



## GREEN TOURISM AUDIT REPORT

Prepared By: Eleanor Pratt

### **Doune Castle**

Site Environmental Coordinator: Doreen Waller

Date of Visit: 09/12/2013

Site Address:

Castle Rd

Doune

Perthshire

FK16 6EA

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## Doune 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:

### Doune Castle

Doune Castle does very well to retain the prestigious GOLD 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. There is excellent use of low energy, LED and sensed lighting throughout, and a good range of 'green' information is available to visitors. Public transport options are well promoted, and the site is well managed for wildlife and biodiversity. As a group, Historic Scotland have now switched to a renewable energy tariff, and there is also a carbon management plan in place.

### Summary of general recommendations and observations

This report should be seen as part of the site'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 ensure the green policy is being displayed prominently alongside the visitor charter. Consideration should be given to repairing/replacing worn fridge seals, and potentially to expanding the use of double glazing in the cottage/visitor centre. Flow rates through the bathroom taps could be reduced, and percussion/sensor taps considered for any refurbishment. Consideration could be given to marketing the site as a 'green' wedding venue. Historic Scotland should also look at switching to a completely phosphate and chlorine-free cleaning range. 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
1.04	Green policy	HS policy on website and in green visitor file. Also displayed on wall, but somewhat hidden by leaflet rack. Should be moved somewhere more prominent.
2.08	Monitoring: Energy	Automatic Meter Reading system fitted in office and castle. Monthly readings also taken and sent to head office. There should be analysis of data and options for reduction considered and incorporated into action plan. Figures should be graphed out and compiled into a year on year comparison which could then be fed back to site staff as standard.
2.14	Green Events Package	Could market the site as a green wedding venue e.g. via Green Union or the Natural Wedding Company.
2.16	Visitor Feedback	Green feedback sheet in place. Could make the sheet more prominent as currently rather hidden in green file. Ensure to keep copies of responses in green management file.
4.02	Refrigeration: Condition and Positioning	Generally good condition, but some seals getting a little worn. Ensure to repair/replace when necessary.
4.14	Glazing and draught proofing	Single glazed in castle/office/shop. Some secondary glazing film used - could expand use or investigate full secondary or double glazing for visitor area.
5.02	Water Flow through Taps – Basins and Sinks (8l)	Measured 9l/min. Could reduce to less than 8l/min by adjusting the restrictor screw on the pipework, or by retro-fitting an aerator/restrictor to the taps themselves.
5.03	Self-closing or sensor Taps	Could consider percussion taps for any refurbishment.
5.13	Phosphate-free soaps and detergents	Johnson Diversey standard products - should ensure all products are phosphate free. HS should investigate and consider a complete phosphate free range such as Ecover Professional, Delphis Eco or Green My Business.
6.05	Business Stationery & Marketing Materials	FSC printer paper - could switch to a 100% recycled product. HS leaflets also FSC certified.
6.15	Fair Trade Food & Drink	Flavia vending machine with 30% Rainforest Alliance certified teas and coffees (not sugar or hot chocolate). Could contact Flavia to establish if the range could be expanded.
7.06	Garden waste – composting and peat free	Grass cuttings taken offsite by contractor. Could investigate whether these are being composted.

7.14	Paper reuse and recycling	Good reuse of packaging, boxes etc. for wrapping gifts in shop. Good reuse of paper by staff. Recycling bins in staff area and visitor room - could be expanded into castle also. Promote local recycling facilities in green visitor file, and take items left at events e.g. weddings away.
8.05	Travel Incentives (not SSA)	Could provide a free tea/coffee for visitors arriving without a car.
8.09	Cycle Storage	Bikes can be locked in cellar if requested, or chained outside. Could fit some cycle racks and promote on website, or consider Plant Locks (see <a href="http://www.frontyardcompany.co.uk/products/plantlock.html">www.frontyardcompany.co.uk/products/plantlock.html</a> ).
9.06	Nature Diary	Whiteboard in place with some good entries. Could record entries in a diary and then compile a year on year comparison which could be fed back to visitors, RSPB etc.

