



Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Hotel Alexandra
Contact Name	Karen Chow
Telephone Number	+852 3893 2818
Email Address	karenc@hotelalexandrahk.com



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>	<p>Scope 1-3</p>
<p>Do you have clear roles and regular reviews for sustainability?</p>	<p>Relevant guidelines under group policy</p>
<p>Do you report performance publicly or to guests with numbers or examples?</p>	<p>Our holding company will publish a report to the public annually</p>
<p>Supporting Documents</p>	<p>A09-Group-Sustainability-Policy-1.jpg</p>



Additional Comments

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?

Maintain an average indoor temperature around 24 during the summer

Do you use on-site renewable energy or other low-impact technologies?

LED lighting, Air Conditioning with BMS system, Timer control for outdoor lighting, switch off once unuse etc

Do you check that guests and staff follow energy/water saving actions?

Yes, office lighting to be switched off when unoccupied

Additional Comments

Energy saving guidelines are listed under group policy

Waste

Do you have advanced recycling or composting systems?

Yes, we appoint contractors to collect various recycled items

Do you measure food waste and report outcomes?

Yes, will have annual report



Do guests understand and take part in waste reduction programmes?

N/A

Guests

Do guests have clear instructions for participating in sustainability actions?

Yes, there is sign in room recommending guest to re-use towels & bed liner and disposable toiletries & plastic-bottled water are no longer provided free of charge

Do you measure guest participation and get feedback?

N/A

Do you offer activities that benefit the local community or environment?

N/A

Do guests receive reports or summaries about the hotel's sustainability performance?

Our holding company will publish a report to the public annually

Do you inform guests about your sustainability actions (digital, in-room, signage)?

Sustainability actions are shown on digital signage at lobby, on TV in room and hotel website

Are guests invited to participate (towel reuse, recycling, water refills)?

We invite guests via signs in rooms and hotel website to re-use towels and advise guests to bring their own bathroom amenities



Do you provide any incentives for guest participation?	N/A
Supporting Documents	A11-Environmental-Card.png

Staff

Do you measure staff wellbeing and satisfaction?	Yes, informal practices
Do you track inclusion, diversity, and fair opportunities?	It is committed to creating an inclusive and supportive working environment for its employees, such that individual differences are respected and employees are treated with dignity. It is also committed to fostering gender empowerment, gender equality and gender diversity across its workforce, and providing equal opportunities in relation to recruitment, training and development, compensation, and career and promotion opportunities.
Do staff lead or take part in community projects?	Yes, we participate / support the community activities includes Skip Lunch Day, Green Low Carbon Day, Dress Casual Day, Fun & Love Sharing Visit, Create with Kids, Together We Cook, Mid-Autumn Festival Party.
Do staff understand and can they explain your sustainability practices to guests?	Yes, they understand through briefing and progress update during bi-yearly Townhall meeting and thus able to explain to guests

Accessibility



Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?

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>