



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	PARKROYAL Penang Resort
Hotel Website	http://panpacific.com/penang
Contact Name	Vimala Subramaniam
Telephone Number	+601110207123
Email Address	vimala.s@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. We are certified to the Global Sustainability Tourism Council (GSTC) standards.



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	No, however information on our sustainability initiatives and our GSTC certification has been made publicly available.
Who is responsible for sustainability?	Rhimashiney Govindaraju / Environmental Safety & Health Executive
Please list any green certifications, labels, or recognition achieved.	GSTC certification and National Champion for Hotels and Resorts in Landscape Competition 2024
Supporting Documents	GSTC_Pan_Pacific_Hotels_Group_Certificate-C.pdf
Additional Comments	nil

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. We have implemented several energy-saving measures across the resort, including the use of LED lighting and air curtains in key areas. In guest rooms, air-conditioning is set at a controlled temperature of 22°C to ensure efficiency while maintaining comfort. In addition, boiler operations are optimised by adjusting temperature settings and switching off the system at night, rather than running it continuously 24 hours.
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. We have implemented several water-saving measures, including flow tap filters and sensor taps, along with a linen reuse programme. Drinking water and ice dispensers are available on each guest floor to reduce water and plastic usage. Filtered drinking water taps are also planned for installation in 2026.
Do you have refillable water stations for guests and staff? How are guests informed?	Yes. Refillable water stations are available for both guests and staff, placed in prominent, easily accessible areas. Guests are informed through signage
Do you have a policy on energy and water conservation?	We do not currently have a standalone policy on energy and water conservation. However, our sustainability practices are guided by GSTC certification standards
Do you have Electric Vehicle charging spaces at your property?	No
How does your organisation approach AI (Artificial Intelligence) usage?	We use AI in a limited and controlled way to support operational efficiency, including tools such as our website chatbot for basic guest enquiries. All AI-generated outputs are supervised and reviewed by staff to ensure accuracy, privacy and alignment with our brand standards.
Supporting Documents	Water-Irrigation-System.pdf
Additional Comments	nil

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)?	Yes. Used cooking oil is collected and sent for recycling through approved vendors. We also work to minimise food waste at source through kitchen controls and portion management practices.
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Supporting Documents	Waste-Collection-Report-April-2026.pdf
Additional Comments	nil

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
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If yes, within how many miles is food sourced?	55
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
Supporting Documents	gustoso-new-menu.pdf
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



Supporting Documents

B3_Sustainable-Procurement-and-Purchasing-Policy.pdf

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer⁶, B Corp⁷, Shine⁸, etc.)

Yes, informal practices

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

Yes, we are certified to the GSTC standards.

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

Yes. A dedicated SHE (Safety, Health & Environment) Executive oversees workplace safety practices, training, and compliance

Supporting Documents

SHE-Committee-Guidelines-GLs-2026.pdf

Additional Comments

nil

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?	Partially 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)?	Some staff trained
Supporting Documents	Wheelchair-Friendly-Room-Factsheet-A4-Size-resize.pdf
Additional Comments	nil

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
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Do you report on sustainability performance?	Yes, internally only
Supporting Documents	D1.3-Energy-Conservation-Diesel-2024-2025.pdf
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/>