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5 **Abstract**

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7 **Index terms—**
8 (Hull, 2022; ?aloma et al. 2021)

9 . Even in the tourism industry, this has become a trend now. This new class of customers wants the value
10 created by businesses to benefit society and the environment in addition to shareholder profits. From the
11 business perspective, investors are seeking companies that have been incorporating sustainable practices into
12 their processes and policies as a result of this changing customer behavior (Ottaviani et al. 2023; Wu & Jin,
13 2022; Hull, 2022; ??warnapali, 2017). The more organizations that embrace sustainability initiatives, the better
14 for the environment, their long-term consumer retention rates, and their profitability (Grant, 2020).

15 Practices that promote sustainability are justifiable when they help an organization, and its stakeholders
16 achieve their requirements today without harming the needs of future generations (Kaftan et al. 2023; Wu &
17 Jin, 2022; Dylllick and Hockerts, 2002). Sustainability initiatives also cover a business's obligations to society and
18 the environment. ??any It is believed that an organization can perform at different levels in terms of corporate
19 sustainability depending on the semantic value that is considered (Pranugrahaning et al. 2021).

20 It has been noted that the notion of corporate sustainability can have varied meanings depending on the context
21 in which it is employed ??Runtuk et al. 2023; ??warnapali, 2017). It is crucial to comprehend the motivations
22 behind a firm's sustainability initiatives and how trustworthy this data appears to be. In this regard, the purpose
23 of this research is to conduct a comprehensive literature review on the corporate sustainability practices of the
24 hotel industry that have been published in online indexed journals over the last two decades, to identify the
25 corporate sustainability practices of hotels used for assessing corporate sustainability. The article is divided into
26 five sections: Section 1-Introduction; Section 2 describes the Methodology; Section 3 displays the Analysis of the
27 papers; Section 4 Discussion & conclusion; and Section 5 Implications.

28 **1 II. METHODOLOGY**

29 This particular study has used a literature search strategy based on earlier review articles to examine studies on
30 corporate sustainability in the hospitality sector and other related topics that had been produced by academics.
31 The terms corporate sustainability and sustainability practices were used in an electronic search of publications
32 in tourism, hospitality, business, and management.

33 It restricted the search to articles written in the most recent 20 years, or from 2003 to 2022. 41 papers were
34 found in the initial results of the search. Each report underwent a screening process to determine whether or not
35 its essential relevance to corporate sustainability could be determined. As Seuring and Müller (2008), revealed,
36 the review follows the four-step iterative process: (i) material collection; (ii) descriptive analysis; (iii) category
37 selection; and (iv) material analysis. The systematic examination of the literature analysis aids in providing a
38 comprehensive knowledge of corporate sustainability in hotel literature that has been the subject of previous
39 studies. The conclusion would point out the overlooked areas and offer suggestions for further research.

40 **2 Material Collection**

41 The process of gathering the material begins with the definition of the search terms and other criteria. As
42 Creswell & Creswell (2017) mentioned, it is advisable to start the search in computerized databases that contain
43 peer-reviewed papers. The reputed online research journals were chosen for this investigation since they are the
44 top platforms for scientific inquiry and analytical information worldwide ??Runtuk et al. 2023; ??an Li, et al.
45 2017). Forty-one papers that were subjected to a preliminary examination based on the title, keywords and
46 abstract were found by the search.

47 **3 London Journal of Research in Management and Business**

48 Following that, 13 papers were eliminated, leaving 28 articles that were fully read. Then, the procedure was
49 established for the inclusion or exclusion of documents: they should assess the existing corporate sustainability
50 practices of hospitality businesses.

51 **4 Category Selection**

52 This step defines the main determinants and analytical categories that will be utilized to assess the articles. As
53 Seuring and Müller (2008) depicted, the primary subjects of analysis are fundamental dimensions, which are
54 made up of analytical categories. NVivo was the program the researcher utilized to help this phase. Parameters
55 and their associated analytical categories were discovered as the researcher studied the papers.

56 Then, these categories were encoded and put into a hierarchy structure using NVivo. NVivo produces a nod,
57 which is a construct to hold data collected from the papers, for each text fragment that has been decoded.
58 This approach enables the identification of the dimensions and key metrics used in the models for evaluating
59 corporate sustainability practices, as well as the sources used to assess the metrics and the industries for which
60 the indicators were suggested.

61 **5 III. ANALYSIS**

62 Understanding the advantages and disadvantages of the study, as well as spotting any research gaps that need
63 additional attention, are the three main objectives of the analysis (Leonidou et al. 2020).

64 **6 Distribution of papers over the period**

65 Even though our review covers the period 2003-2022, there are only a few papers were published during the
66 first 12 years period. As per the chart depicted, there were only 09 published papers during the first 12 years
67 (2003-2015). As a percentage, it is around 32% of the total of 28 articles. The rest of 68% of the papers (19
68 papers) were published during the last 07 years. In the year 2015, the world confirmed its commitment to the
69 2030 Agenda for Sustainable Development, which is an action program for people, the planet, and prosperity to
70 improve the quality of life (Pereira et al. 2021). This explains why there have been more publications in the
71 last seven years: between 2015 and 2022, around 70% of papers on corporate sustainability practices of the hotel
72 industry, were published during that period.

