

Green Tourism

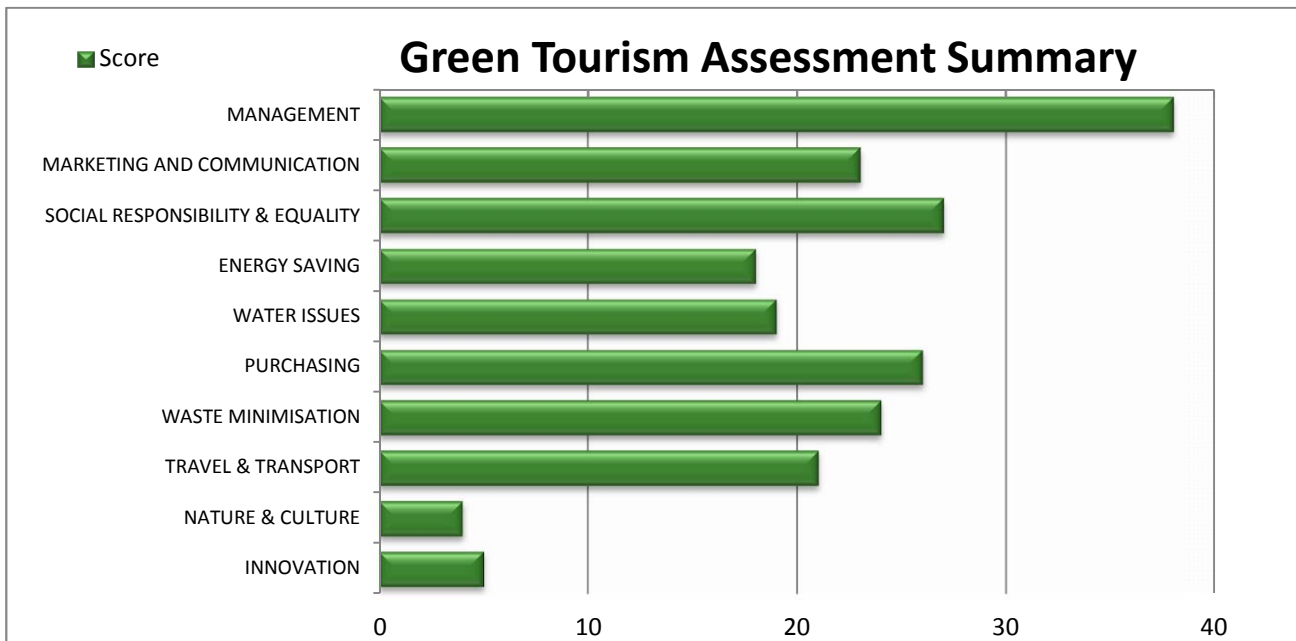


GOLD
Percentage Scored 82%

Awarded to:

IET Glasgow Teacher Building
14 St Enoch Square
Glasgow
Strathclyde
G1 4DB

Assessor: Stuart Park
Site Co-ordinator: Fraser Richmond
Date of Assessment: 17 February 2016
Membership Number: 60589



www.green-tourism.com



IET Glasgow Teacher Building

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

Current Award Status

Silver - (Version V)

Achieved on Ver V Criteria

82%

**Level of Award
Version V**

GOLD

Green Tourism Promotional Statement

IET Glasgow Teacher Building once again secures the GOLD Green Tourism award. This time the site has been assessed with the more rigorous Green Tourism Version 5 Criteria which has been updated to reflect changes in technology and awareness. This has been counterbalanced with the efforts by the staff in giving a green venue experience to the visitors/delegates of the building. The venue certainly has a fantastic city centre location - public transport as well as cycling and walking routes are promoted extremely well, hopefully helping to reduce individual car journeys. Onsite the green message is communicated effectively at reception and in each of the meeting spaces. Supporting this is a green meeting package, triple certified coffee, some local food, and an effective recycling system. Staff awareness remains high with a robust ongoing green training system while they are also encourage to get involved in the many charitable projects running throughout the year.

