

# Green Tourism

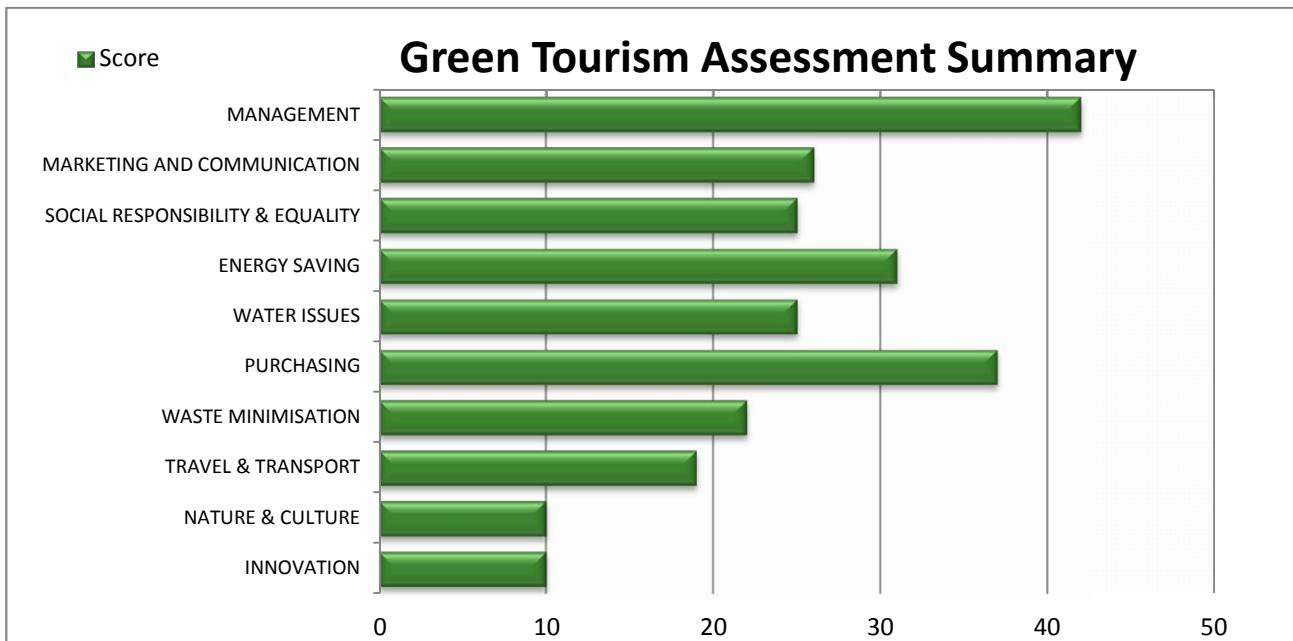


**GOLD**  
**Percentage Scored 82%**

## Awarded to:

Royal Armouries International PLC  
Armouries Drive  
Leeds  
West Yorkshire  
LS10 1LT

Assessor: Gill Thomson  
Site Co-ordinator: Steve Kersh  
Date of Assessment: 27 October 2015  
Membership Number: YO071



[www.green-tourism.com](http://www.green-tourism.com)



## Royal Armouries International PLC

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**

**Gold - (Version V)**

**Achieved on Ver V Criteria**

**82%**

**Level of Award  
Version V**

**GOLD**

### Green Tourism Promotional Statement

Royal Armouries International PLC have done well to gain the GOLD award on Version V of the Green Tourism criteria. There are a wide range of green practices on site from the excellent display of information on the website to the use of local suppliers on site. 2015 saw the 1st sustainable exhibition within the centre. Props were up cycled and recycled at the end of display, leaflets about the display were printed in vege inks, e tickets were produced and the energy use was closely monitored. As a result a guide to hosting green exhibitions has been produced. The centre also boasts a range of LED lighting both inside and out, some can even change colour!

### Green Tourism Opportunities

While gaining the GOLD award is a great achievement there are always area where improvements can be made. It is suggested that a little more investigation into suppliers is conducted. Where are products such as fruit, veg or flowers sourced from? British, Yorkshire? This could be displayed in a food map or on the website. It is also suggested that chemical free cleaning methods are looked at. Finally awareness raising notices about Don't Flush Campaigns or/and annual group litter picks in the area could be considered to help send the green messages to the public. 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	9	42	93%	EXCELLENT
Marketing And Communication	6	26	87%	EXCELLENT
Social Responsibility & Equality	6	25	83%	EXCELLENT
Energy Saving	7	31	89%	EXCELLENT
Water Issues	6	25	83%	EXCELLENT
Purchasing	9	37	82%	EXCELLENT
Waste Minimisation	6	22	73%	VERY GOOD
Travel & Transport	6	19	63%	GOOD
Nature & Culture	3	10	67%	GOOD
Innovation	2	10	100%	OUTSTANDING
	60	247		

## PRIORITY COMMENTS & RECOMMENDATIONS

Ref	Minimum standards	Comment
A01	Commitment to Sustainability	Member of Green Tourism since 2009.
A03	Pollution prevention	Chemicals in locked storage.
A04	Risk Management	1st aiders on site. DeFib on site.

