



GREEN TOURISM AUDIT REPORT

Prepared By: Wendy Fail

Crichton Castle

Site Environmental Coordinator: Mr Malcolm Brown

Date of Visit: 10/09/2013

Site Address:
10 West Street
Penicuik
Midlothian
EH26 9DL

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Crichton 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

| | | | | |
|----------------------------|------------|------------------|--------------------------------|---------------|
| Percentage achieved | 74% | Gold >80% | Level of Award Achieved | SILVER |
| | | Silver 65-79% | | |
| | | Bronze 40-64% | | |
| | | Going Green <40% | | |

What's Green about:

Crichton Castle

Crichton Castle has successfully maintained its 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 is well supported by Lesley, the green champion, and there is a very informative information table next to the reception/shop area. This additional space has allowed the site to further develop its guest information. To support this there is the opportunity to regularly ensure the visitor folder is kept current too. The site is virtually self-sufficient with electricity being generated through solar PV.

Summary of general recommendations and observations

This report should be seen as part of Crichton 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 update the existing action plan with this report's recommendations and, whilst not applicable to Crichton Castle, 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 the potential to ensure that the visitor and management folders are checked regularly and information is kept up to date. The potential for monitoring the electricity generation should also be considered. 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 continue to update with information relevant to Green Tourism as necessary. Ensure content is up to date (see Members' Area on GTBS website for more info) |
| 2.02 | Establish a green action plan | Green action plan for each individual site. Could be based upon the GTBS report for the site and reviewed every two years. Action plan currently not completed for Crichton Castle. Could develop using this report's recommendations |
| 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 | Power generated by solar panels and occasional use of a generator. Usage isn't monitored. |
| 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) |
| 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 Crichton Castle quiz. See www.ecofriendlykids.co.uk for further information |
| 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) |
| 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. |
| 7.14 | Paper reuse and recycling | Reasonable good recycling practices in place. Staff take waste home and some items are re-used. (see Members' Area on GTBS website for more info) |
| 8.11 | Staff Travel (not SSA) | Staff travel survey undertaken. Results slightly dated |
| 9.06 | Nature Diary | Could consider a nature diary or board to chart any sightings (see Members' Area on GTBS website for more info) |

Business Site Name: Crichton Castle
Green Co-ordinator: Malcolm Brown
Membership Code: V0539
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 | 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 | ✓ | 4 | Green folder; should continue to update with information relevant to Green Tourism as necessary. Ensure content is up to date (see Members' Area on GTBS website for more info) |
| 2.02 | Establish a green action plan | ✓ | 1 | Green action plan for each individual site. Could be based upon the GTBS report for the site and reviewed every two years. Action plan currently not completed for Crichton Castle. Could develop using this report's recommendations |
| 2.03 | Staff environmental awareness | ✓ | 3 | |
| 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 | ✓ | 2 | Power generated by solar panels and occasional use of a generator. Usage isn't monitored. |
| 2.09 | Monitoring: Water | | | N/A |
| 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 | | | SSSI |
| 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 | 6 | 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 | ✓ | 4 | 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 | ✓ | 3 | Discover Crichton Castle quiz. 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 | | | N/A |
| 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 | ✓ | 5 | LEDs in shop and entrance area |
| 4.06 | Internal lighting controls & sensors | | | |
| 4.07 | External Low Energy Lighting and controls | | | |
| 4.08 | Individual room heating controls | ✓ | 1 | Gas heater in shop |
| 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 | | | |
| 4.14 | Glazing and 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 | ✓ | 5 | Solar PV |
| 4.21 | District heating systems and CHP | | | |
| | TOTAL | 5 | 20 | <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 | No running water onsite |
| 5.03 | Self-closing or sensor Taps | | | |
| 5.04 | Urinal Controllers or Waterless Urinals | | | |
| 5.05 | Low flush toilets | ✓ | 5 | Chemical toilet for staff |
| 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 | | | |
| 5.13 | 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 | 4 | 17 | <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 (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 | ✓ | 3 | Shop sells a small selection of Scottish products/confectionary |
| 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 | | | |
| 6.16 | Ethical and Organic Products (non-food) | | | |
| 6.17 | Local Craft Products | ✓ | 3 | Range of Scottish jewellery available in shop |
| 6.18 | Traditional Building Products & Techniques | ✓ | 5 | |
| 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 | | | |
| 6.23 | Financial Services | | | |
| | TOTAL | 9 | 34 | <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 | Some chemicals bought in large containers |
| 7.04 | Food portion control | | | |
| 7.05 | Specialist waste reduction measures | ✓ | 2 | Antibacterial hand spray |
| 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) | | | |
| 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 | ✓ | 3 | Reasonable good recycling practices in place. Staff take waste home and some items are re-used. (see Members' Area on GTBS website for more info) |
| 7.15 | Cardboard Reuse or recycle | ✓ | 3 | As 7.14 |
| 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 | ✓ | 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 | 9 | 30 | <i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i> |

| Travel | | | | |
|--------|---|----------|-----------|---|
| 8.01 | Information on Public Transport | ✓ | 4 | 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) | | | |
| 8.04 | Public Transport Drop Off | ✓ | 3 | Good information in guest folder., Bus stop about 2.5 miles away from the castle |
| 8.05 | Travel Incentives (not SSA) | | | |
| 8.06 | Information on Walking and Cycling | ✓ | 4 | Good information in guest folder and on information table |
| 8.07 | Cycle hire information | ✓ | 2 | Some information available but could be further developed |
| 8.08 | Walking and cycling organisations (HO/SSA/SC) | | | |
| 8.09 | Cycle Storage | ✓ | 0 | Could consider the opportunities for a cycle rack in the car park |
| 8.10 | Coach Parking and Switch Off Policy | ✓ | 3 | Available and promoted |
| 8.11 | Staff Travel (not SSA) | ✓ | 1 | Staff travel survey undertaken. Results slightly dated |
| 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 | 9 | 26 | <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 | Good information provided in folder and on information table |
| 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 | ✓ | 0 | Could consider a nature diary or board to chart any sightings (see Members' Area on GTBS website for more info) |
| 9.07 | Native Tree Planting | | | |
| 9.08 | Wildlife Habitats | ✓ | 5 | Adjacent glen is a SSSI |
| 9.09 | Wildlife Refuges | ✓ | 5 | |
| 9.10 | Specialist Heritage and Cultural Buildings | ✓ | 5 | All sites will receive full credit |
| 9.11 | Light Pollution | | | |
| 9.12 | Accessibility to nature | | | |
| | TOTAL | 8 | 32 | <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 | 6 | 16 | 53% |
| COMMUNICATION | 6 | 26 | 87% |
| ENERGY SAVING | 5 | 20 | 80% |
| WATER ISSUES | 4 | 17 | 85% |
| PURCHASING | 9 | 34 | 76% |
| WASTE MINIMISATION | 9 | 30 | 67% |
| TRAVEL & TRANSPORT | 9 | 26 | 58% |
| NATURE & CULTURE | 8 | 32 | 80% |
| INNOVATION | 0 | 0 | |
| TOTAL | 60 | 221 | SILVER |

| Maximum No. of measures scored | 60 | 300 | Total Percentage based on 300 pts |
|---------------------------------------|-----------|------------|--|
| <i>Bronze award status</i> | 40% | 120 | 73.7% |
| <i>Silver award status</i> | 65% | 195 | Award achieved |
| <i>Gold award status</i> | 80% | 240 | SILVER |