PEOPLE · TOPIC GUIDE B2

Training

Training hours delivered, including sustainability training.

WHAT THIS COVERS

Hours of structured training delivered to staff, including sustainability and safety training, with records kept (PPL-03).

WHY IT MATTERS

Training is how practices stick. It is a direct requirement in GSTC, the Basics and most buyer questionnaires.

How to track it well

1. Log every training session: topic, attendees, hours.
2. Enter the quarterly total hours; the system scales it to activity.
3. Attach the training log or LMS export.

Your first month

1. Start one training log for all departments: date, topic, attendees, hours.
2. Schedule the two staff sustainability briefings for the year.
3. Record who has had sustainability training in the last 12 months.

WORKED EXAMPLE (ILLUSTRATIVE FIGURES)

In a quarter the log shows 240 training hours across 48 full-time-equivalent staff: 5 hours each. Thirty-one of the 48 have had sustainability training this year: 65%.

Where the data comes from

- HR training log
- LMS export
- Sign-in sheets for toolbox talks

EVIDENCE TO ATTACH

Training register or LMS export for the quarter.

HOW OFTEN, AND WHO

Quarterly, HR or department heads.

Common pitfalls

- Only counting classroom courses and missing on-the-job and toolbox training
- Entering hours per person instead of total hours

What you record

2 attributes make up this topic. Each lists the data points to enter; anything marked “calculated for you” needs no entry.

Staff training & development PPL-03

Quarterly

Training hours delivered, including sustainability training; records kept

Evidence: Training log / LMS export · Scoring: target 0.02 · floor 0.002 h per occupied room-night

No.	Data point	How it is entered	Asked for by
PPL-03.1	**Training hours, per category series**	Quantity per meter / source (h → h)	GK 1.21 · GSTC A7
PPL-03.2	Staff trained (headcount)	Count	–
PPL-03.3	L&D spend	Cost	–
PPL-03.4	Training records	Document	–
PPL-03.5	Training hours, women	Count	GRI 404-1 · CSRD S1
PPL-03.6	Training hours, men	Count	GRI 404-1 · CSRD S1

Staff sustainability engagement PPL-10

Annually

Sustainability briefings per year (≥2), % of staff with annual sustainability training, roles assigned, staff-area materials, annual staff feedback

Evidence: Briefing minutes / training log / survey · Scoring: target 100 · floor 20 %

No.	Data point	How it is entered	Asked for by
PPL-10.1	**Staff with annual sustainability training**	Percentage	GK 1.21 · GSTC A7
PPL-10.2	Sustainability briefings held this year (≥2)	Count	GK 1.20
PPL-10.3	Sustainability roles assigned (green team)	Yes / no	GSTC A7
PPL-10.4	Educational material in staff areas	Yes / no	GK 1.23
PPL-10.5	Annual staff feedback on performance	Yes / no	GK 1.24 (G)

Ready-for-audit checklist

- Every attribute above has a value for the current period, submitted (not left as a draft).
- Each measured value has its bill, invoice, log or photo attached.
- Any estimated figure is marked as estimated, with the real figure entered when it arrives.
- Flagged readings have been confirmed or corrected.
- The method is written down: which meters, sources or records feed each number.
- Policies and registers are dated, owned by a named person and reviewed this year.

What a certifier will ask

The certification criteria this topic supports, in plain words, and the Canoprise attribute that holds the evidence.

Scheme	Criterion	What it asks for	Supported by
GSTC Hotel v4	A7	Staff engagement	PPL-03, PPL-10
Green Key	1.20	Staff briefed at least twice a year	PPL-10
Green Key	1.21	Annual sustainability training	PPL-03, PPL-10
Green Key	1.23	Educational material in staff areas	PPL-10
Green Key	1.24	Annual staff feedback (guideline)	PPL-10
EarthCheck	1.1.2	Staff aware and trained on sustainability	PPL-10
EarthCheck	1.7	Staff trained on the policy	PPL-10
EarthCheck	2.1	Core benchmarking data collected yearly	PPL-03
EarthCheck	2.6	Staff trained on benchmarking	PPL-10
EarthCheck	3.4	Staff trained on governance	PPL-10
EarthCheck	4.4	Staff trained on the sustainability approach	PPL-10
EarthCheck	5.9	Staff trained on communication	PPL-10

Criterion titles are Canoprise's short paraphrases of WTTC Hotel Sustainability Basics, the GSTC Hotel Standard v4 and the Green Key 2026–2031 hotel criteria; read the scheme's own text before applying. This mapping is our reading; your certification partner decides what is met.
EarthCheck clause titles paraphrase the EarthCheck Company Standard v4.2.

Where it is reported

The same data answers the reporting frameworks: GRI disclosures, SASB Hotels & Lodging metrics and CSRD (ESRS) topics. These are referenced, not scored.

Framework	Reference	What it asks for	Supported by
GRI	404-1	Training hours per employee	PPL-03
GRI	404-2	Programmes to upgrade skills	PPL-03*, PPL-10*
CSRD	S1	Own workforce	PPL-03, PPL-10*

* gives part of what the reference asks for. Titles are Canoprise's paraphrases; check the official standard before you publish. GRI 102 and GRI 103 replace GRI 305 and 302 from 1 January 2027.

Record sheet

Print and keep by the meter, scale or register; enter the figures in Canoprise when the period closes. For metered items use one line per meter, source or stream.

Ref	What	Period from	to	Reading / quantity	Unit	Evidence kept	Initials
PPL-03.1	Training hours, per category series						
PPL-03.1							
PPL-03.1							
PPL-03.2	Staff trained (headcount)						
PPL-03.3	L&D spend						
PPL-03.5	Training hours, women						
PPL-03.6	Training hours, men						