

GLENLIVET ESTATE ENVIRONMENTAL POLICY AND PROCEDURES

The Crown Estate is committed to using good environmental practices in all its business activities on the Glenlivet Estate in order to minimise the impact on the environment.

The Crown Estate works to high standards of environmental stewardship across all areas of activity. On the Glenlivet Estate this is manifested in a holistic approach to long term sustainable development across a range of different land uses.

This approach involves:

- Ensuring that we are compliant with all relevant legislation, other guidance and best practice principles in relation to our activities and procurement of supplies.
- Ensuring that the environmental impacts of our activities are evaluated and managed when developing policy, initiating development and change, and reviewing management decisions.
- Seek continual improvement in specific activities and operations that have key impacts on the environment
- Adopting measures to achieve continual improvement of environmental performance and pollution prevention
- Manage and control environmental impacts systematically by setting objectives and targets, monitoring progress, reviewing and auditing performance.
- Manage our environmental information and track and report openly our environmental performance.
- Work with our stakeholders to improve our environmental performance and minimise environmental impacts.
- Ensuring that our staff and service providers have the appropriate levels of expertise, are aware of our key impacts on the environment, understand their responsibilities and are committed to applying our policies and meeting our specific objectives.

MANAGEMENT & MARKETING

The Glenlivet Estate has adopted a policy of carrying out management and marketing activities as efficiently as possible at all levels by taking the following measures:-

Green File

- The Estate has a dedicated Green File which is maintained by a member of staff. This holds records relating to our environmental commitment and training and also holds reference information for purchasing supplies, reducing waste and energy saving. Contact details and literature from specialist environmental advisors such as the Environment Agency, Envirowise and other agencies are kept in this reference file.

Awareness Training

- The Estate Office and Information Centre has an environmental policy and procedures in the green file and staff are informed of specific points via one to one communication, signs, and through a notice on the office notice board. A member of staff has attended a specialist training seminar. Specialist advice is sought as required.

Monitoring Procedures

- The Estate records visitor enquiry responses on computer to evaluate promotional activities and ensure that the right marketing mediums are targeted. Successful advertising mediums are identified and responses from these adverts are constantly monitored. The Estate carries out surveys and questionnaires regularly both in the community and with visitors to the area. These results are maintained on computer to be used for monitoring purposes. The Estate promotes specific interests in various areas such as walking, wildlife, mountaineering, plant life and natural heritage, and uses specialist magazines to market these. Specialist marketing also attracts educational visits, rambling groups etc.

Biodiversity

- The Glenlivet Estate includes six Sites of Special Scientific Interest. It is an area of great landscape value within the Cairngorms National Park. The Estate consults widely with conservation agencies (including Scottish Natural Heritage, SEPA, RSPB, and the Cairngorms National Park Authority) and undertakes a number of biological monitoring schemes. The Estate has a biodiversity action plan for in- hand forestry land, and works closely with tenant farmers over the management of environmentally sensitive areas under the ESA and RSS schemes and other conservation projects. A local biodiversity action plan based on the Cairngorms Biodiversity Action Plan has also been prepared. This will be implemented together with help from the local community (see additional works section) The Crown Estate is a member of the UK Woodland Assurance Scheme and all forests, including those on the Glenlivet Estate, are independently audited and certified through the SGS Qualifor programme. Details of certification are displayed in the Estate Information Centre.

Energy and Waste monitoring

- Records of energy usage at the Estate Office are maintained to monitor electricity usage. Additional insulation and energy saving measures have been introduced in office management systems. The Estate Office and Information Centre is heated with a wood chip boiler which uses wood fuel produced from locally grown timber on the estate. This is a demonstration project and the wood chip is supplied by a locally based supplier who has developed his business on the basis of this project.

- A monthly record of waste/recycled paper is maintained and waste management is revised regularly.
- The Crown Estate is currently implementing an EMS Management System to achieve the ISO14001 standard.

