

Green Travel and Office Plan

October 2022

Table of Contents

1.	Introduction.....	4
2.	Scope	4
	Greening Our Travel.....	5
3.	Objectives.....	5
4.	Existing Travel Facilities and Amenities	5
5.	Working from home and Digital Communications	6
6.	Promoting Sustainable Transport	6
7.	Future considerations	7
8.	Sustainable Travel Hierarchy.....	7
	Greening Our Office	10
9.	Introduction.....	10
10.	Existing measures to reduce our office GHG emissions and future approach	10
11.	Future considerations	11
11.1	Waste	11
11.2	Behaviour Change	12
11.3	Working from home	12
11.4	Working with other offices in the QM2	13
12.	Actions.....	13
13.	Monitoring implementation.....	13
	Annex 1 Actions	15

Annex 2: Audit of Existing Travel Facilities	199
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1. Introduction

Our [Climate Change Action Plan](#), published February 2021, sets out our commitments for reducing our greenhouse gas emissions and includes a series of actions for delivery, including the development of a green travel and office plan.

This Green Travel and Office Plan has been developed with engagement from staff across Crown Estate Scotland and sets out various actions to promote sustainable transport and office use to reduce our Green House Gas (GHG) emissions. The Plan support the delivery of Actions 3 and 4 of the Climate Change Action Plan, and also Action 37 of our [2020-23 Corporate Plan](#).

2. Scope

Crown Estate Scotland operates out of two offices: Quatermile 2 (QM2) in Edinburgh, our main office, and our Glenlivet Estate Office in Tomintoul (Glenlivet). This Plan focusses on reducing our business travel and office based GHG emissions in relation to these offices.

We are building our understanding of our corporate emissions, however in addition to petrol and diesel use, evidence indicates that electricity, gas, water, and waste account for most corporate emissions; these provide the focus for this Plan. The Plan sets out action to ensure we have a comprehensive understanding of our emissions going forward.

Greening Our Travel

3. Objectives

The key objectives associated with greening our travel include:

- To reduce travel (frequency and distance) by staff and Board members.
- To promote the use of more sustainable transport modes by staff and Board members, for both commuting and business purposes.
- To consider opportunities to support a reduction in travel impacts through our operations and wider partnership work.
- To ensure travel initiatives consider the needs of all users to avoid disadvantaging particular groups or individuals.

4. Existing Travel Facilities and Amenities

Crown Estate Scotland relocated to our new Edinburgh office premises at QM2 in 2021. Having good transport links was an essential part of the brief for this move with the QM2 office being well served by public transport. Active travel is encouraged through the provision of cycle parking, showering and changing facilities, equipment storage, and drying facilities.

In the interests of reducing our emissions, a deliberate decision was made not to provide car parking for staff or visitors at QM2. A car hire framework contract provides staff with access to fuel-efficient, hybrid and electric vehicles across the UK, where car hire is required to meet business needs.

Details of the sustainable travel options and local amenities available for our Edinburgh and Glenlivet offices are provided in Annex 2. We will ensure these details are made available on our web site, to support staff and partners to reduce their emissions in travelling to our offices (see Action 6 in Annex 1.)

The rural location of our Glenlivet office means that public transport options are extremely limited. Steps have been taken to encourage more sustainable travel, with cycle parking and electric charging points provided for staff and visitors at the office. Car sharing is encouraged and

there is a hybrid pool car for staff use. Glenlivet Estate received a Green Tourism Award in recognition of factors such as cycle storage provision.

5. Working from home and Digital Communications

New digital platforms enabled staff to work effectively from home during COVID-19, while broadly maintaining organisational output and performance. A survey to gain feedback from staff on working from home was undertaken in November 2021. Most respondents indicated they would like to balance their time between working from home and the office, with 80% home/20% office being the most popular split. Such a hybrid approach supports staff to work in a way that suits their role and preferences and has had a positive impact on travel related emissions as colleagues travel less to work. Additionally, our flexi-time policy enables staff to avoid peak travel periods if travelling into the office, reducing congestion, and supporting the use of public transport with the opportunity to take advantage of less expensive off-peak fares.

