



# Essential Sustainability Questionnaire

## Hotel Details

|                  |   |
|------------------|---|
| Hotel Name       | Harbour Plaza North Point   |
| Hotel Website    | <a href="http://www.harbour-plaza.com/hpnp">http://www.harbour-plaza.com/hpnp</a> |
| Contact Name     | Miranda Leung   |
| Telephone Number | 21852138  |
| Email Address    | mirandal@harbour-plaza.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, it is covered |



|   |   |
|---|---|
| Is the policy shared with guests or made publicly available (website, brochure, in-room materials)? | Available both on our official website and via in-room material   |
| Who is responsible for sustainability?  | Hotel Management Team   |
| Please list any green certifications, labels, or recognition achieved.                              | Charter on external lighting, 4T Charter, Earth Hour, Peach Blossom Trees recycling, Engery Saving Charter..... |
| Supporting Documents  | Essential-attachment.pdf  |
| 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, LED lighting, using BMS to monitor and adjust HVAC, ventilation to save money |
| 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, buying new water-efficient toilets helps save water  |
| Do you have refillable water stations for guests and staff?<br>How are guests informed? | We have a distilled water dispenser available for staff in the office, and guests in Fitness Centre |
| Do you have a policy on energy and water conservation?                                  | Yes, adjust the chiller's supply water temperature base on time, weather and occupancy              |
| Do you have Electric Vehicle charging spaces at your property?                          | No  |
| How does your organisation approach AI (Artificial Intelligence) usage?                 | No  |
| Supporting Documents  | Engery-saving-compressed.pdf  |

## 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)?   | Food waste collection by Environmental Protection Department |
| Are you paperless? If not, are recycled or FSC-certified papers <sup>1</sup> and environmentally responsible printing materials used? | No   |
| Supporting Documents  | Waste-collection_compressed.pdf                              |

## 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 <sup>2</sup> , ASC <sup>3</sup> , 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)?

Yes, all guest products

Are environmentally responsible cleaning products used (e.g., Green Seal<sup>4</sup>, EcoLabel<sup>5</sup>)?

Some cleaning products

## Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer<sup>6</sup>, B Corp<sup>7</sup>, Shine<sup>8</sup>, etc.)

Yes, informal practices

Do you have policies on equal treatment, diversity, and inclusion?

We have workforce diversity & recruitment policy to ensure a diverse & inclusive workplace



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

Yes, we provide occupational safety & health seminar, stress-relief workshop to our staff

## Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?

Some 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)?

No

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

## References

<sup>1</sup> FSC-certified <https://uk.fsc.org/>

<sup>2</sup> MSC <https://www.msc.org/uk>

<sup>3</sup> ASC <https://asc-aqua.org/>

<sup>4</sup> Green Seal <https://greenseal.org/>

<sup>5</sup> Ecolabel <https://eu-ecolabel.de/en>

<sup>6</sup> Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>

<sup>7</sup> B Corp <https://bcorporation.uk/>

<sup>8</sup> Shine <https://shine.northeast-ca.gov.uk/>

