



## GREEN TOURISM AUDIT REPORT

Prepared By: Wendy Fail

### Blackness Castle

Site Environmental Coordinator: Doreen Waller

Date of Visit: 09/09/2013

Site Address:

Bo'ness

Linlithgow

West Lothian

EH49 7NH

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## Blackness 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>	<b>81%</b>	Gold >80%	<i>Level of Award Achieved</i>	<b>GOLD</b>
		Silver 65-79%		
		Bronze 40-64%		
		Going Green <40%		

### What's Green about:

### Blackness Castle

Blackness Castle has successfully retained its 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. Rachel clearly showed a commitment to ensuring the castle can be as environmentally sustainable as possible and this is well promoted to visitors through the information available on-site and on the website. Although the ranger post is currently in a transition period, there is a wide programme of events throughout the year.

### Summary of general recommendations and observations

This report should be seen as part of Blackness 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 consider the opportunities 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. There is scope to further reduce water consumption on site through reducing the tap flow rate in the public toilets, or considering fitting sensor or percussion taps. A PIR or waterless system could also be installed in the urinal. 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	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.
2.04	Establish a green team	Green Champions; should keep minutes in the site green management file.
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	Automatic Meter Reading system. Readings taken and graphs created. There should be analysis of data and options for reduction considered and incorporated into action plan. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	Water meter not easily accessible; currently relying on estimated (?) bills. Should ideally locate water meter and read regularly. 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.
3.14	Family focused Green Activities	Discover Blackness quiz, birding for the battlement. See <a href="http://www.ecofriendlykids.co.uk">www.ecofriendlykids.co.uk</a> for further information
4.02	Refrigeration: Condition and Positioning	No real issues; should defrost ice cream freezer regularly to prevent frost build up
4.04	Use of low energy lighting	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)
4.06	Internal lighting controls & sensors	Could consider options for retro-fitting PIR sensors in some areas
5.02	Water Flow through Taps – Basins and Sinks (8l)	Flow rate excessive at 16 lts/min. Should look to reduce to approx. 6 lts/min
5.03	Self-closing or sensor Taps	Could consider

5.04	Urinal Controllers or Waterless Urinals	Could consider waterless system or PIR
5.13	Phosphate-free soaps and detergents	HS should investigate and consider phosphate free products. (see Members' Area on GTBS website for more info)
6.20	Sustainable Timber	All sites have sustainable timber products for sale. HS could provide details of other timber products used for restorations etc.
7.03	Dosing and Dispenser Systems	Could investigate switching to foam dispensers for hand wash
8.11	Staff Travel (not SSA)	Travel survey undertaken in 2011. How current is this data?

