



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Harbour Grand Kowloon
Hotel Website	https://www.harbourgrand.com/kowloon/en/
Contact Name	Emma Chan
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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?	Our current policy focuses on environmental aspects



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	https://www.harbourgrand.com/kowloon/en / https://www.harbourgrand.com/kowloon/en/
Who is responsible for sustainability?	Nil
Please list any green certifications, labels, or recognition achieved.	Tree Recycling Programme, Earth Hour, Carbon Neutrality (Waste Reduction) Charter, Charter on External Lighting, Food Wise Eateries Scheme Silver Class
Supporting Documents	
Additional Comments	

Energy & Water

Do you measure energy and water use?	No
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Yes
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



Do you have refillable water stations for guests and staff? How are guests informed?	No
Do you have a policy on energy and water conservation?	Yes
Do you have Electric Vehicle charging spaces at your property?	No
How does your organisation approach AI (Artificial Intelligence) usage?	Our organisation is in the early stages of adopting AI technologies. Current usage is limited and primarily focused on improving operational efficiency and supporting routine tasks. We are mindful of ethical considerations such as data privacy, accuracy, and fairness, and any use of AI is reviewed carefully. We continue to evaluate opportunities for responsible AI adoption as part of our ongoing development.

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, food waste is managed through special disposal arrangements.

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

No

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)?

Not applicable

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

No

Purchases



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

Some products

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

No

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?

At present, we do not have a formalised policy specifically addressing equal treatment, diversity, and inclusion. However, we recognise the importance of these principles and aim to treat all staff fairly and respectfully in our daily operations.

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

Yes, staff wellbeing is supported through regular training initiatives and a strong focus on maintaining safe working conditions. These measures help promote both physical safety and overall wellbeing in the workplace.

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)?	No
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?	Yes, regularly
Do you report on sustainability performance?	Yes, internally only

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/>