



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Glasgow Cathedral

Site Environmental Coordinator: Malcolm Brown

Date of Visit: 25/09/2013

Site Address:
Cathedral Precinct
Castle Street
Glasgow
Strathclyde
G4 0QZ

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Glasgow Cathedral

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>	83%
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Gold >80%
Silver 65-79%
Bronze 40-64%
Going Green <40%

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

Glasgow Cathedral

Historic Scotland Glasgow Cathedral does very well, progressing to the prestigious GOLD 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. The site has had some major improvement in the last 2 years. A new building management system is in place to control the heating while high efficient condensing boilers and excellent pipework lagging are now in place. All this should help to reduce the gas consumption of the Grade I listed building. Staff at the Cathedral are very knowledgeable and have put together some very useful green information for visitors, hopefully encouraging them to spend more time in the area.

Summary of general recommendations and observations

This report should be seen as part of Glasgow Cathedral'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 site retains the GOLD award for next time. While the green visitor file is very good it is suggested that the information is updated with more staff suggestions as they know the area well e.g. top 5 places that sell/stock local food and top 5 walks from the cathedral etc. The shop has lots of Scottish items however the range could always be improved with more Glasgow/Lanarkshire and surrounding area info. 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 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)
2.08	Monitoring: Energy	Automatic Meter Reading system. There should be analysis of data and options for reduction considered and incorporated into action plan. Could display summary of data onsite.
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)
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	Staff could look at more visible green projects e.g. organised litter picks - perhaps with other GT members in the area. Could also look to become involved in the canal cleaning project in the area.
4.01	Use of A-rated air conditioners and refrigeration	As before - B-rated fridge.
5.02	Water Flow through Taps – Basins and Sinks (8)	10 l per minute tested. Could reduce slightly
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. Lifeguard product has phosphate. (see Members' Area on GTBS website for more info)
6.07	Local Meat & Dairy	Not much in area but local is promoted. Staff could personalise the information more e.g. top 5 local places to eat or shop that sells very local produce (<50 miles)
6.15	Fair Trade Food & Drink	Staff provide own. Could encourage fair trade.
7.03	Dosing and Dispenser Systems	Could investigate switching to foam dispensers for hand wash
7.11	Kitchen Waste Composting	Not so much at this site. Could look at small bin for staff lunch waste.
7.14-7.18	Reduce, reuse, recycle	Mitie pickup, subcontracted to Shanks. Good recycling rate. Could have some visitor recycling bins.

8.06	Information on Walking and Cycling	Necropolis tours and other general walking info. Suggest staff personalise this further with walks of city starting from Cathedral.
8.15	Carbon management	HS Sustainability Report; 25% CO2 reduction by 2015. Could communicate more of this onsite.
9.05	Information on natural heritage	Could expand amount of wildlife information specific to Glasgow.

Business Site Name: Glasgow Cathedral
Green Co-ordinator: Rachel Sydeserff
Membership Code: 103Glasgow
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. Emma and Sarah met on day of assessment.
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	✓	5	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	✓	5	BMS training for staff as well as waste management training.
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	✓	4	Rachel and Malcolm at 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. Still working on CT recommendations.
2.08	Monitoring: Energy	✓	4	Automatic Meter Reading system. There should be analysis of data and options for reduction considered and incorporated into action plan. Could display summary of data onsite.
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	✓	3	Staff have done survey. 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	☑		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	29	<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. 2 files at this site. 1 green and 1 other attractions in the area. Consider a LCD display to help signpost information.
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			
3.10	Community work on Local Environment	✓	2	Staff could look at more visible green projects e.g. organised litter picks - perhaps with other GT members in the area. Could also look to become involved in the canal cleaning project in the area.
3.11	Local social community projects	✓	5	Involved closely with Cathedral and events. 'Saying Goodbye' charity involvement.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	3	Kids activity sheet.
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	<input checked="" type="checkbox"/>		As before - B-rated fridge.
4.02	Refrigeration: Condition and Positioning	✓	4	Good condition if not new.
4.03	Mini kettles	<input checked="" type="checkbox"/>		Eco kettle for staff.
4.04	Use of low energy lighting	✓	4	Vast majority of lamps are low e.
4.05	Use of Light Emitting Diode (LED) lighting	✓	5	LEDs throughout. 500!
4.06	Internal lighting controls & sensors			
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	4	
4.09	Whole-system heating and cooling controls (HO/VA/CO only)	✓	5	New BMS. Staff have been trained.
4.10	High Efficiency Boiler	✓	5	New condensing hamworthy units.
4.11	Boiler Maintenance and Burn Efficiency	✓	5	90% burn test
4.12	Heat Recovery			
4.13	Roof Insulation			
4.14	Glazing and draught proofing	✓	2	Cathedral single glazed (listed)
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	Sadia tank. Excellent lagging on pipework
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	9	39	<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)	✓	2	10 l per minute tested. Could reduce slightly
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	3	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. 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	5	18	<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	
6.03	Recycled content plastics and bio plastics			
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	Not much in area but local is promoted. 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	✓	3	As 6.073
6.10	Local Food (non-meat & veg) & Drink	☑		No drinks or crisps sold.
6.11	Drinking 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			Staff provide own. Could encourage fair trade.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of Scottish. Look for more local items. Tunnocks items.
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	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			
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	⊙		Not so much at this site. Could look at small bin for staff lunch waste.
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	
7.14	Paper reuse and recycling	✓	4	Mitie pickup, subcontracted to Shanks. Good recycling rate. Could have some visitor recycling bins.
7.15	Cardboard Reuse or recycle	✓	3	As 7.14. Ensure to reduce and reuse as much as possible, in particular packaging waste.
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	✓	3	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	31	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Good info at desk file.
8.02	Marketing Materials have Details of Public Transport	✓	5	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	Close to public transport links.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Necropolis tours and other general walking info. Suggest staff personalise this further with walks of city starting from Cathedral.
8.07	Cycle hire information	✓	4	
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			Not yet.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	4	Most staff arrive by public transport.
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	30	<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	Huge amount of HS and Cathedral history
9.03	Cultural events and festivals	✓	5	Glasgow high school event.
9.04	Information about nature-related attractions in the area			
9.05	Information on natural heritage	✓	3	Could expand amount of wildlife information specific to Glasgow.
9.06	Nature Diary	✓	3	Some recordings e.g. Bat and pigeons.
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	26	<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	29	83%
COMMUNICATION	7	28	80%
ENERGY SAVING	9	39	87%
WATER ISSUES	5	18	72%
PURCHASING	7	28	80%
WASTE MINIMISATION	8	31	78%
TRAVEL & TRANSPORT	7	30	86%
NATURE & CULTURE	6	26	87%
INNOVATION	0	0	
TOTAL	60	249	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	83.0%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	<i>GOLD</i>