



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Crossraguel Abbey

Site Environmental Coordinator: Mr Alec Little

Date of Visit: 24/09/2013

Site Address:

Maybole

Ayrshire

KA19

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Crossraguel Abbey

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>	72%
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Gold >80%
Silver 65-79%
Bronze 40-64%
Going Green <40%

<i>Level of Award Achieved</i>	SILVER
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What's Green about:

Crossraguel Abbey

Historic Scotland Crossraguel Abbey maintains the SILVER level of 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. Some good scores have been given for waste minimisation. Recycling options are available for most of the main waste streams through a dry mixed recycling uplift. Perhaps some guest bins could complement this further. The site has a natural dovecot which should help to encourage wildlife while an area is going to be left aside for a wildflower meadow. The site is in a good location and is favoured by individuals and school groups as well as used sometimes for catholic masses.

Summary of general recommendations and observations

Although the site maintains the award there are still lots of opportunities to make progress for next time. It is suggested that the green files (staff and visitor) are updated with more recent information as well as expanding to highlight e.g. the abundance of local food available in Ayrshire as well as low carbon attractions. Similarly the shop area could stock more Ayrshire crafts e.g. Burns Crystal which seems popular in other HS shops. Energy and water can always be improved by looking into more low e bulbs sensor controls, low flow taps and toilets. Longer term the site could consider upgrading the cabin insulation and perhaps renewable energy e.g. photovoltaic panels. 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 quite space. Keep up to date as you progress in the scheme.
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	Meters read every month and sent to head office for analysis. More results could be onsite. Suggest promoting more to visitors onsite. (see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	Could do more on this. 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)
3.02	Use of GTBS brand in on-site promotion	Plaque on display. Could update list of GTBS members in the area.
3.05	Green information for customers	All HS sites provide green information for customers. Should update more at this site with local green news etc. Some of this could be added as screens on digital display.
3.10	Community work on Local Environment	Consider more local green projects e.g. organised local litter picks.
3.11	Local social community projects	HS has community presence at all sites. This site could be more involved with local events. Keep a log for next time.
4.04	Use of low energy lighting	Fluorescent tube and CFL throughout. Could look at lower wattage options.
4.06	Internal lighting controls & sensors	Could have PIR for toilet light and in some areas of castle
4.07	External Low Energy Lighting and controls	Could look at LED floodlights.
4.13	Roof Insulation	As before. Continue to expand. Could document more.
5.02	Water Flow through Taps – Basins and Sinks (8l)	Very high flow. Should reduce with aerator fitting or restrictor.
5.05	Low flush toilets	Bottle displacement. Look for dual flush for any planned refurb.
5.13	Phosphate-free soaps and detergents	Selden and Jeyes. Also some lifeguard which contains phosphates. Suggest looking at 100% phosphate free cleaners. See Green Tourism website for details.

6.07	Local Meat & Dairy	Dowhill is promoted. Could still expand information on local places to eat and shop. This could encourage visitors to spend more time in the area.
6.17	Local Craft Products	Majority is Scottish if not much local. Should keep trying to improve range of local products. Could have Burns Crystal as this is Ayrshire
7.09	Printer & Toner Cartridges (purchase & recycle)	Cartridge benefits charity. Could look at professional refills to help 'close the loop'.
7.14-7.18	Reduce, reuse, recycle	Dry mixed recycling bins for most waste. Could have separate recycle bins for guests in future. Linked with 2.10.
7.19	Hazardous waste disposal	Consider a visible battery bin for visitors.
8.06	Information on Walking and Cycling	Girvan paths information. Should look to expand on this with more personalised walks and cycle paths (from staff suggestions) in the area.
8.13	Business Vehicles are Eco-friendly	Consider a car charging point for electric vehicles.
9.05	Information on natural heritage	Living in a biosphere. Could have more specific Ayrshire identification guides and resources.
9.09	Wildlife Refuges	Natural Dovecot. Could have more specific refuges for birds, mammals and insects.