**Business Site Name:** Doune Castle  
**Green Co-ordinator:** Doreen Waller  
**Membership Code:** V0541  
**Date of Visit:** 09/12/2013  
**Assessor:** Eleanor Pratt

**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>	✓	4	HS policy on website and in green visitor file. Also displayed on wall, but somewhat hidden by leaflet rack. Should be moved somewhere more prominent.
	<b>Total</b>	<b>4</b>	<b>19</b>	<b>Compulsory actions completed</b>

Management				
2.01	Green Management File	✓	4	Good 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	Excellent action plan in place. Ensure to update with this report's recommendations.
2.03	Staff environmental awareness	✓	5	Good staff awareness and commitment throughout. Green Tourism training records kept.
2.04	Establish a green team	✓	4	Green Champions network shares information and support; should keep minutes in the site green management file. Ensure Green Champions are given sufficient time and resources to provide adequate support.
2.05	Attendance at Green Training Event	☑		Training record kept. Includes green awareness training and bat training, credited in 2.03. Record could be updated to include a column for date training took place. Could also consider online courses such as WRAP's 'On Course for Zero Waste' ( <a href="http://www.wrap.org.uk/content/course-zero-waste">www.wrap.org.uk/content/course-zero-waste</a> ), or Defra's Carbon Literacy course ( <a href="http://sd.defra.gov.uk/advice/public/nsppp/carbon-learning/">http://sd.defra.gov.uk/advice/public/nsppp/carbon-learning/</a> ) - both are free!
2.06	Green Business Network or Initiative			
2.07	Specialist Environmental Advice			
2.08	Monitoring: Energy	✓	4	Automatic Meter Reading system fitted in office and castle. Monthly readings also taken and sent to head office. There should be analysis of data and options for reduction considered and incorporated into action plan. Figures should be graphed out and compiled into a year on year comparison which could then be fed back to site staff as standard.
2.09	Monitoring: Water	☑		As above.
2.10	Monitoring: Waste & Recycling	✓	2	Number of bags of general waste/recycling are recorded. Waste prevention and re-use plan in place for HS. Mitie contract commenced August 2013 - too soon to obtain useful data.
2.11	Monitoring: Travel and transport	☑		Mileage log for pool car.
2.12	Monitoring Flora and/or Fauna	☑		Bat and tree surveys carried out. Keep details of any monitoring in green file.
2.13	Green Marketing			
2.14	Green Events Package	⊙		Could market the site as a green wedding venue e.g. via Green Union or the Natural Wedding Company.

