



## GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

### Kildrummy Castle

Site Environmental Coordinator: Mr Brian Ford

Date of Visit: 10/09/2013

Site Address:  
Alford  
Aberdeenshire  
AB33 8RA

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## Kildrummy 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:

### Kildrummy Castle

Kildrummy Castle achieves a good SILVER level of award. The site has some very green measures in place - the staff green file has green tips, information on local public transport as well as some details of local markets and shops. This complements the shop with a very good range of Scottish crafts including Burns Crystal glassware, shortbread and Aberdeenshire Ice cream. Staff products are also very green with recycled office and toilet paper used and a no bleach policy has been put in place by Historic Scotland. Most of the high wattage lighting that was in place has been tackled with replacements of LED technology and more efficient T5 fluorescent tubes. This will have cut down on the electricity use of the cabin quite considerably.

### Summary of general recommendations and observations

Kildrummy Castle scores well achieving a good SILVER level of award however there are still opportunities for improvement in the next few months. The biggest impact area at present is probably the visitor toilets. Ideally more could be done to invest in low flow taps and urinals while dual flush toilets could also be considered. This would reduce water consumption and therefore costs long term. A bike stand could be considered for the car park area as cycling has been steadily growing throughout the UK and would tie in nicely with the green ethos of Historic Scotland. 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
2.01	Green Management File	File in place but some of this was out of date. 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	Could update the site specific action plan for Kildrummy. Group has sustainability objectives.
2.12	Monitoring Flora and/or Fauna	Older species survey. Could look at more specialist help.
3.01	Responsible Visitor Charter	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)
4.04	Use of low energy lighting	Still some older lights to phase out. Mainly low e including T5 tubes.
4.06	Internal lighting controls & sensors	Could consider.
5.02	Water Flow through Taps – Basins and Sinks (8l)	High flow taps. Should look to restrict.
5.04	Urinal Controllers or Waterless Urinals	Could have sensor for urinals or look at waterless.
5.13	Phosphate-free soaps and detergents	HS should investigate and consider phosphate free products. Diversey and Cleanline at this site. Could opt for a more visible 'eco' range e.g. Delphis Eco or similar.
6.07	Local Meat & Dairy	Farmers market promoted. Could update and expand info on local places to shop and eat - Aberdeenshire and surrounding counties have some fantastic produce.
7.09	Printer & Toner Cartridges (purchase & recycle)	Returned to CVSM and donated to Woodland Trust. Consider professional refills to help 'close the loop'.
7.14-7.18	Reduce, reuse, recycle.	Team take waste away. Info on local recycling sites. Consider some recycling bins for visitors. (see Members' Area on GTBS website for more info)
7.19	Hazardous waste disposal	Could have a visible battery box for guests
8.09	Cycle Storage	No racks, could promote any storage you have.
8.13	Business Vehicles are Eco-friendly	Consider a car charging point for an electric vehicle.
9.06	Nature Diary	Could try a nature board to encourage entries.

**Business Site Name:** Kildrummy Castle  
**Green Co-ordinator:** Brian Ford  
**Membership Code:** V0263  
**Date of Visit:** 10/09/2013  
**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
<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>	✓	5	Good policy on display and on website
	<b>Total</b>	<b>4</b>	<b>20</b>	<b>Compulsory actions completed</b>

