Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Harbour Plaza Metropolis
Hotel Website	https://www.harbour-plaza.com/metropolis/en
Contact Name	Jessica Mo
Telephone Number	852 3160 6805
Email Address	jessicam@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

Copyright © 2026 From Now

Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes, made publicly
Who is responsible for sustainability?	Management Team
Please list any green certifications, labels, or recognition achieved.	4T Charter, ECH20 Charter, Energy Saving Charter
Supporting Documents	Green-Cert.pdf
Additional Comments	NA

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 with timer control. Monitoring of Chilled Water Supply for the centralized air conditioning operation.
Do you use renewable energy or a green energy tariff?	No

Copyright © 2026 From Now

Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	No
Do you have refillable water stations for guests and staff? How are guests informed?	No
Do you have a policy on energy and water conservation?	No
Do you have Electric Vehicle charging spaces at your property?	No
How does your organisation approach AI (Artificial Intelligence) usage?	No
Additional Comments	NA

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	Yes

Copyright © 2026 From Now

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
Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	No
Additional Comments	We have recycling program for paper and plastics.

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	20
Do you offer vegetarian or plant-based options and highlight them?	Yes, but not highlighted
Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Sometimes

Copyright © 2026 From Now

Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, menus
Supporting Documents	Health-Certificate-2026.pdf
Additional Comments	NA

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])?	Some cleaning products
Supporting Documents	Sanitary-Certificate-2026.pdf
Additional Comments	NA

Staff, Wellbeing & Inclusion

Copyright © 2026 From Now

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?	Yes, workforce diversity & recruitment policy with guideline for ensuring.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Joyful at Healthy Workplace Charter, and Mental Health Workplace Charter
Supporting Documents	Staff_Wellbeing_Inclusion.pdf
Additional Comments	NA

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	No
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Partially accessible

Copyright © 2026 From Now

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
Additional Comments	NA

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Occasionally
Do you report on sustainability performance?	Yes, internally only
Additional Comments	NA

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/

Copyright © 2026 From Now