2.15	Joint marketing with other GTBS members			
2.16	Visitor Feedback	✓	3	Green feedback sheet in place. Could make the sheet more prominent as currently rather hidden in green file. Ensure to keep copies of responses in green management file.
	<b>TOTAL</b>	<b>7</b>	<b>27</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 charter displayed on website and on site.
3.02	Use of GTBS brand in on-site promotion	✓	5	Excellent use of plaque, certificate and logos around site.
3.03	Use of GTBS brand in off-site promotion	✓	5	Good promotion of Green Tourism via HS website and brochures.
3.04	The GTBS supply chain	☑		Some good promotion of local Green Tourism-graded accommodation in green visitor file. Credited below.
3.05	Green information for customers	✓	4	Good green visitor file with range of relevant information.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			
3.09	Education on Sustainability	☑		Junior guides scheme involves discussion about medieval lifestyles and comparison to modern times. Credited in 3.11.
3.10	Community work on Local Environment	☑		Local bat group operates on site.
3.11	Local social community projects	✓	4	Regular free educational visits, and part of junior guides scheme.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	4	Discover Doune castle quiz, and some good nature-themed sheets in the green visitor file.
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>6</b>	<b>27</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"/>		1 x Tricity Bendix TB25TR fridge (B rated), 1 x Capital Cooling fridge (rating unknown), 1 x Norfrost ice cream freezer (rating unknown).
4.02	Refrigeration: Condition and Positioning	✓	4	Generally good condition, but some seals getting a little worn. Ensure to repair/replace when necessary.
4.03	Mini kettles			
<b>4.04</b>	<b>Use of low energy lighting</b>	✓	5	All fluorescent/LED lighting, no halogens remain.
4.05	Use of Light Emitting Diode (LED) lighting	✓	5	Excellent use of LED lighting in shop and interpretation rooms.
4.06	Internal lighting controls & sensors	✓	5	Sensors in bathrooms, interpretation room, visitor room and some areas of castle.
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	<input checked="" type="checkbox"/>		Electric heating in office and shop only.
4.09	Whole-system heating and cooling controls (HO/VA/CO only)			
4.10	High Efficiency Boiler			N/A.
4.11	Boiler Maintenance and Burn Efficiency			
4.12	Heat Recovery			
4.13	Roof Insulation			
4.14	Glazing and draught proofing	✓	2	Single glazed in castle/office/shop. Some secondary glazing film used - could expand use or investigate full secondary or double glazing for visitor area.
4.15	Other Insulation and low energy design	<input checked="" type="checkbox"/>		Cardboard cover on freezer top overnight.
4.16	Thermostatic settings on heating air conditioners and hot water			
4.17	Hot water storage	✓	5	Instant hot water units.
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>6</b>	<b>26</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)	✓	3	Measured 9l/min. Could reduce to less than 8l/min by adjusting the restrictor screw on the pipework, or by retrofitting an aerator/restrictor to the taps themselves.
5.03	Self-closing or sensor Taps	✓	0	Could consider percussion taps for any refurbishment.
5.04	Urinal Controllers or Waterless Urinals			N/A.
<b>5.05</b>	<b>Low flush toilets</b>	✓	5	2 public toilets with dual flush, 1 accessible toilet.
5.06	Water efficient washing machine			N/A.
5.07	Water Efficient Dishwasher and Kitchen			N/A.
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	Signage displayed.
5.13	Phosphate-free soaps and detergents	✓	3	Johnson Diversey standard products - should ensure all products are phosphate free. HS should investigate and consider a complete phosphate free range such as Ecover Professional, Delphis Eco or Green My Business.
5.14	Chlorine-free cleaners	✓	4	HS policy not to use chlorine based bleach. Should provide evidence that products used are all chlorine-free.
5.15	Natural based surface cleaners	⊙		Could expand use of microfibre cloths to reduce reliance on cleaning chemicals.
5.16	Natural cleaning recipes			
5.17	Ecological Water Treatment			Mains.
	<b>TOTAL</b>	<b>6</b>	<b>20</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Purchasing				
6.01	Supplier screening			
<b>6.02</b>	<b>Paper products in housekeeping</b>	✓	5	Scott recycled toilet paper and recycled hand towels.
6.03	Recycled content plastics and bio plastics	✓	3	Greensacks used on site.
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	FSC printer paper - could switch to a 100% recycled product. HS leaflets also FSC certified.
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	4	Good promotion of local food and drink, farmers markets etc. in green visitor file. Rizza's ice-cream sold (Huntly).
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products			
6.10	Local Food (non-meat & veg) & Drink	✓	4	Shop sells range of Scottish confectionary including Deans, Mrs Tillys etc. and range of Scottish ales and whiskeys.
6.11	Drinking Water	☑		Strathmore sold in shop. Credited above.
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 vending machine with 30% Rainforest Alliance certified teas and coffees (not sugar or hot chocolate). Could contact Flavia to establish if the range could be expanded.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of local/Scottish jewellery, scarves, pottery etc.
