



Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	PARKROYAL COLLECTION Pickering, Singapore
Contact Name	Lin Hussin
Telephone Number	+65 6809 8951
Email Address	lin.hussin@parkroyalcollection.com



Reporting

Have you measured your carbon footprint (Scope 1-3)?

Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.

Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.

Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.

Scope 1 – Direct Emissions: Partially measured. We track direct emissions from on-site operations such as fuel consumption for backup generators and any fuel-based equipment as part of our operational energy monitoring. Scope 2 – Indirect Energy Emissions: Measured. Electricity consumption is fully monitored through utility bills and internal energy management systems, forming the primary basis of our carbon footprint tracking. Scope 3 – Other Indirect Emissions: Not fully measured at this stage. While we monitor key operational indicators such as waste volumes and water usage, a comprehensive Scope 3 emissions calculation (e.g. supply chain, delegate travel, catering provenance, logistics) has not yet been formalised.

Do you have clear roles and regular reviews for sustainability?

Sustainability is managed through clearly defined roles across the hotel, aligned with Pan Pacific Hotels Group guidelines. Department heads are responsible for implementing sustainability practices within their areas, supported by property leadership. Progress is reviewed regularly through management meetings, operational reporting, and group-level sustainability updates to ensure ongoing alignment, compliance, and continuous improvement.

Do you report performance publicly or to guests with numbers or examples?

Reporting is transparent and guest-friendly, using real examples and initiatives, with quantitative data primarily managed internally or at group level.



Supporting Documents

Additional Comments

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?

Targets are clear and ongoing, with progress tracked internally and reviewed regularly, focusing on year-on-year improvement rather than standalone one-time goals.

Do you use on-site renewable energy or other low-impact technologies?

While on-site renewables are not in place, the hotel leverages best-in-class low-impact technologies and design efficiencies aligned with Pan Pacific Hotels Group sustainability standards to reduce operational footprint.

Do you check that guests and staff follow energy/water saving actions?

Actions are actively encouraged and supported, with regular monitoring and operational checks, focusing on awareness, consistency, and behaviour reinforcement rather than strict enforcement.

Waste

Do you have advanced recycling or composting systems?

Waste is actively managed and reduced, supported by segregation and responsible off-site processing, while advanced on-site composting systems are not currently in place.



Do you measure food waste and report outcomes?

Food waste is actively managed and reviewed, with internal oversight in place, while formal measurement and public quantitative reporting are not yet implemented.

Do guests understand and take part in waste reduction programmes?

Guests understand the intent and are willing participants, enabled through clear communication and practical, guest-friendly sustainability programmes.

Guests

Do guests have clear instructions for participating in sustainability actions?

Guest instructions are clear, visible, and user-friendly, ensuring sustainability actions are easy to understand and participate in without disrupting the guest experience.

Do you measure guest participation and get feedback?

Guest participation is understood qualitatively and through operational observation, with feedback gathered via existing guest feedback mechanisms, rather than tracked through formal standalone measurement systems.

Do you offer activities that benefit the local community or environment?

Community and environmental benefits are delivered through designed sustainability, group-wide community initiatives, and indirect guest participation, rather than formal on-site activity programmes.

Do guests receive reports or summaries about the hotel's sustainability performance?

No

Do you inform guests about your sustainability actions (digital, in-room, signage)?

Sustainability messaging is consistently communicated across digital, in-room, and on-site channels, ensuring guests are well informed without disrupting the overall guest experience.



Are guests invited to participate (towel reuse, recycling, water refills)?

Guests are clearly invited to participate in key initiatives such as towel and linen reuse, supported by communication and operational practices, while water refills and advanced guest-facing recycling systems are not currently offered.

Do you provide any incentives for guest participation?

No

Staff

Do you measure staff wellbeing and satisfaction?

Yes

Do you track inclusion, diversity, and fair opportunities?

Yes

Do staff lead or take part in community projects?

Yes

Do staff understand and can they explain your sustainability practices to guests?

Staff are well-informed, trained, and comfortable explaining sustainability practices, enabling consistent and credible communication with guests.

Accessibility



Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?

At present, we do not offer dedicated neurodiversity-specific services such as sensory packs or formal sensory programmes. However, we do provide supportive and flexible accommodations to help meet individual needs

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 SDG <https://sdgs.un.org/goals>

² SBTi <https://sciencebasedtargets.org/>

³ GRI <https://www.globalreporting.org/>

⁴ ISO 14001 <https://www.iso.org/standard/60857.html>