Pathway to Net Positive Hospitality v2.0

Framework

Enabling every hotel to make Net Positive Hospitality a reality, no matter their starting point.

Sustainable Hospitality Alliance

NetPositiveHospitality

People | Planet | Place | Prosperity

Environment

Topic	Categories	Ps	Stage 1: Measure and reduce impact	Stage 2: Minimise negative impact	Stage 3: Achieve net zero leaving no-one behind	Stage 4: Give back more than you take
Resource use and pollution	Water		Policy is in place, initial measurements done and data collected. • Water consumption are measured and regular benchmarking is established. • Possible sources of pollution are assessed. • Initial water reduction targets have been set. • Possible water-related solutions and initiatives have been investigated, a long-term plan created and immediate solutions / initiatives have been implemented. • A linen reuse policy that requires hotel operators to develop and implement a linen reuse programme is in place.	Implementation of the policy. • Water risk has been assessed and documented. • Where water risk has been assessed as high, water stewardship goals have been determined. • The status of initiatives and processes are tracked over time to show progress and there is a continuous plan for what should be implemented. • New water-related solutions and initiatives have been investigated and strategic ones have been implemented.	Introduction of innovative solutions. • Wastewater is managed in a sustainable way to ensure no adverse effects on the local population and the environment. • New water-related solutions and initiatives have been investigated and innovative ones have been implemented. • Water stewardship considerations are embedded into all decision-making. Water recycling / recovery initiatives have been investigated and implemented.	Support of replenishment solutions on regional level. • New water-related solutions and initiatives have been investigated and regenerative solutions and innovative initiatives have been invested in and implemented. • Water replenishment initiatives are in place and volumes are exceeding water consumption. • Automatic meter readings, drip/smart irrigation, leak detection systems are applied across hotels. • Initiatives to support suppliers to reduce water consumption are in place. • Initiatives to support the local community in reducing water consumption and better managing water supply are investigated and implemented. • Initiatives to advocate for and support sustainable water management at a destination level are in place.
	Use of materials		Measurement of material and waste streams and definition of policies for the most significant materials. • A list of all material and waste streams within operations and can point out which are the most significant is available on a hotel level (examples of waste streams include organic waste, paper, plastic, etc). • Responsible procurement strategy has been created. • A no-single use policy that requires development and implementation of a programme to eliminate single-use products is in place (no single-use plastic straws or stirrers are used, no single-use water bottles are used, no single use mini toiletries are used).	Establishing sustainable procurement policies. • A documented environmental procurement policy is in place for ongoing consumables and for new build, renovation and refurbishment. • Single-use plastics have been eliminated from the guest experience. • All single use items (glass, wood plastic etc.) have been reviewed and alternatives plans to phase out have been developed.	Advanced initiatives in place. • Production, use and disposal of all items purchased are mapped (processes, sources and destinations). • The waste hierarchy is a key determining factor in purchasing decisions. • Single use items have been removed from operations.	Support of replenishment solutions on regional level. • Zero waste to landfill/incineration has been achieved. • Initiatives to advocate for and support development of sustainable waste management infrastructure in the destination (including access for local communities) are in place. • The organisation provides and records monetary invest in waste management infrastructure necessary for closed looped systems in the destination (outside of hotel operations).