QM2 has three meeting rooms and two booths set up with digital conference facilities, to support staff choosing to attend meetings and events remotely. Glenlivet has a large meeting room and a smaller office with teleconferencing facilities. Our Business Expenses Policy seeks to encourage staff to use video/teleconferencing as a means of reducing costs and carbon emissions. There is a requirement for all staff to use public transport for business travel wherever it is practical, safe, and cost-effective (see travel hierarchy below).

6. Promoting Sustainable Transport

Crown Estate Scotland operates a Bike to Work scheme which provides financial incentives to encourage employees to commute to work by bicycle. Staff can claim mileage expenses for the use of a privately owned bicycles for work related travel.

Through our Climate Change Action Plan, Crown Estate Scotland has committed to investigating options to gradually phase out carbon-based utility vehicles at Glenlivet and Fochabers estates and replace them with zero emission options.

7. Future considerations

To build on the existing policies and facilities which support the objectives of this Green Travel Plan, staff indicated several areas that could be explored. These include:

- **Travel requirements** - issues such as safety, the need to carry equipment, and travel time (particularly for trips to the islands) can all influence travel decisions. Staff highlighted the ongoing value of face-to face-meetings. Particular challenges were noted at Glenlivet due to the limited public transport provision, the locations that staff need to travel to, and the need for 4x4 capacity which means that fossil fuel vehicle use will remain necessary in some circumstances. There is general support for a decision tree / hierarchy approach to guide travel decisions.
- **Behavioural changes** – staff highlighted the importance of understanding the impact of actions to address emissions and whether progress is being made, helping to motivate and support behavioural change. Opportunity to use internal communications and events to promote behavioural changes was stressed.
- **Infrastructure** – opportunities to improve cycle parking at QM2 were stressed along with suggestions on better shower facilities. More rapid e-car chargers, and a new cycle route (from Tomintoul to mountain bike trails) were highlighted at Glenlivet.
- **Wider opportunities** – promoting car sharing, opportunities to support sustainable travel through major projects such as Zero Four and housing development on Whitehill Estate, were identified.

8. Sustainable Travel Hierarchy

To support emission reductions, a sustainable travel hierarchy is set out below which should be used to guide travel decisions for all staff and Board members. Each question should be considered in turn with Option 1 being the most sustainable and Option 6 the least.

SUSTAINABLE TRAVEL QUESTIONS	TRAVEL OPTION
1. Do you need to travel?	Consider using Teams, Zoom or other online meeting tools .
2. Is it safe and practical to walk or cycle?	Walking / cycling is encouraged where it is safe and practical to do so. See link for information on traffic free routes in Edinburgh.



	Sustrans provides information for cycling and walking routes across Scotland.
3. Is it safe and practical to use public transport?	Public transport is encouraged where it is safe and practical. See TravelineScotland for door-to-door journey planning and up to date travel information.
4. If you have to drive, are electric or hybrid vehicles available?	Electric/hybrid vehicles are preferable over diesel or petrol. Our hire car contractor stocks electric and hybrid vehicles for use throughout the UK. Please specify when booking.
5. Are there any opportunities to car share?	Car sharing is preferable over single occupancy journeys. Even better if this can be done in an electric or hybrid vehicle.
6. Is there a genuine need to fly?	Air travel - to be used in exceptional circumstances only and requires Director sign-off each time, unless it is for those who frequently travel between islands and mainland. Flying business class is not permitted as it generates additional emissions.

