racks, could promote any storage you have.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)			None arrive by public transport due to location
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	✓	5	HS Sustainability Report; 25% CO2 reduction by 2015
	TOTAL	6	21	<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	History of the area. Lots on Jacobite history due to venue
9.03	Cultural events and festivals	✓	4	HS play a big part in national events although not so much at this site.
9.04	Information about nature-related attractions in the area	✓	4	Some good resources in file.
9.05	Information on natural heritage	✓	5	Information in folder as well as habitat display upstairs.
9.06	Nature Diary	✓	3	Could try a nature board to encourage entries.
9.07	Native Tree Planting			
9.08	Wildlife Habitats	✓	3	Information on local habitats. Could try to create some near Castle.
9.09	Wildlife Refuges			Very windy for refuges
9.10	Specialist Heritage and Cultural Buildings	✓	5	Quite iconic.
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	8	34	<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	21	60%
COMMUNICATION	7	27	77%
ENERGY SAVING	7	15	43%
WATER ISSUES	6	26	87%
PURCHASING	8	34	85%
WASTE MINIMISATION	7	26	74%
TRAVEL & TRANSPORT	6	21	70%
NATURE & CULTURE	8	34	85%
INNOVATION	0	0	
TOTAL	60	224	SILVER

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	74.7%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	SILVER