## FURTHER RECOMMENDATIONS & ACTIONS

Ref	Criteria opportunities	Comment
1.10	Establishing a Green Team	Green team on site. Could look to highlight the team on the website and on site for visitor information.
1.14	Monitoring Energy Use	Weekly readings taken and good records were noted on site. Could consider an energy display within the venue. This could highlight where usage is high or savings have been made.
1.15	Monitoring Water Use	Weekly readings taken and good records were noted on site. Could consider an energy display within the venue. This could highlight where usage is high or savings have been made.
2.05	Social media linked to Green Tourism	Following & posting with Green Tourism on social media. Could promote green ideas/action and Green Tourism on your social media sites. GT details are:- Twitter - @GreenSuggests when tweeting offers, competitions, green related stories or pictures that may be of interest to your customers. Follow and mention @GreenTourismUK to find out about Green Tourism news or when tweeting green stories, tips and news that may be of interest to other Green Tourism members. Use #green, #greentourism, and #Green TourismGold, Green TourismSilver or #Green TourismBronze (depending upon the award level you currently hold) .FacebookLike our Facebook page Green Tourism and tag us into relevant posts, comments and photos.
2.16	Green Feedback	Could look at a green suggestions box for staff and guests. Comments and the actions taken could be displayed on site.
3.02	Community work on local environment	Could look to organise an annual or regular litter pick of the canal. As the area becomes more vibrant this could include other businesses.
3.04	International sustainable/responsible projects	Participate in Earth Hour every year. Could look at Toilet Twinning - <a href="http://www.toliettwinning.org">www.toliettwinning.org</a>
3.08	Fairly traded food & drink	Range of FT products available on site. Look to review the use of RA products.

3.10	Information in an accessible format	Black on white signage. Braille and voice over devises in the lifts. Could have an access policy on the website.
3.11	Provision of ramps and other practical support	Fully accessible. Hearing loops in the theatre. 2 Defib's on site.
4.01	Efficient fridges and freezers	E cubes are in place. New Walls Vista 12 LED freezer within the café area. Will be great to see the energy feedback results at the next assessment.
5.10	Don't Flush It awareness campaigns	Notices in place. Due to the location to the canal could look at having information about Don't Flush campaigns & micro plastics for example. This could be in the blog?
6.06	Drinking water from the destination	Tap water or Harrogate water supplied on site. Could look at an on site bottling plant.
7.04	Recycled plastic purchase/plastic reuse and recycling	Good recycling provisions in place. Collections on demand. Could look to find ways to reuse or reduction the generation of products on site. Could encourage event organisers to do this as well.
8.04	Information on walking, cycling and other travel activities	Some information available within the museum. Could look at how visitors could make the most of there time in Leeds by signposting to local maps or walking routes etc on the website.

**Business Site Name:** Royal Armouries International PLC  
**Business Type:** Events Venue  
**Green Co-ordinator:** Steve Kersh  
**Membership Code:** YO071  
**Address:** Armouries Drive  
**Town/City:** Leeds  
**County:** West Yorkshire  
**Postcode:** LS10 1LT  
**Date of Visit:** 27 October 2015  
**Assessor:** Gill Thomson

## PRIORITY COMMENTS & RECOMMENDATIONS

PRIORITY COMMENTS & RECOMMENDATIONS		
Minimum standards	Comments	
No.	Measure	Action / Comments
A01	<b>Commitment to Sustainability</b> 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	Member of Green Tourism since 2009.
A02	<b>Commitment to Quality</b> 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	<b>Pollution prevention</b> 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	Chemicals in locked storage.
A04	<b>Risk Management</b> Emergency response (environmental) & first aid Greenwash (no misleading eco statements)	1st aiders on site. DeFib on site.
A05	<b>Invasive Species &amp; Heritage Protection</b> No invasive species No habitat destruction No cultural or historical destructions	

