



**Environmental Plan  
2015-16 Rev 8**

**Highland Holiday Cottages**

**10 Years of continuous improvement**

[www.HighlandHolidayCottages.com](http://www.HighlandHolidayCottages.com)



REVISION & AMENDMENT HISTORY				
Revision	Description	Date	Prepared by	Approved by
1	First Draft	16/11/2006	C Bain	HHC Management
2	2007 Plan Final	11/01/2007	C Bain	"
3	2008 Draft Objectives / Targets	13/10/2007	C Bain & S McCann	"
4	Review and update policy to Audit (removal of policy to stand alone) Setting of new objectives	22-01-2009	C Bain & McCann	"
5	Full up-date for 2 yearly external audit and in line with new updated 10 elements	02-04-2010	C Bain	"
6	Full up-date for 2 yearly external audit and in line with new updated 10 elements	02-09-2012	C Bain	"
7	Full up-date for 2 yearly external audit and in line with new updated 10 elements	27-08-14	CB Bain & S McCann	"
8	Full up-date for 2 yearly external audit and audit findings	27-11-16	Cam, Sian, Ryan and Bea	

## Introduction

Crubenbeg was taken over by Highland Holiday Cottages (HHC) on the 1<sup>st</sup> of September 2006. Ten years. And we have done a lot.

Along with plans to upgrade the existing facilities, the Management all agree that in today's current climate, *"improved environmental performance"* equates to *"enhanced business development"*.

HHC Management is therefore committed to the implementation of proactive measures to help protect and sustain the local environment. Highland Holiday Cottages aims to achieve the objective of improved environmental performance through pollution prevention, energy management, increased customer / staff awareness and continuous improvement.

To do this Highland Holiday Cottages made an early decision to develop an Environmental Management Plan which provides us with an integrated approach to identifying, managing and improving environmental performance, in conjunction with the overall business development and facilities up-grade plan.

Our overall company aim is:

***"To be in the top quartile in the Cairngorms National Park, with regard to Environmental Performance for self catering, without affecting Quality"***.

Highland Holiday Cottages see Ecotourism as a growing and essential market, and has made a conscious effort to be promoted as an ecotourism operation. Ecotourism is about connecting conservation, communities, and sustainable travel. This means that we implement and participate in responsible tourism activities, following the 5 ecotourism principles:

- Minimise environmental impact
- Build environmental and cultural awareness and respect
- Provide positive experiences for visitors & clients
- Work towards local conservation
- Continually strive for Eco improvement

## Basic Overview of Highland Holiday Cottages

The company comprises a purpose built complex of eight 4 Star Luxury Holiday Cottages set out in a U-Shaped Courtyard design and having a separate detached Main House which provides the Owners' accommodation. The steading consists of eight cottages (5 one-bed, 2 two-bed and 1 three-bed). The conversion of the original steading to form the Cottages was started in 1989 and completed in 1991. The design was done in keeping with historic architecture, to reduce aesthetic impacts and appropriate to the local landscape and environment.

The company now also includes a free web based marketing accommodation site [www.Cairngorms-Park.com](http://www.Cairngorms-Park.com) all posters and material is printed FSC materials and all green businesses get a 10% when choosing to advertise on the site.

The pictures below show the derelict Farm Steading prior to the up-grade and post renovation.



**Before Renovation 1989**



**Post Renovation 1991**

The Main House was built in 2003. Utilities for both facilities are as follows:

Mains electricity is installed. The main house and the Cottages all have their own individual meters. (now card meters - installed Q1 2012)

The water supply is from a private spring source shared between Highland Holiday Cottages and the neighbouring Crubenbeg Guest House. We now also have a borehole with capacity to supply 100 households. This is only used for the guests as a contingency back up, but we use it extensively to water the garden so that the spring water isn't used.

Hot water in the Cottages is provided by an electric immersion heater, whilst the hot water in the main house is provided by the oil fired boiler.

Drainage is to a private septic tank located in the grounds

## **What we do as owners to be Green -**

Below is a list of some general day to day activities and actions we do as owners, to be Green-

As this is a new house we endeavored to fit energy efficient appliances and plumbing in order to keep water and electricity consumption to a minimum, whilst at the same time maintaining a level of comfort. We have one of the most energy efficient boilers installed which is made in UK with a 90+% heat transfer efficiency.

White goods: **These are new and include a fully integrated Dishwasher with energy & wash grading and a heat recycling system.** The fridge is A rated and the freezer is A rated. Both are CFC & HFC free of course.

*Washer / Dryer machine.*

These appliances are A wash /water rated and B for energy. New dish washer also A rated now.

### *Lighting.*

Unfortunately our lighting is recessed spot lights throughout (legacy of the previous owners), however we have phased these out in the kitchen, hall, living room, dining room and bedrooms. We are planning the installation of Eco spot lights to reduce energy consumption. The bathrooms have low energy light bulbs in the lamps to keep the power consumption down. We are now introducing LED light replacement on all recessed spots. All wall lights now have LED spots.

### *Central Heating.*

Our house has oil fired under floor heating and all areas of the house have individual temperature and timer controls. As mentioned we have one of the most energy efficient boilers available on the market. All the cottages and house now comply with the insulation regulation in the roofs.

### *Green Products*

As indicated earlier we are trying to use recycled products, bin bags, toilet rolls and where possible recycled paper in the office in the main house.

Where possible any timber products bought have the FSC "Forestry Stewardship Council" stamp, showing that the wood is from a sustainable source. This includes the up-grade of the cottages and wooden flooring. If possible when purchasing cleaning products we buy non-aerosol sprays to avoid pressurized containers, which are harmful to the environment and problematic when recycling. Although some products we must purchase to ensure we keep our cottages clean and to a 4 star quality rating. We now buy in bulk and try wherever possible to reuse all plastic cleaning product bottles.

### *Other Information*

We have tried where possible to plant trees which are habitat friendly including Birch, Scot Pine and wild cherry (Gean), which has berries for the birds in the winter months. On the banks to the front and side of the house there is a wild flower bank with foxgloves, bluebells and poppies. We have also built a feeding station for the birds and local red squirrels.

There is a small Lochin in the main the garden, where animals like to drink. We also stock it with local wild brown trout sourced from Alvie Estate (we now have to work with SEPA and Fisheries with regards to trout and have all correct licenses for this). The area behind has been left for two years now to encourage wildlife, and often we see wild water fowl such as duck and wood cock along with a family of stoats. If you're lucky you may also see the local River Truim king fisher. We have built a bridge over the inlet of the pond to encourage guests to go to the other side and possibly see wildlife they might not have seen otherwise. We have received quotes for a walkway around the pond, but currently are not going ahead with this.

## **What “Highland Holiday Cottages” does to be Green -**

In line with the new 2008 standard Environmental Management Principles and the Green Tourism business scheme, we have split out management into 10 Sections for easy management. These are:

Compulsory

1. Management & Marketing
2. Social Involvement and Communications
3. Energy
4. Water Efficiency
5. Purchasing
6. Waste
7. Travel
8. Natural Cultural Heritage
9. Innovation
10. Tracking of Audit Findings

The following Bench Marking & Tracking Table details where we were at the start in 2006, and what we have done and will do with respect to these individual subjects over the years (now over 10 years of continuous improvement). This is a live document and continues to be updated in line with continual improvement.

# Environmental Bench Marking and Performance Tracking

Note: due to the update of GTBS elements of the EMS new section have been added to show this.

