



WE'RE COMMITTED TO PROVIDING GOOD QUALITY TRAINING,
WORK-LIFE BALANCE AND SUPPORT TO OUR STAFF.

Recruiting and retaining people has long been a challenge for the hospitality & tourism sector. The sector faces a number of misconceptions, such as low pay, long unsociable hours, limited opportunities to develop and not offering long-term careers.

People 1st International, along with our key partners, is keen to support industry in attempts to change this perception and highlight the diverse opportunities and fantastic careers available and to show that the industry is changing for the better. This can only be done if industry works together and commits to being an 'employer of choice', providing good quality training, work-life balance and support to their people.

To support this, we are inviting industry to sign up to 'Our Hospitality & Tourism Commitment' – a voluntary code of conduct and to work with the HATS network, educational institutions and our partners to promote the hospitality & tourism industry as a rewarding career choice.

Golden rules to help attract future talent and retain current people

- A training / development plan is in place for each employee
- Job rotation and cross training regularly takes place
- Work-life balance is part of daily life
 - Colleagues able to look after any Covid-19 related challenges out of work as much as possible
 - Schedules/rosters issued in a timely manner
 - Shift swaps considered in a timely manner
 - Sufficient notice is given for shift changes and requests
 - Range of shift patterns are available to support working families, students and part time working
 - Days off allocated where requested and split or together as per the employee requirements.
 - Holidays approved or rejected in a timely manner
 - Shift patterns such as late-early or back-to-back included in schedule / rosters, as agreed by employee
- Communication & feedback mechanisms in place so regular one to one dialogue is always in place
- Individuals receive recognition for a job well done from line managers and others.
- All roles are advertised internally and internal candidates are given the opportunity to apply for new roles
- Everyone is always treated with respect & dignity
- Key personnel are encouraged to build relationships with local schools, colleges and universities and support them in promoting the hospitality & tourism industry as a reputable career choice
- Third party safeguarding / employee assistance support is available to all
- Mental health, human trafficking and modern slavery awareness is available to all

For more information and to sign up visit:

www.people1st.co.uk/HATS-network