To support emissions reductions, the sustainable travel hierarchy incorporates the following principles:

- **Reducing the need to travel** with a preference for video / tele conferencing, although it is recognised that for some meetings and events, face-to-face interaction may be useful.
- **Reducing emissions** through walking, cycling, using public transport and electric/hybrid vehicles where possible, safe and practical to do so. To encourage the use of public transport (not flying), first class travel is permitted where the total journey time is over 2 hours, including using an overnight sleeping berth. Time off in lieu (TOIL) can be claimed for excess travel time outwith normal working hours - over and above six hours per return journey (this does not include ordinary commuting), helping to support more sustainable travel choices. Note that for taxis, use may be acceptable where no other safe and practical method of public transport is available, e.g. where heavy luggage/equipment has to be transported, where there is a safety issue i.e. travel is early in the morning or late at night, or where the journey can be justified on the grounds of efficiency and effectiveness for multiple travellers.

- **Avoidance of air travel** – it is recognised that in some exceptional circumstances air travel may still be necessary e.g. travel to or from the islands where the equivalent journey by public transport may result in additional overnight stays / significant additional time away from home; or for disability, health or childcare related reasons. For staff who need to travel frequently to and from the islands, there is flexibility on Director approval of flights so that it is not required each time. However, it is important that the travel hierarchy is given priority and that flights are only used where there is no viable or practical alternative.

The travel hierarchy is intended to guide staff towards the most sustainable option. It is recognised that for some journeys, a combination of travel options may need to be considered. Crown Estate Scotland's new travel portal has been set up to support sustainable travel options and allows staff to evaluate the carbon impacts of different travel options. The Travel Emissions Calculator can also help to support sustainable travel choices.

- Travel Emissions Calculator - [GoClimate](#)

Please refer to the [Business Expenses Policy](#) for more information on the requirements for claiming business expenses. The Policy aligns with the Sustainable Travel Hierarchy above. The Sustainable Travel Hierarchy will be subject to review as we collect more data on our travel impacts and our understanding of these impacts improves.

Greening Our Office

9. Introduction

As stated above, evidence indicates that the main sources of office-based emissions come from energy use (electricity and gas), waste, and water use. These provide the focus of our approach to reducing our office-based emissions.

10. Existing measures to reduce our office GHG emissions and future approach

Sustainability was a key consideration in procuring the new Crown Estate Scotland office in Edinburgh. As such a number of measures were already in place or have already been introduced to reduce our GHG emissions at QM2.

The main energy source for our QM2 office is electricity. To reduce our electricity use QM2 uses motion sensitive and LED lighting; we use laptops rather than desktops, and all company servers which are not required to run locally are on a cloud-based service. There is double glazing and modern insulation provision throughout and our electricity provision is from renewable sources. We have two boiling water taps at QM2 reducing the need to boil a kettle, and QM2 has aerated taps and low flush toilets reducing water use.

On taking occupation of QM2 in 2021, informal arrangements existed for general waste and mixed recyclables, with no discrete provision for food waste or paper recycling. Since then, clearly marked food, glass, paper, plastic and tin, and general/residual waste bins have been installed.

Recycling and residual waste is collected and put into QM2 building wide bins. These comprise glass, food, mixed recycling, and residual waste bins. This waste is collected by our waste contractor and taken to the waste depot for disposal. No QM2 waste goes to landfill, instead anything that can't be recycled is incinerated and Refuse Derived Fuel produced.

Used batteries are collected and stored separately; AA and AAA are recycled. Confidential waste is shredded and recycled. Electrical waste, such as obsolete laptops and mobile phones, is either repurposed or broken down and recycled in compliance with Waste Electrical and Electronic Equipment (WEEE) regulations¹.

¹ <https://www.hse.gov.uk/waste/waste-electrical.htm>

Measures have also been introduced at Glenlivet to reduce emissions. Glenlivet uses LED light bulbs; cistern inserts are used to reduce toilet flush; and double glazing is in place, although wooden walls limit the amount of insulation that can be installed. The office roof is due to be replaced with improved insulation to be provided. In 2022-23, Glenlivet will enter into a new contract with EDF energy who provide electricity from zero carbon sources.