**SEE END TABLE FOR LATEST ACHIEVEMENTS.**

## Objectives and Targets:

### Status Key:

	Complete		On going
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## 1.0 – Compulsory Measures

Objective	How	Target	Status	Comment
We must meet minimum standard for waste and litter	See section 7	2007		
Sanitary waste dealt with appropriated (no chemical toilets on site)	See section 7	2007		
Car park run off dealt with appropriately (only parking for 8 cars no a significant E risk)	N/A	2007		
<b>New EMS requirements as of 2008</b>				
Correct and Adequate - Chemical Storage	Under lock and key, hard standing area	2007		
Good Maintenance, litter and waste Management	Correct storage	2007		
Annual E Performance data	Ongoing since 2006	On-going		

## 2.0 Management and Markets

Objective	How	Target	Status	Comment
<b>Bench Mark Utilities :</b>				
Water (so we can see reduction in water consumption prior / post new initiatives)	Purchase Water Meter and install at main Tank	Dec 2008	Done	(Problem due to Neighbour use of Water) Plan to identify location of divert and set as 2008. (may get funding through water grant scheme) . Closed
Electrical Energy (excluding Fuel Oil & Gas)	Change from estimates to actual readings and set up spread sheet	Jan 2007	Done	Done but consider "green tariff" post contract end.
Waste Disposal (solid)	Calculate volumes of disposed waste using average weight per wheelie bin pick up (set up spread sheet)	Nov 2006	Done	Done volumes available for each moth for first 5 months then clear demonstration on volume reduction (possible savings due to bin size reduction in 2008)
To be bench marked against other similar organisations (how are we doing)	Become member of Green Tourism with the aim of achieving GOLD	March 2007 (2008)		Awaiting audit. Look at other Gold establishment for idea, but finding nothing to inspire.
Staff and Client Environmental	Develop	April 2007	Done	See policy documents

Awareness	Environmental Policy and ensure availability in all cottages and any future staff are made aware and read/sign			in cottages
In addition to above, communicate to clients through website	Make Key E PDF document available for download	Jan 2008	Done	Include this document – But ensure all confidential data is removed
Specialist / Advice Environmental Training for Management	Done through Cameron's Work and discussion with Green Tourism Team "Catherine Dolliver"	16/08/06	On Going	
Feed back from Clients on Quality and Environmental Issues	Develop feed back Form Design Environmental Poll on Web Site	08/9/07	Done	See feedback forms and web bog for E polls
Get a Green Supplier(s) for energy "energy"	Ensure a percentage of electricity from supplier is from sustainable sources (currently tied into a 3 year contract)	02/09/07	Yippee	Currently 7% (10% by 2010) comes from Green sources (wind, hydro/wave) - Consider a full green electrical package (or consider solar power see energy section)
As Above but improve	Look into other green companies that are more E than "eon"	Nov 2009	Closed	Cam to investigate when time allows – Done current tariff if the most economical, green traffic will cost significantly more.
Green Suppliers " materials"	Purchase recycled products and eco friendly products depending on availability	05/05/07	On going where possible	Using recycles stationary, toilet tissue and Tesco Brand eco cleaning products where practical
Communicate our key green credentials	Dedicated section on the Web Page for Environment	July 2007	Done	Also see blog, also see Cairngorms-Park.com
Improve Biodiversity of garden grounds	Plant Native Species (wild rose, birch, pine, gear)  Allow natural wild planting around 50% of Pond  Develop Organic Food Garden  Also installed 4 Bird Boxes of different styles to encourage bird life and set up feeding Station for birds and red squirrel	On going – Garden is now producing a number of organic fruit and vegetables that are occasionally available to clients	Done	Also recently planned glean trees down road way and have hazel and rowan saplings growing in green house for plant out late 2010.
Identify and participate in Environmental Forums or action groups in the areas	Join Chambers of Commerce where Environmental issues are always on the agenda.	20-07-07	Done	See Scottish Waste Awareness Group (SWAG) and other E issues
<b>New EMS requirements as of 2008</b>				

Establish a green action plan Staff environmental awareness Establish a green team (not SSA) Attendance at Green Training Event Green Business Network or Initiative Specialist Environmental Advice Monitoring: Energy Monitoring: Water Monitoring: Waste & Recycling Monitoring: Travel and transport Monitoring Flora and/or Fauna Green Marketing Green Events Package (HO/VA/CO only) Joint marketing with other GTBS members Visitor Feedback	On going Not required Not required Yes regular E on CCC. Involved in Insider & BT Yes Yes Yes Yes Yes visually Yes see web page & CP ? Yes CP.com Yes - ongoing	Energy Audit – Wind TB Test Running Owl  Now Food & Cardboard Now offer bikes and pick up Detailed on web site  Offer foraging see email 28 <sup>th</sup> July See feedback forms	Done	See Audit Report See cottage with owl.  See records See web site and bikes Planning on getting bees
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### 3.0 – Social Involvement and Communications

Objective	How	Target	Status	Comment
Communicate our key green credentials	Dedicated section on the Web Page for Environment	July 2007	Done	Also see blog
Communicate key E issues to clients	Switch off, Save Water, Don't Flush signs and Environmental Policy to be displayed in cottages	May 2007	Done	
Build Relations with a local community project	Supply donation for Wild Cat Trails Newtonmore	Jan 2007	Done Yippee	£50.00 Donation for up keep of woodland walks and trails and repair of woodland gardens (22-01-07 this is now set up as an annual donation and we promote the trails to our guests)
Built Heritage	Contact McPherson Clan with regards to up grade of grave and fencing	2009 Jan	Done	Discussed matter at local museum meeting (awaiting response 17-12-07). Had go ahead and tidied up grave and removed litter and weeds. Plan to re due winter 2010
Improve E education to clients (also promote Highland Museum in Newtonmore)	Purchase E posters and new Flora and Fauna Posters and post in Games room	Jan 2007	Done	Also order Fungi Posters. New posters now up in Games room. Flora and fauna new posters on main board.
Contact other GTBS members for advice  Also see back link on E page for listings of GTBS members in the area.	Contact B&B Lodge (sliver level) - for e advice also visited site to see what was actually in place	01-10-07	Done	Verification from Rebecca and Andy (owners of mountain innovations)
No Smoking (we do not want to be no smoking but we want to encourage guests to smoke outside) This is also a business and quality issue.	Install signs requesting that clients smoke outside. Also supply suitable but disposal pot at each cottage location	May 2007	Done	



The Eco Tourist and Business Traveler	Advertise on eco travel web site such as <a href="http://www.responsibletravel.com/">http://www.responsibletravel.com/</a>	July	Done Closed	Not going to do it due to cost but looking into other options.
Glass notice board for outside to supply info on weather, local events and other environmental information	Buy glass notice board	Done Nov 2007	Done	Purchased
<b>New EMS requirements as of 2008</b>				
Responsible visitors charter Use of GTBS brand in on-site promotion Use of GTBS brand in off-site promotion The GTBS supply chain Green information for customers Green laundry practices  Natural & healthy Living spaces Totally no smoking Education on Sustainability Community work on Local Environment  Local social community projects International Social Responsibility Projects Visitor Payback Schemes Family focused Green Activities  Physical & Spiritual Health & Wellbeing Social Responsibility Reporting (CSR)	On all notice boards Yes Done N/A Notice Boards – On going Green Detergents Also using eco balls  ? Yes (sign in cottage and on web) Book on local farming & fungi Continue with wild cat project and undertake in annual litter clean up On list for special needs see SM Regular KIVA sponsors Will plan to do in 2011 We offer learn about fungi packs for kids, also plant a tree. No will not do this N/A	Also stopped change over for 2 weeks stays unless they ask. Also reduced from 1 hand towel each to one hand towel per bathroom		

