



GREEN TOURISM AUDIT REPORT

Prepared By: Jon Proctor

Arcola Theatre

Site Environmental Coordinator: Rachel Carless

Date of Visit: 29/04/2010

Site Address:
27 Arcola Street
London
E8 2DJ

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Arcola Theatre

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</i>	86%
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Gold >80%
Silver 65-79%
Bronze 40-64%
Going Green <40%

<i>Level of Award Achieved</i>	GOLD
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What's Green about:

Arcola Theatre

Arcola theatre has managed to achieve a GOLD award due to some outstanding efforts in what is an older theatre building. The theatre becomes the first theatre in the UK to gain a GOLD award in green tourism and is a strong local catalyst in greening North East London (Hackney and surrounding districts). The most progressive areas for the business relate to how they communicate the green message the theatre hosts monthly green Sundays which are popular and very well designed. The site has an excellent green notice boards together with other messages highlighting how visitors can do their bit.

Summary of general recommendations and observations

Arcola have taken a lead on Green tourism in the area having been an excellent advocate of the scheme through presentations and demonstrations and they continue to drive sustainable development through a mix of highly innovative projects such as LED lighting and hydrogen fuel cells as well a simpler products such as the vegetarian restaurant. There are still areas for further improvement the cleaner could trial microfibre cloths or even home made cleaning recipes and the buildings could be made much more energy efficient. That said the business has tackled all the issues which can be tackled directly and remains an inspiration to the community and the whole industry. As the first Theatre to gain a GOLD award we hope further promotions will follow.

Further recommendations have been made through out 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 GTBS website.

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 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	Good green file with evidence for assessment as well as materials for green team to keep driving positive change
2.06	Green Business Network or Initiative	Part of Green theatres Programme with Julies Bicycle
2.08	Monitoring: Energy	monthly readings use OWL monitors awaiting some new kit to help with monitoring and recording changes
3.03	Use of GTBS brand in off-site promotion	should display green award on website
3.11	Local social community projects	Involved with Transition town Hackney and creating a community garden in Dalston
3.16	Social Responsibility Reporting (CSR)	could consider preparing to get a Queens award http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1084953735
4.02	Refrigeration: Condition and Positioning	will need to have a film between fridge and cooker made up from foil and cardboard layers
4.04	Use of low energy lighting	Replacing older fat tubes with slimmer T5 units (still some units are the bigger T8 fittings)
4.10	High Efficiency Boiler	poor old boiler
4.11	Boiler Maintenance and Burn Efficiency	should get an annual service with the efficiency of the boiler tested - carbon monoxide and oxygen ratios
5.15	Natural based surface cleaners	should switch to using microfibre cloths for cleaning
5.16	Natural cleaning recipes	could consider home made recipes contact arts admin for their advice should prepare COSHH sheets in case of hazards in workplace
6.01	Supplier screening	need help re further green procurement could look to use GTBS questionnaires should seek out an eco drycleaner for costumes etc (see Members' Area on GTBS website for more info)
6.09	Local Fruit or Vegetable Products	Could highlight campaign issues in café such as the campaign against nestle for habitat destruction in SE Asia
6.11	Drinking Water	could consider bottling own water
6.12	Local Organic Food	some organic choices such as organic lager
6.23	Financial Services	In the process of changing to Triodos
7.02	Use less paper in marketing	Less paper used in general marketing will need further details of how paper purchasing is reducing
7.05	Specialist waste reduction measures	working with scenery salvage to recover 90% of set materials
7.09	Printer & Toner Cartridges (purchase & recycle)	working with Ricoh - evolution office green programme to go towards zero waste
7.12	Construction Waste	most wood is recycled significant amount outside back door of theatre
7.15	Cardboard Reuse or recycle	could bale and flat pack card for recycling
7.18	Plastics Reuse or recycle	would like to know if sandwich wrapper recycling is an option
7.19	Hazardous waste disposal	storing fluorescents at present should make arrangement for uplifts batteries should also be recycled box seen
8.09	Cycle Storage	store cycles around the building no specific stores
8.13	Business Vehicles are Ecofriendly	river simple cars have designs to offer a hydrogen car based on leased use not sure if its available for consumers or if there is a taxi people can order
9.01	Natural and Cultural Heritage Initiatives	would like a speaker from London zoo etc for the biodiversity event
9.02	Information on local cultural attractions	promote wide range of events could do more to highlight local attractions close to Arcola to make a trip to Arcola more than an attendance at the theatre

