PEOPLE · B1 FAIR WORK · ATTRIBUTE PPL-07

Workforce wellbeing & retention

How many staff leave each year, and how staff feel about working at the hotel.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
Annually	HR records / survey	Head office	Measured (%)

Why it matters

People who are treated well stay. High turnover is a sign that something is wrong, whether pay, hours, housing or management, and it is expensive: every leaver takes skills away and has to be replaced and trained.

How to do better

- Count leavers each year and ask them why they are going.
- Run a short anonymous staff survey once a year.
- Act on at least one thing staff raise, and tell them you did.
- Look at rotas, rest days and staff meals; small things matter.

How to record it in Canoprise

1. Record leavers in the year and average headcount; Canoprise gives the turnover rate.
2. Run a short staff survey once a year and record the score.
3. Record the contract mix: permanent, casual, temporary, seasonal.

What you enter

Ref	What to enter	How it is entered
PPL-07.1	**Staff turnover rate**	Percentage
PPL-07.2	Leavers in period	Count
PPL-07.3	Average headcount	Count
PPL-07.4	Engagement survey score	Score
PPL-07.5	Contract mix (permanent / casual / temp / seasonal)	Count
PPL-07.6	Disciplinary cases logged	Count
PPL-07.7	Voluntary leavers in period	Count
PPL-07.8	Involuntary leavers in period	Count
PPL-07.9	Permanent staff (headcount)	Count
PPL-07.10	Temporary or seasonal staff (headcount)	Count
PPL-07.11	Part-time staff (headcount)	Count

Ref	What to enter	How it is entered
PPL-07.12	Workers who are not employees (agency, outsourced)	Count

Items marked “calculated for you” need no entry.

How it is scored

Measured. With the default settings it scores 100 at 15% and 0 at 60%, on a straight line between. Your group can set its own target and floor.

COMMON MISTAKE

Excluding seasonal staff from one figure but not the other.

WHAT GOOD LOOKS LIKE

Turnover and survey score tracked yearly, with one action taken from the survey.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Some certification schemes ask for staff wellbeing measures and yearly staff feedback. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- Green Key 1.16: Staff wellbeing initiatives
- Green Key 1.24: Annual staff feedback

Reporting frameworks (referenced, not scored)

- GRI 401-1: New hires and staff turnover
- GRI 2-7: Employees
- GRI 2-8: Workers who are not employees
- SASB SV-HL-310a.1: Staff turnover, voluntary and involuntary
- CSRD S1: Own workforce

Part of topic guide B1 Fair work, which covers the whole topic and lists the certification criteria it supports.