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			
6.21	Natural shampoos and Hygiene Products			
6.22	Green Energy Tariff	✓	5	SSE 100% renewable tariff. Could keep details in green management file.
6.23	Financial Services			
	<b>TOTAL</b>	<b>8</b>	<b>32</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	Handwash dispensers, and some dosing of cleaning products.
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	☑		Grass cuttings taken offsite by contractor. Could investigate whether these are being composted.
7.07	Rechargeable Batteries and alternatives & eco gadgets	✓	3	Rechargeable battery candles used for weddings.
7.08	Electric and electronic equipment			
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	4	Returned to CVSM and donated to CHAS.
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting	☑		Organic waste from kitchen added to staff member's compost bin. Caddy and guidance in place for staff.
7.12	Construction Waste			
7.13	Conservation of Buildings			
7.14	Paper reuse and recycling	✓	4	Good reuse of packaging, boxes etc. for wrapping gifts in shop. Good reuse of paper by staff. Recycling bins in staff area and visitor room - could be expanded into castle also. Promote local recycling facilities in green visitor file, and take items left at events e.g. weddings away.
7.15	Cardboard Reuse or recycle	✓	4	As 7.14. Recycle Flavia cups also.
7.16	Glass Reuse or recycle	✓	3	As 7.14
7.17	Aluminium and Steel Recycling	✓	3	As 7.14
7.18	Plastics Reuse or recycle	☑		As 7.14
7.19	<b>Hazardous waste disposal</b>	✓	5	Fluorescent lighting taken by electrician. Sell batteries and guests advised to leave their old batteries with staff. Could add a sign to reinforce the message.
7.20	Dog Waste eco-treatment	⊙		Poo bags provided. Consider an 'eco' doggy toilet. Other sites have had good results from using a 'green cone' food waste digester sited in a well-drained and sunny spot. Could also try a home-made system, see <a href="http://merlinfarm.blogspot.co.uk/2011/09/dog-poo-composter.html">http://merlinfarm.blogspot.co.uk/2011/09/dog-poo-composter.html</a>
7.21	Compactors			
	<b>TOTAL</b>	<b>8</b>	<b>29</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 range of timetables in green visitor file, and promoting Traveline.
8.02	<b>Marketing Materials have Details of Public Transport</b>	✓	4	Traveline journey planner, and details of how to reach site by bus from Stirling. Could also provide details of nearest train station and links to travel providers.
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	8 minutes walk to nearest bus stop - well promoted on website. Also encourage visitors to leave the car at the castle and walk into the village.
8.05	Travel Incentives (not SSA)	⊙		Could provide a free tea/coffee for visitors arriving without a car.
8.06	Information on Walking and Cycling	✓	4	Good range of information in green file. Map of walks in the grounds could be laminated for reuse. Sustrans link on website.
8.07	Cycle hire information	✓	4	Details in green visitor file. Could also promote on website.
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	✓	2	Bikes can be locked in cellar if requested, or chained outside. Could fit some cycle racks and promote on website, or consider Plant Locks (see <a href="http://www.frontyardcompany.co.uk/products/plantlock.html">www.frontyardcompany.co.uk/products/plantlock.html</a> ).
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	☑		Travel survey completed in past - could update for next audit.
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Ecofriendly			
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	3	HS Sustainability Report; 25% CO2 reduction by 2015. Could provide details of actions taken to support this on site at next audit.
	<b>TOTAL</b>	<b>7</b>	<b>26</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	HS works in partnership with other conservation bodies.
9.02	Information on local cultural attractions	✓	5	Good information throughout site and website. Shop sells a good range of Scottish-themed books.
9.03	Cultural events and festivals	✓	5	Good range of events and exhibitions held on site including 'Meet the Minstrels'/Jacobite costume performances, bat walks etc.
9.04	Information about nature-related attractions in the area			
9.05	Information on natural heritage	✓	5	Excellent information on local wildlife available with ID guides, sheets etc. Nature trail around grounds.
9.06	Nature Diary	✓	4	Whiteboard in place with some good entries. Could record entries in a diary and then compile a year on year comparison which could be fed back to visitors, RSPB etc.
9.07	Native Tree Planting			
9.08	Wildlife Habitats	✓	5	Wild areas in grounds with good biodiversity.
9.09	Wildlife Refuges	✓	3	Bat boxes, bird feeders etc.
9.10	Specialist Heritage and Cultural Buildings	✓	5	Conservation of Doune Castle.
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>8</b>	<b>37</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	19	95%
MARKETING & MANAGEMENT	7	27	77%
COMMUNICATION	6	27	90%
ENERGY SAVING	6	26	87%
WATER ISSUES	6	20	67%
PURCHASING	8	32	80%
WASTE MINIMISATION	8	29	73%
TRAVEL & TRANSPORT	7	26	74%
NATURE & CULTURE	8	37	93%
INNOVATION	0	0	
<b>TOTAL</b>	<b>60</b>	<b>243</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>81.0%</b>
<i>Silver award status</i>	65%	195	<b>Award achieved</b>
<i>Gold award status</i>	80%	240	<b>GOLD</b>