COMMUNICATION

The Crown Estate places great importance on communication to ensure that visitors and staff can play a part in maintaining the good environmental practices that have been put in place on the Glenlivet Estate. Measures are taken to inform the public of the Estate's commitment to reducing its impact on the environment:-

Environmental Policy

- The Glenlivet Estate Environmental Office Policy is made available to visitors and staff. The points that require regular action are posted on the office notice board and via various appropriate notices on equipment and at light switches etc. The Estate encourages communication in the form of emails to avoid printing and paper wastage.

E-mail and Website

- Both the Crown Estate's website and the Glenlivet Estate's local marketing group Tomintoul & Glenlivet Highland Holiday's website, provides enquirers with comprehensive information on the Estate. The Estate encourages enquirers to use these sites as an alternative to printed literature. The Crown Estate promotes the Green Tourism Board Scheme on its website and individual GTBS members are promoted on TGHH literature and the TGHH website. The Estate encourages literature/newsletters to be sent via email. TGHH also has a dedicated on-line booking service to avoid unnecessary written communication.

Community Projects

- The Crown Estate works closely with the local community on the Glenlivet Estate and has undertaken a range of partnership projects to promote environmental education, access and community participation in other development activities. The Estate staff have close links with the local community and The Crown Estate supports a wide range of community events and activities through donations and support. An extensive range of projects has been undertaken, details of which are contained in Ranger Service annual reports.

Advising Visitors of the Estates Policy/Measures

- Details of The Crown Estate Management policy on the Glenlivet Estate are made available on the Estate website and in Estate literature including the principal map and guide to the Estate walks and trails. Visitors to the Estate Information Centre

are also made aware of the environmental policy via notices displayed in the Centre. The Estate Ranger Service operates a well developed environmental education policy for schools, colleges and universities. Approximately 40 groups are involved in the educational services annually. This also includes an annual 'Woodland Week' for primary schools which takes place during the summer term.

GTBS Members

- The Estate Ranger Service maintains contact with a wide number of tourism operators in the area through the operation of the Tomintoul and Glenlivet Highland Holiday (TGHH) marketing group. TGHH members who are also members of the Green Tourism Business Scheme are promoted through the group's marketing. A list of GTBS members in the Aberdeen & Grampian area is kept in the office to provide information for potential visitor enquiries.

Flushing and No-Smoking Policies

- The Estate has a no smoking policy throughout the office and requests, via signs in the public toilets, that visitors dispose of solid waste using the bin facility provided and do not flush this type of waste away. These bins are emptied regularly and disposed of with municipal waste. Toilets are checked daily.

ENERGY

Energy saving is one of the most important environmental actions in contributing to saving resources and reducing the impact of global warming. The Crown Estate's policy is to take positive steps to save energy and these have been put into place on the Glenlivet Estate:-

Lighting and Computers

- Low energy light bulbs and strip lights are used throughout the Estate Office and Information Centre.
- Lights in the office are switched off in rooms that are not in use and if an office is vacated for more than 30 minutes, the strip light is switched off. Computers are shut down when staff go home, and monitors and printers are switched off. Monitors are also switched off when staff are absent from their desks for more than 30 minutes. Staff are requested to switch off their colleague's lights and monitors in their absence. General office electrical equipment such as the photocopier etc. is switched off when staff go home in the evening, and other electrical equipment is kept switched off unless it is being used.

Water Heating

- When boiling small amounts of water a small kettle is used. Hot water is delivered by an instant system in the kitchen and this is only switched on when hot water is

needed. All toilets have small instant heating systems activated only when they are used. Water is regulated to 60°C.

Room Heating

- Heating in offices is regulated to a comfortable temperature only. Areas which are not used very often have their heating on frost only. Each heater has its own thermostat and is adapted to an individual's own requirements. Heating is kept low in public areas unless they are being used. Energy wastage is kept to a minimum by loft insulation of 8" and double glazing in all rooms. A wood chip heating system provides all the heat requirements of the Estate Office and Information Centre. Timber from Estate forests is used to supply the wood fuel.

WATER

The Crown Estate recognises the importance of minimising water pollution and takes measures to avoid this. Reducing water consumption on the Glenlivet Estate is not an environmental issue, but we have a policy of encouraging visitors to adopt good environmental practices in order to save water where it is short supply.

