



## GREEN TOURISM AUDIT REPORT

Prepared By: Dariush Bazazi

### Dunstanburgh Castle Hotel

Site Environmental Coordinator: Mr Michael Townsend

Date of Visit: 21/04/2010

Site Address:  
Embleton  
Alnwick  
Northumberland  
NE66 3UN

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## Dunstanburgh Castle Hotel

A qualified assessor for the Green Tourism Business Scheme 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

<i>Percentage achieved for best measures</i>	<b>80%</b>	Gold >80% Silver 65-79% Bronze 40-64% Going Green <40%	<i>Level of Award Achieved</i>	<b>GOLD</b>
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### What's Green about:

### Dunstanburgh Castle Hotel

Dunstanburgh Castle Hotel offers an excellent base for exploring the Northumberland coast. It has continued with a borderline GOLD Green Tourism award. Much of this ongoing success reflects the commitment and enthusiasm shown by the staff towards responsible business practises. Since the last audit further work can clearly been undertaken including installing LED lighting in the restaurant and switching to returnable glass milk bottle deliveries. Other notable features include the owner's personal involvement in local community projects and charitable support, the high efficiency gas boiler, a clear commitment towards regional and Fairtrade purchasing, good waste practises and visitor travel incentives.

### Summary of general recommendations and observations

This report should be seen as part of the business's ongoing environmental management. While the member already practises an excellent level of environmental commitment there are still are few things that could be considered prior to the next grading report. An initial step would be to create an action plan based on this report's recommendations. Energy Saving could be developed by fitting more low energy lighting such as LEDs, installing lighting sensors in the public bathrooms and lagging a few hot water pipes. Water could be improved by moving to an ecological cleaning range, fitting a couple of water butts and looking to reduce some of the bathrooms tap flows. Travel can be improved by considering joining Walkers & Cyclists Welcome and developing the website's public transport information. Other suggestions include contacting suppliers to request copies of their environmental / social credentials and providing a nature diary. The key recommendations are given below and should be used in conjunction with the rest of the report and full scheme criteria.

### Conditions for use of the Green Tourism Brand

The Member may use the appropriate Green Tourism logo at any publically accessible location including signs, letterhead stationery and customer information. The logo should also appear on the Member's website, linked to the home page of <http://www.green-business.co.uk/>, to enable consumers to understand its significance. A green/environmental page can also be included on the website explaining the actions taken toward gaining an award. The award covers the site and its management and should not be used in promotions involving other sites which have not met at least the same overall grading. Please note that the percentage achieved should not be promoted, only the award level itself.

## FURTHER RECOMMENDATIONS & ACTIONS

Reference	Measure	Comment
2.01	Green Management File	Useful file with many documents. Continue to develop and remember to keep up to date. (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	Could create an action plan based on this report's recommendations.
3.02	Use of GTBS brand in on-site promotion	Plaque displayed. Could look to display GTBS logo on environmental policy, letter heads.
4.02	Refrigeration: Condition and Positioning	Couple of torn bar fridge seals that could be replaced. Current staff guidelines include recommended fridge temp range but could also include recommended freezer temp range e.g. -18 to -21°C.
4.04	Use of low energy lighting	Majority of lights are compact fluorescent types. There are a couple of standard bulbs that could be replaced, see <a href="http://www.megamanuk.com/">http://www.megamanuk.com/</a> (see Members' Area on GTBS website for more info)
4.05	Use of Light Emitting Diode (LED) lighting	LEDs in restaurant. Hoping to install more to replace halogens, <a href="http://www.greenled.co.uk/">http://www.greenled.co.uk/</a> . (see Members' Area on GTBS website for more info)
4.06	Internal lighting controls & sensors	Could look at fitting PIRs to bathroom and other areas e.g. back of house, corridors.
4.10	High Efficiency Boiler	Worcester Bosch Greenstar condensing boiler, A rated. Boiler records seen but would still be useful to check next time. Boiler was difficult to reach.
4.14	Glazing and draught proofing	Single throughout. Could look at updating with double glazing or improving draught proofing.
4.17	Hot water storage	2 Andrews hot water tanks. Could look at lagging some of the pipe work.
5.02	Water Flow through Taps – Basins and Sinks (8)	Could see if can reduce high flow rates in bedroom bathrooms using aerators or flow restrictors.
5.10	Water Butts	Could consider fitting a couple of water butts.
5.12	Bag It and Bin It	Could have signage in all bathrooms, <a href="http://tinyurl.com/yjz6hkj">http://tinyurl.com/yjz6hkj</a> . (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	Standard chemicals such as Fairy used. Could look at ecological range e.g. Bunzl Greenline, Delphis Eco, M&A Environmental. See GTBS member's area for discounts. (see Members' Area on GTBS website for more info)
5.14	Chlorine-free cleaners	Chlorine-based Domestos bleach seen. A few Greenline Plus products but could use more. See 5.13. Can get oxygen based bleach e.g. Cilit Bang, Vanish.
6.01	Supplier screening	Sent screening letters a few years ago. Could look at sending another round of questions to request copy of environmental / social credentials. (see Members' Area on GTBS website for more info)

