



Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Pan Pacific Hanoi
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Reporting

<p>Have you measured your carbon footprint (Scope 1-3)?</p> <p>Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.</p> <p>Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.</p> <p>Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.</p>	N/A
<p>Do you have clear roles and regular reviews for sustainability?</p>	Yes
<p>Do you report performance publicly or to guests with numbers or examples?</p>	N/A
<p>Supporting Documents</p>	



Additional Comments	N/A
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Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?	N/A
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Do you use on-site renewable energy or other low-impact technologies?	LED lighting, efficient air conditioning
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Do you check that guests and staff follow energy/water saving actions?	yes
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Additional Comments	waste control
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Waste

Do you have advanced recycling or composting systems?	N/A
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Do you measure food waste and report outcomes?	N/A
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Do guests understand and take part in waste reduction programmes?	yes via social media
Additional Comments	N/A

Guests

Do guests have clear instructions for participating in sustainability actions?	Yes
Do you measure guest participation and get feedback?	N/A
Do you offer activities that benefit the local community or environment?	Yes
Do guests receive reports or summaries about the hotel's sustainability performance?	N/A
Do you inform guests about your sustainability actions (digital, in-room, signage)?	Digital and in room signage
Are guests invited to participate (towel reuse, recycling, water refills)?	water refills, towel reuse



Do you provide any incentives for guest participation?	N/A
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Additional Comments	N/A
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Staff

Do you measure staff wellbeing and satisfaction?	Yes
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Do you track inclusion, diversity, and fair opportunities?	Yes
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Do staff lead or take part in community projects?	Yes
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Do staff understand and can they explain your sustainability practices to guests?	training and daily activities
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Additional Comments	N/A
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Accessibility



Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	quiet space
Additional Comments	N/A

This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

- ¹ SDG <https://sdgs.un.org/goals>
- ² SBTi <https://sciencebasedtargets.org/>
- ³ GRI <https://www.globalreporting.org/>
- ⁴ ISO 14001 <https://www.iso.org/standard/60857.html>