



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	The Kowloon Hotel
Hotel Website	http://www.harbour-plaza.com/kowloonhotel/en/
Contact Name	Martin Cheung
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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?	General Manager
Please list any green certifications, labels, or recognition achieved.	Earth Hour 2026
Supporting Documents	
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. Use LED light
Do you use renewable energy or a green energy tariff?	Yes



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

Yes. Linen & Towel Reuse Programme

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

Yes, for staff

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?

No specific AI usage

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 Recycling Program

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?

300

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, menus



Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Some products
Are environmentally responsible cleaning products used (e.g., Green Seal ⁴ , EcoLabel ⁵)?	Yes, all cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	Yes. The hotel group is committed to providing a work environment that is free from all forms of discrimination on the basis of race, ethnicity, gender, creed, religion, age, disability or sexual preference or status. It is a company policy to provide equal opportunity to all employees with regard to hiring, pay rates, training and development, promotions and other terms of employment
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes. Provide staff wellbeing programmes and workplace safety training, such as manual handling operations and prevention of back injuries training



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?	Partially 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/>