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Living Lab project brief – SRS issues and best practice in the hospitality industry

Description of the paper

This paper describes a potential project to identify key SRS (both environmental and social) issues in the hospitality industry, for example hotels, and identify best practice in the industry globally. This could inform the University's approach with suppliers/booking travel.

Draft research question

What are the key SRS issues in the hospitality industry globally, and what good practice exists to improve SRS performance in this industry?

Background

The issue of SRS risks in the hospitality industry has been identified through two processes – the assessment of risks and opportunities related to the University's main procurement areas using Scottish Government tools, which highlighted risks linked to spend on business travel, and our work to produce a modern slavery statement and action plan (in line with the UK Modern Slavery Act 2015). There are likely to be many challenges related to SRS in the hotel industry, both environmental and social, such as high water and energy consumption, and potential for poor working conditions. Given that many thousands of stays in hotels in the UK and globally form part of University business each year, we want to better understand the risks and anything we could do to mitigate them. Recommendations from this project could inform the way the University engages with its suppliers, and how business travel is conducted.

Objectives

- Identify key SRS risks/issues in the hospitality industry globally
- Identify and assess current best practice and initiatives to improve SRS performance in the hospitality industry
- Make recommendations regarding any schemes/best practice the University could choose to support when making decisions about business travel/booking trips, to help improve SRS performance