



Staff Onboarding

As a member of Green Key Global, it's clear that sustainability is a priority for you and your property. It is important to ensure this is being communicated with new staff to create buy-in and set the property up for success on its sustainability journey.

Making sustainability top of mind and integrating it into operational decision making will help to increase your Eco-Rating and improve your bottom line. Communicating your values as a hotel even has the potential to improve employee satisfaction and retention.

Sustainability can be included in staff communications and onboarding right from the moment a job description or job posting is written. Including the hotel's commitment to sustainability in all job postings and staff onboarding will attract values aligned team members.

In addition to sharing the hotel's broader sustainability commitment in all staff onboarding, job and department specific sustainability initiatives should be incorporated into ongoing training. Invite team members to participate in the Green Team and provide a clear process for team members to provide ongoing feedback on sustainability programming.

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To ensure proper training to new employees and management handoffs, please follow these guidelines:

New Staff:

- Ensure all new team members are aware of the property's Green Key Global certification and eco-rating, as well as where to find the certificate of sustainability.
- Provide new staff with information about sustainability initiatives in the employee handbook so they are aware and informed of all initiatives your property may be working on including the following:
 - Waste management
 - Composting
 - Energy efficiency initiatives
 - Paper-less processes
- Share the property's most up to date sustainability policy with all new staff.
- Inform of and introduce new staff to the Green Team and let them know how to join if interested.
- Give them an overview of sustainability initiatives so they are aware and informed and able to discuss with guests.
- Inform new staff of all community involvement initiatives (Ex. Amenity recycling program with Soap for Hope, or food waste program with Second Harvest).
- Provide access to sustainability checklists that relate to their specific department.



Talk About
Sustainability
at Your Hotel with
Green Key Global



This comprehensive list will ensure the new team member is set up for success in sustainability.

MANAGEMENT HAND OVER

Is there a new owner or general manager joining the team? Make sure to inform them of the property's involvement with Green Key Global and commitment to sustainability. There is always a lot to do when changing management, which is why Green Key Global offers this comprehensive list of important things to go over to ensure the new team member is set up for success in sustainability. **New management shouldn't have to mean starting the sustainability journey over!**

- Inform a Green Key Global representative of the change.
 - Request Green Key Global toolkit from administration@greenkeyglobal.com to pass over to new staff.
- Inform new contact of Green Key Global membership as well as any relevant information relating to it such as:
 - Login information for Members Area
 - How to update the profile
 - What eco-rating the property has achieved
 - If the membership is in good standing (all outstanding invoices have been paid)
- Hand over most up-to-date sustainability policy
 - Provide updating schedule (i.e. every quarter) and date of last update
- Provide access to all departmental checklists.
- Inform them about the Green Team, meeting schedule and which team members are participating.
- Inform them of any charitable partners, community involvement initiatives, and unique sustainability projects the property is currently participating in.
- Give most recent Green Key Performance Report

If you need assistance with any of this information, please get in touch with the Green Key Global team!

