



GREEN TOURISM AUDIT REPORT

Prepared By: Jon Proctor

Arcola Theatre

Site Environmental Coordinator: Dr. Ben Todd

Date of Visit: 28/10/2008

Site Address:
27 Arcola Street
London
E8 2DJ

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GREEN AUDIT SUMMARY



Green Tourism for London - England

Arcola Theatre

Green Tourism undertook a grading visit at the above site. This summarises the activities being undertaken in relation to the Green Tourism criteria at the following site. This audit report has been prepared to report on the performance of the business as a sustainable tourism operation

Percentage achieved for Green Grading	62%	Gold >80%	Level of Membership/Award	BRONZE
		Silver 65-80%		
		Bronze 40-65%		
		Going Green <40%		

What's Green about: Arcola Theatre

Arcola Theatre is a leading catalyst theatre to embed best environmental practice within the theatre industry. The theatre itself has hosted some pioneering arts and performance events in sustainable development issues and has an excellent café with a range of organic fair trade and vegetarian options. The local community is involved with the programme and the staff are pioneering a local transition town programme. In addition Dr Todd Executive Director has brought expertise in Hydrogen fuel cells to demonstrate practical applications and the theatre has the latest LED spot lighting.

Summary of general recommendations and observations

Arcola Theatre is an extra ordinary business with a range of exemplary green practices in an old and energy inefficient building. The green team is excellent and the staff have implemented some excellent practices as noted with the café produce, the fuel cell technology, the LED spot lighting and the work with the local community to establish a local transition town. That said there are also a number of examples of poorer practices such as poor boilers, insulation and use of non eco cleaning materials. This helps demonstrate how the business is in transition and to raise the score of the site from 34% to almost double is an excellent achievement. New team members will help spread the green tourism message and hopefully engage more sites in the auditing services and shared vision. With the other planned and potential simple improvements the site could be upgraded to a Silver within the next 6 months. Landlord should be approached to identify if they will invest in the sustainable building concept or the site should consider moving to a new home within the Dalston vicinity. Outstanding progress.

Conditions for use of the Green Tourism Brand

The Business should use the Green Tourism logo on the main entrance and display the certificate in the reception, in the lift or other publically accessible location. The logo should also appear on the business website linked to the sites entry. A green page may also be included on the website explaining the actions taken to gain the 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 itself. A datasheet on how to use the green tourism brand is available from the membership team.

**Green Tourism for London - England
GTBS Version IV. AUDIT REPORT**

Business Site Name: Arcola Theatre

Green Co-ordinator: Dr Ben Todd

Auditor: Jon Proctor

Date of Visit: 28th October 2008

Membership Code LON026



Key to symbols	✓	This measure has been completed or partly completed and has been scored
	☑	This measure has not been scored and reviewed in this advisory assessment but has been tackled to some extent
	⊙	This measure is a recommended action to be completed

No.	Measure	Nos	Score	Action / Comments
Compulsory				
1.01	Commitment to Sustainability	✓	5	Anna Beech will be made green co-ordinator
1.02	Minimum Standards and Risk management	✓	4	should establish partnership for grading theatres to GTBS possibly trial green events (check on issues re 8901)
	No pollution risk from oil tanks and car parks			
	Suitable waste containment and disposal (including sanitary)			Need to make contact with Isabelle Dedding (Boris env advisor)
	Proper chemical storage			
	Good general maintenance			
	Litter and visual impression			
1.03	Annual Performance Information	✓	0	to provide baseline information on energy use for the site
1.04	Green policy	✓	3	need to receive ideas from Green business look at criteria document and GTBS member area
	Total	4	12	some further action required
Management				
2.01	Green Management File	✓	5	
2.02	Establish a green action plan	✓	5	Excellent systems set up by Anna
2.03	Staff environmental awareness	✓	4	good main staff very eco aware
2.04	Establish a green team	✓	5	excellent small team
2.05	Attendance at Green Training Event			various could keep a CPD log
2.06	Green Business Network or Initiative	✓	5	secretariat of the green theatre programme
2.07	Specialist Environmental Advice	⊙		elemental energy study carried out
2.08	Monitoring: Energy	⊙		need to establish regular readings
2.09	Monitoring: Water			
2.10	Monitoring: Waste & Recycling	✓	5	good tally system recording amounts could convert to weights and volumes even double decker buses etc
2.11	Monitoring: Travel and transport			
2.12	Monitoring Flora and/or Fauna			
2.13	Green Marketing			
2.14	Green Events Package	✓	4	has been developing green theatre programme meetings and exchanging best practice would be good to work together with Live nation
2.15	Joint marketing with other GTBS members	⊙		will do if we work together on green theatre programme
2.16	Visitor Feedback			
	TOTAL	7	33	