6.08	Sustainably Sourced Fish	Cod on menu but has awareness of other fish served. Could look at removing cod and replacing with sustainable alternative, see <a href="http://www.goodcatch.org.uk/">http://www.goodcatch.org.uk/</a> .
7.14 - 7.18	Recycling practises	Recycling practises are generally very good but there is still a little room for improvement. All waste streams are collected including from guest rooms and there is guest information on segregation. Could look at improving bin signage to reduce staff contamination. Suggest posters rather than on bins as writing can fade. (see Members' Area on GTBS website for more info)
8.02	Marketing Materials have Details of Public Transport	Website has train details but this could be developed into a public transport section that includes using the bus from Alnmouth to complete the journey. Could include a few useful web links e.g. <a href="http://www.traveline.org.uk">http://www.traveline.org.uk</a> , <a href="http://www.transportdirect.info">http://www.transportdirect.info</a> and list public transport details first.
8.04	Public Transport Drop Off	50m to bus stop. Could be promoted on website.
8.08	Walking and cycling organisations (HO/SSA/SC)	Could look at membership of Walkers & Cyclists Welcome, <a href="http://tinyurl.com/3abaad7">http://tinyurl.com/3abaad7</a> .
8.11	Staff Travel (not SSA)	Most staff live locally and walk. Could provide a breakdown of travel habits.
9.06	Nature Diary	Could have nature diary in guest lounge for guests to record sightings. (see Members' Area on GTBS website for more info)
9.09	Wildlife Refuges	4-5 nesting boxes at hotel. Could look at putting up a couple in garden. Also could try insect hotels etc.

**Business Site Name:** Dunstanburgh Castle Hotel  
**Green Co-ordinator:** Michael Townsend  
**Membership Code:** NE044  
**Date of Visit:** 21/04/2010  
**Assessor:** Dariush Bazazi

**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
<b>Compulsory</b>				
1.01	<b>Commitment to Sustainability</b>	✓	5	Committed to sustainability.
1.02	<b>Minimum Standards and Risk management</b>	✓	5	
	No pollution risk from oil tanks and car parks			Oil tank not bunded but told can't bun as not on own land. Inspected and seems safe.
	Suitable waste containment and disposal (including sanitary waste)			No sanitary collection.
	Proper chemical storage			
	Good general maintenance			
	Litter and visual impression			
1.03	<b>Annual Performance Information</b>	✓	5	Completed paper copy given onsite.
1.04	<b>Green policy</b>	✓	5	Environmental policy displayed onsite and on website. (see Members' Area on GTBS website for more info)
	<b>Total</b>	<b>4</b>	<b>20</b>	<b>Compulsory actions completed</b>

Management				
2.01	<b>Green Management File</b>	✓	4	Useful file with many documents. Continue to develop and remember to keep up to date. (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	⊙		Could create an action plan based on this report's recommendations.
2.03	Staff environmental awareness	✓	5	Green co-ordinator has very good awareness and there are environmental guidelines for all staff departments.
2.04	Establish a green team			
2.05	Attendance at Green Training Event	✓	5	Help to organise events for Friends of the Earth, Transition Alnwick etc.
2.06	Green Business Network or Initiative			
2.07	Specialist Environmental Advice			
2.08	Monitoring: Energy	✓	5	Monthly electricity and gas readings taken. Excellent analysis using GTBS template. Planning to get an oil meter. (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water	✓	5	Water meters with monthly readings and analysis using GTBS template. (see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	⊙		Could consider. (see Members' Area on GTBS website for more info)
2.11	Monitoring: Travel and transport			(see Members' Area on GTBS website for more info)
2.12	Monitoring Flora and/or Fauna			
2.13	Green Marketing	⊙		Could look at marketing on a 3rd party website e.g. Green Traveller.
2.14	Green Events Package			
2.15	Joint marketing with other GTBS members			
2.16	Visitor Feedback	✓	5	Environmental feedback taken. Some excellent responses including question on Northumberland wind farm proposals.
	<b>TOTAL</b>	<b>6</b>	<b>29</b>	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver &amp; Gold respectively</i>