Green Tourism Opportunities

Although the site maintains the GOLD award there are still some green measures that can be introduced or improved over the next few years. Energy and water savings can still be made e.g. installing LED lighting to replace the older T8 tubes while some slightly higher tap flow rates and reduced flush toilets can also be looked at again. Investment will be needed to complete these projects so may take a few years. Longer term the site could consider purchasing 100% green electricity as onsite renewables are out of the questions. There is also potential to work with catering company further to see what produce they provide is local and potentially create a food map to display this information for guests 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	38	95%	EXCELLENT
Marketing And Communication	5	23	92%	EXCELLENT
Social Responsibility & Equality	6	27	90%	EXCELLENT
Energy Saving	6	18	60%	FAIR
Water Issues	5	19	76%	VERY GOOD
Purchasing	7	26	74%	VERY GOOD
Waste Minimisation	6	24	80%	VERY GOOD
Travel & Transport	5	21	84%	EXCELLENT
Nature & Culture	1	4	80%	VERY GOOD
Innovation	1	5	100%	OUTSTANDING
	50	205		

FURTHER RECOMMENDATIONS & ACTIONS

Ref	Criteria opportunities	Comment
2.04	Display Information	GT report on website, 'Sustainable Tourism' disk at reception. IET Birmingham uses TV screens to display energy and water usage data as well as visitor charter and environmental values. Could consider.
3.03	Visitor Payback (Visitor Giving) initiatives	50p form booking form to BDRC. Could offer option for guests to donate to a local environmental/social project when booking.
3.04	International sustainable/responsible projects	Have twinned 6 toilets. Could promote more. Have also donated rucksacks.
3.07	Healthy eating information	Healthy eating package option. Potential to develop this further with more information for delegates on the importance of healthy eating and perhaps highlight 'brain foods' and super foods.
4.01	Efficient fridges and freezers	Mix of A+ and B rated. 1 poor seal noted on Mondial unit. Could replace. With any upgrades look for A rated appliance avoiding use of HFCs.
4.02	Energy efficient air conditioning	R410A in air con. Potential conflicts between air con and heating system but staff are aware. When re-gas look to avoid the use of HFCs.
4.04	Internal low energy lighting (with controls)	Some good use of low energy lighting. Lots of T5 tubes. Still a number to change. T8 tube lighting in meeting rooms are set to be changed in time.
4.15	Inverter drives for motors (fans, pumps and lifts)	Inverters could help reduce electric use from pumps considerably.
5.02	Basin and sink taps	Just a wee bit high at 6-7 litres a minute.
5.05	Low flush toilets, including dual flush or displacement devices	Toilets single flush. Hippos had to be taken out some toilets. Look for dual flush for any refurb.
5.12	Phosphate-free soaps, detergents and bleaches	Essential cleaning supply Selden and Evans. These are OK if a bit standard. Could source more environmentally friendly cleaning product such as BioD or Delphis Eco.
6.01	Supplier screening	Polices asked for from suppliers. Keep a log of any changes made as a result of poor practices or if you have encouraged suppliers to green their practices.
6.04	Running a Green Office	Mainly 100% recycled office paper. Looking to send cartridges to charity. Will check next time.
6.14	Local meat & dairy	Caterers (It's All Food) use McClays. Ensure to tell your guests about the local produce and food miles travelled. Perhaps encouraging them to make a food map for your visitors.
6.15	Sustainably sourced fish	Look to tell guests the importance of sustainable fish.
6.20	Green energy tariffs	Consider using a green energy supplier which works with 100% renewable energy.
7.03	Recycled glass purchase/glass reuse and recycling	Good recycling practices in place. William Tracey uplift. Vivraeu water is uplifted. With any other purchases consider items made from recycled glass to close the waste loop.
8.08	Use and promotion of eco-friendly vehicles	Look to promote use of electric car hire/taxis to guests.
8.12	Promotion of visitor travel carbon accounting and offset services	Site is offsetting with carbon trust. Could look at offset on the website for visitors. See IET Birmingham. http://austincourt.theiet.org/about/environmental.cfm Money donated to The Converging World.
9.01	Natural and cultural heritage initiatives	Could consider a corporate membership of a local wildlife park or sponsor an animal.

Business Site Name: IET Glasgow Teacher Building
Business Type: Events Venue
Green Co-ordinator: Fraser Richmond
Membership Code: 60589
Address: 14 St Enoch Square
Town/City: Glasgow
County: Strathclyde
Postcode: G1 4DB
Date of Visit: 17 February 2016
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	Andrew Horsburgh - Venue Manager- also met on day of assessment. No issues noted on day of audit.
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	No issues.
A04	Risk Management Emergency response (environmental) & first aid Greenwash (no misleading eco statements)	First aid and fire provisions in place. Defibrillator onsite with 1 person trained. Consider having others also trained.
A05	Invasive Species & Heritage Protection No invasive species No habitat destruction No cultural or historical destructions	

