



GREEN TOURISM AUDIT REPORT

Prepared By: Stuart Park

Elgin Cathedral

Site Environmental Coordinator: Mr Brian Ford

Date of Visit: 09/09/2013

Site Address:

Elgin

Morayshire

IV30 1HU

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Elgin 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>	80%	Gold >80%	<i>Level of Award Achieved</i>	GOLD
		Silver 65-79%		
		Bronze 40-64%		
		Going Green <40%		

What's Green about:

Elgin Cathedral

Elgin Cathedral does well to maintain the 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. Since the last visit the site has made a few improvements, the biggest being the investment in many LED bulbs in several areas to help reduce the lighting costs and long term impacts. The site also benefits from a condensing boiler. This excellent green measure could be repeated through other Historic Scotland sites in the area. The shop does well to communicate the green message through a visitor folder as well as local history books , a few really local crafts and many Scottish items.

Summary of general recommendations and observations

Over the next few years the site could look to make a few improvement to ensure the award is maintained. There are still opportunities to reduce some of the major impacts - the tap flow could be reduced while the site and historic Scotland could do more to ensure all cleaners are free from phosphates and chlorine. Refrigeration could be maintained to avoid frost build up while long term more insulation could be considered. The green visitor file could be refreshed with more up to date information and staff could also help personalise local walking information - this could encourage visitors to spend longer in Elgin and the surrounding area before moving on. 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	Good file presented at Elgin; should continue to update with information relevant to Green Tourism as necessary
2.02	Establish a green action plan	Could update action plan for this site, ideally this should be a working document reviewed every few months. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	Good awareness. Look out for local green events to attend.
2.08	Monitoring: Energy	Monthly readings with analysis at head office. Could have more of this on display.
3.02	Use of GTBS brand in on-site promotion	Should have plaque on display and could update list of local GTBS members.
3.10	Community work on Local Environment	Litter picks every day. Consider more organised picks.
4.02	Refrigeration: Condition and Positioning	Frost build up in freezer. Could defrost.
4.13	Roof Insulation	Could upgrade insulation to meet current building standards
5.02	Water Flow through Taps – Basins and Sinks (8l)	Opportunity to reduce the tap flow.
5.05	Low flush toilets	Look for dual flush throughout for any planned refurb.
5.13	Phosphate-free soaps and detergents	Syntec cleaners seen. Unsure of all ingredients. Ensure all are phosphate free.
6.07	Local Meat & Dairy	Farmers market information. Could update information on local places to eat and shop. This could encourage visitors to spend more time in the area.
6.15	Fair Trade Food & Drink	Could encourage use of fair trade products.
6.17	Local Craft Products	Consider a craft map.
7.14	Paper reuse and recycling	Collected by council, suggest some visitor recycling bins onsite.
8.06	Information on Walking and Cycling	Some walking information presented. Staff could personalise this further.

8.13	Business Vehicles are Eco-friendly	Consider a car charging point for electric vehicles.
9.06	Nature Diary	Look to encourage more use of this, perhaps using digital display or social media
9.09	Wildlife Refuges	Could have some nesting boxes and insect 'hotels' etc. linked with interpretation.