#### 4.0 – Energy

Objective	How	Target	Status	Comment
Reduce energy consumption by using eco bulbs where possible	Purchase and roll out our “eco for old” over a period of time	80% by end 2007	Done	Only dimmers, cooker lights and strip lights not changed... Massive investment but have seen reduction in electrical bills
All new white goods to be energy efficient	All new white goods to be eco rated at A or B	New for old on going	On Going	No new white good purchase since taking over business
Reduce energy on outside lighting	Replace all out door lighting with timers and use low energy or CFL bulbs	October 2007	Closed	Did replace outside light but was effecting quality and safety reverted back to traditional until

				brighter options available on market.
Obtain max efficiency from fridges	Undertake regular inspections of seals and freeze compartments	Ongoing	On Going	
Reduce energy on water heating	Turn down thermostats by a few degrees	May 2007	Done	Must not effect quality so monitor feed back regarding to water temps
Dimmer switches	Dimmer switches to be installed in all main rooms where stand bulbs are used (see upgrade plans)	Ongoing	Done	
Reduce energy loss from radiators	Remove external timers as it is noted that if not monitored they switch on when cottages are not occupied	April 2007	Closed	This contravenes the STB Quality system
Reduce energy loss from radiators	Install reflective back panels on walls	During up grade (?)	Closed	Still to be implemented (consider for 2008 plan) – discuss this with Audit Team
Consider Green Energy Sources	Obtain / Investigate use of solar panel and grants	End 2007	Done	Meeting set for early November _cost is very high and considering for 2009. Cost still too high. Considering wood chip boiler system
Improve heating by removing need of gas (with knock effect of reduced use of electric heaters)	Install wood burning stoves and supply fuel from suitable wood sources	See up-grade plan for upgrade timetable	Done	Ash, Birch, Larch, Cedar done and ongoing for all cottages except Pine due to Disability category
Save energy through reduction in Standby	Switch off at wall policy when cleaning cottages-also make up poster notes	Switch off during cleaning. Done as of Jan 2008		Still to do poster notes in discussion with Team as there is a feeling of over posting the cottages?
<b>New EMS requirements as of 2008</b>				
Use of A-rated air conditioners and refrigeration	All fridges the same as last audit A rated			
Refrigeration: Condition and Positioning	Ongoing – Have new seals and replace when required.			
Mini kettles	Eco Kettle in all cottage			
Use of low energy lighting	Yes on going – Removed bulbs from sodium outside lights.			
Use of Light Emitting Diode (LED) lighting	Currently replacing bulbs with LED as and when			
Internal lighting controls & sensors	All outside lights are motion sensors now			
External Low Energy Lighting and controls	See above			
Individual room heating controls	Supply timers in winter months			

<p>Whole-system heating and cooling controls (HO/ VA/CO only) High Efficiency Boiler Boiler Maintenance and Burn Efficiency Heat Recovery Roof Insulation</p> <p>Glazing and draught proofing Other Insulation and low energy design</p> <p>Thermostatic settings on heating air conditioners and hot water Hot water storage Solar Hot Water Heating</p> <p>Renewable Energy for Heating and Hot water Renewable Energy for Appliances and Lighting District heating systems and CHP</p>	<p>N/A</p> <p>Yes as before Yes serviced annually Considering for 2011</p> <p>Have installed a second layer of installation in 30% of cottage and boiler room</p> <p>As before Installed reflective backing on 70% rads Reduced levels</p> <p>Done Investigated – to expensive N/A N/A N/A</p>	<p>Ordered more reflector</p> <p>Turned down all hot water thermostats.</p>		
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## 5.0 – Using Water Wisely

Objective	How	Target	Status	Comment
Reduce water flush	Install plastic bottles into all cisterns. All new bathrooms have multi flush (only pine to do in 2011)	Oct 2007		Done
Ensure all dripping taps and leaks are identified and fixed	Maintenance regularly carried out	On-going	On Going	
Ensure water quality  We currently have filter and UV treatment system	Contact Council department and undertake risk assessment and monitoring	End 2007  Given all clear see water file Jan 2008	Done	Letter of risk assessment carried out awaiting reply (see file)  All previous tests have been good and no lead pipes are used in the system.
Catch rain water for use in garden	Install water butts	June 2007		
Investigate pond water use for vegetable garden	Installation of pump and storage tank	Summer 2008		ISO Tank purchased, also pump purchased.
Water Management in Hot Summer Periods	Letter to guests	On-going	On Going	Letter issued when water level become low in Tank (not required in 2007)
Ensure all chemicals are stored with locked doors to prevent access from unauthorized persons	All chemicals (excluding cleaning product to be stored in the two main sheds and kept locked at all times)	Jan 2008	Done	Done
Oil Storage to best practice	Tank supplied is double lined. Purchase lock for tank	Jan 2009		Still need to purchase lock. Lock now purchased
<b>New EMS requirements as of 2008</b>				
Water Flow Through Showers (12l)	Yes all below 12 per min			

Water Flow through Taps – Basins and Sinks (8l)	All new tap have aerators – only Pine and two in hazel			
Self-closing or sensor Taps	N/A			
Urinal Controllers or Waterless Urinals	N/A			
Low flush toilets	Yes all have dual flush or hippos			
Water efficient washing machine	All A rated – also requested E policy for laundry company			
Water Efficient Dishwasher and Kitchen	Use water from pond			
Drip irrigation systems	No use of Chlorine			
Chlorine-free water treatments	Yes			
Water Butts	Plans for borehole on going			
Rainwater and grey water harvesting	All bathrooms have signs			
Bag It and Bin It	Yes			
Phosphate-free soaps and detergents	Yes			
Chlorine-free cleaners	Yes			
Natural based surface cleaners	?			
Natural cleaning recopies	N/A			
Ecological Water Treatment				

## 6.0 – Purchasing

Objective	How	Target	Status	Comment
Shopping baskets provided for each cottage	Bought and hung in hallways	Jan 2008		
Reduce food/ produce miles	Encouraging guests to buy locally by providing information in 'Welcome Packs' with regard to food and local crafts. We ourselves buy local produce	2007	Done	
Recycled paper use	Business stationery, kitchen towels & toilet paper all used in both the cottages and in the main house		Done	We now have a paperless booking system using DPF and scanner for E receipts.
Recycled goods	Use of recycled plastics, glass and ink cartridges all where possible		Done	
Wood use in upgrade	Where possible during the upgrade we will use sustainable sourced furniture and timber products		Done	
Green energy	Will investigate using a greener provider, or remaining with current provider for greener energy			See previous notes on this issue
Greener suppliers	We endeavor to use green suppliers			
<b>New EMS requirements as of 2008</b>				
Supplier screening	Not applicable	More for large companies		
Paper products in housekeeping	Yes			

Recycled content plastics and bio plastics Recycled Glass Products Business Stationery & Marketing Materials Home Produced Food & Drink Local Meat Sustainably Sourced Fish Local Fruit or Vegetable Products Local Food (non-meat & veg) & Drink Drinking Water Local Organic Food Vegetarian and vegan Food options Local Food Network or club Fair Trade Food & Drink Ethical and Organic Products (non-food) Local Craft Products Traditional Building Products & Techniques Building and Decorative Products Sustainable Timber Natural shampoos and Hygiene Products Green Energy Tariff Financial Services	Yes Yes Yes Veg Garden Promote Gows N/A CFM Posters On going Own water n/A N/A N/A ? ? Yes ? Flooring Yes n/a partial n/a	Bin bags, poo and compost Ongoing replacement		
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## 7.0 – Waste Management