Glenlivet sorts waste into paper, plastic and cans and residual waste. They have a separate collection for glass, but this is minimal. Waste goes to Spey Bay waste depot for recycling, although residual waste goes to landfill. Small amounts of food waste – tea bags, fruit peelings etc are composted.

11. Future considerations

In setting out action on reducing our office-based emissions the following approaches will be applied:

11.1 Waste

Crown Estate Scotland will apply the Scottish Government's waste hierarchy² in our approach to reducing waste related emissions. As noted above, while none of our residual waste from QM2 goes to landfill and is instead incinerated, incineration also causes GHG emissions, and our aim should be to reduce the amount of residual waste that we generate.

² <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2017/11/guidance-applying-waste-hierarchy/documents/00528402-pdf/00528402-pdf/govscot%3Adocument/00528402.pdf>

Fig 1 The waste hierarchy



11.2 Behaviour Change

Action to reduce our emissions should not be the responsibility of just one person or group in an organisation. It is important for Crown Estate Scotland to embed a culture of continuous improvement and shared responsibility among staff and Board members.

11.3 Working from home

COVID-19 restrictions required staff to work from home (WFH). This reduced emissions associated with reduced travel to and for work. At the same time, WFH generates increased energy use emissions as staff work from multiple locations rather than in a single office.

As COVID-19 protective measures ease, Crown Estate Scotland recognises the advantages of WFH and seeks a blended approach to work where employees can work between the office and home. An important action going forward is to generate an improved understanding of emissions associated with working from home, and from there, to look at how Crown Estate Scotland might be able to help support any reduction in these emissions.

It is considered that the actions implemented to reduce emissions in our two offices can help inform staff's approach to reducing their emissions at home.

11.4 Working with other offices in the QM2

There may be opportunities to work with other tenants at QM2 to look at how to reduce our collective emissions.

12. Actions

Annex 1 sets out the additional actions we propose to take to address our travel and office-based emissions. These actions have been informed by our existing practice, engagement with Crown Estate Scotland staff and analysis of what some other public sector organisations are doing to reduce their emissions. The actions focus on tangible deliverables that can be undertaken within the short term (the 12 months to Q3 2023-24), as well as some longer-term actions. Unless specified, actions will apply to Glenlivet and to QM2.

As noted above, it is important that a corporate approach is taken to reducing our emissions and that staff across the organisation are involved in delivery. While Crown Estate Scotland's Policy Team have overall ownership of this Plan, and will support the delivery of all actions, Annex 1 identifies teams across Crown Estate Scotland to lead on the delivery of discrete actions. Action 22 in Annex 1 seeks to establish an internal working group to take forward the implementation of this Plan. It is intended that this group will comprise representatives from each of the relevant teams identified in Annex 1 and will work to confirm who is best placed to lead on and support the delivery of each action.

Glenlivet is only identified in Annex 1 where the action is specific to Glenlivet, otherwise it is assumed Glenlivet will lead on all organisation wide actions relevant to Tomintoul.

13. Monitoring implementation

Once a baseline is established on office and travel emissions, future emissions can be tracked against this to assess whether the measures included in this Plan are having an impact. It should be noted that establishing a realistic base position on emissions in the wake of COVID-19 restrictions and a more blended approach to office and home working, may take some time, until established working patterns emerge.

Crown Estate Scotland's Policy Team will establish a monitoring framework to track the actions set out in the Plan to ensure they are measured and reported on over time and at least on an annual basis.

Actions will be reviewed and added to over time as effectiveness is assessed and new ideas come forward. A flexible approach to update and review of the Plan will be taken to allow changes to be made as circumstances change and as our understanding of our emissions improves. As a minimum the Policy team will lead a review of the Plan every two years.

