Argyll Estates - Inveraray Castle - update

A qualified assessor for Green Tourism undertook a Green Check for the above named site. This is a summary of the activities being undertaken on site in relation to the Green Tourism criteria. This Green Check report is a statement on the performance of the business as a sustainable tourism operation.

Current Award Status	Silver - (Version V)

Achieved on Ver V Criteria	68%	Level of Award Version V	SILVER

Green Tourism Promotional Statement

Argyll Estates - Inveraray Castle does well, securing the SILVER level of award. There are already a number of green initiatives in place. The bigger heating impacts are under control due the Biomass heating system (with wood from the estate) as well as modern appliances and   a start on LED lighting. The shop and cafe feature a number of local Argyll and Scottish items giving the guests a flavour of the area. Waste minimisation seems to work well with recycling options for the main streams. The grounds have great areas for encouraging wildlife and visitors have access to some spotting guides. The green message is communicated well on the website with environmental policy and responsible charter in place.

Green Tourism Opportunities

Over the next year the site can build upon this impressive start and target the GOLD award. Look to get involved in some of the Green Tourism campaigns for 2019 and 2020. This could be for instance linking with reducing more single use plastics and packaging in the business and a litter pick/Lochside clean-up you have planned for the spring. You could do an audit of the shop area and other supplies. Aim for more of the lighting to be LED. You could target 100% coverage by 2022 or 2023.   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 Green Tourism website.

	Indicators	Score	%	
Management	7	22	63%	ACCEPTABLE
Marketing And Communication	5	15	60%	FAIR
Social Responsibility & Equality	5	19	76%	VERY GOOD
Energy Saving	7	22	63%	GOOD
Water Issues	7	23	66%	GOOD
Purchasing	8	24	60%	FAIR
Waste Minimisation	8	28	70%	GOOD
Travel & Transport	4	13	65%	GOOD
Nature & Culture	9	37	82%	EXCELLENT
Innovation	0	0		
	60	203		

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FURTHER RECOMMENDATIONS & ACTIONS

Ref	Criteria opportunities	Comment
1.03	Establishing a green action plan	Nice action list as part of policy. Could use this report to help develop your action plan over time. Keep a log of actions completed, persons responsible, timescales etc.
1.04	Green Management File	Suggest creating a simple file (electronic) to organise any green actions, records, new purchases etc. and provide evidence of these actions for next time.
1.14	Monitoring Energy Use	Meter readings submitted electronically. Could do some analysis of trends. This could allow targets for reduction to be set. There are simple spreadsheets on GT members area. Biomass reading taken.
2.01	Green profile & use of Green Tourism logo	Use of logo on website. Could also add to any printed marketing materials.
2.05	Social media linked to Green Tourism	Could promote more green ideas/actions/stories linking with Green Tourism on your social media sites. Will do soon. Check next time. Consider getting involved in some of the Green Tourism campaigns for 2019 and 2020. Use #livegreen, #greentourism, and #GreenTourismGold, Green TourismSilver or #GreenTourismBronze.
2.12	Use or promotion of Green Tourism accommodation	Could highlight Green Tourism accommodation and other businesses in the area.
2.14	Green Meetings or Events Packages	Could look at a green events package e.g. http://www.goldenjubileehotel.com/conferences-and-events/green-conference-package/ or http://www.ramadacoventry.co.uk/green-meetings-package#.XVbHZ-NKjIU . Could also link with healthier meeting concepts
3.02	Community work on local environment	Planning a litter pick in March/April. Will check next time.
3.10	Information in an accessible format	Nice access statement. Conor has done a course on accessibility 2/9/2019. Consider some photos.. For ideas see https://www.disabledgo.com/access-guide/university-of-glasgow/kelvin-hall.
4.01	Efficient fridges and freezers	Modern looking equipment. When you need to replace any equipment look for at least A++ rated or commercial equivalent
4.06	LED Lighting	Some LED. Could change more bulbs to LEDs. Aim for 100% LED coverage in next few years.
4.07	External lighting with suitable controls	Not much lighting. Consider LED alternatives. This can work well with timers and motion controllers.

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5.04	Urinal controllers, individual flush or waterless urinals	Urinals on a timer. Could opt for sensor controlled or waterless urinal to avoid unnecessary flushing (especially when closed or at night).
5.06	Water efficient dishwashers and kitchens	Hobart ecomax dishwasher. Final rinse is 85c. OK - just slightly hotter than required. 82c. A+++ washing machine.
5.12	Phosphate-free soaps, detergents and bleaches	Evens cleaners are OK. Should aim for all cleaning products to be completely phosphate and chlorine free. Could trial several 'eco' brands e.g. Delphis Eco.
6.01	Supplier screening	If you wish to screen your suppliers further there is a template questionnaire on the GT members area of the website which you may find helpful.
6.04	Running a Green Office	Will be moving to 100% recycled office paper. Check next time. Consider also for marketing materials and other stationary items. 2020 leaflets will be made from recycled paper. Old cartridges turned into benches.
6.05	Paper products in housekeeping	Consider 100% recycled paper.
6.06	Drinking water from the destination	Strathmore. Will be installing filtered mains water system. Check next time.
6.14	Local meat & dairy	Meat from Fyfe Creamery, Cheese from inverness and Campbelltown. Kintyre Cheddar. Arran Ice Cream Nice info on board. A food map could be a nice visual way to get the message across.
6.20	Green energy tariffs	Look for a green electricity tariff where 100% of the electricity comes from renewables. See GT members area of the website for more details. Ecotricity and Good Energy are very popular.
7.01	Reduction of packaging, backhauling and packaging avoidance	Takeaway cup are compostable. Takeaway boxes in tea room have been scrapped. Now using recyclable cardboard boxes - can these be recycled in your recycling stream if contaminated with food?
7.02-7.06	Reduce, reuse, recycle	Some recycling bins in car park also in tea rooms. Keep aware of the waste hierarchy and look for other ways to reduce and reuse as much as possible.
7.10	Kitchen waste composting	Some food waste to composter onsite. Likely non meat items. . Provide evidence of any future uplift service.
8.05	Cycle storage & cycle hire	Could highlight the nearest cycle hire shop and also mention any secure storage your website.
8.09	Electric car charging point	4 or 5 charging points have been approved. Check next time

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9.07	Identification guides and other materials	Collins id trees, books, birds etc sold. Continue to expand on more specific local wildlife information. The local Wildlife Trust can help with this. See also the Woodland Trust or Field Studies Council e.g. http://www.field-studies-council.org/publications/fold-out-charts.aspx
9.08	Nature monitoring (nature diary/calendar)	Encouraging sighting of Squirrels. Some deer monitoring etc. A nature diary or board could be a good way for guests to record what they have seen in your garden on the immediate area. This could also help interaction as well. Could promote more on social media e.g. wildlife photo competition.
9.10	Wildlife habitats and refuges	Some nesting boxes for birds. Although wildlife might be abundant in the area some specific refuges could be a focal point and awareness raising measure for visitors as well as fun.

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