

Green Tourism

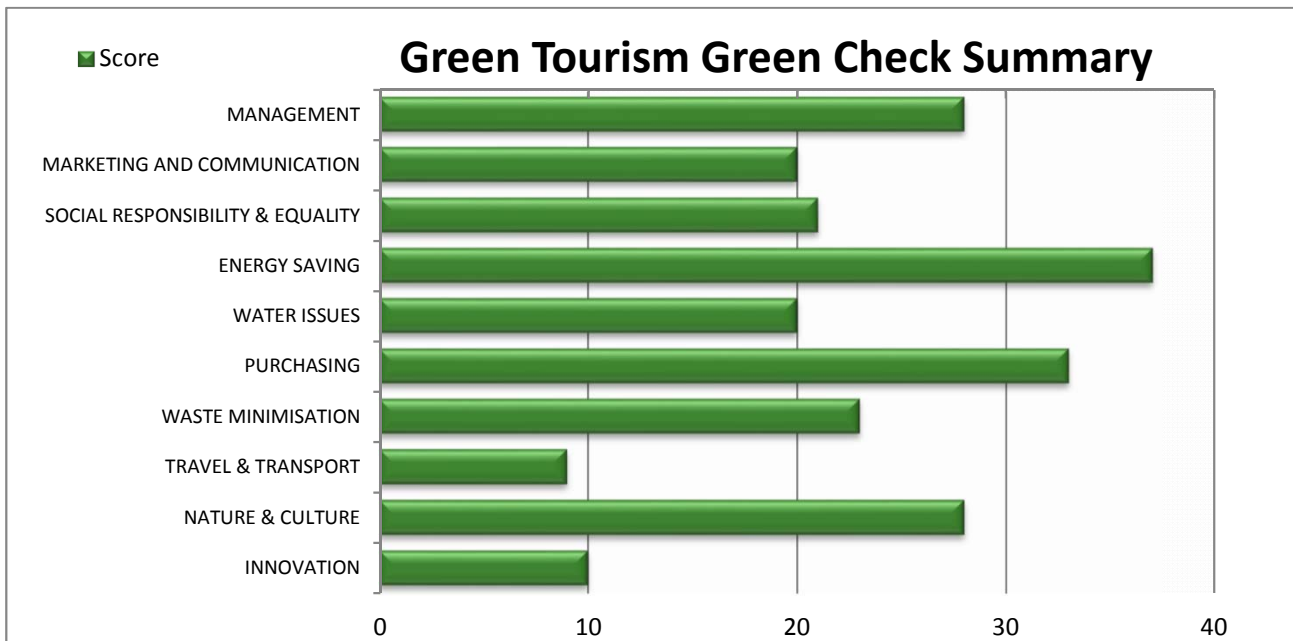


SILVER
Percentage Scored 76%

Awarded to:

FSC Millport
53 Marine Parade
Millport, Isle of Cumbrae
Ayrshire
KA28 0EG

Assessor: Stuart Park
Site Co-ordinator: Alex MacFie
Date of Green Check: 13 August 2018
Membership Number: SCO1265



www.green-tourism.com



FSC Millport

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

Current Award Status

Silver - (Version V)

Achieved on Ver V Criteria

76%

**Level of Award
Version V**

SILVER

Green Tourism Promotional Statement

FSC Millport does well and achieves a strong SILVER level of award. Over the coming months the site can look build on this further and target the GOLD award. There are already a number of excellent green practices in place. Heating is provided by the Biomass plant while other energy saving features includes the PV panels, LED lighting, district heating and modern appliances. Local food and drink feature highly on the menu, giving a flavour of the area, and there is a great recycling system in place. The centre educates many groups and individuals throughout the year on various projects such as wildlife and bio recording. Additional nice green touches are the Renault Twizzy and the green roof.

Green Tourism Opportunities

The site can now look to target the next award level. Social media could be used to link with Green Tourism and tell your story, Ideally the site could develop an access statement for the website as well as enhanced details on how to arrive by low carbon means. As the site is very low impact you could find out your typical energy use as well as promoting your carbon footprint and use this as an awareness raising point. You could fill out the carbon calculator on the Green Tourism members area of the website. An access statement could be created to help visitors with various disabilities plan ahead. Further recommendations have been made throughout the audit report, which should be read in conjunction with the criteria document. Additional supporting information can be found in the members area on the Green Tourism website.

