PEOPLE · B2 TRAINING · ATTRIBUTE PPL-10

Staff sustainability engagement

How staff are told about, trained in and involved in the hotel's sustainability work.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
Annually	Briefing minutes / training log / survey	The property	Measured (%)

Why it matters

Almost every sustainability action is carried out by staff: the housekeeper who follows the towel choice, the cook who weighs the waste, the engineer who fixes the leak. If staff do not know why it matters, it does not happen.

How to do better

- Hold a short all-staff briefing at least twice a year.
- Give a few willing people from different departments the job of leading it.
- Put simple reminders in staff areas.
- Ask staff for ideas; they see the waste first.

How to record it in Canoprise

1. Schedule and record at least two staff sustainability briefings a year.
2. Record how many staff have had sustainability training in the last 12 months.
3. Name the people responsible and attach minutes or attendance lists.

What you enter

Ref	What to enter	How it is entered
PPL-10.1	**Staff with annual sustainability training**	Percentage
PPL-10.2	Sustainability briefings held this year (≥2)	Count
PPL-10.3	Sustainability roles assigned (green team)	Yes / no
PPL-10.4	Educational material in staff areas	Yes / no
PPL-10.5	Annual staff feedback on performance	Yes / no

Items marked “calculated for you” need no entry.

How it is scored

Measured. With the default settings it scores 100 at 100% and 0 at 20%, on a straight line between. Your group can set its own target and floor.

COMMON MISTAKE

Briefing department heads only and assuming the message reaches everyone.

WHAT GOOD LOOKS LIKE

Two dated briefings, a named team, and most staff trained within the year.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Some certification schemes require at least two staff briefings a year and annual sustainability training. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- GSTC Hotel v4 A7: Staff engagement
- Green Key 1.20: Staff briefed at least twice a year
- Green Key 1.21: Annual sustainability training
- Green Key 1.23: Educational material in staff areas
- Green Key 1.24: Annual staff feedback
- EarthCheck 1.1.2: Staff aware and trained on sustainability
- EarthCheck 1.7: Staff trained on the policy
- EarthCheck 4.4: Staff trained on the sustainability approach
- EarthCheck 2.6: Staff trained on benchmarking (in part)
- EarthCheck 3.4: Staff trained on governance (in part)
- EarthCheck 5.9: Staff trained on communication (in part)

Reporting frameworks (referenced, not scored)

- GRI 404-2: Programmes to upgrade skills (in part)
- CSRD S1: Own workforce (in part)

Part of topic guide B2 Training, which covers the whole topic and lists the certification criteria it supports.