PEOPLE · B4 RIGHTS · ATTRIBUTE PPL-11

Code of conduct & grievance mechanism

The written rules for how people at the hotel are expected to behave, and a safe way for anyone to report a problem.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
Annually	Code / channel description / case log	The property	In place or not

Why it matters

Harassment, bullying, unfair treatment and corruption happen in every industry and often go unreported because people fear losing their job. A clear code and a confidential way to speak up protect staff, guests and the business.

How to do better

- Write a short code in plain language and give it to every member of staff.
- Offer a way to raise a concern that does not go through the person's own manager.
- Promise in writing that nobody will be punished for speaking up.
- Record each concern and what was done about it.

How to record it in Canoprise

1. Write or adopt a code covering staff, suppliers and guests.
2. Set up a confidential channel and tell staff, including outsourced workers, how to use it.
3. Log cases with dates raised and closed.

What you enter

Ref	What to enter	How it is entered
PPL-11.1	**Code of conduct & grievance channel in place**	Yes / no
PPL-11.2	Written code (staff, suppliers, guests)	Document
PPL-11.3	Confidential grievance / whistleblower channel	Short text
PPL-11.4	Grievances received / closed (per period)	Count
PPL-11.5	Staff who know how to raise a concern (from the speak-up survey)	Percentage

Items marked “calculated for you” need no entry.

How it is scored

In place or not. It scores 100 when the practice is in place with evidence attached, and 0 when it is not.

COMMON MISTAKE

A channel that goes to the manager the complaint is about.

WHAT GOOD LOOKS LIKE

A code staff have seen, a channel that is used, and a log showing cases closed.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Certification schemes commonly require a code of conduct and a confidential way to raise concerns. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- GSTC Hotel v4 B6: Code of conduct
- GSTC Hotel v4 B9: Decent work
- Green Key 1.6: Grievance and whistleblower channel
- Green Key 1.15: Code of business conduct
- EarthCheck 2.4.5: Employment conditions

Reporting frameworks (referenced, not scored)

- GRI 2-26: Raising concerns and seeking advice
- GRI 2-23: Policy commitments (in part)
- SASB SV-HL-310a.4: Policies to prevent worker harassment
- CSRD G1: Business conduct
- CSRD S1: Own workforce

Part of topic guide B4 Rights, which covers the whole topic and lists the certification criteria it supports.