



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Anantara Grand Hotel Krasnapolsky
Hotel Website	
Contact Name	NATALIA DE OLIVEIRA PORFIRIO
Telephone Number	+31205549111
Email Address	n.porfirio@anantara-hotels.com

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes, all areas



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?

Yes, in brochure or in-room materials

Who is responsible for sustainability?

The sustainability team

Please list any green certifications, labels, or recognition achieved.

GreenKey certification can be requested on site

Supporting Documents

Keuring_07-01-2025Anantara_Grand_Hotel_Krasnapolsky-1.pdf

Additional Comments

Energy & Water

Do you measure energy and water use?

Yes, both energy and water

Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?

Yes, We use LED lightning, energysavers in the room and in regards to the ac we follow the guidelines of GreenKey

Do you use renewable energy or a green energy tariff?

No



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

Yes we use low flow taps, leakdetection and the stayover rooms get a notification that there room will be cleaned once in the 2 days in regards to the linen and towels

Do you have refillable water stations for guests and staff?
How are guests informed?

Yes, guest can see these in the lobby and spa/wellness Staff can see them in the cantine

Do you have a policy on energy and water conservation?

No policy or practices

Do you have Electric Vehicle charging spaces at your property?

Yes, 6-10

How does your organisation approach AI (Artificial Intelligence) usage?

AI is used strategically with sustainability and ethical considerations in place

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)?

Yes, with special disposal

Are you paperless? If not, are recycled or FSC-certified papers¹ and environmentally responsible printing materials used?

Yes

Food & Beverage

Do you buy local or seasonal food where possible?

Yes

Do you offer vegetarian or plant-based options and highlight them?

Yes, clearly highlighted

Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

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

Yes, menus

Purchases



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

Yes, all guest products

Are environmentally responsible cleaning products used (e.g., Green Seal⁴, EcoLabel⁵)?

Yes, all cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer⁶, B Corp⁷, Shine⁸, etc.)

Yes, certified/accredited

Do you have policies on equal treatment, diversity, and inclusion?

Yes, we get trainings on this. All these policies are online with our employee portal and also share by our hr team

Are staff wellbeing programmes in place (mental health, safe working conditions)?

Yes, We use good habits and have external companies who will guide us if needed

Accessibility



Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?

Yes, detailed information

Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?

Yes, fully 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)?

Some staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?

Occasionally

Do you report on sustainability performance?

Yes, publicly

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

² MSC <https://www.msc.org/uk>

³ ASC <https://asc-aqua.org/>

⁴ Green Seal <https://greenseal.org/>

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

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

⁷ B Corp <https://bcorporation.uk/>

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