



GREEN TOURISM AUDIT REPORT

Prepared By: Wendy Fail

Tantallon Castle

Site Environmental Coordinator: Mr Malcolm Brown

Date of Visit: 10/09/2013

Site Address:
North Berwick
East Lothian
EH39 5PN

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Tantallon 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:

Tantallon Castle

Tantallon Castle have successfully retained their SILVER 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. The site benefits from the over-arching Historic Scotland procurement and strategic policies, as well as a strong green team headed up by Lesley, who is an extremely enthusiastic green champion. There is scope for the site to further improve its communication through developing and updating the green folder; this is something that could be actioned prior to the next assessment with the vision of moving back up the grading scale to GOLD level.

Summary of general recommendations and observations

This report should be seen as part of Tantallon 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 create an 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 also scope to investigate the levels of roof insulation and upgrade to current building regulations, if necessary. 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	Green folder; should update with information relevant to Green Tourism as necessary as content is slightly outdated (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	Should develop a green action plan. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	Good staff awareness, green champions lead the way with green issues.
2.04	Establish a green team	Green Champions; should keep minutes in the site green management file.
2.05	Attendance at Green Training Event	Could investigate the free training available from Zero Waste Scotland
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. Monthly readings taken manually 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.
3.05	Green information for customers	All HS sites provide green information for customers. Good green visitors folder. Ensure content is up to date.
3.14	Family focused Green Activities	Discover Tantallon Castle. See www.ecofriendlykids.co.uk 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)

4.05	Use of Light Emitting Diode (LED) lighting	The use of LED lighting is a very real possibility at most if not all HS sites. Heritage Lighting Company could offer advice, if necessary (see Members' Area on GTBS website for more info)
4.13	Roof Insulation	Could investigate levels of roof insulation and provide evidence at next assessment
4.15	Other Insulation and low energy design	Could fabricate a cardboard top to cover freezer/fridge overnight
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
7.14	Paper reuse and recycling	Good recycling practices in place. New contract with Mitie (see Members' Area on GTBS website for more info)
8.11	Staff Travel (not SSA)	Staff travel survey undertaken. Data slightly outdated now
9.06	Nature Diary	Could further develop (see Members' Area on GTBS website for more info)

Business Site Name: Tantallon Castle
Green Co-ordinator: Malcolm Brown
Membership Code: V0188
Date of Visit: 10/09/2013
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
Compulsory				
1.01	Commitment to Sustainability	✓	5	Fully committed
1.02	Minimum Standards and Risk management	✓	5	Oil spill kit
	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	✓	2	Green folder; should update with information relevant to Green Tourism as necessary as content is slightly outdated (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	✓	0	Should develop a green action plan. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	4	Good staff awareness, green champions lead the way with green issues.
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	⊙		Could investigate the free training available from Zero Waste Scotland
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. Monthly readings taken manually 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	✓	0	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)
2.11	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			
2.13	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.
	TOTAL	7	16	<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	✓	5	Plaque well displayed on site
3.03	Use of GTBS brand in off-site promotion	✓	5	Logo on website and on promotional materials
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	3	All HS sites provide green information for customers. Good green visitors folder. Ensure content is up to date.
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			
3.11	Local social community projects	✓	4	Regular free educational visits
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	4	Discover Tantallon Castle. See www.ecofriendlykids.co.uk for further information
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	6	26	<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	✓	4	No real issues; should defrost ice cream freezer regularly to prevent frost build up
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	4	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	⊙		The use of LED lighting is a very real possibility at most if not all HS sites. Heritage Lighting Company could offer advice, if necessary (see Members' Area on GTBS website for more info)
4.06	Internal lighting controls & sensors			
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	0	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	✓	0	Could investigate levels of roof insulation and provide evidence at next assessment
4.14	Glazing and draught proofing	✓	4	DG in shop
4.15	Other Insulation and low energy design	✓	1	Could fabricate a cardboard top 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			
	TOTAL	7	18	<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)	✓	5	~4 lts/min
5.03	Self-closing or sensor Taps	✓	5	Push taps
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	4	1 x dual flush, 2 x large cisterns 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 in place (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. (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			
	TOTAL	6	27	<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	100% recycled
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	Promotion of local farmers markets in visitor folder
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products	✓	3	As 6.07
6.10	Local Food (non-meat & veg) & Drink			Irn Bru
6.11	Drinking Water	✓	4	Strathmore water
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	✓	4	Wide range of traditional Scottish products sold on-site
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			
	TOTAL	9	35	<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	✓	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	☑		Green waste removed by works 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
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	Good recycling practices in place. New contract with Mitie (see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	✓	4	As 7.14
7.16	Glass Reuse or recycle	✓	4	As 7.14
7.17	Aluminium and Steel Recycling	☑		As 7.14
7.18	Plastics Reuse or recycle	✓	4	As 7.14
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	33	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Good information in guest folder
8.02	Marketing Materials have Details of Public Transport	✓	4	Good information on website with links to public transport providers
8.03	Car Free Activities (not VA)	<input checked="" type="checkbox"/>		Good information provided
8.04	Public Transport Drop Off	✓	4	Good information in guest folder
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	5	Good information in guest folder
8.07	Cycle hire information	<input checked="" type="checkbox"/>		
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	✓	4	Available on site and promoted
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	1	Staff travel survey undertaken. Data slightly outdated now
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
	TOTAL	7	28	<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	All sites should receive full credit.
9.02	Information on local cultural attractions	✓	4	Very good information provided
9.03	Cultural events and festivals	✓	4	
9.04	Information about nature-related attractions in the area	✓	4	
9.05	Information on natural heritage	☑		Available at most sites. Most if not all sites have wildlife books for sale also.
9.06	Nature Diary	✓	3	Could further develop (see Members' Area on GTBS website for more info)
9.07	Native Tree Planting			
9.08	Wildlife Habitats	☑		
9.09	Wildlife Refuges	☑		
9.10	Specialist Heritage and Cultural Buildings	✓	5	All sites will receive full credit
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	6	25	<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	16	46%
COMMUNICATION	6	26	87%
ENERGY SAVING	7	18	51%
WATER ISSUES	6	27	90%
PURCHASING	9	35	78%
WASTE MINIMISATION	8	33	83%
TRAVEL & TRANSPORT	7	28	80%
NATURE & CULTURE	6	25	83%
INNOVATION	0	0	
TOTAL	60	228	SILVER

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	76.0%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	SILVER