Objective	How	Target	Status	Comment
Improve waste segregation and recycling	Purchase wheelie bins and mark accordingly – Glass (Green, white brown), Paper, Cans	Jan 2007	Done	No plastic waste recycling offered by Highland Council.  Consider food waste disposal in 2007/2008
Reduce waste from main house (food waste)	Set up food waste composting system (now all cottages can participate)	Oct 2006	Done	Investigate offering service to Cottages -
Offer food waste composting for all cottages	Purchase additional compost bins and supply caddie buckets	End 2007	Done	Now in place and monitoring
Reuse ash from stoves - use as Wood Ash from the cottages wood burning stove is used on the garden as a potassium fertilizer	Purchase metal ash bin for compound	April 2007	Done	On going
Reduce dog waste	Install doggy toilets	Jan 2007	Done	
Obtain permit to recycle all waste at Local Council. Facility	Enquire to local authority to get permit	2007	Done	Permit issued to recycle all wastes - ongoing

### New EMS requirements as of 2008

Returnable Packaging (bottles crates etc)  Use less paper in marketing  Dosing and Dispenser Systems  Food portion control	All packaging recycled (now also cardboard and % of plastics) Paperless system now in place since early 2010 Where and when available we buy in bulk and reuse bottles (mainly	Planning on purchasing dispensers for all bathrooms in 2011		
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Specialist waste reduction measures Garden waste – composting and peat free	washing liquid). N/A Plastics – as and when Yes all kitchen waste composted also food waste with new food Green Johanna composter system.			
Rechargeable Batteries and alternatives & eco gadgets				
Electric and electronic equipment	All cottages now have rechargeable torches rather than batteries. All electrical take to recycling centre in Aviemore. Fridge taken on July 2010.			
Printer & Toner Cartridges (purchase & recycle)				
Textiles, Fixtures and Fittings	Yes sent for recycling in Jersey (as before)			
Kitchen Waste Composting Construction Waste	All taken to charity shop in Newtonmore			
Conservation of Buildings Paper reuse and recycling Cardboard Reuse or recycle Glass Reuse or recycle Aluminum and Steel Recycling Plastics Reuse or recycle	Yes green Johanna and kitchen caddie Old breeze blocks stored for fire pit project Yes old grave site cleared of weeds each year			
Hazardous waste disposal	Yes now in place Yes			
Dog Waste eco-treatment	Yes			
Compactors	As and when (due to travel and volumes)  All mercury bulbs taken to site for recycling. We did do, however over loaded Would like for info and prices for 2011 for plastic compacting.			

## 8.0 – Travel

Objective	How	Target	Status	Comment
Encourage use of other means of travel apart from vehicular	Providing guests with timetables and information regarding buses & trains. Also encourage walking, cycling with routes in the information packs	Jan 2008	Done	Posted timetable in web page.
Provide bikes for guests to shop	Purchasing bikes	2008		Looking to by Bikes

locally				for green recycling bike company based in Edinburgh at Waverly Station. (also looking at electric bikes)
Encourage local shopping	Providing information in our welcome packs about local produce and we ourselves shop locally	Day we moved in	Done	
Pick up service	We provide service for guests from local train stations or pick up points etc.	Oct 2006	Done	
Cycle hire	Work closely with Laggan cycles to provide guests with accessible cycle hire		Done	
Covered/ secure cycle store	We provide both covered and/ or secure cycle storage for guests	Aug 2007	Done	
Electric Bikes	Considering purchasing electric bikes for guests' use to go shopping with	Not set		Are electric bikes green?
Carbon footprint notices	We encourage guests to consider their carbon footprint and how they can offset it		Done	Also encourage guest to leave the car
<b>New EMS requirements as of 2008</b>				
Information on Public Transport Marketing Materials have Details of Public Transport Car Free Activities (not VA) Public Transport Drop Off Travel Incentives (not SSA) Information on Walking and Cycling Cycle hire information Walking and cycling organizations (HO/SSA/ SC) Cycle Storage Coach Parking and Switch Off Policy Staff Travel (not SSA) Public Service Vehicle (PSV) (Hotels/VA?) Business Vehicles are Ecofriendly Pitches for Touring Caravans (HP) Carbon management	In games room/linked on web but now heather hopper is not running. Limited in this area but offer pick up service As above Yes Yes 10% discount Yes in packs Yes in pack and web Member of bikes welcome Yes N/A N/A N/A No As and when Need to find out more info on next audit.			

## 9.0 – Natural and Cultural Heritage



Objective	How	Target	Status	Comment
Support and Membership - Rather than green we have offer our facility to human needs which are just as important as E needs.	Have offered free weekends to charity helping special needs kids and mums – still in planning stage	2008	On going	See email
Nature Information - information on nature reserves and wildlife parks.	Link Insh Marshes RSBB on web site	2007	Done	
Nature information / Interpretation – Flora and Fauna	Supply poster info in games room and on web	Jan 2008	Done	
Nature Tours	Plan walk and forage weeks end of Summer	End 2008	On going	
Native Trees	Planting of Native trees such as Birch and Scots Pine	On going also inconjunction with local land owners	On going	
Put aside a Wildlife area	Area around pond now left to grow and no grass cutting.	June 2007	Done	Also plant some wild flowers
Bird and Bat Boxes	Purchase and install bird boxes (up to £100 investment)	August 2007	Done	Installed 4 types of bird boxes.
Reduce Building Impact / Visual Screening / Natural Colours	Plant additional foliage plants in and around courtyard and trees in road facing area. Commitment to leave buildings in contemporary colours and designs.	On going	On going	Consider some fast growing ivy.
Access for all	Make one cottage full disability access.	2007 Done now highest category	Done	

#### **New EMS requirements as of 2008**

Natural and Cultural Heritage Initiatives Information on local cultural attractions Cultural events and festivals Information about nature-related attractions in the area Information on natural heritage Nature Diary Native Tree Planting Wildlife Habitats Wildlife Refuges Specialist Heritage and Cultural Buildings Light Pollution Accessibility to nature	? Provided in packs on web sites – also book.  New posters for games room Yes on going Yes on going There are bats? What's a bat detector ask auditor. Sodas lights removed See audit close out below			
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#### **10.0 Innovation (new as of 2008)**

Objective	How	Target	Status	Comment
Other measures (complete as appropriate) Green Rated Building Radiant heaters not gas patio heaters Drought resistant gardening Extensive facilities for disabled/minorities	N/A			



