



# Essential Sustainability Questionnaire

## Hotel Details

Hotel Name	Pan Pacific Hanoi
Hotel Website	<a href="https://www.panpacific.com/en/hotels-and-resorts/pp-hanoi">https://www.panpacific.com/en/hotels-and-resorts/pp-hanoi</a>
Contact Name	Mr. Nguyen Thanh HAI
Telephone Number	02438238888
Email Address	hai.nguyen@panpacific.com

## General Sustainability Practices

Do you have a current sustainability or CSR policy?	No
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes
Who is responsible for sustainability?	Ms. Le Ha Tam - Quality Assurance Manager
Please list any green certifications, labels, or recognition achieved.	ISO 14000
Supporting Documents	
Additional Comments	N/A

## Energy & Water

Do you measure energy and water use?	N/A
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	LED lighting, efficient air conditioning
Do you use renewable energy or a green energy tariff?	N/A



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	low - flow taps, linen reuse
Do you have refillable water stations for guests and staff? How are guests informed?	N/A
Do you have a policy on energy and water conservation?	Yes
Do you have Electric Vehicle charging spaces at your property?	N/A
How does your organisation approach AI (Artificial Intelligence) usage?	N/A
Additional Comments	using glass bottle in guest room and meeting room

## Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	Yes



Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes
Do you manage food waste (e.g., donation, composting, or special disposal)?	donation, special disposal
Are you paperless? If not, are recycled or FSC-certified papers <sup>1</sup> and environmentally responsible printing materials used?	Yes
Additional Comments	N/A

## Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
If yes, within how many miles is food sourced?	30
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
Is seafood responsibly sourced (MSC <sup>2</sup> , ASC <sup>3</sup> , or similar)?	Sometimes



Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, digital

Additional Comments

N/A

## Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?

Some products

Are environmentally responsible cleaning products used (e.g., Green Seal<sup>4</sup>, EcoLabel<sup>5</sup>)?

Some cleaning products

Additional Comments

N/A

## Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer<sup>6</sup>, B Corp<sup>7</sup>, Shine<sup>8</sup>, etc.)

Yes, informal practices



Do you have policies on equal treatment, diversity, and inclusion?	N/A
Are staff wellbeing programmes in place (mental health, safe working conditions)?	safe working conditions
Additional Comments	N/A

## Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Some information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Partially accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	Some features



Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Yes, all staff trained
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Additional Comments	N/A
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## Measurement & Reporting

Do you measure how well your sustainability practices are working?	Occasionally
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Do you report on sustainability performance?	Yes, internally only
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Additional Comments	N/A
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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](mailto:inspired@from-now.com)

## References

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<sup>1</sup> FSC-certified <https://uk.fsc.org/>

<sup>2</sup> MSC <https://www.msc.org/uk>

<sup>3</sup> ASC <https://asc-aqua.org/>

<sup>4</sup> Green Seal <https://greenseal.org/>

<sup>5</sup> Ecolabel <https://eu-ecolabel.de/en>

<sup>6</sup> Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>

<sup>7</sup> B Corp <https://bcorporation.uk/>

<sup>8</sup> Shine <https://shine.northeast-ca.gov.uk/>