Annex 1 Actions

***All actions are to be complete by March 2024 with those marked as short-term actions complete by Quarter 3 2023.**

GENERAL	LEAD CES TEAM	TIMEFRAME*
1. Collect data on our travel and office based GHG emissions. This will allow us to better understand emissions across our organisation and where to focus activity.	Policy	Short
2. Carry out inventory across our two offices of all potential emission sources, to ensure we have a comprehensive understanding and approach.	Corporate Operations	Short
REDUCING OUR TRAVEL EMISSIONS	LEAD CES TEAM	
3. Review our Business Expenses Policy to support more sustainable travel options and ensure that it cross references the Sustainable Travel Hierarchy.	Finance	Short
4. Investigate opportunities to reduce travel emissions through our approach to procurement. For example, through promoting electric and hybrid options when the car hire contract is due for renewal. This is in line with our sustainable procurement duty, as described on page 12 of the Climate Change Action Plan.	Business Support/Procurement	Short
5. Investigate scope to improve sustainable travel facilities at our Tomintoul office e.g. options to improve/increase electric charging facilities for staff and visitors, provision of shower facilities for staff, proposal to establish a new cycle route between Tomintoul and the mountain bike trails at Glenlivet Estate.	Glenlivet	Short
6. Information regarding sustainable travel options made available to visitors to Quartermile 2 and Glenlivet offices via our website.	Corporate Operations	Short
7. Investigate opportunities to broaden out the existing cycle scheme to include a wider range of suppliers and options to source bikes from local bike shops.	HR	Short
8. Investigate the options for provision of an electric car salary sacrifice scheme and season ticket loans for commuting by public transport.	HR/Business Support	Long/Short

9. Consider opportunities to improve cycle parking at Quartermile 2 and to further promote active travel through provision of a communal bike / ebike / scooter or cycle hire membership (where there is demand demonstrated by staff).	Business Support	Short
10. Review the Sustainable Travel Hierarchy once emissions data is available and revise as appropriate.	Corporate Operations	Short
11. Look at options to reduce travel emissions associated with Board meetings and Crown Estate Scotland external meetings/events. Consider where meetings are held and travel options to them – encourage public transport use and car sharing and use of local and sustainable catering providers. Encourage use of local and sustainable transport providers e.g. for site visits.	Corporate Operations	Short
REDUCING OUR OFFICE EMISSIONS		
Energy	LEAD CES TEAM	
12. Implement a system that turns monitors off when not being used.	IT	Short
13. Set heating and cooling to most sustainable levels commensurate with staff comfort and ensure heating and cooling efficiency out of hours. At QM2 review emerging building wide plans for renewing mechanical and electrical infrastructure, including heating and cooling, to ensure low carbon provision and settings.	Business Support	long
14. Upgrade to less energy intensive office equipment at renewal, such as photocopiers, printers, and scanners.	Business Support/procurement	Long
15. Introduce a series of small-scale changes around the offices to reduce energy use, including: <ul style="list-style-type: none"> • Notices to turn off lights where motion sensors don't exist • Encouraging the best use of natural light avoiding the need to turn lights on • Only boil as much water as is needed for teas/coffee (where no boiling water tap) • Turn off electrical equipment rather than leaving on standby • Unplug electrical equipment when not in use, where there are no turn off options. • Promote use of eco/low energy settings on electrical equipment such as printers and copiers, dishwashers etc • Manage electronic files including Outlook in line with our Records Management Policy - less server space reduces energy use. 	Business Support/all staff	Short