	Indicators	Score	%	
Management	8	28	70%	GOOD
Marketing And Communication	6	20	67%	GOOD
Social Responsibility & Equality	6	21	70%	GOOD
Energy Saving	9	37	82%	EXCELLENT
Water Issues	6	20	67%	GOOD
Purchasing	8	33	83%	EXCELLENT
Waste Minimisation	6	23	77%	VERY GOOD
Travel & Transport	3	9	60%	FAIR
Nature & Culture	6	28	93%	EXCELLENT
Innovation	2	10	100%	OUTSTANDING
	60	229		

FURTHER RECOMMENDATIONS & ACTIONS

Ref	Criteria opportunities	Comment
1.03	Establishing a green action plan	Carbon management plan (some credit in 1.08). Could use this report to help develop your own action plan (with other ideas) which you can develop over time. Keep a log of actions completed, persons responsible, timescales etc.
1.07	Carbon Calculator (Annual Performance Information)	Look to fill out the carbon calculator on the Green Tourism Members area of the website. You can compare your site certificate against other similar sites in the industry. This will be live in coming weeks.
1.14	Monitoring Energy Use	Electric meter readings done by energy company. Could do some analysis at Millport level and tell your energy/carbon story with figures on display. Could set targets for reduction.
1.16	Monitoring Waste & Recycling	Info on beach waste and plastics. Could keep a tally of all waste and recycle produced by the business and/or visitors. Would be good to know kg/tonnage or each stream. This could be a starting point for further landfill reductions and cost savings.
2.01	Green profile & use of Green Tourism logo	Ensure to show your green commitment on your webpage and have the plaque onsite.
2.03	Provision of public transport information on website	Website has some train directions and bus info but could have more links to local and national transport providers websites to make it easier to decide.
2.05	Social media linked to Green Tourism	<p>Education team does Twitter, Facebook and blogs. Could promote more green ideas/actions/stories and Green Tourism on your social media sites.</p> <p>Twitter - @GreenTourismUK to find out about Green Tourism news or when tweeting green stories, tips and news that may be of interest to other members.</p> <p>Facebook @Green.Tourism.UK . 'Like' our Facebook page and tag us into relevant posts, comments and photos.</p> <p>Use #livegreen, #greentourism, and #GreenTourismGold, Green TourismSilver or #GreenTourismBronze.</p>
3.01	Local social community projects	Used by several community groups including the Millport Dance Troupe, Millport Care Home, Millport Economic Group. Host the Clyde Marine Planning Partnership for meetings and events. Head of Centre sits on the CMPP committee. Community events are logged on booking spreadsheet
3.04	International sustainable/responsible projects	Look into international links perhaps twinning some toilets e.g. http://www.toilettwinning.org/
3.08	Fairly traded food & drink	Café Direct is Fair trade, Typhoo tea - rainforest alliance. Tate and Lyle sugar. Could also look at chocolate and fruit?

3.10	Information in an accessible format	Mention of disabled access rooms. Suggest developing a full access statement for guests with disabilities. For ideas see: https://www.qhotels.co.uk/media/39257/Access%20Statement.doc%20lr.pdf
4.01	Efficient fridges and freezers	Some new, some older. For future replacements', when the time comes, keep evidence that state A+ rating or better. Could be handy for assessment.,
4.06	LED Lighting	LED for new building. Aiming for 100% LED coverage inside and outside. Will check progress next time.
5.12	Phosphate-free soaps, detergents and bleaches	Some eco products - Diversey and Jangro (OK) and Daz (not so much) . Should aim for all cleaning products to be completely phosphate and chlorine free. Could trial several 'eco' brands e.g. Delphis Eco. Green Tourism website has discounts from several companies.
5.13	Chlorine-free cleaners	Should avoid any chlorine containing chemicals
6.01	Supplier screening	If you wish to screen your suppliers further there is a template questionnaire on the GT members area of the website which you may find helpful.
6.02	Green Tourism supply chain	Could look at Green Tourism affiliates on website - there might be some that are a benefit to Millport or FSC as an organisation.
6.04	Running a Green Office	100% recycled office paper. All marketing materials are printed on site onto recycled paper. All waste paper recycled wherever possible. Pens in shop made from recycled materials. Consider professional printer cartridge refills to help 'close the loop'. See case study on Gleneagles hotel
7.02-7.06	Reduce, reuse, recycle	Keep aware of the waste hierarchy and look for other ways to reduce and reuse as much as possible. Ensure to work with suppliers reducing packaging waste coming to site.
7.03	Recycled glass purchase/glass reuse and recycling	Could look at purchasing items with recycled glass to help 'close the loop'.
7.08	Consumer related dispensers and dosing systems	Removing all single use plastics. Will check next time. Some cleaning products are dosed.
8.09	Electric car charging point	The introduction of an electric vehicle charging station could be promoted for any visitors.
8.12	Promotion of visitor travel carbon accounting and offset services	Could also consider promoting an offset e.g. http://www.carbonbalanced.org/calculator/transport.asp or http://www.tomich-holidays.co.uk/green.htm and https://www.woodlandtrust.org.uk/our-partners/partner-with-us/woodland-carbon-for-business/

