

SUSTAINABILITY AND QUALITY

ACTIONS FOR SMALL SERVICED ACCOMMODATION

Sustainable practices have become more and more important to visitors and businesses alike, and our research shows us that the vast majority of businesses are already undertaking a number of basic sustainability actions. In recognition of this VisitScotland has included sustainability actions as a minimum standard in our Quality Assurance (QA) scheme since 2015.

As part of your Quality Assurance visit the Quality & Tourism Advisor reviews which sustainability actions you are already undertaking. Up to 38 actions are reviewed covering a range of areas, such as:

- [energy efficiency](#)
- [water efficiency](#)
- [waste management](#)
- [sustainable purchasing](#)
- [customer engagement](#)
- [travel and transport](#)
- [natural and cultural heritage](#)
- [sustainable management](#)
- [accessibility](#)

Please find a table with the specific actions on the next page. Above hyperlinks provide you with additional information and advice in each of the topics or go to www.visitscotland.org/sustainable-business-series.aspx

The range of sustainability actions reviewed provides you with an opportunity to pick those that are most relevant and beneficial to your business, taking into account the nature of your business and customer profile.

It is important to note that the number of sustainability actions undertaken will not affect your quality star grading. Our focus has been, and will continue to be, on providing advice and support on further activities that could be undertaken and the benefits of being more sustainable.

As a benefit of participating in our QA scheme, you will receive relevant recommendations specific to sustainability as part of your QA grading report, with appropriate advice and signposting to further information.

If you are a member of the [Green Tourism Business Scheme](#) this will be considered as automatically meeting the minimum standards. This means that your Quality & Tourism Advisor will not need to discuss sustainability actions with you but can still offer advice and support if required.

As part of your 2018 QA assessment, your business is required to undertake **18 sustainability actions**, recognising that a very high proportion of Small Serviced Accommodation providers (i.e. B&Bs, Guest Houses, Inns) are already achieving this right now.

With a view to encouraging continuous improvement and maximising business benefits, in 2019 we will be asking Small Serviced Accommodation providers to undertake **19 actions as a minimum requirement**.

For more information, please see VisitScotland's sustainable tourism web pages on www.visitscotland.org/business_support/quality_assurance/sustainability_advice.aspx

For further advice and support, please see our **Better Business Guides and fact sheets** on visitscotland.org covering all the topics above.
www.visitscotland.org/sustainable-business-series.aspx

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No	Action	Done	Notes
1. Energy			
1.1	Low energy lighting		
1.2	Heating controls		
1.3	Draught Proofing and Glazing		
1.4	Switch off		
1.5	Renewable Energy		
2. Water			
2.1	Water efficient toilets (& urinals)		
2.2	Water saving Taps		
2.3	Water saving Showers		
3. Purchasing			
3.1	Local & Seasonal Food and Drink		
3.2	Local Arts and Crafts		
3.3	Fair Trade/Ethical Food and Drink		
3.4	Vegetarian & Vegan food offered/promoted		
4. Transport			
4.1	Pre-arrival public transport information		
4.2	Public Transport information on site		
4.3	Car-Free Activities		
4.4	Low carbon vehicles & efficient driving (VA)		
4.5	Electric Vehicle Chargepoint		
5. Natural and Cultural Heritage			
5.1	Promotion of Nature Attractions & Activities		
5.2	Promotion of Cultural Attractions and Events		
5.3	Info on Flora and Fauna		
5.4	Grounds Management for Wildlife (HP)		
6. Sustainable Management			
6.1	Environmental or green policy		
6.2	Staff Green Training & Engagement		
6.3	Monitoring energy consumption		
6.4	Monitoring water consumption		
6.5	Monitoring waste and recycling		
6.6	Seasonal Marketing and Promotion		
6.7	Adapting to Changing Climate		
7. Customer Engagement and Communication			
7.1	Green information for Customers		
7.2	Local Community Projects and Engagement		
7.3	Towel (& Linen) agreements (SA & SC)		
8. Waste			
8.1	Recycling of Packaging waste		
8.2	Reduction of Packaging waste		
8.3	Segregate/Recycle Food waste		
8.4	Reduction of Food waste (not SC)		
8.5	Reduce or reuse other items		
9. Accessibility			
9.1	Promotion of Accessible Facilities/Amenities		
9.2	Accessibility Customer Care Training		
9.3	Access Statement		