



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Pan Pacific Singapore
Hotel Website	https://www.panpacific.com/en/hotels-and-resorts/pp-marina.html
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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, our sustainability measures are available on our website. There are in-room materials that highlight sustainable measures in all guestrooms.
Who is responsible for sustainability?	Ee It Hian, Chief Engineer
Please list any green certifications, labels, or recognition achieved.	Pan Pacific Singapore is GSTC certified, holds ISO 14001 Environmental Management Systems certification, ISO 45001 Occupational Health & Safety certification, EcoBurner Environmental Savings certification, and BCA Green Mark Gold award.
Supporting Documents	1.-GSTC-Certificate-Pan-Pacific-Hotels-Group.pdf
Additional Comments	

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 light fittings are utilised in all guestrooms and common areas, while an energy management system is used to automatically power down lights and adjust air-conditioning to a low-speed setting when guests are not present. Motion sensors have been strategically installed in service lifts and the lobby, equipped with dimmers to optimise lighting based on occupancy and traffic. Photo sensors ensure optimal utilisation of natural daylight in specific areas of the hotel, minimising the need for artificial lighting during daylight hours. Through these implementations, the hotel has seen a reduction in energy usage from 55.95kWh per guest night in 2023 (Jan - May) to 42.89kWh per guest night in 2024 (Jan - May). This translates to 23% energy savings per guest night.



<p>Do you use renewable energy or a green energy tariff?</p>	<p>Yes. The recent installation of solar panels on the hotel's rooftop generates an estimated 46,334kWh of energy annually.</p>
<p>Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?</p>	<p>Guests are encouraged to hang towels on racks instead of requesting daily washes, and using the provided cards to indicate when bed linens do not need changing. All bathrooms in the hotel are equipped with water-efficient low-flow faucets and dual-flush cistern water tanks. Thoughtful greenery is introduced throughout the hotel, combined with auto drip-irrigation systems to optimise water usage.</p>
<p>Do you have refillable water stations for guests and staff? How are guests informed?</p>	<p>All guestrooms are equipped with filtered drinking water taps and reusable glass bottles. Signage is displayed within the guestroom to inform guests on this initiative.</p>
<p>Do you have a policy on energy and water conservation?</p>	<p>Yes.</p>
<p>Do you have Electric Vehicle charging spaces at your property?</p>	<p>No.</p>
<p>How does your organisation approach AI (Artificial Intelligence) usage?</p>	<p>AI-driven personalisation is transforming how guest preferences are analysed and anticipated at scale. There is an opportunity to create a seamless experience where systems, teams, and data are aligned behind the scenes. At Pan Pacific Singapore, we are preparing for this by strengthening how we unify guest data across touchpoints, from pre-arrival to post-stay, so that every interaction feels intuitive rather than transactional.</p>
<p>Supporting Documents</p>	<p>8.-Pan-Pacific-Hotels-Group-Environmental-Policy.pdf</p>

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. Traditional chafing dishes have been replaced with waterless and cableless EcoBurner System, resulting in the prevention of five tonnes of carbon, 1,502kg of waste from going to landfill, and saving 76,650 litres of water in 2024. Food waste digesters are used to convert waste into compost and food waste management systems are employed to track and reduce food waste, with these efforts processing a total of 38,640kg of food waste in 2024. An initiative to align meal preparations in the staff cafeteria with the number of associates present per day also ensures that food is prepared in a manner that minimises excess and wastage.
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Supporting Documents	5.-EcoBurner-Environmental-Savings-Certificate-by-AUNIX-International-Pan-Pacific-Singapore.pdf

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
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
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Supporting Documents	7.-Pan-Pacific-Hotels-Group-Sustainable-Procurement-and-Purchasing-Policy.pdf
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Purchases

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

Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
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Do you have policies on equal treatment, diversity, and inclusion?

We do not have a formal written diversity and inclusion policy at this time, but our practices reflect a strong commitment to welcoming candidates from all backgrounds. We encourage applications from individuals with different experiences and perspectives, and we are proud to have people with disabilities as part of our workforce. This demonstrates our belief in creating an inclusive environment where everyone has the opportunity to contribute and succeed.

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

Annual complimentary health screenings are available for all associates. Workplace Safety & Health meetings are conducted monthly to align teams across departments and reinforce safe working conditions and practices throughout the hotel. These meetings provide a platform to review safety protocols, address workplace concerns, and ensure compliance with health and safety standards across all operational areas.

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?

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)?

Some 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/>