

## Manage the environmental impact of your work

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### Overview

This unit is about managing work activities and resources in your area of responsibility in order to minimise the negative impact and maximise the positive impact they may have on the environment. This standard is for hospitality team leaders, first line managers or supervisors.

Individually, any hospitality business could have a significant negative impact on the environment. Collectively, across the entire industry, the cost can be huge.

Three key areas of environmental impact are energy, water, and waste. Supervisors and managers are expected to play a lead role in helping minimise the negative impact on the environment by efficient management of activities and resources. This standard explains more about the importance of organising work activities and resources in a way that achieves this aim.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

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### Performance criteria

You must be able to:

1. Organise work activities and the use of resources in your area of responsibility so that they are efficient and effective, comply with legal requirements and environmental policies and minimise the negative and maximise the positive impact on the environment
2. Identify the environmental impact of work activities and the use of resources in your area of responsibility
3. Report promptly any identified risks to the environment, which you do not have the ability to control
4. Encourage people in your area of responsibility to identify opportunities for, and contribute to, improving environmental performance
5. Identify and implement changes to work activities and the use of resources that will reduce the negative and increase the positive impact on the environment
6. Communicate the environmental benefits resulting from changes to work activities and the use of resources
7. Obtain specialist advice, where necessary, to help you identify and manage the environmental impact of your work activities and use of resources

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### Knowledge and understanding

You need to know and understand:

1. How to organise work activities and the use of resources in your area of responsibility so that they are efficient and effective
2. The importance of organising work activities and the use of resources, so that they minimise their negative and maximise their positive environmental impact and how to do so
3. The importance of identifying the environmental impact of work activities and the use of resources in your area of responsibility, and how to do so
4. The importance of reporting promptly any identified risks to the environment which you do not have the ability to control and how to do so
5. How to encourage people to make contributions
6. How to identify and implement changes to work activities and the use of resources that will reduce their negative and increase their positive environmental impact
7. The principles of effective communication and how to apply them

#### **Industry / sector specific knowledge and understanding**

8. Industry / sector requirements for managing environmental performance in your area of responsibility

#### **Context specific knowledge and understanding**

9. Legal requirements and environmental policies and how to comply with them
10. The types of risks to the environment, which you do not have the ability to control
11. People in your area of responsibility, who are able to contribute to and identify opportunities for improving environmental performance
12. The range of environmental specialists that exist inside and/or outside your organisation
13. Your role, responsibilities and limits of your authority

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**Behaviours**

**The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor**

1. You recognise changes in circumstances promptly and adjust plans and activities accordingly
2. You present information clearly, concisely, accurately and in ways that promote understanding
3. You keep people informed of plans and developments
4. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
5. You act within the limits of your authority
6. You are vigilant for possible hazards
7. You make appropriate information and knowledge available promptly to those who need it and have a right to it
8. You encourage others to share information and knowledge efficiently within the constraints of confidentiality
9. You make best use of available resources and proactively seek new sources of support when necessary
10. You identify the implications or consequences of a situation

**Links to other NOS**

This standard is a sector specific standard and has particular links with the following standards in the Hospitality Supervision & Leadership suite of standards:

- HSL1
- HSL3
- HSL7
- HSL10
- HSL11
- HSL17
- HSL18
- HSL25
- HSL30

## Manage the environmental impact of your work

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**Suite** Hospitality Supervision and Leadership

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