No.	Measure			
	Communication			
3.01	Responsible Visitor Charter	✓		could develop this further some excellent messages on site
3.02	Use of GTBS brand in on-site promotion			should use GTBS logo on site can use awaiting grading as well as actual grading or other green tourism commitments
3.03	Use of GTBS brand in off-site promotion			will have a green tip for visitors at the bottom of each email with GTBS logo
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	5	
3.06	Green laundry practices			
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			
3.09	Education on Sustainability	✓	4	biofuel show with FOE sustainability in arts groups
3.10	Community work on Local Environment	✓	5	dalston creative futures
3.11	Local social community projects	✓	5	
3.12	International Social Responsibility Projects	✓	4	
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓		series of events and activities planned for feb 2009
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)			
	TOTAL	7	23	

No.	Measure			
	Energy			
4.01	Use of A-rated air conditioners and refrigeration			
4.02	Refrigeration: Condition and Positioning			Not noted on assessment
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	3	mostly check more next visit
4.05	Use of Light Emitting Diode (LED) lighting	✓	5	LED lighting installed in main entrance
4.06	Internal lighting controls & sensors			
4.07	External Low Energy Lighting and controls	✓	4	
4.08	Individual room heating controls	✓	3	
4.09	Whole-system heating and cooling controls (HO/ VA/CO only)			
4.10	High Efficiency Boiler	✓	0	Should do need to encourage landlord to adopt green practices and change boilers install insulation etc
4.11	Boiler Maintenance and Burn Efficiency			
4.12	Heat Recovery			
4.13	Roof Insulation	✓	0	Should do need to encourage landlord to adopt green practices and change boilers install insulation etc
4.14	Glazing and draughtproofing			
4.15	Other Insulation and low energy design			
4.16	Thermostatic settings on heating air conditioners and hot water			
4.17	Hot water storage			
4.18	Solar Hot Water Heating			
4.19	Renewable Energy for Heating and Hot water			
4.20	Renewable Energy for Appliances and Lighting	✓	4	fuel cell zero emissions at source part of the next stage in green power once green production is in place
4.21	District heating systems and CHP	⊙		small scale CHP now becoming quite competitive
	TOTAL	7	19	

No.	Measure			
Water				
5.01	Water Flow Through Showers (12l)	✓	3	5 seconds for fill one litre etc approx 12l/min OK
5.02	Water Flow through Taps – Basins and Sinks (8l)	✓	4	reduced on day of visit will reduce water use by 20% or more
5.03	Self-closing or sensor Taps			
5.04	Urinal Controllers or Waterless Urinals	✓	2	wound down urinals OK could look at sensors etc next time
5.05	Low flush toilets	✓	2	need to install bottles good message for visitors and one replied why not a brick in your cistern
5.06	Water efficient washing machine			
5.07	Water Efficient Dishwasher and Kitchen			
5.08	Drip irrigation systems			
5.09	Chlorine-free water treatments			
5.10	Water Butts			
5.11	Rainwater and grey water harvesting			
5.12	Bag It and Bin It			
5.13	Phosphate-free soaps and detergents	✓	3	maxim green need to find out more about ingredients other product at shop is in a non eco bottle
5.14	Chlorine-free cleaners	✓	0	some use of domestos still need to change
5.15	Natural based surface cleaners	⊙		interested in microfibres
5.16	Natural cleaning recipes	⊙		should look at home made recipes etc see case study/datasheet in members area on GTBS website
5.17	Ecological Water Treatment			
	TOTAL	6	14	