Communication				
3.01	Responsible Visitor Charter	✓	3	Charter below environmental policy. Displayed onsite and on website. Could be developed based on member's area template. (see Members' Area on GTBS website for more info)
3.02	Use of GTBS brand in on-site promotion	✓	3	Plaque displayed. Could look to display GTBS logo on environmental policy, letter heads.
3.03	Use of GTBS brand in off-site promotion	✓	3	Brochure and website has GTBS logo. Could ensure GTBS logo on website is GOLD and not generic. Could have link to GTBS website, <a href="http://www.green-business.co.uk/">http://www.green-business.co.uk/</a> .
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	5	Green library in lounge with a few green books including FoE book. Fairtrade information.
3.06	Green laundry practices	✓	4	Towel agreement. Could have linen policy too. (see Members' Area on GTBS website for more info)
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking	✓	5	Completely and promoted.
3.09	Education on Sustainability			
3.10	Community work on Local Environment	✓	5	Involved with local Friends of the Earth and Transition Town groups. Helped to plant 500 trees at local play park with FoE. Sell RSPB badges at reception.
3.11	Local social community projects	✓	3	Last year staff raised £200 undertaking a moonwalk.
3.12	International Social Responsibility Projects	✓	5	Membership/donations to Plan International, Water Aid, MSF.
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities			
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	<b>TOTAL</b>	<b>9</b>	<b>36</b>	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver &amp; Gold respectively</i>