Business Site Name: Arcola Theatre
Green Co-ordinator: Rachel Carless
Membership Code: LON026
Date of Visit: 29th April 2010
Assessor: Jon Proctor

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
Compulsory				
1.01	Commitment to Sustainability	✓	5	
1.02	Minimum Standards and Risk management	✓	5	
	No pollution risk from oil tanks and car parks			
	Suitable waste containment and disposal (including sanitary waste)			Albany
	Proper chemical storage			
	Good general maintenance			
	Litter and visual impression			
1.03	Annual Performance Information	✓	5	
1.04	Green policy	✓	5	(see Members' Area on GTBS website for more info)
	Total	4	20	Compulsory actions completed

Management				
2.01	Green Management File	✓	5	Good green file with evidence for assessment as well as materials for green team to keep driving positive change (see Members' Area on GTBS website for more info)
2.02	Establish a green action plan	✓	4	have an action plan with responsible persons and deadlines
2.03	Staff environmental awareness	✓	5	have weekly meetings with staff 20 in total
2.04	Establish a green team	✓	5	7 in green team weekly green meeting
2.05	Attendance at Green Training Event			
2.06	Green Business Network or Initiative	✓	4	Part of Green theatres Programme with Julies Bicycle
2.07	Specialist Environmental Advice	✓	5	Various advice audits etc had a GAP survey and provide advice externally
2.08	Monitoring: Energy	✓	3	monthly readings use OWL monitors awaiting some new kit to help with monitoring and recording changes (see Members' Area on GTBS website for more info)
2.09	Monitoring: Water			(see Members' Area on GTBS website for more info)
2.10	Monitoring: Waste & Recycling	✓	3	New waste recycling monitoring (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			
2.14	Green Events Package	✓	5	30% of visitors choose theatre because it is green these are the first statistics proving that there is a green theatre market, have a green Sunday event every month
2.15	Joint marketing with other GTBS members			
2.16	Visitor Feedback			
	TOTAL	9	39	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver & Gold respectively</i>

Communication				
3.01	Responsible Visitor Charter	✓	5	(see Members' Area on GTBS website for more info)
3.02	Use of GTBS brand in on-site promotion	✓	5	
3.03	Use of GTBS brand in off-site promotion	☑		should display green award on website
3.04	The GTBS supply chain			
3.05	Green information for customers	✓	5	have practical workshops on green Sundays
3.06	Green laundry practices			(see Members' Area on GTBS website for more info)
3.07	Natural & healthy Living spaces			
3.08	Totally no smoking			
3.09	Education on Sustainability	✓	5	workshop with children re use of energy
3.10	Community work on Local Environment	✓	5	operate green Sundays with a host of events running a community garden
3.11	Local social community projects	✓	5	Involved with Transition town Hackney and creating a community garden in Dalston
3.12	International Social Responsibility Projects	✓	4	support fair trade fortnight have hosted events such as Great African Scandal
3.13	Visitor Payback Schemes			
3.14	Family focused Green Activities	✓	5	children's activities along with green Sundays i.e. one event was to create a cardboard city
3.15	Physical & Spiritual Health & Wellbeing			
3.16	Social Responsibility Reporting (CSR)	⊙		could consider preparing to get a Queens award http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1084953735
	TOTAL	8	39	<i>Minimum of 3, 4, 5 ticks and 12, 16, 20 points required for Bronze, Silver & Gold respectively</i>