## 11.0 Tracking and Close out of previous audit findings

# GBTS Audit Findings 2008

Measure/Area	Recommendation	Status	Comments
Renewable Energy	At the moment considering several options and investigating grants. Renewable sources would be very beneficial and would help mitigate the impacts of the electric heating system.		This is not a recommending just a statement?
Green Energy tariff	7% comes from green sources from Eon at the present time. Look into Getting 100% electricity from renewables e.g. Good Energy and Electricity.		We continue to stay with Eco due to financial cost savings.
Self-closing/low flow taps	All taps in lets could be aerated reducing consumption considerably.		Ash, birch, cedar and Larch all have new aerated taps. Elm Douglas Fir and Hazel also, only pine to do planned for 2011
Waste	Could look into joining or forming a community recycling groups with similar businesses in the area. This could allow more waste types to be uplifted and could be cheaper than the current service.		We continue to manage our recycling and now recycle cardboard and continue to look for options regarding plastic wastes. All food waste is now composted and composting bins and compostable food bin bags in all cottages.  We also now have paperless admin system scanning receipts and sending PDF letters. Reduced the large use of envelopes and paper and stamps (reducing emission for transport of letters)
Plastics	Try to minimise use buy encouraging suppliers and guests not to buy Products with as much packaging.		This is communicated to guest on notice board, highland council still do not offer an adequate solution for waste.
Hazardous waste	Not much generated at present. Make sure they are properly stored and taken to site up uplifted by suppliers		All waste paint or chemicals, along with batteries taken for recycling at local waste facilities.
Screening suppliers	Could send out a green questionnaire to suppliers finding out if they have a green policy, if they source locally etc. Keep any records in green file.		All goods 90% green products. Have request green policy from Laundry company still awaiting response.
Fair Trade or Eco-Label Products	Could provide fair trade teas/coffee to guests on arrival or inform them of shops promoting fair trade in the area.		We now provide table purchased from cairngorms Farmers Market (jo) this is detailed on notice board and we post all CFM posters on site and on web and face book and twitter
Specialist Advice	Have been talking to Gaia Wind and Solar Power. Nothing has been Realised yet. Installation of such an appliance could make great Environmental and financial savings.		Recently had an energy audit and wind power survey (see report). Wind is not viable also solar still not viable. Continue to manage e use, installed silver reflectors on radiators.
Marketing wildlife/eco tourism	Could do more on this due to the location and abundance of wildlife in the area. Use responsible travel.		<a href="http://www.highlandholidaycottages.com/outdoor-activities/birdlife.htm">http://www.highlandholidaycottages.com/outdoor-activities/birdlife.htm</a> now have page on Bird Live.
Monitor nature/heritage	Could have a nature diary for guests to record sightings.		Flora and fauna sighted are noted in the cottage diaries.
Green savings or investments	Could think about investing in a specifically environmental of ethical saving stock or account.		Daughters saving accounts is ethical savings
Contacts with GTBS	Some contact e.g. Fraoch lodge and East Lochhead about eco products. Could also help other newly started members be greener.		Have lots of contact through cairngorms-Park.com
Small kettles	Self- catering lets could have eco kettles to minimise water and energy use.		All cottages have green eco kettles
Construction/wood	For any new buildings on the site -		All wood recycled wherever possible. If not used

waste	try to source as much reclaimed material as possible.		in wood stoves as heating fuel
Carbon offset	Could look into planting trees related to distances guest travel to visit Crubenbeg. E.g. 1 tree for every 1000 miles and put info on web.		We continue to plant trees on a regular basic (see road – gean trees grown in green house from seed. Currently growing rowan.
Info on site flora/fauna	Info on Mushrooms as well as guides on Birds and Butterflies. . Could have interpretation boards/ checklists for birds/mammals seen on site to keep children occupied or encourage more wildlife interested guests.		New posters in games room, ongoing. Have store or posters. Also give out free learn about fungi packs (see in office)  Building walks way around pond, to encourage guests. Also encourage guests to help in veg garden and get vegetables for their work.(see sign)
Access for All (disabled)	Could look into having sensory plants and more disabled friendly areas. Fishing area at pond has been designed to allow wheelchair access.		Not economical viable only had 2 guests using Pine which are disabled in last 4 years.

# GBTS Audit Findings 2010 - Audit report - Prepared By: George Watson

Measure/Area	Recommendation	Status	Comments
Communication	The website is very extensive and it may be worth checking that info is displayed in the main tab as well as the sub tab to ensure potential customers do not miss anything.		We are scoping our new web site – this is a requirement in the scope. (see scope email )
Energy	Doubling roof insulation could have quite a Quick payback period as could replace seals in some fridges (seals already bought).		Closed – All cottages have now been fully in insulated as per the free energy programme through the highland council. Done mid 2011.
	Go to CNP sustainable events etc. Could consider presenting on how to run a sustainable self-catering.		I am now a director of a community broadband project and this takes us a high percentage of time, however I have given presentation to the CBP on Eco Tourism and the benefits.
	EST report 7 months ago, have gone through in great detail. Report a little disappointing but has helped with suggesting to lag some pipes. May be worthwhile taking the wind feasibility study further, particularly with the Current feed in tariffs.		Not practicable and have no additional moneys for a wind turbine. Have installed card meters in all coattges allowing them to manage energy better.
	Very extensive monitoring and promoting highest and lowest users to guests (who pay for their electricity). Ensure to use consumption figures as well as cost figures, and could analysis include a comparison vs. number of people staying in let? Have owl meter for each cottage, slight issue but will soon fix.		No need for owl meter now as they have card meters in each cottage. Plan to use the owl to monitor energy consumption to the community broad band mast on the hill.
	All Ecover products used. Could display a 'green laundry tips' poster for guests in the laundry room - green cleaners, low temps, full loads etc. Fishers do laundry, have their policy. Have reduced no. of hand towels.		Have now installed new energy efficiency washing machine and dryer. This was £2500 investment. Also have poster in laundry room. Also supply eco powder alternative to guests.
	Notes up for kids in greenhouse. Could create a nature quiz or similar for kids to complete around the site.		Green house blew away in Storms. Still offer use of veg patch, but plan to set phone box up as honest box shop with green produce and veg.
	Variety of fridges, could do inventory of efficiencies.		No needs, we plan to up-grade all kitchen in 2013 and will install all Eco rated white goods into cottages as per our policy.
	Temps kept at position 2. One seal seen was a little old, have Replacements, could consider changing quite soon.		We have new fridge in the Shed waiting installation into cottage.
	Photocells and low e. Could investigate wattage and keep details in green file.		Not sure what this means.
	6" of glass fibre, aware that current regs are double this.		Done, all now double think insulated.
	Physical and UV filter. With new borehole should look to avoid chlorine treatment.		Ok - Borehole now in and as such does not need chlorine treatment.
	All Eco products, if bleach is used at all, should look to source hydroxide based rather than chlorine based.		We never use any type of bleaches in the coattges.
	Cameron helps to promote Cairngorms farmers' market. Poster up on noticeboard. Could provide general info on website (do have info on local		Still actively promote the market. We also now supply reusable hessian shopping bags in all cottages.

	butcher in shopping section).		
	Could investigate feasibility of using local artists for any future decoration of lets.		Price. But have just bought two stool from location young artist how make furniture. <a href="http://www.creativecairngorms.co.uk/aaron-sterritt/">http://www.creativecairngorms.co.uk/aaron-sterritt/</a>
	Well labelled kitchen kaddy in all lets, ensure to highlight to guests so they don't miss it in the cupboard under the sink. Biodegradable bags and green johannas.		On going – Although need to buy more composters. Purchased worms for all.
	Well labelled recycling area, Cameron takes to Dalwhinnie or Newtonmore. Could consider providing jute bag or similar in lets for Recycled.		Our recycling has gone up now the council offer recycling, we now recycle one 1000 liters of plastic packaging each fortnight.
	Only doing if guests specifically ask as no pick-up. Could have a donation box in public area explaining that would need a compactor/shredder to recycle plastics and if this is something guests thought was important, they could put money in and site would pay half, donation box pay half. Could be good way to determine guests' feelings and raise awareness.		All plastics now recycled via council system (pay for this)
	Low e bulbs and tubes, and batteries responsibly disposed of. Could provide battery box for guests.		No need – we do all battery and light replacements.
	Good explanation and links. Could have sentence encouraging public transport while acknowledging the limited services both to get to site and Once there.		We still do this.
	Bus/train station isn't that close but Cameron offers free pick-up. Could include this sentence in the Rail section also - currently just in Bus section and if someone only read the train section they might not realise the pick Up is available.		
	10% discount if not arriving by car - this is well promoted in the Directions sub-tab but not in the Location tab, could look to alter slightly to ensure Those guests are made aware.		
	Comments about wildlife sightings on feedback form. Could investigate way to collect this info as wildlife group may be interested. A separate book in the games room?		We did have one – It got stolen - We put in pictures taken of local wild life. It went missing.

