

ABC Hotels Internal Sustainability Performance Report
1st January to 30th June 2018

This report was produced by Josephine Bloggs on 20th July 2018

INTRODUCTION

This report details the progress we have made in the last six months against our 2018 sustainability objectives and targets. The last report was circulated on 20th January 2018.

ENVIRONMENTAL IMPACT

One of our environmental impact targets was to reduce water use by 20% in 2018 through the following initiatives:

Initiative	Status/Update
Training for laundry staff on the most water efficient way to operate machines.	Completed one session on 21 st April.
Signage in housekeeping room reminding staff of how to implement the towel reuse programme in guest rooms.	Completed on 10 th January.
Signage in guest bathrooms with water saving tips.	Completed in all rooms except junior suites on 28 th January.
Water flow restrictors to be installed in all rooms on the third floor.	Completed in 50% of third-floor rooms in January, but a combination of unexpectedly high occupancy and staff illness on the maintenance team prevented completion in the remaining rooms before the high season started.

2017/18 Comparison of Water Use during the Reporting Period

Month	Water Use Per Guest Night in Cubic Litres (m3)		% Change
	2017	2018	
January	0.60	0.60	0%
February	0.55	0.50	-9.09%
March	0.70	0.60	-14.2%
April	0.65	0.65	0%
May	0.70	0.65	-14.2%
June	0.50	0.55	+10%
Six-month average	0.61	0.59	-3.27%

Conclusion

At half way through the year, we have fallen short of our target by 16.73%. Some drastic changes will be required if we are to meet our 20% reduction target.

Recommendations

- Audit housekeeping to ensure the towel reuse programme is being implemented, then schedule any necessary training.
- Work with maintenance and reservations on a phased blocking of third-floor rooms in order to complete the installation of the water flow restrictors and create a plan to install them in other rooms, should those ones be occupied.
- Ensure that new laundry staff are trained and install signs on the machine reminding staff of optimal operating procedures.

Travelife Tip



A good internal report will include your performance against the objectives you set in all of the following environmental impact areas:

Energy use | Waste management | Conservation | Pollution

An excellent internal report would also include measurements and progress with reducing greenhouse gas emissions.

LABOUR & HUMAN RIGHTS

One of our human rights goals was to train all staff in identifying and reporting signs of human exploitation. A 20-minute training session was rolled out at department meetings and has now been completed with the following results:

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	5 th February	J. Bloggs	9	80%
Back Office	12 th February	J. Bloggs	12	100%
Housekeeping & Maintenance (weekdays)	13 th February	A. Smith	20	85%
Housekeeping & Maintenance (weekends)	14 th February	J. Bloggs	10	90%
Food & Beverage (Shift 1)	14 th February	J. Bloggs	30	70%
Food & Beverage (Shift 2)	17 th February	J. Bloggs	20	95%
Laundry Contractor	20 th February	A. Smith	15	60%
		Totals	116	82%

Conclusions

Considering staff annual leave, sickness absence and shift work, there was an excellent attendance rate for the training. Many staff commented that they found it interesting and it has increased awareness.

Recommendations

- The training is incorporated into the induction of all new staff, including contractors.
- Refresher training is held every two years.

COMMUNITY ENGAGEMENT & SUPPORT

Our 2018 community goal was to purchase at least two products (that we currently order from the national wholesaler) from a local supplier. The eggs used on the breakfast buffet are now sourced from a local farmer and signage was put on the egg station communicating this to guests. We arranged for the chefs to visit the farm so they can talk to guests about the farmer and his staff. We are talking with a local cooperative about providing our citrus fruit and a contract is expected to be signed in November.

Conclusions

The guests gave great feedback about the egg station and the staff enjoyed the experience. The additional costs seemed to be well worth it from a guest experience point of view.

Recommendations

Due to the positive feedback from staff and guests, it is recommended that we incorporate more locally sourced ingredients into the buffets and menus, ensuring that relevant staff get to visit the farms that they come from. We suggest that we incorporate stories about this into our annual sustainability report and in-room guest communications, along with social media.

GUEST SATISFACTION

300 guests completed the guest feedback cards during the reporting period, which represents 5% of guest occupancy. The results were as follows and have been compared to the same period in 2017:

Area	Average Score out of 5 (1 = poor/5 = excellent)	
	2017	2018
Friendliness of Staff	3	4
Helpfulness of Staff	4	4
Food Quality	3	4
Room Cleanliness	4	4
Central Area Cleanliness	4	3
Likelihood of Rebooking	3	4
Likelihood of Recommending	3	5
Six-month average	3.4	4

Conclusion

The average score of 4 out of 5 is excellent, yet the drop in cleanliness of guest areas is concerning.

Recommendations

An internal audit should take place during the first week of August at different times of the day and different days of the week. This should be carried out against the housekeeping checklist and the results should be discussed at a meeting between the general manager and the head of housekeeping in order to identify problem areas and recommend improvements.

SUMMARY OF RECOMMENDED ACTIONS

Action	Leader/s	Due Date
Audit of towel reuse program	head housekeeper	31 July
Towel reuse training	head housekeeper human resources manager	07 August
Schedule instalment of flow restrictors	maintenance manager reservations supervisor	31 July
Instalment of flow restrictors	maintenance manager	31 August
Laundry machine training	maintenance manager human resources manager	07 August
Laundry machine signage	travelife leader maintenance manager	07 August
Human exploitation training for all new staff	human resources manager travelife leader	31 August then ongoing
Schedule two-yearly human exploitation refresher training in HR calendar	human resources manager travelife leader	30 September
Sign contract with local fruit supplier	general manager F&B manager	30 September
Produce plan to add more local suppliers and incorporate into guest and staff experience	Travelife leader F&B manager	30 November
Internal audit of central area cleaning	general manager	14 August
Meeting to discuss results and recommend changes following central area audit	general manager housekeeping manager human resources manager	21 August

Please tick then initial below when you have read and approved the report. Please return a signed copy of this page to the Travelife leader by 31st July.

Tick	Title	Initial by Hand
	general manager	
	assistant general manager	
	human resources manager	
	food & beverage manager	
	head housekeeper	
	maintenance manager	
	sales & marketing manager	

TRAVELIFE MEMBER EXAMPLE