73 **7 Corporate Sustainability Dimensions**

74 In around 65% of the cases (18 papers), corporate sustainability practices were assessed considering the Triple
75 Bottom Line (TBL) concepts, that is, environmental, economic, and social dimensions.

76 Although the Triple Bottom Line of sustainability has been taken into consideration by certain researchers,
77 the social dimension was modeled using a viewpoint that is centered on the health and safety of persons.
78 Accomplishing sustainability requires businesses to ensure long-term viability, the social welfare of their partners,
79 such as consumers, suppliers, and staff members, as well as the minimization of the adverse effects of their
80 operations on the environment (Pereira et al. 2021). Sustainability now concerns a fundamental goal, enhancing
81 the promote legislation from regulatory entities and the liable actions by organizations and individuals.

82 **8 Environmental Practices**

83 The process of creating value depends on taking a proactive approach toward the environment and implementing
84 suitable environmental methods and technologies (Hosseini et al. 2020) The hotel sector or lodging industry shift
85 to "going green" is characterized by a rising focus on limiting its environmental effect by implementing environ-
86 mentally preferable waste-reduction methods and by using sustainable techniques and suppliers (Nagendrakumar
87 et al. 2022; Boley and Uysal, 2013). As Suluo (2020) mentioned, authorities in several nations have imposed
88 more substantial environmental restrictions and urged businesses to take action to safeguard the environment
89 due to increasingly significant environmental issues, such as global warming.

90 Many lodging establishments understand that implementing green practices is not only morally right but also
91 advantageous in terms of cost savings, image improvement, market positioning, and increased CSR (Hosseini et
92 al. 2020). As Kularathne et al. (??019) depicted, the comanagement of any lodging establishment not only
93 contributes to its revenue and ability to retain guests but also shows better social commitment and enhances its
94 reputation.

95 **9 Social Practices**

96 The social dimension of corporate sustainability attempts to improve the happiness of the staff, other suppliers,
97 the visitor, and the local community at large by, among other things, offering proper training, a safe workplace,
98 fair deals, building long-term collaborations, and more (Siddique et al.

99 10 Economic Practices

100 The "economic aspect" of business sustainability is frequently called the generic dimension. In addition to
101 environmental and social considerations, economic sustainability includes general organizational characteristics
102 that must be upheld for a business to last a long time (Nagendrakumar et al. 2022; Pereira et al. 2021).

103 Moreover, the economic aspect of corporate sustainability involves the creation of profits and the enhance the
104 business market share while creating a deficient level of social and environmental impacts (Kassinis & Soteriou,
105 2009). The economic aspect of corporate sustainability encourages increased consumption of products and
106 services, which eventually raises the standard of living for people. This is about the profit-driven mindset of
107 large corporations and offers hoteliers the chance to establish a win-win scenario through the deployment of
108 effective, sustainable initiatives that would benefit the environment and yield them a more significant profit
109 over the long term ?? According to the prevailing literature, sustainability is based on three dimensions; social,
110 economic, and environmental. In terms of the environment, the hotel sector must use environmentally friendly
111 products, control prevailing water wastage, fix alternative energy sources, use technology for power saving, use
112 natural light, recycling of plastics and glass, creation of internal policies to reduce the wastage, keep ecosystems
113 viable and healthy by taking into account the carbon footprint of food, building development, transportation
114 of staff and visitors to and from the facility. As the social aspect, the hospitality sector requires to enhance
115 the daily lives and wellbeing of either their community or their customers by participating in taking actions to
116 alleviate education and poverty, offering donations to the locals, and voluntary activities for the wellbeing of the
117 local community, creating long-term partnerships with suppliers, providing high-quality services and products
118 and a safe environment for consumers, create a safe and healthy work environment, comply with labor legislation
119 and employee contracts, treating all consumers fairly. Economic perspective, the hotel sector must maintain the
120 profit-driven mindset of entrepreneurs and offers hoteliers the chance to establish a win-win situation by utilizing
121 practical sustainable efforts such as recruiting locals to the staff, additional benefits for employees, paying staff
122 above the industry average, encouraging guests to use locally made products, contribute to charitable activities,
123 select suppliers who contribute to local development, assess the company's economic impact. Moreover, the
124 corporate sustainability practices of each dimension are constructed using various sources of information through
125 the selected papers: we counted the number of corporate sustainability practices. In the systematic literature
126 survey, many authors have concluded from their systematic study that the literature had primarily addressed
127 the environmental element of sustainability, leaving out the economic and social dimensions of sustainability in
128 hotels.