### Other Eco Improvement Items done in the 2012-13 Season –

All plastics now recycled. 1000 liter fortnightly pick up of recycled waste now contracted with council New Borehole for contingency, but still using gravity feed stream as uses no power requires no treatment  
Two new bikes and baby carriage has been purchase – New Bike Shed for easy access to all.  
New Birds tables in gardens (purchased, still to be installed)  
Money donated to wild cat trails and walks - £250 for Cat.  
Cameron is now voluntary Director of the community broadband project – free power for the project supplied by Crubenbeg.  
Now using local produce –Highland Shampoo, Soap and Conditions in cottages.  
All Eco Kettles removed and replaced with traditional kettles. Power Plus Owl Wind Up LED Lantern – For all cottages  
We now decant from large bulk contains in smaller cleaning bottles to reduce plastic waste.  
All cottages now double insulated in roofs, as per the government scheme.  
Card meters now in all cottages, allowing guest to take contactor of energy consumption. System also indicates consumption rate by red flashing light.

Games room up-grade with recycled windows and insulation in wall cavities.

Wild Flower meadow still being planted, many new trees planted.

New washing and dryer installed with much higher efficiency ratings- Old items take for use a spares by supplier.

Set up community bridge adoption trust to maintenance and care for Truim Bridge, sponsored by the CNPA.

Small butterfly garden set up with wild flowers and poppies.

Wind up battery free torch /lanterns purchased for cottages.

Herb bath, for guest to have access to free fresh herbs, now in place.

## GBTS Audit Findings Sep 2014 - Audit report - Prepared By: Fiona Meikle See HHC comments /updated in Green

PRIORITY COMMENTS & RECOMMENDATIONS		
Ref	Minimum standards	Comment
A01	Commitment to Sustainability	Very clear commitment to sustainable operation & continual improvement. One staff member - pay well above minimum wage, other benefits & welfare considerations.
A02	Commitment to Quality	Very well presented. No issues with any areas here.
A03	Pollution prevention	Bunded oil tank on site. Sanitary and nappy waste arrangements suitable for business size. Soakaway for septic tank regularly cleaned. Batteries now recycled at supermarket.
A04	Risk Management	Cameron is a First Aid Trainer & Sian undertakes yearly training for basic first aid. Nearest defibrillator - Newtonmore.
A05	Invasive Species & Heritage Protection	No issues. Not aware of any invasive species in grounds - could keep a regular check. CNPA may have some useful info. Also see <a href="http://www.nonnativespecies.org">www.nonnativespecies.org</a> .

FURTHER RECOMMENDATIONS & ACTIONS		
Ref	Criteria opportunities	Comment
1.00	Commitment To Sustainability (Minimum Standards)	See notes above.
1.01	Green philosophy and/or statement	Environmental Policy on display in cottages & on website. Clearly thought out environmental aim is guiding ethos. – <span style="color: green;">Policy updated late last year</span>
1.02	Establish a green action plan	Excellent Environmental Management Plan - detailed & regularly updated. Suggestions from previous Green Tourism reports considered/acted upon. Plan mentioned on website but no link to open. <span style="color: green;">Plan and Policy now linked</span> . Could consider having most recent section accessible for guests.
1.03	Green Management File	Many well organised electronic files.

1.04	Maintenance Materials & appliances (boiler efficiency, cooker hoods, refrigeration, leisure club temps/chemicals, energy and water maintenance)	Detailed inventory/spreadsheet for much equipment. All regularly serviced. Could also consider adding in electrical appliances - cookers, fridges, hot water cylinders, heaters - for cottages. <a href="#">New manuals added for all new appliances,</a>
1.05	CFC and HFC avoidance	All cottage fridges are CFC & HFC free (gas compliant). For background see factsheet on members' area of <a href="http://www.green-tourism.com">www.green-tourism.com</a> 'How green is your fridge?'
1.06	Carbon calculator data input (API)	Two years figures received via email. <a href="#">See end of this report.</a>
1.08	Green Electricity for room heating	Could look at options for a 100% renewable tariff. This will help the industry achieve a 1 million tonne carbon saving and meet Scottish Carbon objectives
1.10	Staff sustainability awareness (green tips, induction, noticeboard well used and stickers)	Owner's depth of knowledge & interest evident. Could look at specific green induction for any new staff to help engagement.

1.11	Training courses and CPD	Owner & manager attended CNP 'Green Workshop'. Keep a look out for any other events & try to log in file.
1.13	Specialist Sustainable Development Advice	Advice & quote for woodchip boiler for owners house. May consider biomass for cottages long term.
1.14	Continued extensive monitoring by owners. Smart meters to be installed shortly. Guests pay own electricity & great awareness of with meter readings - encouraging longer term behaviour change.	Monitoring: Energy. (submetering of other parts business farm, leisure, inn, home, B&B etc) raising change.
1.15	Monitoring: Water borehole - used to water garden.	Private spring source - shared with another property. Also
1.16	Monitoring: Waste & Recycling resurrecting. See waste template on Green Tourism website	Established system in past & great visual communication of waste streams to guests. If time allows could look at members' area.
2.01	Green page on website with link to GTBS and use of logo	Good use of logo on web site, with link to Green Tourism & explanation of scheme.
2.02	Some promotion of Farmers' markets & local produce in Green retailers & delivery options further so guests know in advance.	Promotion of farmers markets, local food/craft Visitor charter. Also owners recommendations on 'eating out' suggestions. Website has 'where to buy' section - could develop
2.03	Web information on public transport where appropriate (promotion of car free options) Cairngorms National Park transport page.	Rail, air and bus details, plus link to sleeper service to Aviemore. Could include Traveline link on own page. Also link to great
2.04	Green Display information (Logo and certificate use, local green sites) Destination promotion, City/Nat park)	Plaque at entrance, extensive use of logo on policy, leaflet, guides etc. Destination/National Park activities well promoted. Could consider a dedicated green display in Games Room perhaps?
2.05	Sian active on Facebook & Twitter - focus on events & nature in your wish to share with us simply mention Green Tourism in your post or tag Social media linked to Green Tourism Twitter - if you have any green stories, offers, comments please mention @the_GTBS and or @GreenSuggests in your tweet & we will re-tweet them.	area. Facebook - if you have any news or pictures us in the photo & we will share it on our FB page & Twitter.
2.06	Green Tourism Ambassador - active in recruiting members help grow GT	Cameron has offered to do local talks for Cairngorms Business Partnership on sustainable self-catering operation. May be opportunities in future.
2.07	Responsible Visitor Charter or make a pledge for the planet	Policy has guest tips, also excellent green visitor poster & h Scottish Outdoor Access Code book. Reference to Scottish Mushroom Code.
2.08	Green laundry practices (Provision of eco products for guests and use of eco laundry/methods)	Fishers Laundry. Have their environmental policy. Delivered in re-usable bags. Guest laundry - ecowash balls, line drying where possible. green washing tips. New washing machine & drier for guest laundry - see 4.12.
1.12	Green Business Network or Initiative	Member of Cairngorms Business Partnership.
2.12	As part of Cairngorms Business Partnership have a listing on Traveller. Intend to do full listing for business once this expires - check next time.	Green Marketing (monitoring bookings) Green