Energy				
4.01	Use of A-rated air conditioners and refrigeration			Scandinavia UF6122 fridge, C-rated. Kelvinator KCI27B, B-rated. Could have an inventory.
4.02	Refrigeration: Condition and Positioning	✓	3	Couple of torn bar fridge seals that could be replaced. Current staff guidelines include recommended fridge temp range but could also include recommended freezer temp range e.g. -18 to -21°C.
4.03	Mini kettles	✓	5	1 litre kettles throughout.
4.04	<b>Use of low energy lighting</b>	✓	4	Majority of lights are compact fluorescent types. There are a couple of standard bulbs that could be replaced, see <a href="http://www.megamanuk.com/">http://www.megamanuk.com/</a> (see Members' Area on GTBS website for more info)
4.05	Use of Light Emitting Diode (LED) lighting	✓	3	LEDs in restaurant. Hoping to install more to replace halogens, <a href="http://www.greenled.co.uk/">http://www.greenled.co.uk/</a> . (see Members' Area on GTBS website for more info)
4.06	Internal lighting controls & sensors	⊙		Could look at fitting PIRs to bathroom and other areas e.g. back of house, corridors.
4.07	External Low Energy Lighting and controls			Photocells, bulbs unknown.
4.08	Individual room heating controls	<input checked="" type="checkbox"/>		Electric panel heaters, radiators with TRVs.
4.09	Whole-system heating and cooling controls (HO/VA/CO only)	⊙		Hoping to install an advanced monitoring system.
4.10	High Efficiency Boiler	✓	5	Worcester Bosch Greenstar condensing boiler, A rated. Boiler records seen but would still be useful to check next time. Boiler was difficult to reach.
4.11	Boiler Maintenance and Burn Efficiency			
4.12	Heat Recovery			
4.13	Roof Insulation	✓	5	Checked, ~300mm.
4.14	Glazing and draught proofing			Single throughout. Could look at updating with double glazing or improving draught proofing.
4.15	Other Insulation and low energy design			
4.16	Thermostatic settings on heating air conditioners and hot water	<input checked="" type="checkbox"/>		Set at 60°C.
4.17	Hot water storage	✓	4	2 Andrews hot water tanks. Could look at lagging some of the pipe work.
4.18	Solar Hot Water Heating			
4.19	Renewable Energy for Heating and Hot water			
4.20	Renewable Energy for Appliances and Lighting			
4.21	District heating systems and CHP			
	<b>TOTAL</b>	<b>7</b>	<b>29</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Water				
5.01	Water Flow Through Showers (12l)	✓	4	Measured ~9 litres/minute.
5.02	Water Flow through Taps – Basins and Sinks (8l)	⊙		Could see if can reduce high flow rates in bedroom bathrooms using aerators or flow restrictors.
5.03	Self-closing or sensor Taps	✓	5	Push taps in public bathrooms.
5.04	Urinal Controllers or Waterless Urinals	⊙		No controls but adjusted to flush twice daily. Could look at a waterless system, <a href="http://www.h2-no.com/">http://www.h2-no.com/</a> .
<b>5.05</b>	<b>Low flush toilets</b>	✓	4	Bedrooms have cistern displacements, dual flush in public bathrooms. (see Members' Area on GTBS website for more info)
5.06	Water efficient washing machine	✓	4	3 x Whirlpool HDW1011, AAB rated. 1 x Hotpoint Aquarius WT540, ratings unknown.
5.07	Water Efficient Dishwasher and Kitchen			Hobart dishwasher.
5.08	Drip irrigation systems			
5.09	Chlorine-free water treatments			
5.10	Water Butts	⊙		Could consider fitting a couple of water butts.
5.11	Rainwater and grey water harvesting			
5.12	Bag It and Bin It	⊙		Could have signage in all bathrooms, <a href="http://tinyurl.com/yjz6hkj">http://tinyurl.com/yjz6hkj</a> . (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	0	Standard chemicals such as Fairy used. Could look at ecological range e.g. Bunzl Greenline, Delphis Eco, M&A Environmental. See GTBS member's area for discounts. (see Members' Area on GTBS website for more info)
5.14	Chlorine-free cleaners	✓	1	Chlorine-based Domestos bleach seen. A few Greenline Plus products but could use more. See 5.13. Can get oxygen based bleach e.g. Cilit Bang, Vanish.
5.15	Natural based surface cleaners			
5.16	Natural cleaning recipes			(see Members' Area on GTBS website for more info)
5.17	Ecological Water Treatment			
	<b>TOTAL</b>	<b>6</b>	<b>18</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Purchasing				
6.01	Supplier screening	⊙		Sent screening letters a few years ago. Could look at sending another round of questions to request copy of environmental / social credentials. (see Members' Area on GTBS website for more info)
<b>6.02</b>	<b>Paper products in housekeeping</b>	✓	5	Nouvelle toilet paper.
6.03	Recycled content plastics and bio plastics	☑		Recycled bin liners, biodegradable dog waste bags.
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	5	Xerox recycled printer paper. Also recycled enveloped and brochures. (see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink	☑		Some herbs grown. Hoping to further develop.
6.07	Local Meat & Dairy	✓	3	Free range eggs used. Lots of local cheese used. Could have more information on meats on menu.
6.08	Sustainably Sourced Fish	✓	2	Cod on menu but has awareness of other fish served. Could look at removing cod and replacing with sustainable alternative, see <a href="http://www.goodcatch.org.uk/">http://www.goodcatch.org.uk/</a> .
6.09	Local Fruit or Vegetable Products	✓	3	Source seasonal produce from nearby including asparagus, carrots, potatoes, strawberries, rhubarb.
6.10	Local Food (non-meat & veg) & Drink			
6.11	Drinking Water	✓	4	One Love bottled water sold.
6.12	Local Organic Food			
6.13	Vegetarian and vegan Food options	✓	4	Several options, labelled. Owners are vegetarian so this is reflected in menu.
6.14	Local Food Network or club			
6.15	Fair Trade Food & Drink	✓	5	Fairtrade tea, coffee, sugar, rice.
6.16	Ethical and Organic Products (non-food)	☑		1 Argentine organic wine. Also an organic bitter.
6.17	Local Craft Products	☑		Local pictures displayed. Postcards of local area but unsure where printed.
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			
6.21	Natural shampoos and Hygiene Products	⊙		Arran Aromatics range. Could opt for completely natural range that can be refilled.
6.22	Green Energy Tariff	✓	5	Green Energy, certificate seen. (see Members' Area on GTBS website for more info)
6.23	Financial Services			
	<b>TOTAL</b>	<b>9</b>	<b>36</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Waste Minimisation				
7.01	Returnable Packaging (bottles crates etc)	✓	4	Since last audit switched to milk deliveries resulting in more than 2,000 plastic containers saved a year. Also beer kegs.
7.02	Use less paper in marketing			
7.03	Dosing and Dispenser Systems	☑		Soap dispensers. Refill room toiletries.
7.04	Food portion control	✓	3	No individually wrapped food with dishes and containers used. Could offer half portions on menu.
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free	☑		Green bin. Only buy organic compost.
7.07	Rechargeable Batteries and alternatives & eco gadgets			
7.08	Electric and electronic equipment			
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	4	Recycle to different charities e.g. Badger Trust, BHF.
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting	✓	4	Collection in kitchen. Could have signage to ensure correct food is composted.
7.12	Construction Waste			
7.13	Conservation of Buildings			
7.14	Paper reuse and recycling	✓	4	Recycling practises are generally very good but there is still a little room for improvement. All waste streams are collected including from guest rooms and there is guest information on segregation. Could look at improving bin signage to reduce staff contamination. Suggest posters rather than on bins as writing can fade. (see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	☑		See 7.14
7.16	Glass Reuse or recycle	✓	4	See 7.14
7.17	Aluminium and Steel Recycling	✓	4	See 7.14
7.18	Plastics Reuse or recycle	✓	4	
7.19	<b>Hazardous waste disposal</b>	✓	4	Fluorescent lighting and battery collection boxes. Aware of issues. Could have guest battery recycling box. (see Members' Area on GTBS website for more info)
7.20	Dog Waste eco-treatment	☑		Dog waste composter.
7.21	Compactors			
	<b>TOTAL</b>	<b>9</b>	<b>35</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	4	Bus timetables at reception and in guest file. Ensure train information too.
8.02	Marketing Materials have Details of Public Transport	✓	2	Website has train details but this could be developed into a public transport section that includes using the bus from Alnmouth to complete the journey. Could include a few useful web links e.g. <a href="http://www.traveline.org.uk">http://www.traveline.org.uk</a> , <a href="http://www.transportdirect.info">http://www.transportdirect.info</a> and list public transport details first.
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	3	50m to bus stop. Could be promoted on website.
8.05	Travel Incentives (not SSA)	✓	5	Excellent incentives. 10% discount to anyone arriving by public transport and 5% for guests surrendering car when staying for 3 days.
8.06	Information on Walking and Cycling	✓	4	Walks guide and other information onsite. Could look at develop website information.
8.07	Cycle hire information	⊙		Have 2 bikes for hire. Could be further promoted.
8.08	Walking and cycling organisations (HO/SSA/SC)	⊙		Could look at membership of Walkers & Cyclists Welcome, <a href="http://tinyurl.com/3abaad7">http://tinyurl.com/3abaad7</a> .
8.09	Cycle Storage	✓	3	Covered storage available. Could be promoted through 8.08.
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	3	Most staff live locally and walk. Could provide a breakdown of travel habits.
8.12	Public Service Vehicle (PSV) (Hotels/VA)			
8.13	Business Vehicles are Eco-friendly			
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management			
	<b>TOTAL</b>	<b>7</b>	<b>24</b>	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver &amp; Gold respectively</i>

