



# Advanced Sustainability Questionnaire

## Hotel Details

Hotel Name	Harbour Plaza North Point
Contact Name	Miranda Leung
Telephone Number	21852138
Email Address	mirandal@harbour-plaza.com



## Reporting

<p>Have you measured your carbon footprint (Scope 1-3)?</p> <p>Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.</p> <p>Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.</p> <p>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.</p>	<p>Yes</p>
<p>Do you have clear roles and regular reviews for sustainability?</p>	<p>We will review the sustainability regularly</p>
<p>Do you report performance publicly or to guests with numbers or examples?</p>	<p>We do not issue public performance reports at hotel level, all relevant data is forwarded to head office to be integrated into the consolidated annual report</p>
<p>Supporting Documents</p>	



Additional Comments

## Energy, Water & Environment

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

No

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

Yes, installation of heat pumps helps lower the electrical usage of certain chillers or boilers

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

No

Additional Comments

Replacing aged, deteriorated chillers and heat pumps, and upgrading the BMS, boots energy efficiency

## Waste

Do you have advanced recycling or composting systems?

Food waste collection by Environmental Protection Department



Do you measure food waste and report outcomes?	Yes
Do guests understand and take part in waste reduction programmes?	No
Supporting Documents	Waste-collection_compressed.pdf

## Guests

Do guests have clear instructions for participating in sustainability actions?	Yes, through "Protect our Environment" card
Do you measure guest participation and get feedback?	N/A
Do you offer activities that benefit the local community or environment?	N/A
Do guests receive reports or summaries about the hotel's sustainability performance?	N/A
Do you inform guests about your sustainability actions (digital, in-room, signage)?	Yes, through "Protect our Environment" card



Are guests invited to participate (towel reuse, recycling, water refills)?	Yes, through "Protect our Environment" card
--	---

Do you provide any incentives for guest participation?	N/A
--	-----

## 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?	Yes
---	-----

Do staff understand and can they explain your sustainability practices to guests?	Yes, to say environmentally friendly, hotel is no longer provide free plastic-handled toothbrushes, plastic combs, razors, shower cap, plastic bottled water & disposable tableware
---	---

Supporting Documents	Staff-contribution-compressed.pdf
----------------------	-----------------------------------

## 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

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> 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>