

Environmental Issues form part of staff induction programme

Benefits

- Raising awareness about environmental issues experienced in the world today;
- A better understanding of why the establishment is operating in a more environmental friendly way and how this affects the work that the staff do
- A more informed and educated staff on the issues of sustainability

Overview of the intervention

For any business to achieve its goals it must have well trained and motivated staff, this is especially important when it comes to improving the environmental performance of the establishment.

Staff need to understand what changes are being made to the operations, why these changes have been made and how these changes will affect the day-to-day tasks of the staff.

E.g. if a waste separation at source program is being implemented, then the staff need to know which bins are used for the different waste types as well as understand why this is being done, OR

If a laundry policy has been put in place that gives the guests a choice of whether their towels should be washed, the housekeeping staff needs to understand the policy and how to implement it.

There are numerous areas that can be covered by staff training. Staff training can range from generic topics applicable to everyone (e.g. understanding tourism and the tourism business, “responsible tourism”, the potential positive and negative impacts of tourism, improved environmental and cultural awareness, and customer services) to more specific and technical topics that are focussed on particular job descriptions.

Areas to be covered in environmental training

The following key areas should be covered in the induction training course

- An introduction to key global problems and why the establishment is operating in a more environmentally friendly manner

- The environmental policy / mission statement and the associated implementation strategy
- The environmental programs that are being implemented and what role the staff will play in the implementation of these programs. This will include :
 - o The changes to the waste collection process, if an at-source waste separation system is put in place
 - o The changes to the laundry process, if a choice is given to the guests whether their towels are washing on a daily basis or not
 - o The changes to the housekeeping system, if it is decided to change from a disposal amenities collection in the room, to a refillable system e.g. the shampoo, soap, etc.