



GREEN TOURISM AUDIT REPORT

Prepared By: Gill Thomson

Aberdour Castle

Site Environmental Coordinator: Miss. Joyce Kitching

Date of Visit: 01/10/2013

Site Address:

Aberdour

Fife

KY3 0SL

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Aberdour 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

<i>Percentage achieved</i>	81%	Gold >80%	<i>Level of Award Achieved</i>	GOLD
		Silver 65-79%		
		Bronze 40-64%		
		Going Green <40%		

What's Green about:

Aberdour Castle

Aberdour Castle has done well to retain the GOLD award with Green Tourism. 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. There is a lot going on this site with a walled garden, public access footpath and a fully functioning orchard. The staff on site do very well to retain all elements in a sustainable way while still being able to entertain local, school groups and international visitors on a daily basis.

Summary of general recommendations and observations

This report should be seen as part of Aberdour'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. Aberdour should focus on energy and water reduction where possible. The urinal could be made waterless and the cisterns could be replaced with dual flush models. In terms of energy, draught exclusion methods could be undertaken in the cafe to try and retain as much energy in the area as possible. 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
2.07	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	An automatic meter reading system is in place. There should be analysis of data and options for reduction considered and incorporated into action plan.
2.16	Visitor Feedback	Green questions are asked on the feedback form but this is rarely filled out. Could look at directly ask customers about green issues and record this behind the scenes or could look at an incentive to encourage guests to fill out the forms.
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)
3.02	Use of GTBS brand in on-site promotion	Certificate is in the folder, could consider having the plaque on display as well.
4.06	Internal lighting controls & sensors	Fans operate on a sensor. Could look to have the lights in the bathrooms added to the same or similar sensor.
4.07	External Low Energy Lighting and controls	One SON light on the exterior of the property. Rarely used, only has an off/on switch connected. Could look at LED alternative on a timer.
4.14	Glazing and draught proofing	The shop at the attraction is double glazed. The café is still single glazed. Could look at draft prevention methods in the café such as curtains or draft excluder brushes within the window seals.
5.04	Urinal Controllers or Waterless Urinals	One urinal. Could look at installing a cisterniser unit or using enviro-works Solo-cubes to reduce the water volumes from the urinal.
5.05	Low flush toilets	Displacers in the cisterns. During a refurbishment could look at dual flush.
5.13	Phosphate-free soaps and detergents	Cleanline and Seldon used on site. HS should investigate and consider phosphate free products.
5.14	Chlorine-free cleaners	HS policy not to use chlorine based bleach

6.01	Supplier screening	Do have sustainable purchasing policy though cost and quality are overriding (see Members' Area on GTBS website for more info)
6.15	Fair Trade Food & Drink	Fairtrade hot beverages in Benugo. Could have further promotion of this on site.
7.03	Dosing and Dispenser Systems	Soap dispensers in place. Could investigate switching to foam dispensers for hand wash
8.15	Carbon management	HS Sustainability Report; 25% CO2 reduction by 2015. Could look to communicate some of the report findings to the visitors of the attraction

Business Site Name: Aberdour Castle
Green Co-ordinator: Shona Menzies
Membership Code: V0534
Date of Visit: 1st October 2013
Assessor: Gill Thomson

