



Environmental Plan 2009-10 Rev 5

Highland Holiday Cottages

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	HHC Management
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	

Introduction

Crubenbeg was taken over by Highland Holiday Cottages (HHC) on the 1st of September 2006.

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 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.
- The water supply is from a private spring source shared between Highland Holiday Cottages and the neighbouring Crubenbeg Guest House.
- 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 (Rotex is one of the most efficient oil burning boilers available on the market, with a 90% efficiency rating).
- 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 called "Rotex" which is made in Germany with a 90% heat transfer efficiency.

White goods: These are all Miele or Neff (both also German made) and include a fully integrated Dishwasher with energy & wash grading and a heat recycling system. The fridge is A rated and the freezer is B 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 are phasing these out in the kitchen and hall and we are planning the installation of Eco spot lights to reduce energy consumption. The bedrooms, lounge and 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. The Germans know how to make green appliances.

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.

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, including our dog, likes 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.

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:

1. Compulsory
2. Management & Marketing
3. Social Involvement and Communications
4. Energy
5. Water Efficiency
6. Purchasing
7. Waste
8. Travel
9. Natural Cultural Heritage
10. Innovation
11. 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. 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.

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		
New EMS requirements as of 2008				
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
Bench Mark Utilities :				
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	Become member of	March 2007 (2008)		Awaiting audit. Look at other

organisations (how are we doing)	Green Tourism with the aim of achieving GOLD			Gold establishment for idea, but finding nothing to inspire.
Staff and Client Environmental Awareness	Develop Environmental Policy and ensure availability in all cottages and any future staff are made aware and read/sign	April 2007	Done	See policy documents 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	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.

	Also installed 4 Bird Boxes of different styles to encourage bird life and set up feeding Station for birds and red squirrel			
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
New EMS requirements as of 2008				
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 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 th July See feedback forms		See Audit Report See cottage with owl. See records See web site and bikes Planning on getting bees

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	2009 Jan		Discussed matter at local museum meeting (awaiting

	fencing			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 out side) This is also a business and quality issue.	Install signs requesting that clients smoke out side. 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 http://www.responsibletravel.com/	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
New EMS requirements as of 2008				
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	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			Also stopped change over for 2 weeks stays unless they ask. Also reduced from 1 hand towel each to one hand towel per bathroom

Family focused Green Activities	We offer learn about fungi packs for kids, also plant a tree.			
Physical & Spiritual Health & Wellbeing Social Responsibility Reporting (CSR)	No will not do this N/A			

4.0 – Energy

Objective	How	Target	Status	Comment
Reduce energy consumption by using eco bulbs where possible	Purchase and roll 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 seem 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	End 2007	Done	Meeting set for early

	of solar panel and grants			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?
New EMS requirements as of 2008				
Use of A-rated air conditioners and refrigeration Refrigeration: Condition and Positioning Mini kettles Use of low energy lighting Use of Light Emitting Diode (LED) lighting Internal lighting controls & sensors External Low Energy Lighting and controls Individual room heating controls Whole-system heating and cooling controls (HO/VA/CO only) High Efficiency Boiler Boiler Maintenance and Burn Efficiency Heat Recovery Roof Insulation Glazing and draught proofing Other Insulation and low energy design Thermostatic settings on heating air conditioners	All fridges the same as last audit A rated Ongoing – Have new seals and replace when required. Eco Kettle in all cottage Yes on going – Removed bulbs from sodium outside lights. Currently replacing bulbs with LED as and when All outside lights are motion sensors now See above Supply timers in winter months N/A Yes as before Yes serviced annually Considering for 2011 Have installed a second layer of installation in 30% of cottage and boiler room As before Installed reflective backing on 70% rads Reduced levels			

and hot water Hot water storage Solar Hot Water Heating	Done Investigated – to expensive N/A N/A N/A	Turned down all hot water thermostats.		
Renewable Energy for Heating and Hot water Renewable Energy for Appliances and Lighting District heating systems and CHP				

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
New EMS requirements as of 2008				
Water Flow Through Showers (12l) Water Flow through Taps – Basins and Sinks (8l) Self-closing or sensor Taps Urinal Controllers or Waterless Urinals	Yes all below 12 per min All new tap have aerators – only Pine and two in hazel N/A 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				
Phosphate-free soaps and detergents	Yes			
Chlorine-free cleaners	Yes			
Natural based surface cleaners	Yes			
Natural cleaning recopies	?			
Ecological Water Treatment	N/A			

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			See previous notes on this issue

	remaining with current provider for greener energy			
Greener suppliers	We endeavor to use green suppliers			
New EMS requirements as of 2008				
Supplier screening	Not applicable	More for large companies		
Paper products in housekeeping	Yes			
Recycled content plastics and bio plastics	Yes	Bin bags, poo and compost		
Recycled Glass Products	Yes	Ongoing replacement		
Business Stationery & Marketing Materials	Yes			
Home Produced Food & Drink	Veg Garden			
Local Meat	Promote Gows			
Sustainably Sourced Fish	N/A			
Local Fruit or Vegetable Products	CFM Posters			
Local Food (non-meat & veg) & Drink	On going			
Drinking Water	Own water			
Local Organic Food	n/A			
Vegetarian and vegan Food options	N/A			
Local Food Network or club	N/A			
Fair Trade Food & Drink	?			
Ethical and Organic Products (non-food)	?			
Local Craft Products	Yes			
Traditional Building Products & Techniques	?			
Building and Decorative Products	Flooring			
Sustainable Timber	Yes			
Natural shampoos and Hygiene Products	n/a			
Green Energy Tariff	partial			
Financial Services	n/a			

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

Plastics Reuse or recycle	As and when (due to travel and volumes)			
Hazardous waste disposal	All mercury bulbs taken to site for recycling.			
Dog Waste eco-treatment	We did do, however over loaded			
Compactors	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 locally	Purchasing bikes	2008		Looking to by Bikes 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	Not set		Are electric bikes green?

	electric bikes for guests' use to go shopping with			
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
New EMS requirements as of 2008				
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			

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.		http://www.highlandholidaycottages.com/outdoor-activities/birdlife.htm 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 or 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		Have lots of contact through cairngorms-Park.com

	products. Could also help other newly started members be greener.		
Small kettles	Self-catering lets could have eco kettles to minimise water and energy use.		All cottages have green eco kettles
Construction/wood waste	For any new buildings on the site - try to source as much reclaimed material as possible.		All wood recycled wherever possible. If not used 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 basis (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.