



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Pan Pacific Orchard, Singapore
Hotel Website	http://www.panpacific.com/orchard
Contact Name	Kang Bi Ru
Telephone Number	6569916847
Email Address	kang.biru@panpacific.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
Who is responsible for sustainability?	Engineering Department
Please list any green certifications, labels, or recognition achieved.	GSTC Certificate and BCA Green Mark Platinum
Supporting Documents	GSTC-certificate-Pan-Pacific-Hotels-Group-pages.pdf
Additional Comments	The file can only upload 1 certificate, we have 2, BCA Green Mark Platinum and GSTC Certification

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 Wall, LED lighting, Motion sensor in all guestrooms, efficient air conditioning. double glazed door. energy saving mist fans
Do you use renewable energy or a green energy tariff?	We use renewable energy from our solar panels



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

Yes. Flow controlled shower head. towel and linen reuse for guestrooms as opt in by guests.

Do you have refillable water stations for guests and staff?
How are guests informed?

yes and are in all rooms as well.

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?

Trial

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)?	Food waste digester into self cleansing water for the tank
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Supporting Documents	PPSOR-Sustainability-Fact-Sheet.pdf

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	14
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)?	No



Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Yes, all guest products
Are environmentally responsible cleaning products used (e.g., Green Seal ⁴ , EcoLabel ⁵)?	Some cleaning products

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

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)?

Yes, all features listed

Are staff trained to assist guests with a wide range of access needs (not just mobility)?

Yes, all staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?

Yes, regularly

Do you report on sustainability performance?

Yes, publicly

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/>