Water Consumption and Quality

- Water usage is kept to a minimum by using a water displacement system in all cisterns. The urinals work by using a controller to restrict water usage. Taps in the Estate Office and Information Centre are maintained to a standard whereby they don't drip. Analysis of the water supply is carried out as a matter of course by Scottish Water – a yearly report of the water quality is kept in the green file.

Chemical Policy

- The Estate has a chemical use policy, a copy of which is kept in the green file. Chemical use is kept to a minimum and all chemicals are stored in the garage in appropriate chemical storage containers. Petrol and diesel are stored in containers within a lockable fireproof safe in the garage, designed to contain spillage. The Estate conforms to the UKWAS regulations regarding the use of chemicals and fuel and oil in all forest areas.

PURCHASING

The Glenlivet Estate has a policy of purchasing products locally and using local services if at all possible. The Estate also has a policy of using, wherever possible, products that are non-chemical, recycled and biodegradable to lessen their impact on the environment. To achieve this, the Estate has established guidelines:-

Local Products and Crafts

- Estate office refreshments and other supplies are purchased from the local convenience shop. Fair Trade tea and coffee are used in the office. Local businesses are supported by using their products as gifts and raffle prizes i.e. Glenlivet Whisky, Speyside Water and local craft products. Where possible local suppliers and crafts are used including artists, picture framers and woodcarvers to supply other products used by the Estate (e.g. the sculptures which are placed around the all abilities trail.)

Recycled and Environmentally Friendly Products

- The Estate Office uses paper products such as toilet rolls and hand towels that are made from recycled paper. Chemical free cleaning products are used and supplies are sourced that are made from natural ingredients and packaged with biodegradable materials. Wholly or partly recycled printing cartridges and toners are used in the office

Materials and Screening

- Wherever required, traditional products such as materials for dry stane walling are used and local craft products. FSC timber products are used. Suppliers are screened with regard to their own commitment to environmental improvement, and this enables the Estate to find out who can help us most to achieve our environmental objectives.

Local Services

- Local services on the Estate are actively promoted to visitors in the TGHH leaflet and website. Stationery and other supplies are purchased as locally as possible. Local facilities such as caterers and restaurants are used for functions/working lunches. Groups and visitors to the Estate requiring accommodation are booked into local hotels. Local contractors are used for the majority of subcontracted work on the Estate unless the relevant expertise is not available.

WASTE MINIMISATION

The Glenlivet Estate has a policy of lessening the impact waste disposal has on the environment. The Estate has taken measures to reduce, re-use and recycle as much waste as possible, and staff and visitors are encouraged to adopt these:-

Office Recycling and Reducing Waste

- Every sub office has a recycling bin for paper, cardboard and envelopes and a shredder is used for confidential waste documents – this recyclable material is collected and stored in the Estate Office garage for uplifting to recycling depots. Re-usable paper and envelopes are kept for recycling within the office. Waste that cannot be recycled is disposed of with the municipal rubbish.
- A storage area in the Estate Office garage holds waste such as paint cans, plastic containers and hazardous waste until these are uplifted to be disposed of at recycling depots or waste disposal sites. Empty printer cartridges are returned for recycling with our stationery supplier – empty photocopier toner cartridges are sent to a specialist recycling centre.
- Soap is dispensed via dispensing systems in place in toilets to reduce waste. Soap for refills is purchased in bulk to save wastage. Electrical goods such as computers and photocopier are recycled by giving them away to local community users. Furniture is recycled by using in garage or being given away to local community. Old or unused publicity material is recycled with other paper products. Visitors are encouraged by a sign to only take away with them leaflets that will be useful in order to reduced waste
- Surplus wood is reused for the construction of stiles, drains and the countryside infrastructure where possible. Untreated wood waste is given as firewood to local people. Treated wood waste is disposed of at local authority waste disposal sites.