No.	Measure			
	Purchasing			
6.01	Supplier screening			need to get details of mayors green procurement code
6.02	Paper products in housekeeping	✓	3	need to receive details of recycled content of toilet papers and kitchen towels and tissues
6.03	Recycled content plastics and bio plastics			
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	3	partly recycled paper used green paper from Viking no details of recycled paper content - supplier details highlight 80% recovered paper bit of a greenwash
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy			
6.08	Sustainably Sourced Fish			do avoid fish on menus but café generally wouldn't offer a fish option (except tuna possibly)
6.09	Local Fruit or Vegetable Products			
6.10	Local Food (non-meat & veg) & Drink			
6.11	Drinking Water			
6.12	Local Organic Food	✓	5	excellent organic range
6.13	Vegetarian and vegan Food options	✓	5	significant vegetarian options could promote veggie is green
6.14	Local Food Network or club			part of sustain project
6.15	Fair Trade Food & Drink	✓	3	
6.16	Ethical and Organic Products (non-food)			
6.17	Local Craft Products			
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber	<input checked="" type="checkbox"/>		set construction uses only FSC certified timber should keep evidence in purchase records
6.21	Natural shampoos and Hygiene Products			
6.22	Green Energy Tariff			considering ecotricity will get a 10% discount see offers on GTBS website
6.23	Financial Services			could consider
	TOTAL	5	19	

No.	Measure			
	Waste minimisation			
7.01	Returnable Packaging (bottles crates etc)			
7.02	Use less paper in marketing			avoiding single sided scripts quite a step forward for actors apparently
7.03	Dosing and Dispenser Systems	✓	3	
7.04	Food portion control			
7.05	Specialist waste reduction measures			
7.06	Garden waste – composting and peat free			
7.07	Rechargeable Batteries and alternatives & eco gadgets			battery recycling see later
7.08	Electric and electronic equipment			
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	4	could consider recycling with WWT (wildfowl wetland trust in London wetland centre they do a return bag system)
7.10	Textiles, Fixtures and Fittings			
7.11	Kitchen Waste Composting			
7.12	Construction Waste			
7.13	Conservation of Buildings			
7.14	Paper reuse and recycling	✓	2	
7.15	Cardboard Reuse or recycle	✓	4	
7.16	Glass Reuse or recycle	✓	4	
7.17	Aluminium and Steel Recycling	✓	5	
7.18	Plastics Reuse or recycle			
7.19	Hazardous waste disposal	✓	5	battery box and ensure fluorescent tubes are picked up
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	7	27	

No.	Measure			
	Travel			
8.01	Information on Public Transport	✓	5	on display excellent
8.02	Marketing Materials have Details of Public Transport	✓	5	
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	5	
8.05	Travel Incentives (not SSA)			could operate a rickshaw http://totnes.transitionnetwork.org/transport/rickshaws
8.06	Information on Walking and Cycling			
8.07	Cycle hire information			
8.08	Walking and cycling organisations (HO/SSA/ SC)			
8.09	Cycle Storage	✓	2	could develop further some local issues with thefts
8.10	Coach Parking and Switch Off Policy			
8.11	Staff Travel (not SSA)	✓	5	
8.12	Public Service Vehicle (PSV) (Hotels/VA?)			
8.13	Business Vehicles are Ecofriendly	✓	2	local distributor uses an electric vehicle with help from Arcola
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓		will do a personal carbon assessment with all staff
	TOTAL		7	24

No.	Measure			
Nature and Culture				
9.01	Natural and Cultural Heritage Initiatives	✓	5	
9.02	Information on local cultural attractions			
9.03	Cultural events and festivals	✓	5	ongoing support
9.04	Information about nature-related attractions in the area			
9.05	Information on natural heritage			
9.06	Nature Diary			
9.07	Native Tree Planting			
9.08	Wildlife Habitats			
9.09	Wildlife Refuges			
9.10	Specialist Heritage and Cultural Buildings			
9.11	Light Pollution			
9.12	Accessibility to nature			
	TOTAL	2	10	
Innovation				
10.01	Pioneers of fuel cells	✓	5	Pioneers and experts in fuel cell technology
10.02				
10.03				
10.04				
	TOTAL	1	5	

SCORING SUMMARY			
Sections	Done	Score	Percentage
COMPULSORY	4	12	60%
MARKETING & MANAGEMENT	7	33	94%
COMMUNICATION	7	23	66%
ENERGY SAVING	7	19	54%
WATER ISSUES	6	14	47%
PURCHASING	5	19	76%
WASTE MINIMISATION	7	27	77%
TRAVEL & TRANSPORT	7	24	69%
NATURE & CULTURE	2	10	100%
INNOVATION	1	5	
TOTAL	53	186	BRONZE
Mandatory measures	8	26	All mandatory measures recorded
Require annual form to be completed	✓	0	good practice in priority areas