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	Greenhouse gas (GHG) emissions and energy		Policy and initial action plan in place. • Data collection systems are in place for energy consumption and greenhouse gases. • Scope 1 and 2 baseline has been calculated and regular benchmarking established. • Initial energy efficiency and carbon reduction targets have been achieved. • Potential for on-site or locally sited renewables has been reviewed. Renewable sources are favoured and the share of renewable energy in total energy supply is monitored and managed. • Targets for Scope 1 and 2 emissions reductions are set and SBTi (Science Based Targets) aligned. • A policy to require hotels to provide vegetarian options is in place and implemented.	Application of policy, monitoring and oversight. • Near term SBTi (Science Based Targets) target for Scope 1 and 2 emissions on group level is archived. • Scope 3 greenhouse gas emissions are mapped and data collection processes are in place. • New energy efficiency and carbon reduction solutions and initiatives have been investigated and strategic initiatives ones have been implemented. • Potential for on-site or locally sited renewables has been reviewed.	Value chain involvement. • Long term SBTi (Science Based Targets) aligned Net Zero Target for Scope 1 and 2 ambitious scope 3 reductions have been achieved. • An internal carbon pricing mechanism is in place. • A strategy for Beyond Value Chain Mitigation measures and an investment plan are in place • A sustainable travel policy has been created and implemented. • New energy efficiency and carbon reduction solutions and initiatives have been investigated and innovative ones have been implemented. • Innovative carbon reduction technologies are invested in.	Support of replenishment solutions at broader ecosystem level. • Beyond Value Chain Mitigation measures that comply with Article 6 of Paris Agreement are implemented, the volume of emissions removed is exceeding the remaining greenhouse gas emissions of the entire life cycle • New energy efficiency and carbon reduction solutions and initiatives have been investigated and regenerative solutions and innovative initiatives have been invested in and implemented. • Initiatives to support suppliers to decarbonise are in place. • Initiatives to support local community access to renewable energy are in place. • Initiatives to help local community increase energy efficiency are investigated and implemented. • Initiatives to advocate for and support development of renewable energy sources are in place.
	Waste		Policy and initial action plan in place. • Data collection systems are in place. • A list of all waste streams within operations and can point out which are the most significant is available. • Initial waste reduction targets (including waste to landfill) have been achieved. • Possible waste reduction solutions and initiatives have been investigated, a long-term plan created and immediate solutions / initiatives have been implemented. • Signage and training for waste management initiatives in place. • Hazardous waste management plans are in place. • A policy that requires hotels to review and monitor potential	Application of policy, monitoring and oversight. • The status of initiatives and processes as well as specifications on a hotel level are tracked over time. • New waste reduction solutions and initiatives have been investigated and strategic initiatives ones have been implemented for all waste streams for priority waste streams. • All organic waste is diverted from landfill. • Packaging from suppliers is reviewed. • An end-of-life plan is in place for furniture made obsolete and waste materials created by renovations and refurbishments.	Value chain involvement. • Principles of circular economy are embedded into all decision making. • Initiatives to reduce packaging from suppliers are in place. • New waste reduction and management solutions and initiatives have been investigated and innovative ones have been implemented.	Support of replenishment solutions at broader ecosystem level. • Initiatives to advocate for and support development of sustainable waste management infrastructure in the destination (including access for local communities) are in place. • The organisation provides and records monetary invest in waste management infrastructure necessary for closed looped systems in the destination (outside of hotel operations). • New waste reduction and management solutions and initiatives have been investigated and regenerative solutions and innovative initiatives have been invested in and implemented.

		People		Planet		Place		Prosperity	From WTTC *Hotel Sustainability Basics*

Sustainable Hospitality Alliance

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			sources of pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants is in place. • A food waste policy that includes education, food waste prevention, reduction, recycling, and disposal is in place. • A green cleaning product policy that requires hotel operators to prefer green cleaning products is in place.			• Zero waste to landfill/incineration has been achieved. • Initiatives to support suppliers to reduce waste are in place. • Initiatives that support the local community in better managing waste and reducing waste to landfill are investigated and implemented.
Protection and regeneration of nature	Ecosystems and biodiversity protection and regeneration of global biodiversity		Policy and initial action plan in place. • Locally important ecosystems and wildlife has been mapped in collaboration with local organisations. • The organisation is aware of, and complies with, existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing. • Menus are reviewed and any endangered species are removed.	Application of policy, monitoring and oversight. • The organisation provides and records in-kind or other support for biodiversity conservation in the local area. • A local biodiversity / ecosystem impact baseline has been created. • A local biodiversity management plan is in place on a hotel level. Properties are actively managed to support biodiversity conservation. • Impacts on wildlife wellbeing are regularly monitored and addressed. • The supply chain has been reviewed to identify products at highest risk of contributing to biodiversity loss (e.g. palm oil, cocoa). • Alternatives have been found for products which contain endangered or at-risk species or ingredients which cause negative biodiversity impacts (e.g. unsustainable palm oil, unsustainably fished seafood).	Value chain involvement. • Quantifiable investment in restoration of local ecosystems is made. • The organisation provides and records monetary support for biodiversity conservation in the local area. • A baseline for all global biodiversity impacts has been created.	Support of replenishment solutions at broader ecosystem level. • Quantified restoration of local ecosystems exceeds any negative ecosystem impacts caused by the built environment of the property. • Quantifiable investment is made in protection of global biodiversity. • Initiatives to advocate for and support restoration of ecosystems in the destination are in place. • The organisation provides and records monetary support for biodiversity conservation in the local area and as well as on a global scale, and provides quantitative restoration outcome.