9.05	Days out directory or activity diary for guests	Could have a list of useful apps for guests to use
9.13	Dark skies as part of a package/product	Some stargazing as part of primary Courses. Could have some details for other guests. .com/activities/star-gazing/ and http://www.darkskydiscovery.org.uk/partnerships/ireland.html

Business Site Name: FSC Millport
Business Type: Tours and Experience
Green Co-ordinator: Alex MacFie
Membership Code: SCO1265
Address: 53 Marine Parade
Town/City: Millport, Isle of Cumbrae
County: Ayrshire
Postcode: KA28 0EG
Date of Green Check: 13 August 2018
Assessor: Stuart Park

PRIORITY COMMENTS & RECOMMENDATIONS

Minimum standards		Comments
No.	Measure	Action / Comments
A01	Commitment to Sustainability Compliance with the Equality Act 2010 & Accessibility Statement Equal opportunities in workplace Staff training on local social concerns Relevant insurance Professional certification for experience providers Minimum wage for staff and contractors Social inclusion in training and development	Spoke to Tracy Price - Senior Administrator. . 129 beds.
A02	Commitment to Quality High degree of cleanliness (access to inspect) Fit for Purpose Significant Risks Website claims description of business and services Terms and conditions: Cancellation, pricing, payment info, customer care Public liability and fire safety: Licences, accessibility	
A03	Pollution prevention Pollution prevention from aerosols, oil tanks, grease traps and car parks Suitable waste containment and disposal (inc sanitary waste) Proper chemical storage Hazardous waste treatment Noise, litter and visual impression	
A04	Risk Management Emergency response (environmental) & first aid Greenwash (no misleading eco statements)	
A05	Invasive Species & Heritage Protection No invasive species No habitat destruction No cultural or historical destructions	Look out for non native species in and around your business. See http://www.nonnativespecies.org/

Key to symbols:	✓	Scoring measure (0-5) - included in the grading score
	☑	Measure in place to some extent, but a sufficient number of relevant measures have already been scored to achieve award.
	⊙	Recommended measure to focus on in future

No.	Measure	✓	Score	Action/Comments
1 Management				
1.01	Commitment to sustainability	✓	5	Business is committed to sustainability and the Green Tourism programme.
1.02	Green Policy OR Statement	✓	5	Nice policy on the website. Sustainability is one of four values. Poster also onsite.
1.03	Establishing a green action plan	✓	3	Carbon management plan (some credit in 1.08). Could use this report to help develop your own action plan (with other ideas) which you can develop over time. Keep a log of actions completed, persons responsible, timescales etc.
1.04	Green Management File	⊙		Suggest creating a simple file (paper or electronic) to organise any green actions, records, new purchases etc. and provide evidence of these actions for the audit.
1.05	Maintenance			
1.06	CFC and HFC avoidance			
1.07	Carbon Calculator (Annual Performance Information)	✓	0	Look to fill out the carbon calculator on the Green Tourism Members area of the website. You can compare your site certificate against other similar sites in the industry. This will be live in coming weeks.
1.08	Carbon Management Plan	✓	5	FSC Carbon Management Plan
1.09	Green Electricity for Space Heating			
1.10	Establishing a Green Team	☑		Green aware staff. Sustainability discussed at team meeting with whole team
1.11	Staff sustainability awareness			As 1.10
1.12	Training and Development	✓	4	Green aware staff. Staff going on waste training also. Look out for local (or perhaps online) courses or events for keen staff members to attend.
1.13	Specialist sustainable development advice			
1.14	Monitoring Energy Use	✓	3	Electric meter readings done by energy company. Could do some analysis at Millport level and tell your energy/carbon story with figures on display. Could set targets for reduction.