TRANSPORT

The Glenlivet Estate has a policy of no unnecessary journeys being made and if possible work activities are planned to minimise vehicle use. The Estate has put into place procedures that are aimed at helping to save on fuel usage and lessen pollution:-

Reducing Transportation

- Stationery deliveries to the office are no more than one per month. Other supplies that need to be delivered are ordered in bulk. No special journeys are made for such things as visits to recycling collection points and collecting supplies – these are done when staff visit the areas as a matter of course. Staff share transport if at all possible when on business trips.

Walking/Cycling

- The Crown Estate provides comprehensive literature for visitors to encourage them to walk/cycle on the Glenlivet Estate and bike hire is available locally. A car park is provided at the Estate Office and Information Centre and also at the starts of the many walks and trails to make it easier for people to leave their cars and explore the countryside.

WILDLIFE & LANDSCAPE

Local wildlife projects

The Crown Estate has undertaken a wide variety of wildlife and landscape projects on the Glenlivet Estate as part of the Estate Development Project and has worked closely with the local community and local schools over the development of conservation projects. This has included the development of ponds and conservation areas, tree planting projects and the development of a conservation area as part of an adventure playground project adjacent to the Estate Office and Information Centre. This latter project was planned with the children from Tomintoul Primary School who have an ongoing involvement in the use of the site for educational purposes and as a conservation area. The Estate operates an extensive programme of environmental education through the Ranger Service, welcoming a wide range of different groups, including primary schools from throughout the Moray area, who take part in a summer programme of guided walks and talks. This includes an annual woodland week where schools are given the opportunity to participate in a range of woodland based activities focused on woodland interpretation and forestry management. Full details of all these projects are contained in the Ranger Service annual reports.

Information on Local Nature Reserves

Information on local nature reserves and SSSIs are provided as part of the extensive countryside information service provided by the Estate Ranger Service. This information is available free at the Estate Office and Information Centre and in bedroom packs which are updated and circulated annually to all accommodation on the Glenlivet Estate. This information is also being developed for inclusion on the revised Estate's website. Extensive information has been provided in a resource package produced on CDROM and the Estate has become a recommended case study throughout Scottish secondary schools in the higher geography curriculum. This provides extensive information about land management, wildlife and other rural development issues.

Wildlife tourism

As part of the summer programme of guided walks operated by the Ranger Service, interpretation is provided about the wildlife and countryside on the Glenlivet Estate. The Estate also works with local wildlife tourism operators and is currently establishing opportunities viewing black grouse lekking during April and May. This project is being developed in consultation with the RSPB to supplement the wildlife viewing opportunities provided at the nearby Loch Garten reserve.

Environmental Interpretation

The Estate Information Centre includes displays which help to interpret the wildlife, countryside and environment of the Glenlivet Estate. The Centre is used by a wide range of groups, organisations and individuals who also participate in the educational services provided by the Estate Ranger Service (see above). Approximately 35 to 40 groups a year use the Ranger Service and participate in environmental interpretation activities.

Native Woodlands and Carbon Offset

The Crown Estate has approximately 500 hectares of semi-natural woodland on the Glenlivet Estate which is being actively managed for conservation purposes, this contributes considerably to offsetting carbon emissions. As part of a multiple use forest management approach, many of these woodlands have been incorporated into active agri-environment or other conservation management schemes to protect and enhance their structure and encourage natural regeneration. The Estate also plants shelterbelts in consultation with Estate farm tenants, and undertakes community and school tree planting projects through the Ranger Service. In 2005 as part of the commemorations of the 200 anniversary of the Battle of Trafalgar, the Estate will be working with The Woodland Trust, to establish a new native woodland to commemorate the ships and the crews that fought in the battle. This project will involve a wide number of school children and members of the community in the local area, who it is hoped will participate in the planting activities. The Estate also has a small native tree arboretum on the all ability disabled access trail adjacent to the Estate Office and Information Centre.

Wildlife Areas

Wildlife areas and ponds have been established in several locations on the Glenlivet Estate. A small pond has been created adjacent to the all abilities trail at the Estate Office and Information Centre, which is due to be enlarged in 2005. A small wetland area and pond has also been established for some years at the Glenmulliach Forest car park, where a nature trail has also been established in the woodland along with a small forest wildlife watching hide. A range of interpretation is available on the nature trail. Glenmulliach Forest pond is used extensively by children undertaking pond dipping activities.