Social

Topic	Categories	Ps	Stage 1: Measure and reduce impact	Stage 2: Minimise negative impact	Stage 3: Achieve net zero leaving no-one behind	Stage 4: Give back more than you take
Fairness in the workplace	Human rights		Reduction in breach of human rights - policy commitment and due diligence. • The organisation has a documented policy against commercial, sexual or any other form of exploitation, particularly of children, adolescents, women, minorities, migrant, contract and temporary labour and other vulnerable groups. • Public commitment to respect the human rights of workers. • Human rights risks and impacts have been identified and assessed. • Staff in relevant departments have been trained on ethical recruitment, sex trafficking and grievance mechanism. • Immediate ethical recruitment, sex trafficking risks are mitigated.	Human rights standards being met - embedding respect. • An ethical recruitment plan is developed and a Human rights policy is operationalised across business units. • Action is taken to communicate and implement the policy across business. • Actions on human rights risks and impacts has been defined and the implementation started. • Records of employee ages are kept and show absence of any form of child labour (as defined by ILO (International Labour Organization)). • Tier 1 suppliers have been supported to become aware of ethical recruitment, child labour and fundamental freedoms of their employees. • Safe mechanism is in use for labour feedback and grievance reporting. • Procurement processes and supplier due diligence is strengthened and where possible certification of suppliers is supported.	Human rights promoted across value chain - embedding respect. • The policy against exploitation and harassment has been implemented. • Engagement with local community and affected and potentially affected stakeholders is ongoing to work against exploitation and harassment. • Tier 1 suppliers have been supported to uphold the human rights of workers and communities where business is operating. • A multistakeholder approach to support ethical and fair recruitment practices by Tier 2 and 3 suppliers has been engaged in. • Fair and ethical recruitment process is regularly reviewed, impact assessed and actions and targets updated.	Influencing public policy on worker rights - remedy and reporting. • The organisation supports action against sex trafficking. • Active collaborations to positively influence public policy to protect and promote worker rights, influence conversation in industrial relations and recruitment regulations at government level are in place. • Rights of communities across the value chain are stood up for. • Work with industry partners to address human rights risks. • Human rights of all employees, migrant, contract, temporary workers, are upheld.
	Labour practices		Reduction in breach of labour standards (ILO (International Labour Organization)) - brand level. • The organisation demonstrates awareness of, and compliance with, international labour standards and regulations. • Wage levels are monitored and regularly reviewed against national norms for a living wage. • Health and safety fundamentals are assessed, monitored, and an improvement plan drafted.	Prioritised fair labour practices that promote dignity and respect are being achieved - hotel level. • Priority areas for action have been endorsed by management. • Water, sanitation and hygiene facilities are provided for all onsite workers. • Employee satisfaction is monitored. • An employee grievance mechanism is in place.	Promoting fair labour practices - along the value chain. • Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. • Employee contracts show support for health care and social security. • Collective bargaining fundamentals are being respected. • Medium-term targets for labour practices have been achieved.	Influencing fair labour practices and dignity of work. • Have positively influenced fair labour practices through multistakeholder approach. • Collaborative partnerships to positively impact labour practices in Tier 2 and 3 suppliers are in place. • Worker voice has been incorporated in projects for a Just transition.