2.14	Local dining out directory (vegetarian, wholefood and other eco dining options promoted)	Owner's recommendations for local eating places. Could also highlight VisitScotland 'Taste Our Best' businesses - includes commitment to local produce. <b>On notice board for Cairngorms</b>
2.15	Green Feedback	Well organised & responsive. Noticeboard has suggestions & actions taken. Positive feedback on green achievements.
3.01	Local social community projects Leisure centre has sports activities for charity collections	Yearly financial support of Wildcat Walking Trail & Highland Folk Museum in Newtonmore. Sian active with fundraising for local school. Cameron supports local Cairngorms website.
3.02	Community work on Local Environment supporting local green campaigns	Donated lot of own time to local broadband project - now superfast for whole community. Litter collection in own patch.
3.08	Fairly traded food and drink	Could consider including places to buy Fairtrade items within food/shopping information.
3.10	Information in an accessible format (promotion of local accessible attractions) braille /induction loops etc	One cottage has accredited disabled access & includes some VisitScotland destination promotion in braille. -
3.11	Provision of ramps for steps and associated support services. Accessible event venue (single level operation etc)	As above, one cottage has full disabled access. Might consider developing some information on places to visit locally for less - able bodied visitors e.g. visitor attractions, routes for wheelchair users. Perhaps CNPA or VisitScotland could help with this.
3.15	Animal Welfare and Responsible Pets	Dogs Welcome scheme members.
4.01	Use of efficient refrigeration	All cottage fridges have energy rating of A+, well maintained & positioned.
4.05	Use of low energy lighting and controls internally & externally	External = Compact Fluorescent Lamps (CFLs) on sensor. Internal = number of halogens, also CFLs & some fluorescent strip lights. Business is working to reduce halogens as units expire.
4.06	Use of Light Emitting Diode (LED) lighting	Consider doing lighting inventory (template on members' area of Green Tourism website). <b>This is ongoing</b> Consider LEDs for longer lit areas, & as other units expire. Large savings in energy after initial investment. <a href="http://www.savemoneycutcarbon.com">www.savemoneycutcarbon.com</a> has good info & discounts for green businesses.
4.08	Room & building zone controls with efficient setpoints	Electric panel heaters with controls, towel rails have switches. Reflective sheeting behind panel heaters.
4.09	High Efficiency Boiler	Not applicable.
4.10	Thermally efficient insulation (low u values, high levels of insulation above 300mm loft etc, 100+ SAP EPC A/B)	Roof insulation to 300mm current recommended minimum depth.
4.11	Other insulation (u-values) walls, heat recovery and draughtsealing	All doors seals/draught-proofing upgraded. New double-glazed replacement units planned for some porches - check type of glass for heat retention, u-values, low emissivity/thermaglass options are available. <b>New units in Ash and Birch – looking to replace porches this summer.</b>



4.12	Low energy design/refurbishments	New tumble drier (elec) & washing machine both AAA+ for guest laundry. Slimline dishwashers with eco-setting.
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4.13	Hot water storage (and temperature settings)	Foam insulated cylinders; water stored at 62°C.
4.14	Solar Hot Water Heating (and storage)	Have considered for own house.
5.01	Water Flow Through Showers (8 litres per minute)	Already trialling eco-shower heads in three properties. Cedar measured = 8 litres/minute (not an eco shower head but efficient flow rate). Could check others - request measuring bag from SaveMoneyCutCarbon. Ordered bag 1 <sup>st</sup> Feb 2017
5.02	Water Flow through Taps – Basins and Sinks (4 litres per minute)	Cedar kitchen measured = 9 litres/minute. Cedar basin = 6 litres/minute. Could consider plumbing advice to further reduce flows. Also look at aerators/restrictors, many of which can be retrofitted - advice & products on SaveMoneyCutCarbon website.
5.05	Low flush toilets (Flush volume and flush reduction actions)	All dual flush.
5.07	Eco Friendly Laundry Service (clear instructions on low temperature washes/products)	Good poster in guest laundry room.
5.08	Chlorine-free water treatments (Water softening without salts i.e. electronic). Leisure centre has low chlorine dosing or chlorine free (>0.5ppm)	Physical and UV filter.
5.10	Don't flush it (Bag It and Bin It) With septic tanks information on chemicals to avoid (bleach etc)	Neat detailed signage.
5.11	Eco shampoos and Hygiene Products (SLS parabens petroleum oils)	Highland Aromatics - some complimentary products provided. Seem paraben & sulphate free. For interest see The Highland Soap Company (produced in Lochaber) - organic products.- cost too high
5.12	Phosphate-free soaps, detergents and bleaches	Excellent commitment to Ecover range, including current clothes washing powder. Could contact Ecover to request supplies of 'Healthy Homes - easy ideas for greener living' great booklet for cottages.
5.13	Chlorine-free cleaners	Emergency bleach only - very rarely used. Could consider an oxygen based bleach product instead.
5.14	Chemical free cleaning systems	Consider microfibre cloths - large surface area gives great results with less product.
5.17	Ecological Water Treatment	Septic tank & soak away. Bags put in septic tank with bacteria to aid breakdown.
6.01	Supplier screening (food chain checks, palm oil,soya, animal feed, pesticides)	Where practical business tries to focus on local over national. Owners check environmental credentials of companies & keep details. Could look at formalising further - suggested questionnaire pro forma on members' area of Green Tourism website.
6.02	Use of Green Tourism Suppliers (nomination of suppliers to GT)	Using Smith & Coburn (Green Tourism Shop) for bulk purchase of Ecover products. Could also try for biodegradable bin liners.

6.04	The Green Office - Business Stationery & Marketing Materials (printer carts purchase and recycle etc)	Usually buy recycled printer paper but doubts about quality. Consider higher quality option such as Steinbeis or Revive 100% recycled fibre. Can buy 70g or 100g (better for letters/posters). Is the Crubenbeg leaflet printed on recycled paper & veg inks used? Could check for next time. <b>Not done a new print run yet -- will do this</b>
6.05	Paper products in housekeeping	100% recycled toilet roll & kitchen roll. Tissues - FSC logo.
6.08	Local Suppliers Welcome hamper	Vegetables, fruit & herbs in garden - guests welcome to use. Information on foraging - nice aspect for urbanites.
6.17	Local Craft Products	Could draw together information about artists & crafts people in the area. <b>Impossible.</b>
6.19	Sustainable Timber (hardwoods)	Wood burning stoves in 7 of 8 cottages. Use local company with licence for fallen trees in area. Testing Eco brick heat logs.
6.20	Green Energy Tariff	Current supplier Opus - company itself has green credentials but current chosen tariff not from renewable sources. Could consider green tariff at future date. - <b>Now on a 85+ green tariff</b>
7.02	Paper reuse and recycling, paper reduction in stationery and marketing	Newspaper re-used for making briquettes. Clear system for guest recycling. Council collection.
7.03	Glass Reuse or recycle (recycled glass purchases)	Colour separated & taken to local community site.
7.04	Plastics Reuse or recycle (recycled content plastics and bioplastics)	Many plastic bottles donated for school permaculture project. Otherwise recycled through Highland Council - new waste stream since last visit.
7.05	Cardboard Reuse & recycling (flat packing)	Clear system in place.
7.06	Aluminium, Steel, Battery reuse and Recycling (charity)	Clear system in place. Batteries now being recycled to supermarket points.
7.07	Textiles, Fixtures and Fittings (support local social good causes with receipts)	New kitchen doors & sinks in cottages - carcasses retained. Good use of charity shops, Freecycle & `Buy,Sell,Swap` Link to Freecycle on website.
7.08	Dosing/Dispenser Systems bulk buying to reduce deliveries	Bulk buying Ecover & decanting into smaller bottles for cleaner & guest use. Guests encouraged to keep bottles for refilling. Could look at quality wall mounted refillable dispensers for bathroom soaps etc. To reduce plastic waste. Many higher quality businesses now taking this approach.
7.10	Kitchen Waste Composting	Caddies & instructions in each cottage. Compostable bags & Big Green Johanna system.
7.11	Garden waste – composting and peat free	Ongoing.
7.13	Conservation of Buildings	Steading conversion in keeping with historic architecture.