Max	Nos	AWARD ACHIEVED	
300	BRONZE	60	40%
	SILVER	60	65%
	GOLD	60	80%
			62%

General Green Tourism Observations & Recommendations

Arcola Theatre is an extra ordinary business with a range of exemplary green practices in an old and energy inefficient building. The green team is excellent and the staff have implemented some excellent practices as noted with the café produce, the fuel cell technology, the LED spot lighting and the work with the local community to establish a local transition town. That said there are also a number of examples of poorer practices such as poor boilers, insulation and use of non eco cleaning materials. This helps demonstrate how the business is in transition and to raise the score of the site from 34% to almost double is an excellent achievement. New team members will help spread the green tourism message and hopefully engage more sites in the auditing services and shared vision. With the other planned and potential simple improvements the site could be upgraded to a Silver within the next 6 months. Landlord should be approached to identify if they will invest in the sustainable building concept or the site should consider moving to a new home within the Dalston vicinity. Outstanding progress.



Green Tourism Business Scheme

Useful Links



General

Green Tourism Business Scheme	www.green-business.co.uk
Sustainable Development Commission	www.sd-commission.org.uk
Forum for the Future	www.forumforthefuture.org.uk
Friends of the Earth	www.foe.co.uk
Centre for Alternative Technology	www.cat.org.uk

Compulsory

Environment Agency (EA)	www.environment-agency.gov.uk
Netregs	www.netregs.gov.uk

Management & Marketing

Awareness

Ethical Consumer	www.ethicalconsumer.org
Waste Resources Action Programme	www.wrap.org.uk
Hospitable Climates	www.hospitableclimates.org.uk

Specialist Advice

Energy Saving Trust	www.est.org.uk
Carbon Trust	www.carbontrust.co.uk
Envirowise	www.envirowise.org.uk

Green Marketing

Responsible Travel	www.responsibletravel.com
Organic Holidays	www.organicholidays.com
Natural Discovery	www.naturaldiscovery.co.uk
Wild Scotland	www.wild-scotland.co.uk

Ethical Banking

The Co-Op	www.co-operativebank.co.uk
Ecological Building Society	www.ecology.co.uk
Triodos	www.triodos.co.uk
Ethical Investment Research Services	www.eiris.org
UK Social Investment Forum	www.uksif.org

Communication

Example of Member websites

Bleasdale Cottages	http://www.bleasdalecottages.co.uk
Venus Beach Café	http://www.venus-online.co.uk
Newt Cottage	www.huntinghall.co.uk/
Pine trees	www.pinetrees.net
Falls of Clyde SWT Visitor Centre	http://www.swt.org.uk/wildlife/fallsofclayde.asp
Creely Adventure Park	http://www.crealy.co.uk/environment.aspx
Rosslyn Chapel	http://www.rosslynchapel.org.uk/
Leckmelm Holiday Cottages	www.leckmelmholidays.co.uk
Coombe farm trust	http://www.coombefarmwoods.co.uk/

Business Marketing

EMAS	www.emas.org.uk
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Community

Adopt-a-Beach	www.adoptabeach.org.uk
Bag it & Bin It	www.bagandbin.org
Keep Britain Beautiful	www.encams.org

Energy

General

Green Building Store	www.greenbuildingstore.co.uk
New Builder	www.newbuilder.co.uk
Electrisave	www.electrisave.co.uk
Enhanced capital allowances	http://www.eca.gov.uk/etl/find/ P_Boilers/101.htm

Appliances

EU Energy Label

Enhance Capital Allowance

Eco friendly kettles

www.est.org.uk/myhome/efficientproducts/energylabel

www.eca.gov.uk

<http://www.quickcup.co.uk>

www.ecokettle.co.uk

Refrigerator controls (suitable for commercial units)

<http://www.ecubedistribution.com/news.html>

Lighting & Controls

Megaman

Chalmor

General contacts

www.megamanuk.com

www.chalmor.co.uk

www.lightingdirectory.com

Insulation

Thermafleece wool insulation

Warmcell paper insulation

Eco wool recycled plastic

www.secondnatureuk.com

www.excellfibre.com

www.eco-wool.co.uk

Boilers

SEDBUK - Database of boilers

www.sedbuk.com

Draught Proofing

Quattroseal

www.quattroseal.com

Green Tariff

Ecotricity

Good Energy

Energy Supplier comparison website

www.ecotricity.co.uk

www.good-energy.co.uk

www.greenelectricity.org/

Water

General

Enhanced Capital Allowance (water)