<b>Key to symbols:</b>	✓	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>1 Management</b>				
1.01	Commitment to sustainability	✓	5	Members since 2009
1.02	Green Policy OR Statement	✓	5	Good clear policy on site and on the website.
1.03	Establishing a green action plan	✓	5	An action plan is in place. Actions in relation to Version V have been added in.
1.04	Green Management File	✓	5	Excellent and has been tailored to Version V criteria.
1.05	Maintenance			
1.06	CFC and HFC avoidance			
1.07	Carbon Calculator (Annual Performance Information)	✓	5	2014 & 2015 data submitted.
1.08	Carbon Management Plan	⊙		Could look into this. This could tie in with greening events.
1.09	Green Electricity for Space Heating			
1.10	Establishing a Green Team	✓	4	Green team on site. Could look to highlight the team on the website and on site for visitor information.
1.11	Staff sustainability awareness	☑		Staff knowledge and awareness on site is excellent.
1.12	Training and Development	✓	5	Green induction training for all staff. On going training and information sharing through the green notice board on site.
1.13	Specialist sustainable development advice			
1.14	Monitoring Energy Use	✓	4	Weekly readings taken and good records were noted on site. Could consider an energy display within the venue. This could highlight where usage is high or savings have been made.
1.15	Monitoring Water Use	✓	4	Weekly readings taken and good records were noted on site. Could consider an energy display within the venue. This could highlight where usage is high or savings have been made.
1.16	Monitoring Waste & Recycling	⊙		Could look to monitor - figures could be included in an over all carbon management plan.
1.17	Monitoring the purchase of consumables (paper, chemicals etc)	⊙		Could look to monitor - figures could be included in an over all carbon management plan.
	<b>TOTAL</b>	<b>9</b>	<b>42</b>	

2 Marketing and Communication				
2.01	Green profile & use of Green Tourism logo	✓	5	Good use of the logo on the website and on site.
2.03	Provision of public transport information on website	✓	5	Linked straight through to the metro public transport site for the area.
2.04	Display Information	✓	5	Excellent messages on the website. Emails have banner ads that also send messages to internal and external clients. A sustainability wall has been created in the café area.
2.05	Social media linked to Green Tourism	☑		Following & posting with Green Tourism on social media. Could promote green ideas/action and Green Tourism on your social media sites. GT details are:- Twitter - @GreenSuggests when tweeting offers, competitions, green related stories or pictures that may be of interest to your customers. Follow and mention @GreenTourismUK to find out about Green Tourism news or when tweeting green stories, tips and news that may be of interest to other Green Tourism members. Use #green, #greentourism, and #Green TourismGold, Green TourismSilver or #Green TourismBronze (depending upon the award level you currently hold) .FacebookLike our Facebook page Green Tourism and tag us into relevant posts, comments and photos.
2.06	Green Tourism Ambassador and mentoring			
2.07	Creating a Responsible Visitor Charter	✓	5	On the website - personalised to the venue.
2.10	Participation in a green business network or initiative			
2.12	Use or promotion of Green Tourism accommodation	✓	2	Good promotion of Green Tourism businesses in the area, on the website. Is there a 'Green' rate that could be offered to delegates.
2.13	Green Marketing			
2.14	Green Meetings or Events Packages	✓	4	Really good 'green tips' for making a green event. Now have a 'create an exhibition with consideration for the environment' piece. This could be published on the website. Information on the website highlighting how delegates can make there event greener.
2.15	Local dining out diary or directory			
2.16	Green Feedback	⊙		Could look at a green suggestions box for staff and guests. Comments and the actions taken could be displayed on site.
	<b>TOTAL</b>	<b>6</b>	<b>26</b>	

### 3 Social Responsibility & Equality

3.01	Local social community projects	✓	5	Promote and support Simon on the Streets. Held a sleep out for 35,000 business men. Hold annual ball for Candle Lighters. Turned the building pink for Breast Cancer. A charity night for St Georges Crypt was held by staff. Excellent promotion on the website.
3.02	Community work on local environment	⊙		Could look to organise an annual or regular litter pick of the canal. As the area becomes more vibrant this could include other businesses.
3.03	Visitor Payback (Visitor Giving) initiatives	☑		Support the museum.
3.04	International sustainable/responsible projects	✓	3	Participate in Earth Hour every year. Could look at Toilet Twinning - <a href="http://www.toilettwinning.org">www.toilettwinning.org</a>
3.05	Ethical screening processes			
3.06	Social Responsibility Statement	✓	5	Environmental and social policy on the website.
3.07	Healthy eating information			
3.08	Fairly traded food & drink	✓	3	Range of FT products available on site. Look to review the use of RA products.
3.09	Ethical and organic furnishings			
3.10	Information in an accessible format	✓	4	Black on white signage. Braille and voice over devises in the lifts. Could have an access policy on the website.
3.11	Provision of ramps and other practical support	✓	5	Fully accessible. Hearing loops in the theatre. 2 Defib's on site.
3.12	Accessible surrounds			
	<b>TOTAL</b>	<b>6</b>	<b>25</b>	



