

Objective

Write an internal report at least twice a year that assesses your performance against your policies, goals and targets. The report should be reviewed and discussed by senior management each time it is produced.



1: Collect information on your performance

You will need to review the activities you did and the measurements you took since your last report that cover one or more initiatives or targets from each of the following four areas:

Environmental Impact | Labour & Human Rights | Community Engagement | Guest Satisfaction



2: Compare your performance to your goals, targets and policies

For each area in Step 1, you need to compare what your business actually did versus what you said you would do. For example, if you said you would reduce your energy consumption by 20% but you only reduced it by 15%, you will need to write that in the report and explain why.



3: Write the report

Your report should include:

1. A title, date and author
2. The date of the last report and the period of time the report covers
3. Headings for each of the four areas you are assessing from Step 1
4. The targets, goals or statements you made for each of the four areas
5. Your actual performance and/or activity for each of the four areas
6. Conclusions (reasons) about why you did well or why you did not do well
7. Recommendations of how to continue improving performance



4: Send the report to senior management for review and discussion

E-mail the report to senior managers and other people in your business who work on sustainability. You should ask them to send their comments back to you or schedule a meeting where you can discuss the report and agree on the next steps you will take.



5: Keep records that show senior management reviewed the report

Your auditor may ask to see your reports along with evidence that senior management have reviewed and discussed the report. You can do this in one of the following ways:

- Have the report signed and approved by the senior managers who read it
- Keep formal meeting minutes that are signed by a senior manager present at the meeting
- Show e-mail exchanges that demonstrate the report was read and discussed by managers

More Information & Resources

[Travelife Internal Sustainability Report example](#)