



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Craignethan Castle

Site Environmental Coordinator: Malcolm Brown

Date of Visit: 25/09/2013

Site Address:

Blackwood

Lesmahagow

Lanarkshire

ML11 9PL

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Craignethan 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:

Craignethan Castle

Historic Scotland Craignethan Castle maintains a strong SILVER level of award. There are lots of green measures in place at this site - the green folder for guests may encourage some to spend more time in the area, investigating farmers markets or taking Clydeside walks or cycles. The shop area has a great deal of Scottish crafts and some foods helping to really showcase Scottish talent. Visitors will hopefully be reminded of the area and come back to Lanarkshire and Scotland again and again. As with all Historic Scotland sites Craignethan is on a 100% renewable electricity tariff, minimising lighting and heating impact. This is also supported by a HS purchasing policy which favours recycled and local items and people. 'Behind the scenes' the toilet paper is recycled while the group has a zero bleach policy.

Summary of general recommendations and observations

Historic Scotland Craignethan castle should use this report as an addition to the on-going action plan. There are still some measures that can be implemented and improved. Purchasing scores well however more very local items could be sourced while the group could try to standardise cleaners more - opting for more 'eco' cleaners such as Ecover and phasing out all phosphate containing items. Lighting in the main 'shop' area could be greatly improved removing the high wattage halogen spots and opting for new generation LED lights. This could help reduce impact but also long term lighting costs for the organisation. 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
1.04	Green policy	Good policy on display and on website
2.01	Green Management File	Green folder has been updated 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	Green action plan has been updated . Could be based upon the GTBS report for the site and reviewed every two years.
2.08	Monitoring: Energy	Automatic Meter Reading system. Could have some charts on display for visitors.
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. Will check next time. (see Members' Area on GTBS website for more info)
2.12	Monitoring Flora and/or Fauna	Consider some specialist monitoring of wildlife onsite.
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.
3.02	Use of GTBS brand in on-site promotion	Could update list of GTBS members in the area.
3.10	Community work on Local Environment	Could look at visible green project in area - perhaps with other GT members in the area.
4.01	Use of A-rated air conditioners and refrigeration	No details of efficiency.
4.05	Use of Light Emitting Diode (LED) lighting	Could use LEDs to phase out halogen lamps in shop area.
5.05	Low flush toilets	For more credit could consider dual flush toilets.
5.13	Phosphate-free soaps and detergents	HS should investigate and consider phosphate free products. Mix of products at this site e.g. Ecover and Diversey. Lifeguard product has phosphate. (see Members' Area on GTBS website for more info)
6.07	Local Meat & Dairy	Local market promoted at Overton. Staff could personalise the information more e.g. top 5 local places to eat or shop that sells very local produce (<50 miles)

7.03	Dosing and Dispenser Systems	Could investigate switching to foam dispensers for hand wash
7.14-7.18	Reduce, reuse, recycle	Some paper reuse on site. Consider some recycling bins for visitors. Ensure to reduce and reuse as much as possible. Can be related to measure 2.10.
8.09	Cycle Storage	Cycle racks at front. Could promote this.
8.15	Carbon management	HS Sustainability Report; 25% CO2 reduction by 2015. Could communicate more of this onsite.