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	Good commitment to sustainability and the GT programme evident.
1.02	Green Policy OR Statement	✓	5	Policy online, at reception and in guest welcome pack.
1.03	Establishing a green action plan	✓	5	Excellent action plan. Each staff members also has specific green actions to compete in 2016.
1.04	Green Management File	✓	5	Comprehensive file (on computer) presented on day of assessment.
1.05	Maintenance	☑		No issues noted on site. Site log book. AC inspected twice a year and boilers serviced 4 times per year.
1.06	CFC and HFC avoidance			
1.07	Carbon Calculator (Annual Performance Information)	✓	5	Have filled out carbon calculator. Could put on display at reception and perhaps on the website.
1.08	Carbon Management Plan			
1.09	Green Electricity for Space Heating			
1.10	Establishing a Green Team	☑		Fraser is green champion and Sean also. All staff are aware of green issues.
1.11	Staff sustainability awareness	✓	5	Staff green procedures in place. Staff awareness questionnaire, annual team members checklist. Green always on agenda. Could look to do some free online training such as http://www.resourceefficientscotland.com/i-want-be-green-champion
1.12	Training and Development			As 1.11
1.13	Specialist sustainable development advice	☑		Working with Carbon Trust.
1.14	Monitoring Energy Use	✓	4	Meter readings taken every month and analysis undertaken. Could set targets for reduction (once full years figures obtained).
1.15	Monitoring Water Use	☑		As above.
1.16	Monitoring Waste & Recycling	✓	4	Monitoring (based on some averages) undertaken. Have set targets for reduction.
1.17	Monitoring the purchase of consumables (paper, chemicals etc)	☑		Analysis of consumables made. Graphical evidence.
	TOTAL	8	38	

2 Marketing and Communication				
2.01	Green profile & use of Green Tourism logo	✓	5	Extensive use of logo on site, on marketing materials and email footers as well as good use on website.
2.03	Provision of public transport information on website	✓	5	One of the best travel pages! Comprehensive information online promoting all forms of travel to the venue. Low carbon travel is prioritised.
2.04	Display Information	✓	4	GT report on website, 'Sustainable Tourism' disk at reception. IET Birmingham uses TV screens to display energy and water usage data as well as visitor charter and environmental values. Could consider.
2.05	Social media linked to Green Tourism	☑		Have linked with Green Tourism on social media. Could do regular green tweets e.g. Green Tweet of the Month etc.
2.06	Green Tourism Ambassador and mentoring			
2.07	Creating a Responsible Visitor Charter	✓	5	Charter well displayed.
2.10	Participation in a green business network or initiative			
2.12	Use or promotion of Green Tourism accommodation	☑		Worked with Jury Inn for accommodation who are also green tourism members. Look to advertise this link as 'Green' and part of your sustainability ethos.
2.13	Green Marketing			
2.14	Green Meetings or Events Packages	✓	4	Offer green package online. Could perhaps highlight this more and make it more visible online to try and increase the uptake.
2.15	Local dining out diary or directory	☑		Info on local restaurants and places to eat.
2.16	Green Feedback	☑		Have a sustainability questionnaire with some feedback. Look to encourage feedback more and analyse responses to target areas guests feel can be improved.
	TOTAL	5	23	

3 Social Responsibility & Equality

3.01	Local social community projects	✓	5	Significant support for charities - working with Marie Trust etc. Have done cycle run and Titan abseil. Some favourable rates for charities. £1470 raised in 2015.
3.02	Community work on local environment	✓	4	Working with Gorbals Healthy Living Network. Look for other green opportunities e.g. staff litter pick.
3.03	Visitor Payback (Visitor Giving) initiatives	☑		50p form booking form to BDRC. Could offer option for guests to donate to a local environmental/social project when booking.
3.04	International sustainable/responsible projects	✓	4	Have twinned 6 toilets. Could promote more. Have also donated rucksacks.
3.05	Ethical screening processes			
3.06	Social Responsibility Statement	✓	5	CSR statement as well as GT report on the website
3.07	Healthy eating information	☑		Healthy eating package option. Potential to develop this further with more information for delegates on the importance of healthy eating and perhaps highlight 'brain foods' and super foods.
3.08	Fairly traded food & drink	✓	5	Clipper tea, Matthew Algie Coffee and FT sugar. Also KitKat!
3.09	Ethical and organic furnishings			
3.10	Information in an accessible format	✓	4	Hearing loop on site. Accessibility statement online with measurements. Could provide a downloadable PDF with some photos for guests.
3.11	Provision of ramps and other practical support	☑		Quite accessible. Flat entry, lift to most areas. Working with BSL.
3.12	Accessible surrounds			
	TOTAL	6	27	

