



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Parkroyal Langkawi Resort
Hotel Website	https://www.parkroyal.com/en/hotels-and-resorts/parkroyal-langkawi.html?gclid=48240ea153fe101d8fc64a2ba54011&gclid=48240ea153fe101d8fc64a2ba54011&utm_source=bing&utm_medium=cpc&utm_campaign=PLB-@PARKROYALLangkawiResort-Brand-MY&utm_term=parkroyal%20langkawi&utm_content=Brand
Contact Name	M Mohammed Maidama
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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
Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes, published on hotel website and in room collaterals
Who is responsible for sustainability?	Ku Mohd Suhaimi - Executive Housekeeper



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

Control Union Singapore Pte. Ltd.

Supporting Documents

Control-Union-Singapore-Certificate.png

Additional Comments

Energy & Water

Do you measure energy and water use?

Yes

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

Yes, LED, Timer, Motion Sensor

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, Aerator, rainwater harvesting, linen reuse program

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

Yes, for hotel staff; No for guest however we have the refillable water glass bottle place in guest room.



Do you have a policy on energy and water conservation?

Yes, Certified by Control Union Singapore Pte. Ltd.

Do you have Electric Vehicle charging spaces at your property?

Yes, 1 only

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

No

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, appointed specific vendor for collection to land filled



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, digital

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 Seal ⁴ , EcoLabel ⁵)?	Yes, all cleaning products
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Supporting Documents	Control-Union-Singapore-Certificate.png
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Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
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Do you have policies on equal treatment, diversity, and inclusion?	Yes
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Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes
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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)?	Yes, all features listed
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Yes, all staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
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/>