Bird and Bat Boxes

Large numbers of bird and bat boxes have been erected in forest areas in different parts of the Estate, particularly in the Glenmulliach Forest alongside the nature trail (see above). The Ranger Service has worked with local school children to build and erect bat boxes and has also undertaken pioneering work promoting volunteering opportunities for the elderly through the 50+ Grampian walking group network, providing opportunities for residential environmental volunteering on the Estate. These groups have also been involved the construction and erection of bird and bat boxes.

Buildings

The Estate Office and Information Centre was originally constructed by the Forestry Commission during the forest establishment programme in the 1950's and 1960's. These woodlands and the office were re-purchased from the FC during the 1970's. As part of the Estate development project during the 1990's the building was re-landscaped with a new car parking area established, a range of trees and shrubs were planted to improve the amenity of the building and its grounds. Great care is taken by The Crown Estate to ensure that any new buildings on the Estate are constructed to appropriate design and constructions

standards. The Estate works closely with Historic Scotland over the management of scheduled monuments and buildings and has recently invested over £300,000 together with Historic Scotland in the restoration of Drumin Castle and the provision of public access facilities.

Dog Walking

The paths and trails around the adventure playground and the all abilities trail are used regularly by local people for walking their dogs. The Estate has also installed community footpaths around all the main settlements on the Estate to improve public access to farmland and countryside immediately adjacent to settlements and built up areas. All these community paths are used regularly by dog walkers. This has created some minor issues regarding dog waste, but these are generally not significant and the requirement for specialist dog walking areas in certain areas is currently under review. The Estate works closely with local community associations over these types of issues and is currently reviewing dog access to the adventure playground area adjacent to the office.

Screening

Care is taken to ensure that the Estate Office and Information Centre is appropriately screened and the recent construction of a new garage involved very minor removal of trees to ensure that the building was well hidden.

Traditional Grounds Maintenance

The maintenance of the grounds round the Estate Office and Information Centre and other maintenance works on footpaths and trails around the Estate are undertaken by Ranger Service staff and the use of machinery is restricted to grass cutting and strimming activities. The use of chemicals is minimised in line with the Estate Chemical Policy (see above).

Access for All

The Crown Estate has constructed an all abilities access trail adjacent to the Estate Office and Information Centre (see above), and is undertaking an extensive upgrading programme to improve disabled access to the Estate Office and Information Centre and the paths and trails elsewhere on the Estate. A complete audit of access infrastructure has been undertaken and the upgrading programme is due to be completed during 2005.

Light Intrusion

External lighting at the Estate Information Centre is restricted to emergency and security lighting only. External lights are fitted with PIR sensors to minimise electricity use

ADDITIONAL WORKS

Sustainability Indicators

The Estate has worked closely with the Centre for Environmental Sustainability and Climate Change at the University of Edinburgh, to develop sustainability indicators for the Glenlivet Estate. This research has identified a raft of directional indicators which will be incorporated into management planning and reporting procedures to monitor the effects of the Estate Development Project and other management activities. As part of this research the Estate has undertaken a number of attitude surveys both of visitors to the Estate and of the local community. Regular visitor surveys are undertaken to obtain feedback and information from customers using the Estate trail infrastructure and a recent survey also included a range of questions about green tourism, wildlife tourism, understanding and knowledge of a range of environmental issues. Full details of these research projects are available at the office (see above)

Local Biodiversity Action Plan

The Estate has also developed a Local Biodiversity Action Plan. This work was undertaken as part of the dissertation project by a student from the University of St Andrews in 2004. This plan will be adapted to inform and assist management planning and to help communicate biodiversity issues to the local community. As part of the development of the LBAP a community survey was undertaken to gather information about local people's perception and understanding of local biodiversity issues and also to involve members of the local community in the implementation of the action plan. The full results of this survey and information about biodiversity issues are available at the Estate office.