Energy				
4.01	Use of A-rated air conditioners and refrigeration			
4.02	Refrigeration: Condition and Positioning	✓	3	will need to have a film between fridge and cooker made up from foil and cardboard layers
4.03	Mini kettles			
4.04	Use of low energy lighting	✓	3	Replacing older fat tubes with slimmer T5 units (still some units are the bigger T8 fittings) (see Members' Area on GTBS website for more info)
4.05	Use of Light Emitting Diode (LED) lighting	✓	5	Outstanding (see Members' Area on GTBS website for more info)
4.06	Internal lighting controls & sensors			
4.07	External Low Energy Lighting and controls	✓	3	LED external lights on manual switch off
4.08	Individual room heating controls	✓	3	2 zones to control heating
4.09	Whole-system heating and cooling controls (HO/VA/CO only)			
4.10	High Efficiency Boiler	✓	0	poor old boiler
4.11	Boiler Maintenance and Burn Efficiency	⊙		should get an annual service with the efficiency of the boiler tested - carbon monoxide and oxygen ratios
4.12	Heat Recovery			
4.13	Roof Insulation			
4.14	Glazing and draught proofing	<input checked="" type="checkbox"/>		
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	✓	5	Hydrogen fuel cell pioneer
4.21	District heating systems and CHP			
	TOTAL	7	22	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Water				
5.01	Water Flow Through Showers (12l)	✓	5	shower for staff changed to low flow check next time
5.02	Water Flow through Taps – Basins and Sinks (8l)			
5.03	Self-closing or sensor Taps			percussion tap running for 15 seconds
5.04	Urinal Controllers or Waterless Urinals	✓	5	eco cube used provided by eco-works.co.uk
5.05	Low flush toilets	✓	5	Use bricks and dual flush units (see Members' Area on GTBS website for more info)
5.06	Water efficient washing machine			
5.07	Water Efficient Dishwasher and Kitchen	✓	3	commercial dishwasher
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	excellent bag it and bin it information (see Members' Area on GTBS website for more info)
5.13	Phosphate-free soaps and detergents	✓	5	use eco products from Northern Environmental
5.14	Chlorine-free cleaners	✓	5	use eco-works.co.uk
5.15	Natural based surface cleaners	⊙		should switch to using microfibre cloths for cleaning
5.16	Natural cleaning recipes			could consider home made recipes contact arts admin for their advice should prepare COSHH sheets in case of hazards in workplace (see Members' Area on GTBS website for more info)
5.17	Ecological Water Treatment			
	TOTAL	7	33	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Purchasing				
6.01	Supplier screening	✓	3	need help re further green procurement could look to use GTBS questionnaires should seek out an eco drycleaner for costumes etc (see Members' Area on GTBS website for more info)
6.02	Paper products in housekeeping	✓	5	towels and toilet tissues all recycled paper products
6.03	Recycled content plastics and bio plastics			
6.04	Recycled Glass Products			
6.05	Business Stationery & Marketing Materials	✓	5	(see Members' Area on GTBS website for more info)
6.06	Home Produced Food & Drink			
6.07	Local Meat & Dairy			
6.08	Sustainably Sourced Fish	<input checked="" type="checkbox"/>		no fish on menu
6.09	Local Fruit or Vegetable Products	<input type="radio"/>		Could highlight campaign issues in café such as the campaign against nestle for habitat destruction in SE Asia
6.10	Local Food (non-meat & veg) & Drink			avoid GM products
6.11	Drinking Water	<input checked="" type="checkbox"/>		could consider bottling own water
6.12	Local Organic Food	✓	3	some organic choices such as organic lager
6.13	Vegetarian and vegan Food options	✓	5	
6.14	Local Food Network or club			
6.15	Fair Trade Food & Drink	✓	5	coffee organic tea triple certified mozzo coffee
6.16	Ethical and Organic Products (non-food)	✓	3	fair trade rubber gloves purchased
6.17	Local Craft Products			
6.18	Traditional Building Products & Techniques			
6.19	Building and Decorative Products			
6.20	Sustainable Timber			
6.21	Natural shampoos and Hygiene Products			
6.22	Green Energy Tariff	✓	5	Purchase Ecotricity new energy plus 100% renewable (see Members' Area on GTBS website for more info)
6.23	Financial Services	<input checked="" type="checkbox"/>		In the process of changing to Triodos
	TOTAL	8	34	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Waste Minimisation				
7.01	Returnable Packaging (bottles crates etc)			
7.02	Use less paper in marketing	<input checked="" type="checkbox"/>		Less paper used in general marketing will need further details of how paper purchasing is reducing
7.03	Dosing and Dispenser Systems			
7.04	Food portion control			
7.05	Specialist waste reduction measures	✓	4	working with scenery salvage to recover 90% of set materials
7.06	Garden waste – composting and peat free			
7.07	Rechargeable Batteries and alternatives & eco gadgets			
7.08	Electric and electronic equipment			
7.09	Printer & Toner Cartridges (purchase & recycle)	✓	5	working with Ricoh - evolution office green programme to go towards zero waste
7.10	Textiles, Fixtures and Fittings	<input checked="" type="checkbox"/>		working with productions to reduce waste see 7.05
7.11	Kitchen Waste Composting			
7.12	Construction Waste	✓	4	most wood is recycled significant amount outside back door of theatre
7.13	Conservation of Buildings			
7.14	Paper reuse and recycling	✓	5	(see Members' Area on GTBS website for more info)
7.15	Cardboard Reuse or recycle	✓	4	could bale and flat pack card for recycling
7.16	Glass Reuse or recycle	<input checked="" type="checkbox"/>		mixed cullet recycling used in road making
7.17	Aluminium and Steel Recycling	✓	5	
7.18	Plastics Reuse or recycle	✓	4	would like to know if sandwich wrapper recycling is an option
7.19	Hazardous waste disposal	✓	3	storing fluorescents at present should make arrangement for uplifts batteries should also be recycled box seen (see Members' Area on GTBS website for more info)
7.20	Dog Waste eco-treatment			
7.21	Compactors			
	TOTAL	8	34	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Travel				
8.01	Information on Public Transport	✓	4	
8.02	Marketing Materials have Details of Public Transport	✓	4	encourage visitors to choose green and arrive by public means
8.03	Car Free Activities (not VA)			
8.04	Public Transport Drop Off	✓	3	reasonable location close to Dalston over ground
8.05	Travel Incentives (not SSA)			
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	<input checked="" type="checkbox"/>		store cycles around the building no specific stores
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	river simple cars have designs to offer a hydrogen car based on leased use not sure if its available for consumers or if there is a taxi people can order based on this idea
8.14	Pitches for Touring Caravans (HP)			
8.15	Carbon management	✓	5	Calculated that the business produces 86 tonnes or 215kgCO2 per seat most staff done carbon footprint through EST carbon footprint tool working with carbon smart and ISO14064
	TOTAL	6	23	<i>Minimum of 3, 4, 5 ticks required for Bronze, Silver & Gold respectively</i>