1.15	Monitoring Water Use	<input checked="" type="checkbox"/>		Unsure. As above. Water costs are always on the increase. Could record consumption ever month or so and use this as a starting point for further reductions.
1.16	Monitoring Waste & Recycling	✓	3	Info on beach waste and plastics. Could keep a tally of all waste and recycle produced by the business and/or visitors. Would be good to know kg/tonnage or each stream. This could be a starting point for further landfill reductions and cost savings.
1.18	Monitoring tour impacts			
1.19	Monitoring fuel use			
	TOTAL	8	28	

2 Marketing and Communication				
2.01	Green profile & use of Green Tourism logo	✓	0	Ensure to show your green commitment on your webpage and have the plaque onsite.
2.03	Provision of public transport information on website	✓	3	Website has some train directions and bus info but could have more links to local and national transport providers websites to make it easier to decide.
2.04	Display Information	✓	5	Nice boards on display - waste biomass, plastics etc. Brief mention on website. Could go further.
2.05	Social media linked to Green Tourism	✓	2	<p>Education team does Twitter, Facebook and blogs. Could promote more green ideas/actions/stories and Green Tourism on your social media sites.</p> <p>Twitter - @GreenTourismUK to find out about Green Tourism news or when tweeting green stories, tips and news that may be of interest to other members.</p> <p>Facebook @Green.Tourism.UK . 'Like' our Facebook page and tag us into relevant posts, comments and photos.</p> <p>Use #livegreen, #greentourism, and #GreenTourismGold, Green TourismSilver or #GreenTourismBronze.</p>
2.06	Green Tourism Ambassador and mentoring			
2.07	Creating a Responsible Visitor Charter	✓	5	
2.09	Specialist education and interpretation	✓	5	This is what the centre does best! Drowning in Plastic is excellent.
2.10	Participation in a green business network or initiative			
2.11	Use or promotion of sustainable tourism activities	⊙		Could highlight Green Tourism businesses in the area.
2.12	Use or promotion of Green Tourism accommodation			
2.13	Green Marketing			
2.13a	Participation in a Green Destination programme			
2.15	Local dining out diary or directory			
2.16	Green Feedback	⊙		Could ask your guests specific green questions to gauge how much it means to be green and for them to offer suggestions for improvement. Should keep track of this.
	TOTAL	6	20	

3	Social Responsibility & Equality			
3.01	Local social community projects	✓	5	Used by several community groups including the Millport Dance Troupe, Millport Care Home, Millport Economic Group. Host the Clyde Marine Planning Partnership for meetings and events. Head of Centre sits on the CMPP committee. Community events are logged on booking spreadsheet
3.02	Community work on local environment	✓	3	Education team did event at RSPB Lochwinnoch., Drowning in plastic display. Several beach cleans with groups. Could also link with community on this. Running Bioblitz event this year - check next time.
3.03	Visitor Payback (Visitor Giving) initiatives			
3.04	International sustainable/responsible projects	⊙		Look into international links perhaps twinning some toilets e.g. http://www.toilettwinning.org/
3.06	Social Responsibility Statement			
3.08	Fairly traded food & drink	✓	4	Café Direct is Fair trade, Typhoo tea - rainforest alliance. Tate and Lyle sugar. Could also look at chocolate and fruit?
3.10	Information in an accessible format	✓	2	Mention of disabled access rooms. Suggest developing a full access statement for guests with disabilities. For ideas see: https://www.qhotels.co.uk/media/39257/Access%20Statement.doc%20lr.pdf
3.11	Provision of ramps and other practical support	✓	3	Ground floor accommodation., Elmhurst has 2 rooms. Some limitations in older part of centre.
3.13	Inclusivity of experiences			
3.14	Litter picks and 'Leave No Trace' policy			
3.15a	Animal Welfare (free range throughout etc.)	✓	4	
3.15b	Pet Welcome (activities/awards)			
	TOTAL	6	21	

