



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Harbour Grand Hong Kong
Hotel Website	https://www.harbourgrand.com/hongkong/en/
Contact Name	Becky Chan
Telephone Number	21212661
Email Address	beckyc@harbourgrand.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



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes
Who is responsible for sustainability?	The head of each department including Food & Beverage, Engineering & Housekeeping
Please list any green certifications, labels, or recognition achieved.	Energy Saving Charter, 4T Charter, Charter of External Lighting
Supporting Documents	13.1-H2-Energy-Saving-Charter-2025.pdf
Additional Comments	Participate in Earth Hour and Energy Saving Charter. Summer and Winter schedule for customizing energy consumption requirement. Partial lift services during non-peak hours Turn off office light, air-con, and computers during non-office hours Green card in hotel rooms to encourage hotel guests to save energy and water

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



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, toilet installed water saving tap and shower head included with water waver function
Do you have refillable water stations for guests and staff? How are guests informed?	Yes, Staff 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
Additional Comments	N/A

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
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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)?	Participate Food Waste Recycling program by HK Government Environmental Department
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Additional Comments	N/A

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
Is seafood responsibly sourced (MSC ² , ASC ³ , or similar)?	Yes, Always



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

Yes, menus

Additional Comments

N/A

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)?

Some cleaning products

Additional Comments

N/A

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, with clear corporate guideline and policy
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, indicated on staff handbook and conduct regular safety training
Additional Comments	N/A

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)?	Yes, all staff trained
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Additional Comments	N/A
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Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
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Do you report on sustainability performance?	Yes, publicly
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Additional Comments	N/A
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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/>