Business Site Name: Crossraguel Abbey
Green Co-ordinator: Jackie Higgins
Membership Code: V0398
Date of Visit: 24/09/2013
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. Gary Kane met onsite
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 quite space. Keep up to date as you progress in the scheme.
2.02	Establish a green action plan	✓	4	Action plan submitted for all D&G and Ayrshire sites. HS as a group also have lots of objectives. Could add the main recommendation from this report to action plan.
2.03	Staff environmental awareness	✓	4	Updated induction training, green tips for staff. Very good record keeping.
2.04	Establish a green team	☑		Green Champions; should keep minutes in the site green management file.
2.05	Attendance at Green Training Event	✓	4	Attendance at April event in Blackness..6 staff in region did Changeworks training.
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	Meters read every month and sent to head office for analysis. More results could be onsite. Suggest promoting more to visitors onsite. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	✓	3	Water readings taken every month.
2.10	Monitoring: Waste & Recycling	⊙		Could do more on this. 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	✓	4	Visitor feedback collected at all sites; limited responses, various visitor surveys carried out over the years. Environmental questions have been included in the past. Consider more proactive approach to feedback.
	TOTAL	7	26	<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	Plaque on display. 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	✓	3	All HS sites provide green information for customers. Should update more at this site with local green news etc. Some of this could be added as screens on digital display.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	<input checked="" type="checkbox"/>		Legal compliance
3.09	Education on Sustainability	✓	3	Some school visits
3.10	Community work on Local Environment	⊙		Consider more local green projects e.g. organised local litter picks.
3.11	Local social community projects	✓	2	HS has community presence at all sites. This site could be more involved with local events. Keep a log for next time.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	3	Kids quiz
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	7	25	<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			No fridge.
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	4	Fluorescent tube and CFL throughout. Could look at lower wattage options.
4.05	Use of Light Emitting Diode (LED) lighting	⊙		Could consider.
4.06	Internal lighting controls & sensors	⊙		Could have PIR for toilet light and in some areas of castle
4.07	External Low Energy Lighting and controls	✓	3	Could look at LED floodlights.
4.08	Individual room heating controls	✓	2	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	As before. Continue to expand. Could document more.
4.14	Glazing and draught proofing	✓	1	Single glazed. Consider some secondary. HS have investigated more efficient options.
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
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	6	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)	✓	0	Very high flow. Should reduce with aerator fitting or restrictor.
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	3	Bottle displacement. Look for dual flush 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			
5.10	Water Butts			
5.11	Rainwater and grey water harvesting			
5.12	Bag It and Bin It	✓	5	Excellent signage. (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	2	Selden and Jeyes. Also some lifeguard which contains phosphates. Suggest looking at 100% phosphate free cleaners. See Green Tourism website for details.
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	5	15	<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 recycled paper at this site.
6.03	Recycled content plastics and bio plastics			
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	Office paper is 100% recycled. Could look at recycled fro all brochures and leaflets.
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Dowhill is promoted. Could still expand information on local places to eat and shop. This could encourage visitors to spend more time in the area.
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	Deans shortbread, Mackie's crisps, Could look at more local items.
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			None sold. None appear to be used by staff.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	3	Majority is Scottish if not much local. Should keep trying to improve range of local products. Could have Burns Crystal as this is Ayrshire
6.18	Traditional Building Products & Techniques	✓	5	
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	8	32	<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	Soap dispensers
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	✓	3	Contractors take away
7.07	Rechargeable Batteries and alternatives & eco gadgets			
7.08	Electric and electronic equipment	<input checked="" type="checkbox"/>		HS disposes of any appropriately.
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	4	Cartridge benefits charity. Could look at professional refills to help 'close the loop'.
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting	✓	3	Taken home
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	
7.14	Paper reuse and recycling	✓	4	Dry mixed recycling bins for most waste. Could have separate recycle bins for guests in future. Linked with 2.10.
7.15	Cardboard Reuse or recycle	✓	3	As above
7.16	Glass Reuse or recycle	✓	3	As above
7.17	Aluminium and Steel Recycling	<input checked="" type="checkbox"/>		As above
7.18	Plastics Reuse or recycle	<input checked="" type="checkbox"/>		As 7.14. Try to minimise packaging waste from suppliers.
7.19	Hazardous waste disposal	✓	4	Consider a visible battery bin for visitors.
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	9	32	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	4	Some info behind desk.
8.02	Marketing Materials have Details of Public Transport	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	2	30 min walk to bus stop. Could campaign for bus stop outside
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	2	Girvan paths information. Should look to expand on this with more personalised walks and cycle paths (from staff suggestions) in the area.
8.07	Cycle hire information	✓	4	Ayr hire promoted
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	⊙		No rack. Consider at car parking area.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	3	Gary takes train and walks.
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly	⊙		Consider a car charging point for electric vehicles.
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015. Could make more of this available onsite.
	TOTAL	7	23	<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	Life in a monastery etc. Also general Historic Scotland info as well as local history and culture books.
9.03	Cultural events and festivals	☑		Catholic masses
9.04	Information about nature-related attractions in the area	✓	3	
9.05	Information on natural heritage	✓	3	Living in a biosphere. Could have more specific Ayrshire identification guides and resources.
9.06	Nature Diary	✓	4	Some entries Look to encourage more use of this, perhaps using digital display or social media
9.07	Native Tree Planting			
9.08	Wildlife Habitats			Applied to have verge left for wildflower meadow.
9.09	Wildlife Refuges	✓	3	Natural Dovecot. Could have more specific refuges for birds, mammals and insects.
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	7	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	26	74%
COMMUNICATION	7	25	71%
ENERGY SAVING	6	15	50%
WATER ISSUES	5	15	60%
PURCHASING	8	32	80%
WASTE MINIMISATION	9	32	71%
TRAVEL & TRANSPORT	7	23	66%
NATURE & CULTURE	7	28	80%
INNOVATION	0	0	
TOTAL	60	216	SILVER

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	72.0%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	SILVER