



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	PARKROYAL On Beach Road
Hotel Website	https://www.panpacific.com/en/hotels-and-resorts/pr-beach-road.html
Contact Name	Melise Toh
Telephone Number	83220019
Email Address	melise.toh@parkroyalhotels.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



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	yes (its shared on hotel website)
Who is responsible for sustainability?	Darren Choi, Chief Engineer
Please list any green certifications, labels, or recognition achieved.	ISO 14004, Global Sustainable Tourism Council, International Sustainability Awards 2024
Supporting Documents	GSTC.jpg
Additional Comments	NIL

Energy & Water

Do you measure energy and water use?	No
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Installation of Solar Panels, AC to DC Fan Coil Units in Guest Rooms, Rain Sensors Installation, LED lighting
Do you use renewable energy or a green energy tariff?	yes



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Towel Linen Reuse Programme, Dual Flush Toilet
Do you have refillable water stations for guests and staff? How are guests informed?	yes, upon check in (briefed by the staff), TV ads in the room, room display card
Do you have a policy on energy and water conservation?	Yes
Do you have Electric Vehicle charging spaces at your property?	Yes
How does your organisation approach AI (Artificial Intelligence) usage?	Yes
Supporting Documents	PRSIN-Sustainability-Deck_for-room-sales-V4.pdf
Additional Comments	NIL

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
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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)?	We have Food Waste Digestor
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Additional Comments	NIL

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
If yes, within how many miles is food sourced?	19
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted



Is seafood responsibly sourced (MSC ² , ASC ³ , or similar)?	Sometimes
Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, menus
Additional Comments	nil

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
Additional Comments	nil

Staff, Wellbeing & Inclusion



Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	yes
Are staff wellbeing programmes in place (mental health, safe working conditions)?	yes, staff wellness hour per month
Additional Comments	nil

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed 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)?	Yes, all staff trained
Additional Comments	nil

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly
Additional Comments	nil

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/>