4 Energy

4.01	Efficient fridges and freezers	✓	3	Mix of A+ and B rated. 1 poor seal noted on Mondial unit. Could replace. With any upgrades look for A rated appliance avoiding use of HFCs.
4.02	Energy efficient air conditioning	☑		R410A in air con. Potential conflicts between air con and heating system but staff are aware. When re-gas look to avoid the use of HFCs.
4.03	Energy efficient cookers and other kitchen equipment			
4.04	Internal low energy lighting (with controls)	✓	3	Some good use of low energy lighting. Lots of T5 tubes. Still a number to change. T8 tube lighting in meeting rooms are set to be changed in time.
4.06	LED Lighting	✓	1	Have investigated. Need £17000 to change to LEDs.
4.07	External lighting with suitable controls			
4.08	Heating and cooling controls for building zones and bedrooms	✓	4	TRVs on radiators. Also A/C. Heating procedure in place for staff.
4.09	High efficiency boilers	✓	3	Hamworthy Purewell boilers. 88%
4.10	Thermally efficient buildings	☑		Double glazed. Have done thermographic survey of building Insulation ok but could be improved.
4.11	Other insulation, heat recovery and draught sealing			
4.12	Low energy design and refurbishments			
4.13	Hot water temperatures, settings, insulation and storage	✓	4	60c on hot water. Lagging very good. A few joints could be better.
4.14	Solar Hot Water Heating and Storage			
4.15	Inverter drives for motors (fans, pumps and lifts)	⊙		Inverters could help reduce electric use from pumps considerably.
4.16	Voltage optimisation			
4.17	Heat pumps and Biomass systems			
4.18	Wind turbine systems			
4.20	District heating systems and combined heat power (CHP)/high efficiency boat engines			
	TOTAL	6	18	

5 Water

5.02	Basin and sink taps	✓	3	Just a wee bit high at 6-7 litres a minute.
5.03	Self-closing taps (push or sensor)			
5.04	Urinal controllers, individual flush or waterless urinals	✓	4	Urinals on sensor . May look at waterless.
5.05	Low flush toilets, including dual flush or displacement devices	☑		Toilets single flush. Hippos had to be taken out some toilets. Look for dual flush for any refurb.
5.06	Water efficient dishwashers and kitchens			
5.08	Chlorine-free water treatments			
5.09	Rainwater and grey water harvesting			
5.10	Don't Flush It awareness campaigns	✓	5	
5.11	Eco-friendly shampoos and personal hygiene products	☑		Tork soaps. Consider sourcing a soap that is completely SLS and paraben free.
5.12	Phosphate-free soaps, detergents and bleaches	✓	2	Essential cleaning supply Selden and Evans. These are OK if a bit standard. Could source more environmentally friendly cleaning product such as BioD or Delphis Eco.
5.13	Chlorine-free cleaners	✓	5	No bleach use
5.14	Chemical-free cleaning systems & natural products	☑		Some microfibre cloth use.
5.15	Cooking oil			
5.16	Pest control			
5.17	Ecological water treatment			Mains water system.
5.18	Compost toilet option			
5.19	Flood prevention measures	☑		There are procedures in place.
	TOTAL	5	19	

6 Sustainable Procurement

6.01	Supplier screening	✓	4	Polices asked for from suppliers. Keep a log of any changes made as a result of poor practices or if you have encouraged suppliers to green their practices.
6.02	Green Tourism supply chain			
6.03	Financial Services			
6.04	Running a Green Office	✓	4	Mainly 100% recycled office paper. Looking to send cartridges to charity. Will check next time.
6.05	Paper products in housekeeping	✓	5	100% recycled.
6.06	Drinking water from the destination	✓	5	Water purification system on site to bottle own water.
6.07	Local drinks			
6.09	Less processed foods and intensively farmed products on the menu			
6.10	Local organic food			
6.11	Kitchen garden (herbs, vegetables)			
6.12	Vegetarian and vegan food options	✓	5	Excellent range of vegetarian and other dietary requirement,
6.13	Local and seasonal fruit and vegetable	⊙		Ensure the caterers (It's All Food) are looking to purchase with seasonality in mind to ensure local is always sourced. Could promote use of local more to guests.
6.14	Local meat & dairy	✓	3	Caterers (It's All Food) use McClays. Ensure to tell your guests about the local produce and food miles travelled. Perhaps encouraging them to make a food map for your visitors.
6.15	Sustainably sourced fish	⊙		Look to tell guests the importance of sustainable fish.
6.16	Local food initiative	☑		
6.17	Local crafts			
6.18	Traditional building products and techniques.			
6.19	Sustainable timber (hardwoods)			
6.20	Green energy tariffs	✓	0	Consider using a green energy supplier which works with 100% renewable energy.
	TOTAL	7	26	