129 11 V. IMPLICATIONS

130 This study's primary objective was to examine sustainable corporate practices in the hospitality industry by
131 looking through a wide range of article variations publicly available online. This article can be utilized as a
132 fundamental overview of corporate sustainability practices made in the hospitality sector between 2003 and 2022
133 from around the world by addressing various cultures that are engaged effectively in adopting sustainability
134 initiatives in the hospitality sector. This scientific report is a helpful resource for hotels, organizations, and even
135 students looking for ideas for fresh initiatives they may also adopt in their hospitality establishments. Moreover,
136 this research work is significant for hotel management because it identifies different corporate sustainability
137 dimensions and practices that can be adopted to lower energy and water usage and improve economic outcomes
138 through incorporation as a collection of practices that can be used as benchmarks. Additionally, this study
139 demonstrates how vital the eco-friendly operation & service delivery discussed in the literature is to the long-
term sustainability of lodging sector. ^{1 2}



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Figure 1: Chart 1 :

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² Corporate Sustainability Practices of Hotel Industry: A Systematic Literature Review © 2023 Great] Britain Journals Press Volume 23 | Issue 5 | Compilation 1.0



Figure 2:



Figure 3:

Figure 4:

The subject of sustainability is vital for hotels since significantly to environmental issues by using up resources like water and energy (Kaftan et al. 2023; Hull, 2022; Verma & Chandra, 2018). The damaging effects of hotels on the environment are a growing concern. The vast and rapid expansion of the hotel business makes it essential for hotels to embrace ecologically sustainable practices (Paloma et al. 2021). As per Hepper et al. (2017) depicted, corporate sustainability entails putting systematic efforts into the organizations' strategy to reduce adverse effects on the environment and society brought on by its processes. As Runtuk et al. (2023) mentioned, the volume of references to corporate sustainability and sustainable strategy has significantly increased during the last few decades. Over time, investors' understanding of sustainability as a workable corporate strategy has grown. In keeping with this development, academic writers have increasingly focused on corporate Brundtland Report, published in 1987, served as the primary inspiration for the notion of corporate sustainability (Wu & Jin, 2022; Hull, 2022; Bhatia & Tuli, 2015).

the dog industry contributes to sustainability initiatives.

Figure 5:

A portion of this industry is still hesitant to support sustainable initiatives (Hosseini et. al, 2020). Research works & investigations on the sustainability of the tourism & hospitality industry have gained far less attention than manufacturing activities, still the expanding number of sustainability concerns and developing market pressures have enhanced its sustainability awareness (Pereira et al. 2021). Moreover, as the biggest sub-sector of the tourism industry, the hospitality sector unquestionably has the widest range of environmental effects (Paloma et al. 2021). Sustainability thus becomes a significant and essential component, not only for enhancing the natural environment but also for sustaining this industry's competitive performance (Hosseini et al. 2020).

Figure 6:

1

They chose the label "employee safety" for the third dimension rather than the term "social," which covered topics like education and training programs, the usage of personal safety equipment, etc. Madan et al. (2017), have discussed the above-mentioned aspect. Other than that, Ajmal et al. (2017) has been concerned about the health and safety aspect of corporate customers. Some studies take into account an extra component in addition to TBL, which includes concerns with corporate ethics, strategies, and stakeholder interactions. The scholars (Hogrefe & Bohnet, 2022; Hull, 2022; Aras et al. 2017; Schrippe and Ribeiro, 2019; Wang and Dai, 2018) who have written about this fourth dimension of corporate sustainability have been called authors of governance, corporate governance. Gurumurthy (2018) has introduced an additional dimension for conflict management and organizational image. Alcívar et al. (2020) presented a fourth dimension mentioned as the corporate identity, which concerns the company's vision and mission. Though some scholars have talked about the fourth component, the majority have focused on the main three dimensions (economic, environment, social) of corporate sustainability.

Environmental Dimension Nagendrakumar et. Al., (2022); Smith and Grosbois, (2011); Esteban et. al, (2017); Nikolaou et. al, (2019); Montilla et al. (2020); Nallusamy et al. (2015); Silva et. al, (2014); Ulrike, (2020); Danijela et. al, (2016); Kularathne, (2018); Bresjin, (2019); Gavilanes et. al., (2019); Huang et. al., (2015); Kanchan, (2019).

Figure 7: Table 1 :

important in the hotel sector. The topic of sustainability has increasingly taken center stage in discussions of both societal and political importance. Starting in 2015, academics have begun to pay more attention to corporate sustainability assessment. It is believed that the majority of publications have been focused on in the previous five years is a result of the agenda 2030 for Sustainable Development, which was introduced in 2015. The several interpretations of the meaning of "corporate sustainability" were used in the literature we analyzed; typically, this notion is based on the tripod of economic-social-environmental factors.

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Business							
Economic practices							
Whenever possible							
recruit locals to							
the staff.							
Pay staff above the							
industry average.							
Provision of							
additional benefits for							
employees.							
Encourage guests to							
consume/use locally							
made/purchased products.							
Encourage guests to contribute to							
charitable activities.							
Select suppliers who							
contribute to local development.							
Assess the company's economic							
impact	7						
Provide training							

Author / Author of the paper and the year of the paper

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