

# HOTEL CSR & SUSTAINABILITY QUESTIONNAIRE

General
Do you have a sustainability policy document?
Please provide a link to where a current and regularly updated policy will be stored

Energy & Water Use
Are you using a green energy tariff to supply energy?
Do you have a policy document outlining how your hotel will conserve and save water and energy?
Please provide a link to where a current and regularly updated policy will be stored
Do you provide bulk water stations or fountains?

Waste Minimisation
Do you have a recycling programme to recycle glass, aluminium, plastic and paper/cardboard?
Please provide evidence to show your recycling performance for the last two years
Do you have a policy outlining how your hotel is minimising all single use materials?
Please provide a link to where a current and regularly updated policy will be stored (if this is included in your Hotel Sustainability Policy please input 'SAME' as your response).
Is a policy in place to minimise paper usage across the hotel?
Do you donate leftover, un-served food?
Have you eliminated any polystyrene (Styrofoam) containers or cups in all banquet or take-out service?
Do you use a food waste removal service that can prove it takes this waste to specialist anaerobic digestion facilities or to create renewable electricity, biogas and liquid fertiliser for the farming industry?

Food
Are locally grown and organic foods and products purchased/sourced wherever possible and affordable?
What is your definition of locally grown i.e. within how many miles?
Do you have a policy to promote plant based options on all your menus?
Please provide evidence to show how you approach this.
Is seafood offered that is in accordance with responsible guidelines, such as the Marine Stewardship Council (MSC) and/or the Global Sustainable Seafood Initiative (GSSI).

Environmental Purchases
Are environmentally responsible cleaning and fertilisation products (i.e. bearing a recognised eco-label, such as Green Seal) used?

Staffing and Social Responsibility
Do you have a team or individual who is responsible for reviewing your CSR and sustainability strategy?
Please provide the name and contact details of that person or team manager
Are there established policies and practices to promote inclusion, diversity and fairness among employees?
Are you able to provide information about ethical purchases, including labour practices and animal welfare as it relates to your suppliers?
Does your hotel provide support to the local community by providing volunteers for local projects and initiatives and/or financial donations?
Please provide two examples of where you've made a positive impact on the local community

Measurement
Do you measure the effectiveness of your sustainable policies?

If you are measuring the effectiveness of your sustainable policies, please list how, and include any pertinent metrics

Local Projects
Does your hotel participate in any projects that benefit the local community or environment?
Do you offer guests and groups the opportunity to take part in activities that have an environmental benefit?
Please use this section to provide further details of these activities

Answer
Yes

Answer
No
No
Yes

Answer
No
Yes
SAME
Yes
Yes
Yes
No

Answer
No
No
Yes

Answer
Yes, we are committed to using environmentally responsible products throughout our operations. We prioritize cleaning and fertilization products that are certified with recognized eco-labels, ensuring they meet strict environmental and health standards. By choosing biodegradable and non-toxic solutions, we aim to minimize our ecological footprint while maintaining high standards of hygiene and care for the natural environment."

Answer
No
No
No
No

Answer
Yes

Yes, we regularly measure the effectiveness of our sustainability policies using specific metrics. The main methods we apply and indicators we monitor include:

Energy Consumption Monitoring: Monthly electricity and fuel usage is recorded and compared to previous periods. Through the use of energy-efficient lighting and equipment, we aim for an annual energy efficiency improvement of approximately 10-15 %.

Water Usage Tracking: Water consumption is monitored regularly, and with water-saving practices (such as low-flow fixtures), we aim to reduce per capita water usage by 12 % annually.

Waste Management: We measure the volume of recyclable waste, implement composting for organic waste, and target an annual reduction of 15 % in total waste output.

Use of Eco-Friendly Products: 100% of the cleaning and maintenance products we purchase are certified environmentally friendly or carry a recognized eco-label.

Staff and Guest Feedback: We evaluate internal audits and guest surveys to measure satisfaction and awareness related to our sustainability efforts.

Answer
Yes
Yes
Nature Walks and Ecosystem Explorations:
Guided nature walks offer our guests the opportunity to discover the surrounding wildlife and observe local ecosystems firsthand.