Envirowise

www.eca-water.gov.uk

www.envirowise.gov.uk/water

Bathrooms

Green Building Store

Defra

Ifo

Hippo

Waterless Urinals

Urinal Controller

Eco-Cubes

Water saving taps and showers

Various water saving devices

www.greenbuildingstore.co.uk

<http://www.defra.gov.uk/ENVIRONMENT/water/index.htm>

www.ifosanitar.com

www.hippo-the-watersaver.co.uk

www.aquafree.com

www.cisterniser.co.uk

www.eco-cubes.co.uk

www.challiswatercontrols.co.uk

www.aqualogic-wc.com

Rainwater Collection

Rainwater Harvesting

www.rainharvesting.co.uk

www.waterbuttsdirect.co.uk

Cleaning Chemicals

Bio-D

Ecover

M&A Environmental

Dryer Balls

Eco-Balls

General chemical free methods

soap nuts

www.biodegradable.biz

www.ecover.com

www.ma-enviro.co.uk

www.dryerballs.co.uk

www.ecozone.co.uk

<http://www.chemicalfreecleaningbook.com/index.shtml>

<http://www.stopforbreath.co.uk/>

Purchasing

General

The Green Shop www.greenshop.co.uk
Ethical Superstore www.ethicalsuperstore.com
Co-operative Mail order www.suma.co.uk
The natural collection www.naturalcollection.com

Recycled Products

Recycled Products www.recycledproducts.org.uk
BPI <http://recycledproducts.bpipoly.com>
Recycled Stationary www.remarkable.co.uk
Green Stationary Company www.greenstat.co.uk

Local & Organic Food

Soil Association www.soilassociation.org
Farmers Markets www.farmersmarkets.net
Slow Food www.slowfood.org.uk

Fair Trade

Fair Trade Foundation www.fairtrade.org.uk
Equitrade www.equitrade.org
Traidcraft www.traidcraft.co.uk

Sustainable Wood

Forestry Stewardship Council (FSC) www.fsc.org
Camapaign against Kimberley Clarks deforestation <http://www.kleercut.net/en/>

Waste

General

Waste Aware Business www.wasteawarebusiness.com
Community Recycling Network www.crn.org.uk

Recycling

Recycle Now www.recyclenow.com
Freecycle www.freecycle.org.uk
Furniture Recycling Network www.frn.org.uk
Community Paint Scheme www.commnitypaint.org.uk

Printer Cartridges

Cartridges4Charity www.cartridges4charity.co.uk
Toner www.oxfam.org.uk/whatyoucando/recycle/toner

Compost

Compost Association www.compost.org.uk
Accelerated Compost - the ROCKET www.quickcompost.co.uk
Green Cone www.greencone.com
Wiggly Wigglers www.wigglywigglers.co.uk

Cooking Oil

Oil Waste (cooking) www.lessmess.co.uk
Biodiesel processing equipment www.greenfuels.co.uk

Compactors

Pack a Bin www.packabin.co.uk
PHS www.phs.co.uk/orwak/products

Travel & Transport

Public Transport Information

Traveline www.traveline.com
Green Boat operators website www.thegreenblue.org.uk

Walking & Cycling

Sustrans www.sustrans.org.uk
Ramblers www.ramblers.org.uk
Walkers Welcome <http://walking.visitscotland.com>
Cyclist Welcome <http://cycling.visitscotland.com/>
Cycle Touring Club www.ctc.org.uk

Carbon Offset

Equiclimat www.ebico.co.uk
Global Cool www.global-cool.com
Carbon Offsets www.carbon-offsets.com
Pure www.puretrust.org.uk

Wildlife & Landscape

General

Scottish Natural Heritage www.snh.org.uk
Natural England www.naturalengland.org.uk
Forestry Commission www.forestry.gov.uk

Green Charities

World Wide Fund for Nature www.wwf.org.uk
National Trust www.nationaltrust.org.uk
National Trust for Scotland www.nts.org.uk
Woodland Trust www.woodland-trust.org.uk
Royal Society for the Protection of Birds www.rspb.org.uk
Whale & Dolphin Conservation Society www.wdcs.org
Marine Conservation Society www.mcsuk.org

Monitoring Organisations

Natures Calendar www.naturescalendar.org.uk
Biological Recordings www.brc.ac.uk
Local Biodiversity Action Plan www.ukbap.org.uk
www.businessandbiodiversity.org
Field Studies Council www.field-studies-council.org

Native Trees & Wildlife Plants

Trees for Life www.treesforlife.org.uk
Reforesting Scotland www.reforestingscotland.org
British Wildflower Plants www.wildflowers.co.uk
Wild About Gardens www.wildaboutgardens.org.uk