Essential Sustainability Questionnaire

Hotel Details

Hotel Name	BELLUSTAR TOKYO/HOTEL GROOVE SHINJUKU
Hotel Website	https://www.bellustartokyo.jp/en/, https://www.hotelgroove.jp/en/
Contact Name	Yohei Sunny Shigeno
Telephone Number	+81-3-6233-7596
Email Address	sunny.shigeno@pphg.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

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Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	We share the information on our website: https://www.tokyuhotels.co.jp/en/company/sustainable/index.html
Who is responsible for sustainability?	Yohei Sunny Shigeno/Director
Please list any green certifications, labels, or recognition achieved.	NA
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)?	All lighting fixtures are LED lighting. In guest rooms, lighting and air conditioning are controlled by motion sensors.
Do you use renewable energy or a green energy tariff?	No

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Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	We are not taking actions to save water at this moment, but we may change the shower head to water-saved shower head.
Do you have refillable water stations for guests and staff? How are guests informed?	We have refillable water stations at the staff canteen, but we do not have refillable water stations for guests. Tap water is safe to drink.
Do you have Electric Vehicle charging spaces at your property?	No
How does your organisation approach AI (Artificial Intelligence) usage?	NA

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)?	No

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Are you paperless? If not, are recycled or FSC-certified papers[1] 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?	180
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Not applicable
Do you communicate sourcing choices to guests (menus, signage, digital)?	No
Additional Comments	At present, the seafood we offer is not certified under international standards such as MSC or ASC. However, as part of our “responsible sourcing” approach, our primary criterion is the clear identification of origin. We avoid products with unclear provenance and strive to procure safe and transparent ingredients through trusted suppliers.

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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 Seal[4], EcoLabel[5])?	Some cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	We are actively committed to hiring international students and individuals with disabilities. Based on the VALUES upheld by the Hotels group, we focus on each applicant's aptitude and individuality, and strive to secure talent who can thrive within our company.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes. For example, we conduct regular surveys to monitor employees' stress levels and ensure thorough management of employee labor practices.

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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)?	Some features
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

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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/

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