## 4 Energy

4.01	Efficient fridges and freezers	✓	4	E cubes are in place. New Walls Vista 12 LED freezer within the café area. Will be great to see the energy feedback results at the next assessment.
4.02	Energy efficient air conditioning			
4.03	Energy efficient cookers and other kitchen equipment			
4.04	Internal low energy lighting (with controls)			
4.06	LED Lighting	✓	4	Excellent range of LEDs.
4.07	External lighting with suitable controls	✓	3	Installing LEDs as SON's fail. Number now in place.
4.08	Heating and cooling controls for building zones and bedrooms	✓	5	BMS system - zoned controls.
4.09	High efficiency boilers			
4.10	Thermally efficient buildings			
4.11	Other insulation, heat recovery and draught sealing	✓	5	Acoustic & thermal insulation.
4.12	Low energy design and refurbishments	✓	5	Solar PV installed within the jointly owned car park . Moffatt Banqueting units in place. (Chill, refrigerate, regen oven and hot cupboard.)
4.13	Hot water temperatures, settings, insulation and storage	✓	5	Andrews gas condensing boilers - 98%.
4.14	Solar Hot Water Heating and Storage			
4.15	Inverter drives for motors (fans, pumps and lifts)			
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			
	<b>TOTAL</b>	<b>7</b>	<b>31</b>	

## 5 Water

5.02	Basin and sink taps			
5.03	Self-closing taps (push or sensor)	✓	5	Push taps fitted. Good shut off times.
5.04	Urinal controllers, individual flush or waterless urinals	✓	5	Cisterniser with zoning controls in place.
5.05	Low flush toilets, including dual flush or displacement devices	✓	5	Throughout
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	✓	4	Notices in place. Due to the location to the canal could look at having information about Don't Flush campaigns & micro plastics for example. This could be in the blog?
5.11	Eco-friendly shampoos and personal hygiene products			
5.12	Phosphate-free soaps, detergents and bleaches	✓	3	Jangro Environ Range - could look into greener ranges such as Delphis Eco or Ecover.
5.13	Chlorine-free cleaners			
5.14	Chemical-free cleaning systems & natural products	✓	3	Mircofibre cloths in use on site. Could look at chemical free cleaning systems - <a href="http://www.tersano.com/">http://www.tersano.com/</a> Could also look at steam cleaning.
5.15	Cooking oil			
5.16	Pest control			
5.17	Ecological water treatment			
5.18	Compost toilet option			
5.19	Flood prevention measures			
	<b>TOTAL</b>	<b>6</b>	<b>25</b>	

## 6 Sustainable Procurement

6.01	Supplier screening	✓	5	Excellent screening policies in place. Number are displayed on the website highlighting transparency.
6.02	Green Tourism supply chain			
6.03	Financial Services			
6.04	Running a Green Office	✓	4	Recycled paper used in office space and for leaflets, children's quizzes. Vege inks are also used for some main stream printing.
6.05	Paper products in housekeeping	✓	5	100% recycled
6.06	Drinking water from the destination	✓	4	Tap water or Harrogate water supplied on site. Could look at an on site bottling plant.
6.07	Local drinks	✓	3	Leeds Brewery - Guest beers
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			
6.13	Local and seasonal fruit and vegetable	✓	4	Deli Fresh - local source. Could display this on a food map.
6.14	Local meat & dairy	✓	4	Yorkshire Dales Meat Company - locally sourced products.
6.15	Sustainably sourced fish	✓	4	M&J Seafood's.
6.16	Local food initiative	✓	4	Members of the Yorkshire Regional Food Group. Good promotion of this on the website.
6.17	Local crafts			
6.18	Traditional building products and techniques.			
6.19	Sustainable timber (hardwoods)			
6.20	Green energy tariffs			
	<b>TOTAL</b>	<b>9</b>	<b>37</b>	