4	Energy			
4.01	Efficient fridges and freezers	✓	3	Some new, some older. For future replacements', when the time comes, keep evidence that state A+ rating or better. Could be handy for assessment..
4.03	Energy efficient cookers and other kitchen equipment			
4.05	Internal & external low energy lighting (with controls)	✓	4	Centre has sensors. Toilets have sensors. Fluorescent. Some outside solar.
4.06	LED Lighting	✓	3	LED for new building. Aiming for 100% LED coverage inside and outside. Will check progress next time.
4.08	Heating and cooling controls for building zones and bedrooms	✓	4	TRVs
4.09	High efficiency boilers			
4.10	Thermally efficient buildings	✓	4	Very good insulations. Refurbished old
4.11	Other insulation, heat recovery and draught sealing	☑		External Thermal insulation for old building.
4.12	Low energy design and refurbishments			
4.13	Hot water temperatures, settings, insulation and storage	✓	4	
4.14	Solar Hot Water Heating and Storage			
4.17	Heat pumps and Biomass systems	✓	5	Wood pellet boilers.
4.18	Wind turbine systems			Looking at wind turbine,
4.19	Photovoltaic and micro hydro systems	✓	5	
4.20	District heating systems and combined heat power (CHP)/high efficiency boat engines	✓	5	
	TOTAL	9	37	

5	Water			
5.01	Showers	✓	5	Push showers
5.02	Basin and sink taps	✓	3	Push taps for new block
5.05	Low flush toilets, including dual flush or displacement devices	✓	4	Mainly dual flush.
5.06	Water efficient dishwashers and kitchens			
5.07	Eco-friendly laundry service in house	<input checked="" type="checkbox"/>		C-rated semi commercial machines.
5.08	Chlorine-free water treatments			
5.09	Rainwater and grey water harvesting			Some water butts could help reduce main water usage but also act as an awareness raising tool for visitors.
5.10	Don't Flush It awareness campaigns	✓	5	Signage in each toilet.
5.12	Phosphate-free soaps, detergents and bleaches	✓	3	Some eco products - Diversey and Jangro (OK) and Daz (not so much) . Should aim for all cleaning products to be completely phosphate and chlorine free. Could trial several 'eco' brands e.g. Delphis Eco. Green Tourism website has discounts from several companies.
5.13	Chlorine-free cleaners	✓	0	Should avoid any chlorine containing chemicals
5.14	Chemical-free cleaning systems & natural products			
5.15	Cooking oil			
5.17	Ecological water treatment			
5.19	Flood prevention measures			
	TOTAL	6	20	

6	Sustainable Procurement			
6.01	Supplier screening	⊙		If you wish to screen your suppliers further there is a template questionnaire on the GT members area of the website which you may find helpful.
6.02	Green Tourism supply chain	⊙		Could look at Green Tourism affiliates on website - there might be some that are a benefit to Millport or FSC as an organisation.
6.03	Financial Services			
6.04	Running a Green Office	✓	4	100% recycled office paper. All marketing materials are printed on site onto recycled paper. All waste paper recycled wherever possible. Pens in shop made from recycled materials. Consider professional printer cartridge refills to help 'close the loop'. See case study on Gleneagles hotel
6.06	Drinking water from the destination	✓	5	No single use plastic sold. Refillable bottles sold
6.07	Local drinks	✓	3	Arran beer. Scottish water.
6.08	Local suppliers welcome hamper			
6.09	Less processed foods and intensively farmed products on the menu	☑		Free range eggs normally. Small herb patch
6.10	Local organic food			
6.12	Vegetarian and vegan food options	✓	4	Meat free Mondays., Normally 2/3 are vegetarian.
6.13	Local and seasonal fruit and vegetable			Fruit and veg supplier from Greenock.
6.14	Local meat & dairy	✓	4	Local butcher from Gourock. Campbells meat, Reid's Dairy Very nice food map.
6.15	Sustainably sourced fish	✓	5	Fish used to feed aquarium animals is waste fish from local fishing company. Any fish bought for consumption by customers must have a sustainably source certification using the Good Fish Guide by Marine Conservation Charity to make purchasing decisions. MCS Good Fish Guide in our shop and aquarium where customers can take their own copy of the guide. Sustainable fishing promoted. Sustainable fishing game in aquarium to engage and teach customers about the importance of sustainable fishing.
6.16	Local food initiative			
6.17	Local crafts	✓	3	Some Scottish crafts .
6.18	Traditional building products and techniques.			
6.19	Sustainable timber (hardwoods)	☑		Seating mad from firewood.
6.20	Green energy tariffs	✓	5	Ecotricity used.