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			• Work-life balance fundamentals are assessed, monitored, and an improvement plan drafted. • Secure employment and access to social protection are assessed and an improvement plan drafted. • A regular review process for labour practices in own business in place. • A strategy for improving labour practices has been developed and approved.	• Priority targets as per strategy have been achieved in own operations. • Labour rights in Tier 1 supply chain have been benchmarked and priority areas for improvement agreed upon.	• Tier 1 supply chain members have been supported to report on labour practices as per ESG requirements and net positive ambition. • Just transition pathways for employees and workers in supply chain most likely to be impacted by sustainability, technology and climate change have been developed.	
Equitable and better opportunities	Equity, diversity, inclusion (EDI)		Equity, diversity and inclusion (EDI) due diligence and commitment. • The organisation has identified groups at risk of discrimination, including women and local minorities, and local diversity has been defined. • Workforce diversity disclosure fundamentals are considered. • Gender equity and women's empowerment fundamentals are considered. • There is a record of activities held (e.g. meetings and dialogues, a plan) to identify best practices in reducing inequalities within the workforce and/or supply chain. • EDI awareness through staff engagement is assessed. • EDI areas have been prioritised and relevant audit completed. • Strategy and action plans have been developed. • At least one initiative to reduce inequalities in employment within the business or via supply chain choices is implemented. • Equal opportunities for workforce relate to the offering of employment, training and promotion opportunities, irrespective of the person's age, sex, disability, race, ethnicity,	Embedding equity, diversity and inclusion (EDI) across workforce. • The organisation offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways. • The proportion of employees drawn from diversity groups is monitored and is commensurate with local demographics. • Internal promotion includes members of diversity groups. • Dedicated staff to address EDI hired. • EDI training for employees conducted. • At least one initiative that contributes to reducing inequalities has been implemented. • Strategy to support people with disabilities in skill development and employment has been implemented. • Recruitment, hiring practices and training are inclusive and accessible to under-represented talent groups.	Embedding equity, diversity and inclusion (EDI) across value chain. • Diversity targets are part of management KPIs. • Talent mobility and opportunities for career advancement are utilised by all diversity groups. • Relationships with diverse markets, customers, and communities are expanded. • Career progression of previously under-represented groups across all levels has been achieved. • Active partnerships with community, NGO, and professional organisations representing diversity are in place. • Action plan to ensure diversity of suppliers (e.g. minority-owned businesses, women-owned businesses, LGBT-owned businesses, people with disabilities businesses, etc.) is implemented.	Advocating equity, diversity and inclusion (EDI) beyond value chain. • Proportionate representation of local diversity in management positions has been achieved. • Positively influencing equity, diversity and inclusion at destination level and across value chain through multistakeholder partnerships. • Targets for EDI in value chain being achieved.

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			origin, religion, economic or other status.			
	Employee engagement		Equitable access for education, training and career progression. • Employees are offered regular, equitable and accessible training, experience and opportunities for advancement. • Training records are kept for all staff, showing the level and frequency of training received. • Equitable and accessible education, training and skills development opportunities are available for entry level and non-employee workers. • Hospitality skills development, practical training, apprenticeship opportunities are utilised by local diversity groups. • Staff are informed on ESG sustainability initiatives.	Employee engagement in sustainability and further career opportunities. • Staff are engaged in skill-based volunteering. • Staff are participating in learning or education programmes for sustainability (environment and social). • Employees and non-employee workers are participating in sustainability initiatives or projects. • Career paths and advancement opportunities for all employees, have been created and communicated broadly.	Employee professional education and innovation for sustainability. • System in place for staff across all tiers and departments to contribute to innovations or solutions for social / environmental sustainability. • A clearly defined and transparent career development path for employees at all levels is promoted. • Cooperation with value chain partners for creation of further educational / upskilling / reskilling opportunities for workers.	Value based and purpose driven environment for all workers. • Employee engagement practices are regularly reviewed, supported and promoted by the company. • Workers contribute to environment and social sustainability is recognised and an awards programme is in place. • Creation and support of community talent networks. • Active cooperation along value chain for talent support and promotion.
Community partnerships and support	Local sourcing and SMEs (small and medium enterprises)		Local sourcing due diligence. • Local sourcing has been benchmarked. • Scoping has been conducted for local sourcing potential. • Strategy and plan have been developed for improving local sourcing. • Priority is given to local and fair-trade suppliers whenever these are available and of sufficient quality. • The proportion of goods and services purchased from locally owned and operated businesses is measured and managed. • The proportion of non-locally owned or operated suppliers that are fair trade is measured and managed.	Preferred local sourcing, supporting local SMEs (small and medium enterprises). • Majority of food is sourced from property's local region. • Local SMEs in current supply chain are supported in achieving and reporting on ESG outcomes. • Partnerships have been scoped for supporting local SMEs not in supply chain.	Expanding local supply chain initiatives. • Targets for local sourcing of goods and services have been achieved. • Opportunities for joint ventures and partnerships with local entrepreneurs are pursued where appropriate. • Local entrepreneurs are supported in the development and sale of sustainable products and services, based on the area's nature, history and culture. • Locally owned businesses are given access to premises and customers for commercial activity. • Local supply chain SME development is supported through collaborative partnerships.	Contributing to community resilience through local supply chain initiatives. • Where appropriate, the organisation provides advice and support to local goods and service providers with whom it engages, on the quality and sustainability of their goods and service. • Collaborative partnerships to support development of local SMEs are pursued and implemented. • Local SMEs in value chain are supported to have increased resilience to climate change and other shocks. • Targets for local sourcing of goods and services are regularly reviewed.

