



# Essential Sustainability Questionnaire

## Hotel Details

Hotel Name	PARKROYAL COLLECTION Kuala Lumpur
Hotel Website	<a href="http://www.panpacific.com">http://www.panpacific.com</a>
Contact Name	Joeanne Low
Telephone Number	603-27828388
Email Address	joeanne.low@pphg.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?	Allan Wong - General Manager
Please list any green certifications, labels, or recognition achieved.	GSTC
Supporting Documents	GSTC_Pan_Pacific_Hotels_Group_Certificate-C.pdf
Additional Comments	N/A

## 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
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
Do you have refillable water stations for guests and staff? How are guests informed?	No
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?	N/A
Additional Comments	N/A

## 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)?	Bio-degradable materials. Our operation is plastic-free, using bio-degradable materials for takeaway packaging, bags and storage
Are you paperless? If not, are recycled or FSC-certified papers <sup>1</sup> and environmentally responsible printing materials used?	No
Additional Comments	Being GSTC certified, we have established waste management practices for food waste, chemical waste and electronic waste

## Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	20
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted



Is seafood responsibly sourced (MSC <sup>2</sup> , ASC <sup>3</sup> , or similar)?	Yes, Always
Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, menus
Additional Comments	Most of the fish items served are sustainably sourced through partnership with local fish farms

## 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 <sup>4</sup> , EcoLabel <sup>5</sup> )?	Yes, all cleaning products
Additional Comments	N/A

## Staff, Wellbeing & Inclusion



Do you follow fair employment practices? (Living wage employer <sup>6</sup> , B Corp <sup>7</sup> , Shine <sup>8</sup> , etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	Yes, our organization is committed to fostering a workplace built on equal opportunity, diversity, inclusion and mutual respect
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, strong emphasis on associates' wellbeing through initiatives that support both physical and mental wellness
Additional Comments	N/A

## 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)?	Some staff trained
Additional Comments	N/A

## Measurement & Reporting

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

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](mailto:inspired@from-now.com)

## References

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- <sup>1</sup> FSC-certified <https://uk.fsc.org/>
- <sup>2</sup> MSC <https://www.msc.org/uk>
- <sup>3</sup> ASC <https://asc-aqua.org/>
- <sup>4</sup> Green Seal <https://greenseal.org/>
- <sup>5</sup> Ecolabel <https://eu-ecolabel.de/en>
- <sup>6</sup> Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>
- <sup>7</sup> B Corp <https://bcorporation.uk/>
- <sup>8</sup> Shine <https://shine.northeast-ca.gov.uk/>