8.01	Promotion of Car Free Activities	Some suggested car tours, good promotion of attractions in 25 km radius & things in immediate vicinity of cottages. Could describe some 'Great Days Out by Public Transport' - from Newtonmore, Aviemore, Blair Atholl etc
8.02	Public Transport Drop Off	Not very close but free pick up offered from local bus/train station. Could emphasise in Rail section of website also.
8.03	Travel Incentives and offers	10% discount for guests if not arriving by car - on Green page of website.
8.04	Information on Walking and Cycling, (support materials for walkers and cyclists)	Range of OS maps & books available at reception. Suggested routes on site and on website. Members of VisitScotland Walkers Welcome & Cyclists Welcome schemes - well promoted.
8.05	Cycle Storage and cycle hire. (Leisure club cycle stores for members)	Electric & normal bikes available free of charge at the cottages. Fantastic proactive approach & great feedback. <b>No longer off electric bikes due to failing parts and batteries.</b>
8.10	Electric (renewable) hook up point (Provision or promotion)	Business could consider a charging point for electric vehicles <a href="http://www.zerocarbonworld.org">www.zerocarbonworld.org</a> – <b>Not feasible at the moment but we are looking to buying electric car</b>
8.13	Visitor travel carbon accounting and offsetting	Could consider a very simple system whereby guests make a donation to the business and in return native trees are planted e.g. Woodland Trust or Trees for Scotland. Could also promote on website. Business already has some clear info on noticeboard to encourage guests to consider the issues.
9.01	Natural and Cultural Heritage Initiatives (i.e. 1% for the planet)	New natural history book in all cottages 'Cairngorm Secrets'. Could look at sponsorship options for an animal at the Highland Wildlife Park (perhaps native species) and get guests involved with donations, updates. Could look at corporate membership of conservation/wildlife organisation such as NTS, SWT, RSPB or John Muir Trust.
9.05	Days Out Directory - file with ideas for local culture excursions	Website has great suggestions & links, also personalised information in folders - cultural & outdoor attractions. Leaflet racks.
9.07	Identification guides and library (nature and/or culture)	Numerous guides at reception & fantastic flora, fauna and fungi charts in Games Room. Website has good info on fungi. <a href="http://www.naturedetectives.org">www.naturedetectives.org</a> has great free resources to download - could do a kids quiz/nature hunt round grounds.
9.08	Nature Diary or calendar	Wildlife diary. If not already in place could start a list of all the species seen in gardens. Could contact CNPA re any current biodiversity monitoring/species projects with which guests and businesses can get involved.
9.09	Significant native tree planting (10% or more of land area planted with trees)	Cider apple orchard underway. Planted indigenous pine on river walk. Now coppicing as suggested in previous report - likely to be productive for firewood longer term.
9.10	Wildlife Habitats & refuges	Areas left wild for biodiversity, pond, woodland, bird nesting boxes and feeders. <a href="http://www.rspb.org.uk">www.rspb.org.uk</a> 'Birds & Wildlife' 'Garden Guide' has lots of good ideas.
9.13	Dark skies part of product/package	Star gazing charts and general information. Plans to further develop with newly created fire pit area. Could consider binoculars & rugs.

<b>Self Catering:</b>	Crubenbeg Highland Holiday Cottages
<b>Green Co-ordinator:</b>	Sian & Cameron Bain
<b>Membership Code:</b>	21550
<b>Address: Town/City:</b>	Falls of Truim
<b>County: Postcode:</b>	Newtonmore
<b>Date of Visit:</b>	Inverness-shire
<b>Assessor:</b>	PH20 1BE
	29th September 2014
	Fiona Meikle

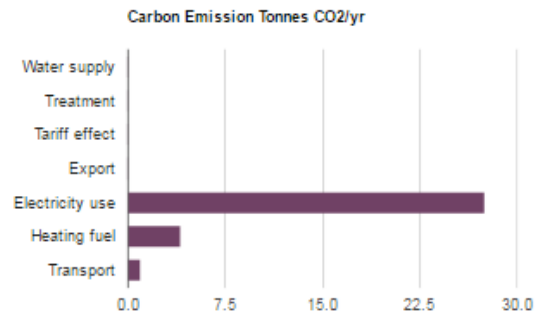
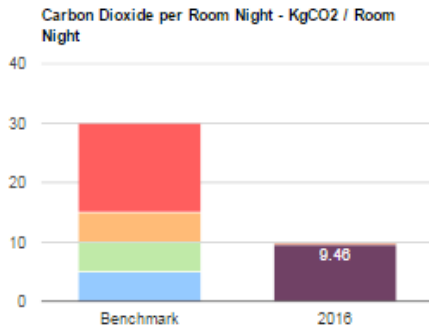
# GREEN TOURISM CARBON CERTIFICATE



**Business Name:** Crubenbeg Highland Holiday Cottages  
**Business Type:** Self Catering  
**Address:** Falls of Truim, Newtonmore, Inverness-shire, PH20 1BE, Scotland  
**Data Year:** 2016

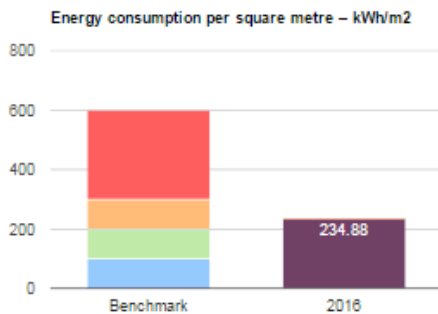
Carbon Dioxide per Room Night	9.46 Kg / Room Night
Carbon Dioxide per Square Metre	65.29 Kg / m <sup>2</sup>

Green Tourism Carbon Dioxide Benchmark	Good
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kWh Consumption per Square Metre	234.88 kWh / m <sup>2</sup>
Total kWh Consumption	113,683 kWh

Green Tourism kWh Benchmark	Fair
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Carbon Footprint Balance Sheet	
Scope 1 CO <sub>2</sub> Emissions (direct emissions)	5.06 Tonnes
Scope 2 CO <sub>2</sub> Emissions (electricity)	27.55 Tonnes
Scope 3 CO <sub>2</sub> Emissions (water related)	0.00 Kg
<b>Total Offset (-ve) or Additional (+ve)</b>	<b>0.00 Kg</b>
<b>Total Net CO<sub>2</sub> Emissions</b>	<b>32.61 Tonnes</b>
CO <sub>2</sub> Emissions of Meeting Area	2.35 Tonnes

Water Consumption per overnight/room night	0.00 Litres
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- kWh is categorised as High/poor, fair, good and excellent using Green Tourism data and with reference to Historical CIBSE (Chartered Institute for Building Services Engineers) published guidelines for each business type.
- This data is based upon voluntary contributions from the above named Green Tourism member. It represents a fair reflection of the carbon footprint of the business based upon primary energy used on site and in transport. It includes water related carbon emissions as scope 3 emissions and all calculations are based upon DEFRA/DECC standard carbon emissions for the year in question. Choice of electricity supplier allow the effect of tariffs to be noted and these emissions have been gathered from their annual emissions (from electricity info.org) as submitted to the regulator. Low carbon tariffs will show a negative carbon effect as they differ from standard electricity production in the UK. Renewable generation and export is also shown as a negative carbon figure and these and tariff effects contribute to the