7 Waste Minimisation

7.01	Reduction of packaging, backhauling and packaging avoidance	<input checked="" type="checkbox"/>		Plastic crates returned to caterer and water bottles are reused.
7.02	Recycled marketing materials, paper reuse and recycling	✓	4	Recycle system in place. Bin in each room. Seems to work well. Evidence of paper reuse noted. Good audio-visual facilities available and video conferencing.
7.03	Recycled glass purchase/glass reuse and recycling	✓	3	Good recycling practices in place. William Tracey uplift. Vivraeu water is uplifted. With any other purchases consider items made from recycled glass to close the waste loop.
7.04	Recycled plastic purchase/plastic reuse and recycling	✓	4	As above. With any other purchases consider items made from recycled plastic to close the waste loop.
7.05	Cardboard reuse and recycling	✓	3	Good recycling practices in place.
7.06	Aluminium and steel reuse and recycling	<input checked="" type="checkbox"/>		Minimal metal waste. Battery box in place.
7.07	Textiles, fixtures and fittings	<input checked="" type="checkbox"/>		Redundant furniture goes to charity,
7.08	Consumer related dispensers and dosing systems	<input checked="" type="checkbox"/>		Bulk buy products and soap dispenser on site. Ecofoam soap.
7.09	Food waste control			
7.10	Kitchen waste composting	✓	5	pick up service in place.
7.11	Garden waste (composting and peat free)			
7.12	Construction Waste (reuse and recycle)			
7.13	Conservation of Buildings	✓	5	Grade 2 listed building.
	TOTAL	6	24	

8 Travel

8.01	Promotion of car free activities	<input checked="" type="checkbox"/>		See 8.04. List of top 20 attractions.
8.02	Public transport drop off within 500m	✓	5	Excellent location with buses close by and train and subway station on doorstep.
8.03	Travel incentives and offers			
8.04	Information on walking, cycling and other travel activities	✓	4	Some nice info on walking routes, linked with attractions in the city. Urban walking route plan.
8.05	Cycle storage & cycle hire	✓	5	Next bike and storage promoted well.
8.06	Staff travel	✓	4	Have done staff travel survey. Majority use public transport or walking or cycling.
8.07	Monitoring guest travel & delivery transport	<input checked="" type="checkbox"/>		Guest questionnaire and delivery milage also monitored.
8.08	Use and promotion of eco-friendly vehicles	⊙		Look to promote use of electric car hire/taxis to guests.
8.09	Electric car charging point	<input checked="" type="checkbox"/>		Promotion of council car charging points on website.
8.12	Promotion of visitor travel carbon accounting and offset services	✓	3	Site is offsetting with carbon trust. Could look at offset on the website for visitors. See IET Birmingham. http://austincourt.theiet.org/about/environmental.cfm Money donated to The Converging World.
	TOTAL	5	21	

9 Nature and Culture

9.01	Natural and cultural heritage initiatives	⊙		Could consider a corporate membership of a local wildlife park or sponsor an animal.
9.03	Involvement in local cultural events and festivals	✓	4	Good promotion of things to do in and around Glasgow e.g. Kelvingrove.
9.09	Significant tree planting or conservation			
9.10	Wildlife habitats and refuges			
9.11	Indoor plants and locally or home grown flowers	⊙		Variety of indoor plants. Any reason these plants in particular were chosen? Some species are proven to absorb micro toxins in the area and promote a healthy atmosphere.
9.12	Specialist Heritage and Cultural Buildings			
	TOTAL	1	4	

10 Innovation

10.01	Basic Benchmark Performance			
10.02	Progressive Benchmark Performance			
10.03	Excellent Benchmark Performance			
10.04	Site Innovation	✓	5	Significant video conferencing and web streaming. Has been used 40 times in 2015.
10.05	Site Innovation			
10.06	Site Innovation			
	TOTAL	1	5	

SCORING SUMMARY			
Sections	Done	Score	Percentage per section for measures scored
MANAGEMENT	8	38	95%
MARKETING AND COMMUNICATION	5	23	92%
SOCIAL RESPONSIBILITY & EQUALITY	6	27	90%
ENERGY SAVING	6	18	60%
WATER ISSUES	5	19	76%
PURCHASING	7	26	74%
WASTE MINIMISATION	6	24	80%
TRAVEL & TRANSPORT	5	21	84%
NATURE & CULTURE	1	4	80%
INNOVATION	1	5	100%
TOTAL	50	205	GOLD

Maximum No. of measures scored	50	250	Total Percentage based on 250 pts
Bronze award status	40%	100	82.0%
Silver award status	65%	163	Award achieved
Gold award status	80%	200	GOLD
Current Award Status			Silver - (Version V)