16. Introduce more energy efficient lighting at Glenlivet to replace the strip light and include insulation as part of roof replacement. Consider opportunities to install other lower carbon energy options e.g. solar panels.	Glenlivet/Property	Long
Waste		
17. Implement actions to reduce our waste including: <ul style="list-style-type: none"> • Sourcing catering providers that use more sustainable and minimal packaging • Avoid over ordering on food to reduce food waste • Identify retail outlets that use less food packaging and who source food locally e.g. toogoodtogo • Introduce prompts to reduce our paper waste e.g. only print where necessary; use double sided etc • Introduce food composting collection. 	Business Support/Corporate Operations	Short
18. Consider opportunities to reduce emissions associated with the printing and postage requirements of our leases through moving to online signing.	Business Support	Long
19. Better understand the composition of our residual waste to identify opportunities to reduce. Consider opportunities to reuse materials that would otherwise be thrown out. Continue to and look for new opportunities to recycle and reuse electrical items e.g. repurpose or donate to charities, in accordance with WEEE guidelines and criteria.	Corporate Operations/Business Support/IT	Short
Water		
20. Continue to look at opportunities to reduce our water use: <ul style="list-style-type: none"> • Messaging to ensure that e.g. dishwashers are full before starting a wash cycle; only fill kettles with the amount of water needed. • Explore opportunities to install e.g. aerated and motion sensor taps, and dual flush toilets. 	Business Support/Glenlivet/Property	Short
Behaviour change		
21. Provide climate change/net zero and sustainability learning and development opportunities through third parties e.g. environmental charities and our existing providers e.g. LinkedIn	HR	Short
22. Establish an internal working group consisting of staff from across Crown Estate Scotland to lead on the implementation of the Plan. To meet quarterly to agree action leads and priorities, update	Corporate Operations	Short

on progress and consider new areas for action across the organisation. Encourage Director engagement to demonstrate senior buy in, setting a positive example to staff and helping to maintain a profile for emissions reduction.		
23. Encourage and facilitate staff to use their two days per year volunteering leave to volunteer with environmental/sustainability charities. Crown Estate Scotland to signpost opportunities and where possible work into team events.	Corporate Operations	Long
24. Green tips/messages/updates included in monthly slides. Include updates on emissions levels in line with SG reporting (every November).	Corporate Operations	Short
Working from home		
25. Consider how we might be able to establish an understanding of emissions associated with working from home and look at how Crown Estate Scotland might be able to support reducing those emissions.	Corporate Operations	Long
Working with other offices in QM2		
26. Explore the opportunity of a building wide approach to reducing emissions at QM2. This could include for example exploring opportunities around collective composting.	Corporate Operations/Business Support	Long