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	✓	5	Green folder; should continue to update with information relevant to Green Tourism as necessary. There is also a folder on site dedicated to information about the orchard and the apple species grown there.
2.02	Establish a green action plan	✓	5	Green action plan for each individual site. Could be based upon the GTBS report for the site and reviewed every two years.
2.03	Staff environmental awareness	✓	5	Staff awareness is high on site
2.04	Establish a green team	✓	3	Green Champions; should keep minutes in the site green management file.
2.05	Attendance at Green Training 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	An automatic meter reading system is in place. There should be analysis of data and options for reduction considered and incorporated into action plan.
2.09	Monitoring: Water			(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 (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			HS Ranger at some sites
2.13	Green Marketing			
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members	✓	3	Working with Scottish Natural Heritage on the promotion of the Big Five campaign
2.16	Visitor Feedback	✓	2	Green questions are asked on the feedback form but this is rarely filled out. Could look at directly ask customers about green issues and record this behind the scenes or could look at an incentive to encourage guests to fill out the forms.
	TOTAL	7	27	<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	✓	3	Certificate is in the folder, could consider having the plaque on display as well.
3.03	Use of GTBS brand in off-site promotion	✓	5	Well displayed
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	4	Good customer green file. Could look to incorporate green or sustainable issues into any displays the shop has in the window.
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	☑		Legal compliance
3.09	Education on Sustainability	✓	3	Have approached local primary schools to encourage students to become guides on site. Regularly host free educational visits for kids at the castle.
3.10	Community work on Local Environment			
3.11	Local social community projects	✓	5	Work closely with Aberdour Festival committee, the village in bloom committee and the Aberdour Cultural association. Villagers and school groups use the gardens as a right of way across the town and staff are always available to answer any questions groups or individuals may have.
3.12	International Social Responsibility Projects			
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	⊙		
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	6	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	<input checked="" type="checkbox"/>		
4.02	Refrigeration: Condition and Positioning	✓	5	No issues noted on site
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	5	Throughout
4.05	Use of Light Emitting Diode (LED) lighting	✓	4	LED lighting used in all spot lights throughout the attraction. Could look at LED uplighters in replacement of the current models.
4.06	Internal lighting controls & sensors	✓	3	Fans operate on a sensor. Could look to have the lights in the bathrooms added to the same or similar sensor.
4.07	External Low Energy Lighting and controls	✓	2	One SON light on the exterior of the property. Rarely used, only has an off/on switch connected. Could look at LED alternative on a timer.
4.08	Individual room heating controls	✓	3	Electric heating in place. Timed when in use
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	✓	3	The shop at the attraction is double glazed. The café is still single glazed. Could look at draft prevention methods in the café such as curtains or draft excluder brushes within the window seals.
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 units in place
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	30	<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	Water flows have been reduced since the last audit. Now around 8 litres per minute. Could look to lower to around 6.
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals	✓	3	One urinal. Could look at installing a cisterniser unit or using enviro-works Solo-cubes to reduce the water volumes from the urinal.
5.05	Low flush toilets	✓	3	Displacers in the cisterns. During a refurbishment could look at dual flush.
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	✓	1	Have looked at installing water butts on site in the past but this would not be viable.
5.11	Rainwater and grey water harvesting			
5.12	Bag It and Bin It	✓	5	Excellent signage and facilities in place
5.13	Phosphate-free soaps and detergents	✓	3	Cleanline and Seldon used on site. HS should investigate and consider phosphate free products.
5.14	Chlorine-free cleaners	✓	5	HS policy not to use chlorine based bleach
5.15	Natural based surface cleaners	☑		Microfiber cloths
5.16	Natural cleaning recipes	⊙		Could look at using lemon juice or vinegar and water within the attraction
5.17	Ecological Water Treatment			
	TOTAL	7	24	<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	Eco soft brand - 100% recycled content
6.03	Recycled content plastics and bio plastics			
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	5	Office Depot 100% recycled (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink	✓	5	Orchard on site. Fruit used to make puddings and visitors are able to purchase apples as well.
6.07	Local Meat & Dairy	✓	3	Benugo on-site café aim to supply almost all products from within a 20 mile radius. Could promote this ethos in the café
6.08	Sustainably Sourced Fish			
6.09	Local Fruit or Vegetable Products			
6.10	Local Food (non-meat & veg) & Drink	✓	5	Pipers crisps, Highland Croft Tablet, Duncan's Chocolate, Walkers Shortbread, Barr's soft drinks and Edinburgh Tea
6.11	Drinking Water	<input checked="" type="checkbox"/>		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	✓	3	Fairtrade hot beverages in Benugo. Could have further promotion of this on site.
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products			
6.18	Traditional Building Products & Techniques	✓	5	Historic Scotland
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.
6.23	Financial Services			
	TOTAL	8	36	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Waste Minimisation				
7.01	Returnable Packaging (bottles crates etc.)	✓	2	Café supply packaging is returned to supplier
7.02	Use less paper in marketing			
7.03	Dosing and Dispenser Systems	✓	3	Soap dispensers in place. 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	☑		Garden waste is taken off site by contractors
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			
7.12	Construction Waste			
7.13	Conservation of Buildings	✓	5	Historic Scotland
7.14	Paper reuse and recycling	✓	4	Paper is reused where possible before taken to local recycling facilities.
7.15	Cardboard Reuse or recycle	✓	3	Taken to local recycling point by staff
7.16	Glass Reuse or recycle	✓	3	Taken to local recycling point by staff
7.17	Aluminium and Steel Recycling	☑		Taken to local recycling point by staff
7.18	Plastics Reuse or recycle	✓	3	Taken to local recycling point by staff
7.19	Hazardous waste disposal	✓	5	HS policy
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	✓	5	Local bus and train timetables are available on site.
8.02	Marketing Materials have Details of Public Transport	✓	5	Journey planner app on website
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	4	Train station and bus stop nearby. Could look to highlight this further on the website.
8.05	Travel Incentives (not SSA)			
8.06	Information on Walking and Cycling	✓	4	Good range of books and maps on site. Could look to have more leaflets or hand outs of local walks in the area.
8.07	Cycle hire information			
8.08	Walking and cycling organisations (HO/SSA/SC)			
8.09	Cycle Storage	✓	3	Cycle rack now on site. Look to promote this on the website.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)			
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Ecofriendly			
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	4	HS Sustainability Report; 25% CO2 reduction by 2015. Could look to communicate some of the report findings to the visitors of the attraction
	TOTAL	6	25	<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	Historic Scotland works in partnership with other conservation bodies - Scottish Natural Heritage for example.
9.02	Information on local cultural attractions	✓	5	Lots of information available in the café area of the attraction. Other HS properties nearby are highlighted on the website.
9.03	Cultural events and festivals	✓	5	What's On events are listed in the café. Historic Scotland events held on site and are listed on the website.
9.04	Information about nature-related attractions in the area			
9.05	Information on natural heritage	☑		Lots of books available in the shop that relate to the natural heritage of the site and of the area.
9.06	Nature Diary	✓	4	What I saw today sheets and SNH Big Five picture sheets. Could look to display pictures that are left in a folder to encourage others.
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges			
9.10	Specialist Heritage and Cultural Buildings	✓	5	Historic Scotland
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	5	24	<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	27	77%
COMMUNICATION	6	25	83%
ENERGY SAVING	8	30	75%
WATER ISSUES	7	24	69%
PURCHASING	8	36	90%
WASTE MINIMISATION	9	32	71%
TRAVEL & TRANSPORT	6	25	83%
NATURE & CULTURE	5	24	96%
INNOVATION	0	0	
TOTAL	60	243	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	81.0%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	GOLD