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	TOTAL	8	33	
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7	Waste Minimisation			
7.01	Reduction of packaging, backhauling and packaging avoidance			
7.02	Recycled marketing materials, paper reuse and recycling	✓	4	North Ayrshire Council recycling. Keep aware of the waste hierarchy and look for other ways to reduce and reuse as much as possible. Could aim to be paper free.
7.03	Recycled glass purchase/glass reuse and recycling	✓	3	Could look at purchasing items with recycled glass to help 'close the loop'.
7.04	Recycled plastic purchase/plastic reuse and recycling	✓	5	No single bottles of water. FSC branded ones. Guests asked not to use . Ceramic mugs. Drowning in Plastic display
7.05	Cardboard reuse and recycling	✓	3	Keep aware of the waste hierarchy and look for other ways to reduce and reuse as much as possible. Ensure to work with suppliers reducing packaging waste coming to site.
7.06	Aluminium and steel reuse and recycling	<input checked="" type="checkbox"/>		
7.07	Textiles, fixtures and fittings	<input checked="" type="checkbox"/>		Will recycle and will go to the elderly forum shop on the island.
7.08	Consumer related dispensers and dosing systems	✓	3	Removing all single use plastics. Will check next time. Some cleaning products are dosed.
7.10	Kitchen waste composting	✓	5	Waste fish from local fishing company used for feeding in aquarium. North Ayrshire council take away food waste.
7.11	Garden waste (composting and peat free)			
7.13	Conservation of Buildings			
	TOTAL	6	23	

8	Travel			
8.01	Promotion of car free activities			
8.02	Public transport drop off within 500m	<input checked="" type="checkbox"/>		Bus service.
8.03	Travel incentives and offers			
8.04	Information on walking, cycling and other travel activities	✓	3	nature trail . Could look to personalise walking and cycling information further with routes starting from the property taking into account nature and culture on the way. Could grade easy, medium, hard for guests.
8.05	Cycle storage & cycle hire	✓	3	Cycle shop promoted. Bike racks. Could promote.
8.07	Monitoring guest travel & delivery transport			
8.08	Use and promotion of eco-friendly vehicles	✓	3	Older minibus and people carrier. Twizzy.
8.09	Electric car charging point	⊙		The introduction of an electric vehicle charging station could be promoted for any visitors.
8.10	Low carbon tours/activities			
8.12	Promotion of visitor travel carbon accounting and offset services	⊙		Could also consider promoting an offset e.g. http://www.carbonbalanced.org/calculator/transport.asp or http://www.tomich-holidays.co.uk/green.htm and https://www.woodlandtrust.org.uk/our-partners/partner-with-us/woodland-carbon-for-business/
	TOTAL	3	9	

9	Nature and Culture			
9.01	Natural and cultural heritage initiatives	✓	5	
9.03	Involvement in local cultural events and festivals	☑		Geography course.
9.04	Development of niche products (culture/nature)			
9.05	Days out directory or activity diary for guests	⊙		Could have a list of useful apps for guests to use
9.07	Identification guides and other materials	✓	5	FSC does this particularly well. Also nature trail
9.08	Nature monitoring (nature diary/calendar)	✓	5	Using iRecord. Various survey. Do have a whiteboard. Bioblitz events. Biological recording.
9.09	Significant tree planting or conservation	✓	5	420 native trees in 2018 planted
9.10	Wildlife habitats and refuges	✓	5	Nature trails , nesting boxes, bug house. Buggingham palace. Pond.
9.12	Specialist Heritage and Cultural Buildings			
9.13	Dark skies as part of a package/product	✓	3	Some stargazing as part of primary Courses. Could have some details for other guests. .com/activities/star-gazing/ and http://www.darkskydiscovery.org.uk/partnerships/ireland.html
	TOTAL	6	28	

10	Innovation			
10.04	Site Innovation			
10.05	Site Innovation	✓	5	Research centre
10.06	Site Innovation	✓	5	Living roof.
10.10	Experience is a low carbon businesses			
10.11	Experience monitors carbon per customer			
10.12	Experience has achieved a reduction in CO ₂ per customer			
	TOTAL	2	10	

SCORING SUMMARY			
Sections	Done	Score	Percentage per section for measures scored
MANAGEMENT	8	28	70%
MARKETING AND COMMUNICATION	6	20	67%
SOCIAL RESPONSIBILITY & EQUALITY	6	21	70%
ENERGY SAVING	9	37	82%
WATER ISSUES	6	20	67%
PURCHASING	8	33	83%
WASTE MINIMISATION	6	23	77%
TRAVEL & TRANSPORT	3	9	60%
NATURE & CULTURE	6	28	93%
INNOVATION	2	10	100%
TOTAL	60	229	SILVER

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
Bronze award status	40%	120	76.3%
Silver award status	65%	195	Award achieved
Gold award status	80%	240	SILVER
Current Award Status			Silver - (Version V)