Business Site Name: Elgin Cathedral

Green Co-ordinator: Lynda Dean

Membership Code: V0545

Date of Visit: 09/09/2013

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
1.02	Minimum Standards and Risk management	✓	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	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	Good file presented at Elgin; should continue to update with information relevant to Green Tourism as necessary
2.02	Establish a green action plan	✓	3	Could update action plan for this site, ideally this should be a working document reviewed every few months. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	4	Good awareness. Look out for local green events to attend.
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	Attendance at April event.
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	Monthly readings with analysis at head office. Could have more of this on display.
2.09	Monitoring: Water			No meter
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			
2.13	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.
	TOTAL	6	24	<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 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	✓	3	Should have plaque on display and could update list of local GTBS members.
3.03	Use of GTBS brand in off-site promotion	✓	5	
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	Good file presented if a few elements are out of date. Could update this.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	☑		Legal compliance
3.09	Education on Sustainability	✓	3	School group visit, some aspect of sustainability.
3.10	Community work on Local Environment	✓	3	Litter picks every day. Consider more organised picks.
3.11	Local social community projects	✓	4	Grave finding, links with shop mobility, school group visits.
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)			
	TOTAL	7	27	<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"/>		Could keep details in staff file.
4.02	Refrigeration: Condition and Positioning	✓	2	Frost build up in freezer. Could defrost.
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	5	Low e throughout
4.05	Use of Light Emitting Diode (LED) lighting	✓	5	Excellent use of LEDs in tower.
4.06	Internal lighting controls & sensors	✓	4	Good use of sensors.
4.07	External Low Energy Lighting and controls			
4.08	Individual room heating controls	✓	4	TRVs
4.09	Whole-system heating and cooling controls (HO/VA/CO only)			
4.10	High Efficiency Boiler	✓	5	Worcester Greenstar A-rated
4.11	Boiler Maintenance and Burn Efficiency	⊙		Could keep copies of burn test in file.
4.12	Heat Recovery			
4.13	Roof Insulation	✓	2	Could upgrade insulation to meet current building standards
4.14	Glazing and draught proofing	✓	2	Mainly single glazed. 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			Combi
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	8	29	<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)	✓	3	Opportunity to reduce the tap flow.
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals			
5.05	Low flush toilets	✓	4	Look for dual flush throughout 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	✓	3	Syntec cleaners seen. Unsure of all ingredients. Ensure all are phosphate free.
5.14	Chlorine-free cleaners	✓	4	HS policy not to use chlorine based bleach. Some staff bleach seen on day of visit. Assured this was not for site use.
5.15	Natural based surface cleaners			
5.16	Natural cleaning recipes			
5.17	Ecological Water Treatment			
	TOTAL	5	19	<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 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	Farmers market information. Could update 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	☑		As 6.07
6.10	Local Food (non-meat & veg) & Drink	✓	3	Promotion of farmers markets as well as some basic foods sold in shop. Could improve on this.
6.11	Drinking Water	☑		Strathmore normally sold
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	⊙		Could encourage use of fair trade products.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products	✓	4	Consider a craft map. Tweed, etc. Most products sold are Scottish - should keep trying to improve range of local products.
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	✓	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	33	<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	✓	3	Contractor takes away garden waste.
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	⊙		Could set up green cone for staff lunch waste
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	
7.14	Paper reuse and recycling	✓	4	Collected by council, suggest some visitor recycling bins onsite.
7.15	Cardboard Reuse or recycle	✓	4	As 7.14
7.16	Glass Reuse or recycle	✓	4	As 7.14
7.17	Aluminium and Steel Recycling	☑		Not much of this
7.18	Plastics Reuse or recycle	✓	4	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	36	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	5	Bus timetables in file.
8.02	Marketing Materials have Details of Public Transport	✓	5	Very good details on the website with public transport promoted ahead of car.
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	3	15 min walk to train, bus station within walking distance.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Some walking information presented. Staff could personalise this further.
8.07	Cycle hire information			
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage			Can attach to fence, no rack
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	4	3/4 walk or cycle
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	✓	5	HS Sustainability Report; 25% CO2 reduction by 2015. Could make more of this available onsite.
	TOTAL	6	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	
9.02	Information on local cultural attractions	✓	5	Lots of useful resources onsite, Elgin books, Historic Scotland info as well as local history and culture books.
9.03	Cultural events and festivals	✓	4	Some events but not as many this year.
9.04	Information about nature-related attractions in the area	☑		
9.05	Information on natural heritage	✓	4	List of species, could expand and develop more.
9.06	Nature Diary	✓	3	Look to encourage more use of this, perhaps using digital display or social media
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges	✓	0	Could have some nesting boxes and insect 'hotels' etc. linked with interpretation.
9.10	Specialist Heritage and Cultural Buildings	✓	5	
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	7	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	6	24	80%
COMMUNICATION	7	27	77%
ENERGY SAVING	8	29	73%
WATER ISSUES	5	19	76%
PURCHASING	8	33	83%
WASTE MINIMISATION	9	36	80%
TRAVEL & TRANSPORT	6	26	87%
NATURE & CULTURE	7	26	74%
INNOVATION	0	0	
TOTAL	60	240	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	80.0%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	GOLD