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	Community partnerships		Assessment of community impact and increase in impactful community projects. • Guests are offered the opportunity to participate through volunteering or contribution. • Information/interpretation material about the natural and cultural heritage of the local area is available and provided to customers. • Information is provided to customers about appropriate behaviour in the local area. • The proportion of total employment from persons already residing in the local community is measured and managed. • Local access to livelihoods is considered in decisions about development and operations. • Contribution to community impact projects at least once a year. • The organisation makes and records monetary contributions to the protection of cultural heritage. • Local art/craft is reflected in design and furnishings. • Local artists are offered a platform to display their talents, and tours and activities organised by local guides and businesses are offered. • Any use of artefacts is transparent and/or documented and reported. • The organisation demonstrates awareness of, and compliance with, existing international, national and local good practice and guidance for tourist visits to cultural sites and indigenous communities.	Establish partnerships for destination level projects. • Community wellbeing assessment has been conducted to inform community sustainability programme. • Partnerships have been established for destination level sustainability projects. • User and access rights for key resources, including land and water, are documented where applicable. • Staff are informed and trained about the natural and cultural heritage of the local area. • The local community is offered the opportunity to access the tourism facilities and services provided. • A communication /feedback/ grievance mechanism is in place for local communities. • The organisation engages with communities/sites in reviewing guidance and creating and agreeing additional guidelines as necessary. • Copyright and intellectual property rights have been observed and necessary permissions obtained. • Living cultural heritage and traditions are evident in cuisine, retail, events and other services offered. • Where artefacts are used, laws and bylaws have been identified that permit such use. Visitors are prevented from removing or damaging artefacts.	Destination based, community led innovation. • Further value chain members are involved into community projects. • There is documentary evidence of communication, consultation and engagement with local and indigenous communities. • The level and nature of contributions made to schemes in the local community is recorded. • Training is offered to local residents to enhance their employment opportunities. • Any reduction in availability of basic services to local communities, identified as the result of the organisation's activities, is addressed. • Guidelines are effectively used and communicated. • Hotels contribute to community / destination impact projects on regular basis. • The organisation provides in-kind or other support for cultural heritage.	Contributing to destination resilience and sustainability. • Participation in multi-stakeholder, destination based, community led sustainability projects. • New capital input for destination community development is influenced. • Influence through multistakeholder group is used to strengthen public policy for thriving destinations. • Part of revenue is invested back into the community or in local sustainability projects. • Multi-stakeholder destination based, community led sustainability projects are participated in.

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Customer welfare	Customer welfare		Safety policies are in place and followed. • A customer feedback system is in place and results are analysed. • Images used in promotion are of actual experiences offered and facilities provided. • Thorough, standard cleaning protocols have been developed and the staff is well trained in these protocols. • Safety equipment is in place (Smoke alarms, fire extinguishers, sprinklers, visual alarms, emergency lighting, evacuation plans, etc). • Issues related to diversity, equity and inclusion are identified and best practices for this topic are discussed in a dialogue followed by training. • Customer diversity is embraced (areas of important principles such as anti-harassment, accessibility, equal opportunity, and anti-discrimination). • Customer diversity is embraced and the inclusion of groups at risk of discrimination is promoted.	Implementation of policies is monitored on hotel-level. • Sites, buildings and activities are accessible to persons with disabilities and special needs, as appropriate to the nature of the operation. • Clear and accurate information is provided on the level of accessibility and sustainability practices. • Negative feedback and responses made to the feedback system are recorded. • Initiatives to nudge customer behaviour change to support sustainability practices are in place.	Corrective actions have been taken along the value chain. • Sustainability claims are based on records of past performance. • There exists evidence of corrective actions taken, based on customer feedback. • Accessibility for all guests has been certified or checked with relevant experts/user bodies. • Opportunities for customers to engage in environmental and social initiatives are in place.	Promotion of customer welfare practices in the ecosystem. • Established practices are promoted that enhance customer welfare across the sector. • Collaborative partnerships have been formed to further develop customer welfare practices (e.g. accessibility). • Customer feedback represents a key factor in the decision-making processes.

