



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Hotel Alexandra
Hotel Website	http://www.hotelalexandrahk.com/
Contact Name	Karen Chow
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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
Who is responsible for sustainability?	All Staff
Please list any green certifications, labels, or recognition achieved.	Certificate of Appreciation for Give An Hour for Earth
Supporting Documents	Earth-Hour-1-Hour-28-March-2026.pdf
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 lighting, Air Conditioning with BMS system, Switch off once unuse, timer control for outdoor lighting, switch off once unuse etc.
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)?	Yes, low-flow taps, linen reuse etc.
Do you have refillable water stations for guests and staff? How are guests informed?	Yes, we have refillable water stations for guests which is located at gym room; and for staff which is located at canteen
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
Supporting Documents	A01-2024-ECH2O-Enterprises-Cherish-Water-Campaign.pdf

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, we send food waste to various appointed collectors

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

If yes, within how many miles is food sourced?

40

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)?

No

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)?

Some cleaning products

Supporting Documents

A04-FAR-EAS-THOTEL-SUPPLIES-SDG-CERTIFICATE.jpg

Staff, Wellbeing & Inclusion

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

Yes, informal practices

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

Yes, our group values the diversity of its employees and is committed to establishing a diverse and inclusive workplace. Diversity is a core value embraced by the group



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

Yes, workplace well-being initiatives includes Occupational Safety & Health Talk, seminar, training, Harmony@Workplace Organisation Recognition, Mental Health Workplace Charter

Supporting Documents

A06-Harmony@Workplace-Organisation-Recognition.pdf

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/>