Business Site Name: Craignethan Castle
Green Co-ordinator: Rachel Sydeserff
Membership Code: V0273
Date of Visit: 25/09/2013
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. John Mclean met on day of assessment
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	✓	4	Green folder has been updated 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	Green action plan has been updated . Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	4	Staff training very good, all signed of induction. Look out for other green events to attend.
2.04	Establish a green team	<input checked="" type="checkbox"/>		Green Champions; should keep minutes in the site green management file.
2.05	Attendance at Green Training Event	✓	4	Rachel and Malcolm at change works training, also Blackness event.
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. Could have some charts on display for visitors.
2.09	Monitoring: Water			No water monitoring. (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. Will check next time. (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	✓	1	Consider some specialist monitoring of wildlife onsite.
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			
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. Could look at other ways to record data.
	TOTAL	7	24	<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 update list of GTBS members in the area.
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, green file has been updated since last assessment.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	☑		Legal compliance
3.09	Education on Sustainability	✓	4	Some school visits. 'Preparing for Siege' event. Sustainability is always part of tour.
3.10	Community work on Local Environment	⊙		Could look at visible green project in area - perhaps with other GT members in the area.
3.11	Local social community projects	✓	3	HS has links with community. Could do more visual projects around Craignethan.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	3	Discover Craignethan.
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	7	28	<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			No details of efficiency.
4.02	Refrigeration: Condition and Positioning	✓	4	Good condition if not new.
4.03	Mini kettles	☑		Eco kettle for staff.
4.04	Use of low energy lighting	✓	3	Opportunity for more low energy bulbs. Still some halogen in shop area
4.05	Use of Light Emitting Diode (LED) lighting	✓	0	Could use LEDs to phase out halogen lamps in shop area.
4.06	Internal lighting controls & sensors			
4.07	External Low Energy Lighting and controls			
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	✓	1	As before
4.14	Glazing and draught proofing	✓	2	Single, some 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.
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	16	<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	
5.03	Self-closing or sensor Taps	✓	5	Self closers
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	2	For more credit could consider dual flush toilets.
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	HS should investigate and consider phosphate free products. Mix of products at this site e.g. Ecover and Diversey. Lifeguard product has phosphate. (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			
5.16	Natural cleaning recipes			
5.17	Ecological Water Treatment			
	TOTAL	6	24	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Purchasing				
6.01	Supplier screening	<input checked="" type="checkbox"/>		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	Scott brand toilet paper.
6.03	Recycled content plastics and bio plastics	<input checked="" type="checkbox"/>		Recycled sacks
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	Office Depot 100% recycled and FSC for leaflets. (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Local market promoted at Overton. Staff could personalise the information more e.g. top 5 local places to eat or shop that sells very local produce (<50 miles)
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products	<input checked="" type="checkbox"/>		As 6.07
6.10	Local Food (non-meat & veg) & Drink	✓	3	Mackies crisps (Perth) , Stoats oats etc. Could look at more local
6.11	Drinking Water	✓	4	Alba water for staff. 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			No coffee machine
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of Scottish. Jewellery and Burn Crystal, Skye soaps etc.
6.18	Traditional Building Products & Techniques			
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	7	28	<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	✓	3	Grass cutting to gorge. Some trimmed
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	Some paper reuse on site. Consider some recycling bins for visitors. Ensure to reduce and reuse as much as possible. Can be related to measure 2.10.
7.15	Cardboard Reuse or recycle	✓	3	As 7.14. Taken by Enviroscot. Ensure to reduce and reuse as much as possible, in particular packaging waste.
7.16	Glass Reuse or recycle	✓	3	As 7.14. Mixed Cullet.
7.17	Aluminium and Steel Recycling	☑		As above
7.18	Plastics Reuse or recycle	✓	3	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	9	33	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	4	Good info at desk file.
8.02	Marketing Materials have Details of Public Transport	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	2	Walk to Crossford for main services.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	5	Good range of walking books along Clyde, Glasgow Towns and country walks.
8.07	Cycle hire information	<input checked="" type="checkbox"/>		Nearest is Partick
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	✓	3	Cycle racks at front. Could promote this.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	3	1/2 drives.
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.
	TOTAL	7	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	Good resources e.g. Mary was Here.
9.03	Cultural events and festivals	✓	5	Scarecrow festival. Songwriters picnic
9.04	Information about nature-related attractions in the area	<input checked="" type="checkbox"/>		
9.05	Information on natural heritage	✓	4	Lots of bat info and Craignethan Castle Birds
9.06	Nature Diary	✓	4	What I saw today
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges			
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	6	28	<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	24	69%
COMMUNICATION	7	28	80%
ENERGY SAVING	7	16	46%
WATER ISSUES	6	24	80%
PURCHASING	7	28	80%
WASTE MINIMISATION	9	33	73%
TRAVEL & TRANSPORT	7	25	71%
NATURE & CULTURE	6	28	93%
INNOVATION	0	0	
TOTAL	60	226	SILVER

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	75.3%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	SILVER