PRIMARY DIMENSION B OF D · 5 TOPICS · 11 ATTRIBUTES

People

Fair work, training, safety, rights and access for the people who work and stay at the property.

WHAT THIS DIMENSION COVERS

People covers how the property treats its team and its guests: pay and contracts, equal opportunity, training, health and safety, protection from exploitation, a way to raise concerns, and whether the property is accessible. Most of it comes from HR records and policies you already hold.

WHY IT MATTERS

A hotel is its staff. Certifiers now test labour practice as firmly as energy (written contracts, living wage, grievance channels, no child labour), corporate buyers ask about it, and research on hospitality firms links workforce cuts and turnover to weaker performance.

The topics in this dimension

Topic	What it tracks	Attributes	Guide
Fair work	Living wage, equal opportunity, and staff turnover and engagement.	3	B1
Training	Training hours delivered, including sustainability training.	2	B2
Health & safety	H&S training delivered and lost-time incidents.	1	B3
Rights	Anti-modern-slavery statement and child protection.	3	B4
Access & guests	Accessibility for guests and staff, guest safety and satisfaction.	2	B5

Each topic has its own tracking guide with the full list of data points, evidence and pitfalls.

Where to start

1. Confirm the basics that are either in place or not: written contracts, age checks, a grievance channel, a named safety lead.
2. Record training hours and incidents each quarter from registers you already keep.
3. Once a year, record headcount by gender and level, the lowest wage against a living-wage benchmark, and turnover.
4. Publish accurate accessibility information, even where the property is not fully accessible.

WHO IS USUALLY INVOLVED

HR or the general manager for pay, contracts, headcount and policies; department heads for training records; the health and safety lead for incidents and risk assessments; front office for accessibility information.

The rhythm: what is due when

How often	What you record
Quarterly 3 attributes	Staff training & development · Health & safety · Guest health, safety & wellbeing
Annually 7 attributes	Living wage · Equal opportunity · Workforce wellbeing & retention · Staff sustainability engagement · Anti-modern-slavery · Child protection · Code of conduct & grievance mechanism
When it changes 1 attribute	Accessibility

How the score works

- Each attribute is scored from 0 to 100: measured items on a straight line between a floor (0) and a target (100); practices as in place (100) or not (0).
- A topic's score is the average of its attributes; the dimension's score is the average of its topics; the property's overall score is the average of the dimensions it has switched on.
- Measured quantities are compared per occupied room-night, so a busy month and a quiet month, or a large and a small property, compare fairly.
- A score is marked provisional when less than 70% of the expected data is in, and each property is compared with others in its own tier by default.
- The score is an internal management tool for the group. It is not a certification or a public label.

Certification schemes this dimension supports

GSTC Hotel v4	8 of the 40 criteria are supported by data in this dimension
Green Key	9 imperative criteria and 4 guideline criteria are supported by data in this dimension
EarthCheck	9 EarthCheck clauses are supported by data in this dimension
WTTC Basics	1 of the 12 Basics criteria are supported by data in this dimension

Counts are Canoprise's own mapping of its register to each scheme's published criteria (WTTC Hotel Sustainability Basics, GSTC Hotel Standard v4, Green Key 2026–2031). Your certification partner decides what is met.

Reporting frameworks this dimension feeds

GRI	16 references are fed by data in this dimension
SASB	3 references are fed by data in this dimension
CSRD	4 references are fed by data in this dimension

GRI disclosures, SASB Hotels & Lodging metrics and CSRD (ESRS) topics, mapped by Canoprise. Referenced, not scored: each topic guide lists them.