Management				
2.01	Green Management File	✓	3	File in place but some of this was out of date. 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	✓	2	Could update the site specific action plan for Kildrummy. Group has sustainability objectives.
2.03	Staff environmental awareness	✓	4	Staff tips in folder and staff training records. Look out for green tourism events to attend in the area.
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	⊙		Look out for green training events to attend.
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	Have been doing monthly recordings. Could have more on display for visitors. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	✓	3	As above.
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	✓	2	Older species survey. Could look at more specialist help.
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			Credit awarded because of partnerships with NTS at some sites
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.
	<b>TOTAL</b>	<b>8</b>	<b>25</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 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 have a more up to date list for guests.
3.03	Use of GTBS brand in off-site promotion	✓	5	
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	Lots of older information but still seems quite relevant. Keep expanding as you progress.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			Legal compliance
3.09	Education on Sustainability	✓	3	HS sites play a part in education, Occasional school visits at this site.
3.10	Community work on Local Environment	⊙		Could get involved with local clean up campaign. Keep a log of progress for next time.
3.11	Local social community projects	✓	3	Some involvement. Could look at more community actions. Keep a log for next time.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	⊙		As 3.09
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>6</b>	<b>24</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	☑		As 4.02
4.02	Refrigeration: Condition and Positioning	✓	3	Still frost build up in Matsui fridge. Could defrost.
4.03	Mini kettles			
<b>4.04</b>	<b>Use of low energy lighting</b>	✓	3	Still some older lights to phase out. Mainly low e including T5 tubes.
4.05	Use of Light Emitting Diode (LED) lighting	✓	4	Good start to LEDs. Consider more areas.
4.06	Internal lighting controls & sensors	⊙		Could consider.
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	1	Storage heaters, turned off
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	⊙		Minimal. Could upgrade throughout to meet current building regs.
4.14	Glazing and draught proofing	✓	2	Single glazed with shutters.
4.15	Other Insulation and low energy design			
4.16	Thermostatic settings on heating air conditioners and hot water			
4.17	Hot water storage	✓	4	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			
	<b>TOTAL</b>	<b>6</b>	<b>17</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)	✓	0	High flow taps. Should look to restrict.
5.03	Self-closing or sensor Taps	⊙		Should consider for any refurb.
5.04	Urinal Controllers or Waterless Urinals	✓	0	Could have sensor for urinals or look at waterless.
<b>5.05</b>	<b>Low flush toilets</b>	✓	3	Consider dual 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	(see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	3	HS should investigate and consider phosphate free products. Diversey and Cleanline at this site. Could opt for a more visible 'eco' range e.g. Delphis Eco or similar.
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			Some information on vinegar cleaning - unsure if used.
5.17	Ecological Water Treatment			
	<b>TOTAL</b>	<b>6</b>	<b>16</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; 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)
<b>6.02</b>	<b>Paper products in housekeeping</b>	✓	5	
6.03	Recycled content plastics and bio plastics	<input checked="" type="checkbox"/>		Recycled bags
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	4	Office Depot 100% recycled. FSC brochures (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy	✓	3	Farmers market promoted. Could update and expand info on local places to shop and eat - Aberdeenshire and surrounding counties have some fantastic produce.
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	✓	4	Local shortbread and Huntly Ice cream, Irn bru. Mackies crisps
6.11	Drinking Water	✓	4	Strathmore, Eden and 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			
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Good range of Scottish ,e.g., Teapot stands. Moray fridge magnets, Burns Crystal. Could look for more Aberdeenshire.
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			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			
	<b>TOTAL</b>	<b>8</b>	<b>33</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	✓	4	Could investigate switching to foam dispensers for hand wash. Mostly 5 litre soaps bought.
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	☑		Composted by team
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. Consider professional refills to help 'close the loop'.
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	Team take waste away. Info on local recycling sites. Consider some recycling bins for visitors. (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	☑		As 7.14
7.19	<b>Hazardous waste disposal</b>	✓	4	Could have a visible battery box for guests
7.20	Dog Waste eco-treatment			
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	Lots of info in file.
8.02	<b>Marketing Materials have Details of Public Transport</b>	✓	4	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	3	Buses are limited but stop is outside.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Lots of good info in folder.
8.07	Cycle hire information	✓	4	In folder
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			No racks, could promote any storage you have.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)			Most walk due to location
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly	⊙		Consider a car charging point for an electric vehicle.
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015
	<b>TOTAL</b>	<b>6</b>	<b>24</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	
9.02	Information on local cultural attractions	✓	5	History of the area.
9.03	Cultural events and festivals	✓	4	HS play a big part in national events although not so much at this site.
9.04	Information about nature-related attractions in the area	✓	4	
9.05	Information on natural heritage	✓	4	Fairly good list of species if some outdated. Could update as you progress.
9.06	Nature Diary	✓	2	Could try a nature board to encourage entries.
9.07	Native Tree Planting			
9.08	Wildlife Habitats	✓	3	Some wild areas.
9.09	Wildlife Refuges			
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>8</b>	<b>32</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	20	100%
MARKETING & MANAGEMENT	8	25	63%
COMMUNICATION	6	24	80%
ENERGY SAVING	6	17	57%
WATER ISSUES	6	16	53%
PURCHASING	8	33	83%
WASTE MINIMISATION	8	29	73%
TRAVEL & TRANSPORT	6	24	80%
NATURE & CULTURE	8	32	80%
INNOVATION	0	0	
<b>TOTAL</b>	<b>60</b>	<b>220</b>	<b>SILVER</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>73.3%</b>
<i>Silver award status</i>	65%	195	<b>Award achieved</b>
<i>Gold award status</i>	80%	240	<b>SILVER</b>