Governance

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Net Positive Governance	Stakeholder engagement		Development of policy regarding staff engagement with sustainability management. • Ways to motivate guests and business partners to partake in the hotel's sustainability efforts have been identified. • Sustainability related trainings for staff to raise their awareness of their contribution to the effectiveness of the sustainability management system have been conducted. • Records of staff-training courses and on-the-job training with attendance levels are available. • Evidence is available of staff involvement with the sustainability management system. • Environmental and social information is included in customer communications. • Key stakeholders have been mapped.	Engagement of local stakeholders. • Potential partner organisations (e.g. charities, NGOs, social enterprises, etc.) have been assessed on their suitability and reliability prior to partnership. • Local stakeholders are engaged with to understand materiality and align plans. • A feedback mechanism exists for key stakeholders (e.g. guests, suppliers, business partners and local community) to comment on environmental and social initiatives is provided. • Environmental and social considerations are included in meeting and event offerings.	Increased stakeholder engagement • Local stakeholders are actively engaged in environmental and social initiatives. • Sector-wide sustainability groups (e.g. Sustainable Hospitality Alliance) have been joined. • Opportunities for customers to engage in environmental and social initiatives are in place. • Staff training and guidance materials are available in accessible format (including use of minority languages where needed).	Encourage sustainable practices in the ecosystem. • Initiatives to support suppliers to become more environmentally and socially sustainable are in place. • Partnerships across the tourism ecosystem and beyond are in place. • Initiatives to advocate for sustainable development of destinations and the wider industry are in place. • Key staff hold certificates and qualifications in relevant disciplines/skills.
	Management and compliance		Setting efficient governance policies and systems. • Various Sustainability Management Systems (SMS) are reviewed and assessed. • An up to date list of all applicable legal requirements is maintained. • Key team members with environmental and social responsibility have been identified. • A governance structure which includes senior leadership ownership is in place. • Current procurement policies have been reviewed and the level of environmental and social inclusion mapped.	Introduction of a sustainability management system (SMS) and process definition. • The organisation has implemented a long-term sustainability management system that is suitable to its size and scope. • The SMS covers environmental, social, cultural, economic, quality, human rights, health and safety issues. • The SMS includes a process for monitoring continuous improvement in sustainability performance. • The organisation is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.	Value chain involvement expanded. • Top management reviews progress towards sustainability targets and evaluates the effectiveness of action plans through the group designated for overseeing the SMS (Sustainability Management System). • Risk factors (including climate change, natural phenomena, and visitor safety) have been assessed and addressed. • An impact assessment (including cumulative impacts) has been undertaken and documented as appropriate. • Internal financial metrics have been assigned to impacts e.g. shadow price for water and internal cost of carbon.	Introduction of innovative solutions that can be applied to the ecosystem. • A feedback collection system considering customer satisfaction, employee feedback, grievance reporting and whistle blowing is in place. • Procurement processes have been updated to make environmental and social considerations a key determining factor of decision making. • Future-orientated technologies are actively supported through procurement processes. • The effectiveness of measures is verified (e.g. dams) through an external assurer.

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				• Regular assessment of environmental and social risks is established and mitigation plans are in place. • Procurement processes have been updated to incorporate environmental and social considerations into decision making. • Environmental and social performance indicators are included in all employee reviews. • Leadership compensation is linked to environmental and social performance. • The SMS is clearly documented.	• A capacity building programme to exchange knowledge with suppliers is in place.	
	Commitments and reporting		Setting targets and creating a communication policy. • Environmental and Social targets have been set and shared with all internal teams. • WTTC Hotel Sustainability Basics have been achieved. • ESG performance is included in regular communications with stakeholders (including customers and investors).	Auditing and sharing of hotel-level data. • Sustainability policies and actions are reported in external and internal communication material at least annually. • Environmental and social data is externally audited.	Embedding environmental and social factors into reporting along the value chain. • Communications on visions and commitments for environmental and social sustainability contain messages inviting consumer and stakeholder support have been shared. • The hotel is certified by a globally recognised "sustainable" certification program (Global Sustainable Tourism Council-recognised programs or LEED programs). • Environmental and social targets and strategy are fully embedded into company strategy. • A commitment to become net positive has been made public and an action plan to get there has been created and shared.	Reporting reflects impacts and progress across the ecosystem. • Sustainability initiatives across the value chain have been reported and communicated to external interested parties, including guests, business partners, community, owners, through various platforms (e.g. hotel webpage, in-room media, signs, etc.). • The hotel is certified by a globally recognised "sustainable" certification program, which includes a third-party audit. • The future development of industry, environmental and social visions and commitments are actively supported.

Next steps

The Pathway to Net Positive Hospitality will continue to evolve over time and we will continue to develop resources to support the industry including:

- Guidance including a map of additional tools and resources available to support on the journey to support every hotel to progress along the Pathway.
- KPIs, correlating to the framework and aligned with ESG reporting requirements, to support measurement of progress towards Net Positive.