

Pathway to NetPositiveHospitality

Stage 1

Understand impact & dependencies

1. Gather available data on current or past community partnerships, including monetary contributions
2. Review or develop guidelines for hotels to engage with local communities and represent local culture and heritage
3. Collect information on initiatives hotels may be taking locally to engage with local communities
4. Incorporate best practices from hotels into guidelines
5. Share guidelines and best practices with all properties for their feedback and input

Set targets

6. Based on review, set your targets for improvement

Take action

7. Engage or partner with arts, culture and heritage organisations in key destinations
8. Update information on website and brochures
9. Partner with social and environmental organisations to support community projects
10. When furnishing new builds or replacing FF&E consider representation of local art and crafts, and sourcing from local suppliers, craftsmen and artists

Stage 2

Understand impact & dependencies

1. Review development and sustainability projects to assess community engagement and impact
2. Review staff training regarding indigenous community rights and respecting natural and cultural heritage
3. Review community feedback and grievance mechanism system
4. Review representation of local cuisine, products, and events offered at properties

Set targets

5. Set targets to improve community involvement in sustainability projects that positively impact local communities and environment
6. Review and strengthen previous targets, including targets for local sourcing and supply chain

Take action

7. Review plan to identify relevant actions
8. Engage sustainability partners to see how local community engagement, participation and welfare can be included in social and environment sustainability initiatives
9. Partner with DMOs or relevant organisation to assess community wellbeing status and plan for improvement
10. Review and update governance procedures relating to community welfare and indigenous people's rights
11. Raise GMs awareness about community welfare commitments and their role in achieving them
12. Improve customer communication to include opportunities for them to participate in local community wellbeing and sustainability projects

Stage 3

Understand impact & dependencies

1. Review community sustainability claims and assess level of evidence to support these
2. Review current opportunities for community engagement in social and environmental sustainability initiatives
3. Review guidelines for community engagement

Set targets

4. Review, strengthen and extend community engagement and destination-based sustainability targets

Take action

5. Review community engagement guidance to identify relevant actions
6. Document all destination-based projects, business contributions, community consultations, feedback, and impacts