

HOTEL CSR & SUSTAINABILITY QUESTIONNAIRE

General

Do you have a sustainability policy document?
Please provide a link to where a current and regularly updated policy will be stored

Energy & Water Use

Are you using a green energy tariff to supply energy?
Do you have a policy document outlining how your hotel will conserve and save water and energy?
Please provide a link to where a current and regularly updated policy will be stored
Do you provide bulk water stations or fountains?

Waste Minimisation

Do you have a recycling programme to recycle glass, aluminium, plastic and paper/cardboard?
Please provide evidence to show your recycling performance for the last two years
Do you have a policy outlining how your hotel is minimising all single use materials?
Please provide a link to where a current and regularly updated policy will be stored (if this is included in your Hotel Sustainability Policy please input 'SAME' as your response).
Is a policy in place to minimise paper usage across the hotel?
Do you donate leftover, un-served food?
Have you eliminated any polystyrene (Styrofoam) containers or cups in all banquet or take-out service?
Do you use a food waste removal service that can prove it takes this waste to specialist anaerobic digestion facilities or to create renewable electricity, biogas and liquid fertiliser for the farming industry?

Food

Are locally grown and organic foods and products purchased/sourced wherever possible and affordable?
What is your definition of locally grown i.e. within how many miles?
Do you have a policy to promote plant based options on all your menus?
Please provide evidence to show how you approach this.
Is seafood offered that is in accordance with responsible guidelines, such as the Marine Stewardship Council (MSC) and/or the Global Sustainable Seafood Initiative (GSSI).

Environmental Purchases

Are environmentally responsible cleaning and fertilisation products (i.e. bearing a recognised eco-label, such as Green Seal) used?

Staffing and Social Responsibility

Do you have a team or individual who is responsible for reviewing your CSR and sustainability strategy?
Please provide the name and contact details of that person or team manager
Are there established policies and practices to promote inclusion, diversity and fairness among employees?
Are you able to provide information about ethical purchases, including labour practices and animal welfare as it relates to your suppliers?
Does your hotel provide support to the local community by providing volunteers for local projects and initiatives and/or financial donations?
Please provide two examples of where you've made a positive impact on the local community

Measurement

Do you measure the effectiveness of your sustainable policies?
If you are measuring the effectiveness of your sustainable policies, please list how, and include any pertinent metrics

Local Projects

Does your hotel participate in any projects that benefit the local community or environment?
Do you offer guests and groups the opportunity to take part in activities that have an environmental benefit?
Please use this section to provide further details of these activities

Answer

YES
www.fundacionpalace.org

Answer

Yes
Yes
Yes, at staff areas

Answer

yes
please see document with data
yes
yes
yes - please see Massimo Botura Project in Merida
yes- we use recycled materials
Biodiesel - please see pdf

Answer

yes -please see pdf
some on site- please see pdf
yes
yes

Answer

yes- see pdf

Answer

Palace Foundation.
Daniela Vargas Leon email: dvargas@palaceresorts.com
yes
yes
yes via Palace Foundation
1) See Turtle conservation programme (ongoing program) 2) Palace Foundation Foster Home with aprox 40 kids.

Answer

yes
please see pdf

Answer

yes via Foundation
yes via Foundation