



# Advanced Sustainability Questionnaire

## Hotel Details

Hotel Name	BELLUSTAR TOKYO/HOTEL GROOVE SHINJUKU
Contact Name	Yohei Sunny Shigeno
Telephone Number	+81-3-6233-8800
Email Address	sunny.shigeno@pphg.com



## Reporting

Have you measured your carbon footprint (Scope 1-3)?

Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.

Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.

Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.

No.

Do you have clear roles and regular reviews for sustainability?

Yes. We have established a Sustainability Committee within the company, and we hold regular meetings to decide on initiatives and review and update our current activities.

Do you report performance publicly or to guests with numbers or examples?

We report our activities through LinkedIn and our website.

Supporting Documents



Additional Comments

## Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?

No. However, we may replace the shower heads with water-saving shower heads.

Do you use on-site renewable energy or other low-impact technologies?

No.

Do you check that guests and staff follow energy/water saving actions?

No.

## Waste

Do you have advanced recycling or composting systems?

No.

Do you measure food waste and report outcomes?

No.



Do guests understand and take part in waste reduction programmes?

No.

## Guests

Do guests have clear instructions for participating in sustainability actions?

Yes.

Do you measure guest participation and get feedback?

Yes.

Do you offer activities that benefit the local community or environment?

Yes.

Do guests receive reports or summaries about the hotel's sustainability performance?

No.

Do you inform guests about your sustainability actions (digital, in-room, signage)?

Yes. We share our sustainability actions on our website and LinkedIn.

Are guests invited to participate (towel reuse, recycling, water refills)?

Yes.



Do you provide any incentives for guest participation?

No.

## Staff

Do you measure staff wellbeing and satisfaction?

Yes.

Do you track inclusion, diversity, and fair opportunities?

Yes.

Do staff lead or take part in community projects?

No.

Do staff understand and can they explain your sustainability practices to guests?

Yes. We explain our sustainability initiatives during the onboarding training after employees join the company.

## Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?

No.



This submission has been sent via the Sustainability Questionnaire form.

## More Information & Support

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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](mailto:inspired@from-now.com)

## References

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- <sup>1</sup> SDG <https://sdgs.un.org/goals>
- <sup>2</sup> SBTi <https://sciencebasedtargets.org/>
- <sup>3</sup> GRI <https://www.globalreporting.org/>
- <sup>4</sup> ISO 14001 <https://www.iso.org/standard/60857.html>