Nature and Culture				
9.01	Natural and Cultural Heritage Initiatives	⊙		would like a speaker from London zoo etc for the biodiversity event
9.02	Information on local cultural attractions	☑		promote wide range of events could do more to highlight local attractions close to Arcola to make a trip to Arcola more than an attendance at the theatre
9.03	Cultural events and festivals	✓	5	lots of events promoted excellent green Sunday programme
9.04	Information about nature-related attractions in the area	✓	5	have a display with the locations of local nature attractions
9.05	Information on natural heritage			
9.06	Nature Diary			(see Members' Area on GTBS website for more info)
9.07	Native Tree Planting			
9.08	Wildlife Habitats	⊙		Biodiversity event planned for JULY
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	10:10 campaign	✓	5	active member of the 10 10 campaign to reduce energy use by 10% in 2010
10.02				winner of a local best environmental business of the year award
10.03				
10.04				
	TOTAL	1	5	

SCORING SUMMARY			
Sections	Done	Score	Percentage per section for measures scored
COMPULSORY	4	20	100%
MARKETING & MANAGEMENT	9	39	87%
COMMUNICATION	8	39	98%
ENERGY SAVING	7	22	63%
WATER ISSUES	7	33	94%
PURCHASING	8	34	85%
WASTE MINIMISATION	8	34	85%
TRAVEL & TRANSPORT	6	23	77%
NATURE & CULTURE	2	10	100%
INNOVATION	1	5	
TOTAL	60	259	GOLD

Maximum No. of measures scored	60	300	Total Percentage based on 300 pts
<i>Bronze award status</i>	40%	120	86.3%
<i>Silver award status</i>	65%	195	Award achieved
<i>Gold award status</i>	80%	240	GOLD