**Business Site Name:** Blackness Castle  
**Green Co-ordinator:** Malcolm Brown  
**Membership Code:** VO396  
**Date of Visit:** 09/08/2013  
**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
<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	✓	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	✓	4	
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	☑		Green champions meeting, waste and carbon courses. Training record in management file.
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	Automatic Meter Reading system. Readings taken and graphs created. There should be analysis of data and options for reduction considered and incorporated into action plan. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	⊙		Water meter not easily accessible; currently relying on estimated (?) bills. Should ideally locate water meter and read regularly. This would then be accompanied by targets for reduction (see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	☑	3	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	Historic Scotland ranger based at Linlithgow Palace; this post is in a transition phase at the present time
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.
	<b>TOTAL</b>	<b>7</b>	<b>30</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	✓	5	
3.03	Use of GTBS brand in off-site promotion	✓	5	
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	All HS sites provide green information for customers.
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	✓	5	Local litter picks, Inner Forth Landscape Initiative, young rangers
3.11	Local social community projects	✓	5	Living History project, regular free educational visits with local schools
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	5	Discover Blackness quiz, birding for the battlement. See <a href="http://www.ecofriendlykids.co.uk">www.ecofriendlykids.co.uk</a> for further information
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>7</b>	<b>34</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"/>		Inventory provided in management folder
4.02	Refrigeration: Condition and Positioning	✓	4	No real issues; should defrost ice cream freezer regularly to prevent frost build up
4.03	Mini kettles	<input checked="" type="checkbox"/>		Eco kettle
<b>4.04</b>	<b>Use of low energy lighting</b>	✓	3	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	<input checked="" type="checkbox"/>		LEDs in shop area
4.06	Internal lighting controls & sensors	✓	0	Could consider options for retro-fitting PIR sensors in some areas
4.07	External Low Energy Lighting and controls	✓	4	CFLs on timers
4.08	Individual room heating controls	✓	1	Electric heaters
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			
4.15	Other Insulation and low energy design	✓	3	Cardboard top used to cover freezer/fridge overnight
4.16	Thermostatic settings on heating air conditioners and hot water			
4.17	Hot water storage	✓	5	Instant hot water
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>7</b>	<b>20</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	Flow rate excessive at 16 lts/min. Should look to reduce to approx. 6 lts/min
5.03	Self-closing or sensor Taps	✓	0	Could consider
5.04	Urinal Controllers or Waterless Urinals	⊙		Could consider waterless system or PIR
<b>5.05</b>	<b>Low flush toilets</b>	✓	3	Concealed units with 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 displayed (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	4	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			
	<b>TOTAL</b>	<b>6</b>	<b>17</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			
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	✓	3	Good promotion of local farmers markets in guest folder
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products	☑		
6.10	Local Food (non-meat & veg) & Drink	✓	3	Good selection of local/Scottish confectionary sold in shop
6.11	Drinking Water	✓	4	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	✓	3	Flavia 30% RA
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	3	Good selection of local/Scottish crafts/jewellery sold in shop
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. SSE 100% renewable. (see Members' Area on GTBS website for more info)
6.23	Financial Services			
	<b>TOTAL</b>	<b>9</b>	<b>34</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	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	Grass cuttings taken off site to be composted
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			
7.14	Paper reuse and recycling	✓	5	New contract with Mitie; subcontracted to Shanks. Check recycling rates at next assessment (see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	✓	5	As 7.14
7.16	Glass Reuse or recycle	✓	5	As 7.14
7.17	Aluminium and Steel Recycling	☑		As 7.14
7.18	Plastics Reuse or recycle	✓	5	As 7.14
7.19	<b>Hazardous waste disposal</b>	✓	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			
	<b>TOTAL</b>	<b>8</b>	<b>35</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Good information onsite although options are limited
8.02	<b>Marketing Materials have Details of Public Transport</b>	✓	4	Website has links to public transport providers
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	Train station and bus stop well promoted. 5 minute walk to bus stop
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	5	Comprehensive selection of information available on site - Sustrans maps, walking routes etc.
8.07	Cycle hire information	☑		Local bike hire promoted in visitor file. Spokes.
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			Cycle racks available
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	2	Travel survey undertaken in 2011. How current is this data?
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
	<b>TOTAL</b>	<b>6</b>	<b>25</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Nature and Culture				
9.01	Natural and Cultural Heritage Initiatives	✓	5	All sites should receive full credit.
9.02	Information on local cultural attractions	✓	4	Comprehensive selection of information available on site and through EAE leaflets
9.03	Cultural events and festivals	✓	5	All sites should receive full credit.
9.04	Information about nature-related attractions in the area	☑		
9.05	Information on natural heritage	✓	4	Green notice board next to toilets details information on local wildlife. Guidebooks and spotter books sold in shop Most if not all sites have wildlife books for sale also.
9.06	Nature Diary	☑		Visitors are encouraged to jot down their sightings (see Members' Area on GTBS website for more info)
9.07	Native Tree Planting			
9.08	Wildlife Habitats			SSSI
9.09	Wildlife Refuges	✓	4	Bug hotel, bird and bat boxes
9.10	Specialist Heritage and Cultural Buildings	✓	5	All sites will receive full credit
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>6</b>	<b>27</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>
Innovation				
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	7	30	86%
COMMUNICATION	7	34	97%
ENERGY SAVING	7	20	57%
WATER ISSUES	6	17	57%
PURCHASING	9	34	76%
WASTE MINIMISATION	8	35	88%
TRAVEL & TRANSPORT	6	25	83%
NATURE & CULTURE	6	27	90%
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>