Nature and Culture				
9.01	Natural and Cultural Heritage Initiatives	✓	5	Personal memberships of several organisations including Friends of the Earth, Greenpeace, Woodland Trust, National Trust, Badger Trust. List is promoted on environmental policy.
9.02	Information on local cultural attractions	<input checked="" type="checkbox"/>		Leaflets.
9.03	Cultural events and festivals			
9.04	Information about nature-related attractions in the area	<input checked="" type="checkbox"/>		leaflets.
9.05	Information on natural heritage	✓	5	Butterfly posters. Green library includes nature identification books for fauna and flora.
9.06	Nature Diary	⊙		Could have nature diary in guest lounge for guests to record sightings. (see Members' Area on GTBS website for more info)
9.07	Native Tree Planting			
9.08	Wildlife Habitats	<input checked="" type="checkbox"/>		Native hedge.
9.09	Wildlife Refuges	✓	4	4-5 nesting boxes at hotel. Could look at putting up a couple in garden. Also could try insect hotels etc.
9.10	Specialist Heritage and Cultural Buildings			
9.11	Light Pollution			
9.12	Accessibility to nature			
	<b>TOTAL</b>	<b>3</b>	<b>14</b>	
Innovation				
10.01				
10.02				
10.03				
10.04				
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	

<b>SCORING SUMMARY</b>			
<b>Sections</b>	<b>Done</b>	<b>Score</b>	<b>Percentage per section for measures scored</b>
COMPULSORY	4	20	100%
MARKETING & MANAGEMENT	6	29	97%
COMMUNICATION	9	36	80%
ENERGY SAVING	7	29	83%
WATER ISSUES	6	18	60%
PURCHASING	9	36	80%
WASTE MINIMISATION	9	35	78%
TRAVEL & TRANSPORT	7	24	69%
NATURE & CULTURE	3	14	93%
INNOVATION	0	0	
<b>TOTAL</b>	<b>60</b>	<b>241</b>	<b>GOLD</b>

<b>Maximum No. of measures scored</b>	<b>60</b>	<b>300</b>	<b>Total Percentage based on 300 pts</b>
<i>Bronze award status</i>	40%	120	80.3%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	<b>GOLD</b>