Annex 2: Audit of Existing Travel Facilities

Edinburgh office

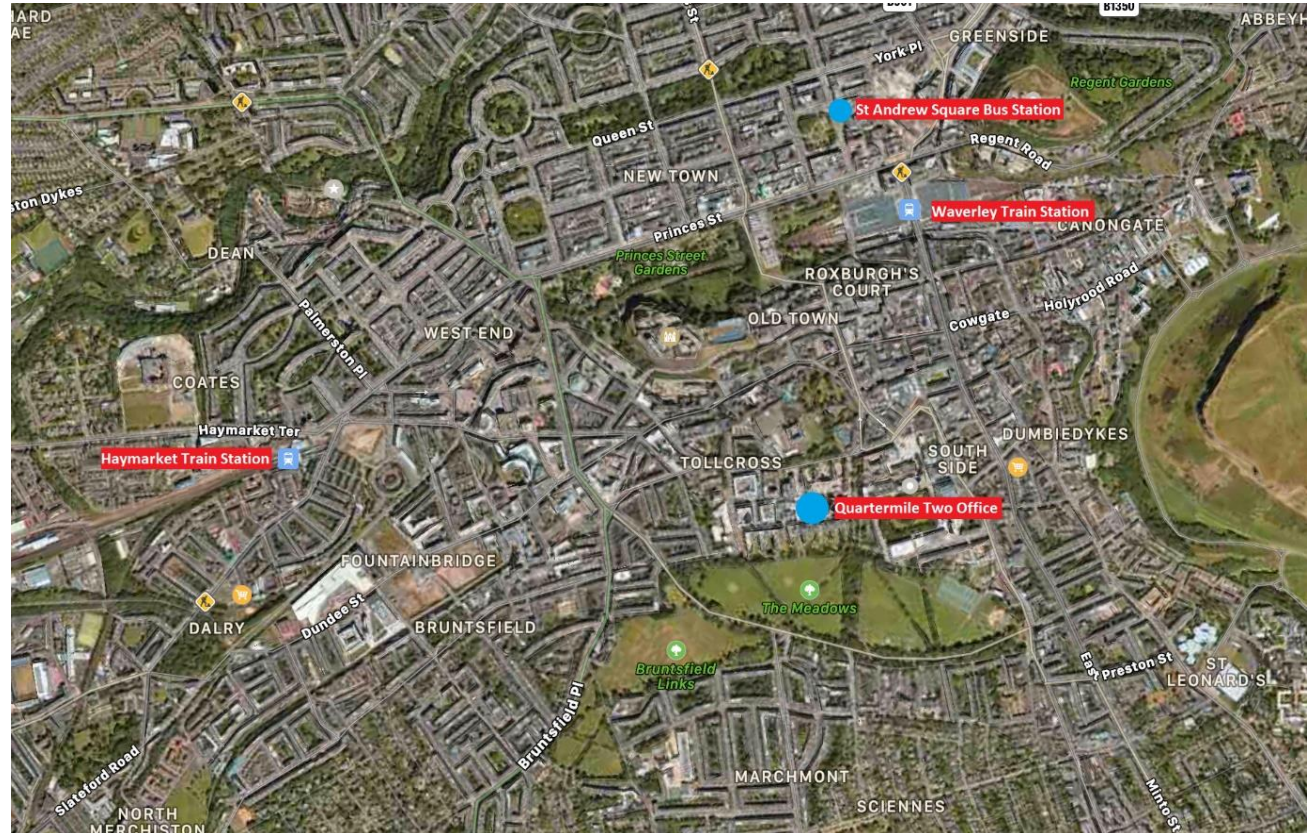
Address

Crown Estate Scotland
Quartermile Two
2nd Floor
2 Lister Square
Edinburgh
EH3 9GL

Public Transport

Waverley and Haymarket Stations are a 12 minute walk away.

Edinburgh's central bus station is on St Andrew's Square, which is a 15 minute walk away.



Bus Stops close to Quatermile 2

There are several adjacent bus stops noted below.

Lauriston Place

- 23 – Trinity to Greenbank
- 27 – Silverknowes to Hunter's Tryst
- 35 – Heriot Watt Uni to Ocean Terminal
- 47/47B – Granton to Penicuik Ladywood
- 300 Skylink – Airport to Surgeons' Hall

Melville Drive/Marchmont Road

- 24 – West Granton to Royal Infirmary

Sylvan Place

- 41 – Cramond to King's Buildings

Forrest Road/Bristo Place

- 2 – Gyle Centre to The Jewel
- 41 – Cramond to King's Buildings
- 42 – Craigmyle to King's Road



Facilities close to Quatermile 2

1. Quatermile 2 Office
2. Forrest Road Shops – Post Office, Pharmacy, Greggs, Takeaways, Shops
3. Starbucks
4. Sainsbury's Local
5. Soderburg Bakery/Takeaway
6. Q Park Parking
7. Residence Inn Marriot Hotel
8. Caffè Nero
9. Gym – Pure Gym Edinburgh Quatermile



Glenlivet Estate office

Address

Crown Estate Scotland
Glenlivet Estate Office.
Main Street,
Tomintoul,
AB37 9EX

Public Transport

There is a Bus Stop at 36 Main Street Tomintoul which is less than 5 mins from the Crown Estate Scotland office. However, bus services are extremely limited.

This restricts use of public transport – a journey from Aviemore for example would take 40 minutes by car, but 3-5 hours by public transport with journey times very restricted.

Aviemore is the closest train station.

Facilities close to Glenlivet Estate Office

The Tomintoul Village Store and Post Office provides some basic amenities close to the Glenlivet Estate Office, with other nearby facilities such as the gift shop, tea room, more orientated to tourists.