COMMUNITY & CULTURE · C2 COMMUNITY INVESTMENT · ATTRIBUTE COM-08

Stakeholder engagement

How the hotel keeps in touch with the people and organisations around it: neighbours, the local council, community groups, charities and the tourism office.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
Annually	Engagement log	The property	Measured (count)

Why it matters

A hotel affects its neighbours through noise, traffic, water use, jobs and prices. Meeting regularly surfaces problems while they are small and often produces ideas the hotel would not have had alone.

How to do better

- List who is affected by the hotel or can affect it.
- Meet the main groups at least once a year, not only when there is a complaint.
- Write down what was raised and what you did about it.
- Give neighbours a name and number to call.

How to record it in Canoprise

1. List the local bodies that matter: authority, community groups, NGOs, tourism board.
2. Plan the year's meetings and record those held.
3. Log issues raised and what was done.

What you enter

Ref	What to enter	How it is entered
COM-08.1	**Engagements held this year**	Count
COM-08.2	Engagements planned	Count
COM-08.3	Stakeholder register	Document
COM-08.4	Issues raised → actions	Short text

Items marked “calculated for you” need no entry.

How it is scored

Measured. The score runs from 0 at a floor to 100 at a target, both set by your group.

COMMON MISTAKE

Meeting stakeholders only when there is a problem.

WHAT GOOD LOOKS LIKE

A register, a yearly plan and a log of issues with actions.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Certification schemes commonly ask for cooperation with local stakeholders. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- GSTC Hotel v4 A9: Collaboration with stakeholders
- Green Key 1.8: Cooperation with external stakeholders
- EarthCheck 5.3: Stakeholder communication records kept (in part)
- EarthCheck 2.4: Social and cultural issues managed
- EarthCheck 3.3.3: Stakeholder views

Reporting frameworks (referenced, not scored)

- GRI 2-29: Approach to stakeholder engagement
- GRI 413-1: Local community engagement
- CSRD S3: Affected communities

Part of topic guide C2 Community investment, which covers the whole topic and lists the certification criteria it supports.