## 7 Waste Minimisation

7.01	Reduction of packaging, backhauling and packaging avoidance			
7.02	Recycled marketing materials, paper reuse and recycling	✓	3	Good recycling provisions in place. Collections on demand. Could look to find ways to reuse or reduction the generation of products on site. Could encourage event organisers to do this as well.
7.03	Recycled glass purchase/glass reuse and recycling	✓	3	Good recycling provisions in place. Collections on demand. Could look to find ways to reuse or reduction the generation of products on site. Could encourage event organisers to do this as well.
7.04	Recycled plastic purchase/plastic reuse and recycling	✓	3	Good recycling provisions in place. Collections on demand. Could look to find ways to reuse or reduction the generation of products on site. Could encourage event organisers to do this as well.
7.05	Cardboard reuse and recycling	✓	3	Good recycling provisions in place. Collections on demand. Could look to find ways to reuse or reduction the generation of products on site. Could encourage event organisers to do this as well.
7.06	Aluminium and steel reuse and recycling			
7.07	Textiles, fixtures and fittings	✓	5	At the end of the Dino's exhibition 20 tonnes of aggregate was recycled. Leeds Dock Development took some and staff took some for garden use!. A number of items such as tables and carpet were used within the exhibition.
7.08	Consumer related dispensers and dosing systems	✓	5	In place for staff and visitor use.
7.09	Food waste control			
7.10	Kitchen waste composting	⊙		Keep an eye on this becoming legislation. <a href="http://www.wrap.com">Www.wrap.com</a>
7.11	Garden waste (composting and peat free)			
7.12	Construction Waste (reuse and recycle)			
7.13	Conservation of Buildings			
	<b>TOTAL</b>	<b>6</b>	<b>22</b>	

## 8 Travel

8.01	Promotion of car free activities			
8.02	Public transport drop off within 500m	✓	4	Bus stop is over the road. The Train station is a 10 minute walk.
8.03	Travel incentives and offers	✓	3	Have started an incentive with Leeds Hotel & Venue Associations - valid train ticket produced free coffee on the day.
8.04	Information on walking, cycling and other travel activities	✓	3	Some information available within the museum. Could look at how visitors could make the most of their time in Leeds by signposting to local maps or walking routes etc on the website.
8.05	Cycle storage & cycle hire	✓	3	Secure storage available within the car park area of the site. Could look to highlight this on the website.
8.06	Staff travel			
8.07	Monitoring guest travel & delivery transport	✓	3	Survey Monkey tool in place to monitor how people arrive on site. When greening events could signpost delegates to <a href="http://www.climatecare.org">www.climatecare.org</a>
8.08	Use and promotion of eco-friendly vehicles	✓	3	Pool car on site.
8.09	Electric car charging point			
8.12	Promotion of visitor travel carbon accounting and offset services			
	<b>TOTAL</b>	<b>6</b>	<b>19</b>	

**9 Nature and Culture**

9.01	Natural and cultural heritage initiatives			
9.03	Involvement in local cultural events and festivals	✓	5	Host the Leeds Film Festival, the USA rugby team had a day on site & hold the Water Front Festival on top of being an events venue! Held own sustainable exhibition on site 2015.
9.09	Significant tree planting or conservation			
9.10	Wildlife habitats and refuges	✓	3	While not having direct habitats on site there is promotion of gardens. The canal acts as a habitat for a range of species.
9.11	Indoor plants and locally or home grown flowers	✓	2	Flowers for events are sourced from InterFlorist - West End Florist, Wakefield. Could contact and find out where the flowers are sourced from. Could look to have an element in the package for British sourced flowers.
9.12	Specialist Heritage and Cultural Buildings			
	<b>TOTAL</b>	<b>3</b>	<b>10</b>	

## 10 Innovation

10.01	Basic Benchmark Performance			
10.02	Progressive Benchmark Performance			
10.03	Excellent Benchmark Performance			
10.04	Site Innovation	✓	5	Held a 'Green' exhibition. All parts of the planning process to the dismantling of the exhibition was dealt with in a sustainable manor. Looking to produce a case study as a result.
10.05	Site Innovation	✓	5	Cakes are supplied by PeckandStrong - a carbon neutral enterprise.
10.06	Site Innovation			
	<b>TOTAL</b>	<b>2</b>	<b>10</b>	

<b>SCORING SUMMARY</b>			
<b>Sections</b>	<b>Done</b>	<b>Score</b>	<b>Percentage per section for measures scored</b>
MANAGEMENT	9	42	93%
MARKETING AND COMMUNICATION	6	26	87%
SOCIAL RESPONSIBILITY & EQUALITY	6	25	83%
ENERGY SAVING	7	31	89%
WATER ISSUES	6	25	83%
PURCHASING	9	37	82%
WASTE MINIMISATION	6	22	73%
TRAVEL & TRANSPORT	6	19	63%
NATURE & CULTURE	3	10	67%
INNOVATION	2	10	100%
<b>TOTAL</b>	<b>60</b>	<b>247</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>
Bronze award status	40%	120	<b>82.3%</b>
Silver award status	65%	195	Award achieved
Gold award status	80%	240	<b>GOLD</b>
Current Award Status			<b>Gold - (Version V)</b>