



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	PARKROYAL COLLECTION Pickering, Singapore
Hotel Website	https://www.panpacific.com/en/hotels-and-resorts/pr-collection-pickering.html
Contact Name	Lin Hussin
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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
Who is responsible for sustainability?	Serena Ong / Executive Secretary
Please list any green certifications, labels, or recognition achieved.	Global Sustainable Tourism Council (GSTC) Certified, ISO 14001 and ISO 45001 Certified, BCA Green Mark GoldPLUS Our BCA Green
Supporting Documents	GSTC-certificate-Pan-Pacific-Hotels-Group.pdf
Additional Comments	World's Leading Green City Hotel (2018-2025) - World Travel Awards / One Michelin Star Hotel

Energy & Water

Do you measure energy and water use?	Yes
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Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?

Energy-efficient lighting: Extensive use of LED lighting across guest rooms, public areas, meeting spaces, back-of-house, and external facilities to reduce electricity consumption. Smart controls & sensors: Motion sensors, timers, and key-card energy control systems are installed to automatically shut off lighting and air-conditioning when spaces are unoccupied. Efficient air-conditioning systems: High-efficiency HVAC systems, monitored through a Building Management System (BMS), are used to optimize cooling performance, manage temperature set-points, and minimize energy waste. Building Management System (BMS): Centralized monitoring of energy usage enables proactive adjustments and continuous efficiency improvements. Preventive maintenance: Regular maintenance of chillers, air-handling units, and electrical systems ensures optimal performance and reduced energy loss. Design-led efficiency: The hotel's biophilic architecture—featuring sky gardens, greenery, and natural shading—helps moderate building temperature and reduce cooling demand. Guest participation: In-room sustainability messaging and optional towel/linen reuse programs support reduced energy and resource consumption.

Do you use renewable energy or a green energy tariff?

Currently, PARKROYAL COLLECTION Pickering does not directly procure renewable energy or subscribe to a dedicated green energy tariff, as electricity is sourced via Singapore's national power grid.

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

Water-efficient fittings: Installation of low-flow taps, showers, and dual-flush toilets in guest rooms and public restrooms to reduce water consumption without compromising guest comfort. Linen & towel reuse programme: Guests are encouraged to reuse towels and bed linen through in-room messaging, significantly reducing water and energy used for laundry. Leak detection & maintenance: Regular inspections and preventive maintenance help identify and rectify leaks promptly, minimizing unnecessary water loss. Efficient irrigation practices: Smart irrigation and controlled watering schedules are used for the hotel's sky gardens and landscaped areas to prevent over-watering. Laundry efficiency: Use of water-efficient laundry equipment and optimized washing cycles to reduce water usage per load. Staff engagement: Ongoing training and awareness programs to promote responsible water use in daily operations.

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

No refillable water stations in public guest areas Refillable glass water bottles provided in guest rooms via filtered water systems Refillable drinking water points available in staff (back-of-house) areas Guests are informed through in-room collateral or the digital guest compendium as part of the hotel's sustainability messaging



Do you have a policy on energy and water conservation?

Committed to reducing energy and water consumption across all operations Focuses on efficiency, monitoring, and continuous improvement Implemented through energy-efficient systems, water-saving fixtures, preventive maintenance, and responsible operating practices Supported by staff training, guest engagement, and alignment with Pan Pacific Hotels Group's broader sustainability framework Regular reviews are conducted to identify opportunities to further improve resource efficiency while maintaining guest comfort

Do you have Electric Vehicle charging spaces at your property?

we have 4 Electric Vehicle (EV) charging facilities available on-site, offered on a limited and subject-to-availability basis for guests and visitors, in line with the hotel's sustainability and low-emission transport support initiatives.

How does your organisation approach AI (Artificial Intelligence) usage?

The organisation uses AI responsibly and selectively to improve efficiency and decision-making while maintaining a people-first hospitality approach. AI is applied as a support tool, governed by data privacy and ethical standards, with human oversight retained at all times.

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 reduction practices: Menu planning, portion control, and inventory management are used to minimize overproduction and spoilage. Food donation: Safe, unsold surplus food is donated through approved food donation partners, where operationally feasible and compliant with food-safety regulations. Food waste segregation: Food waste is separated at source in kitchens to enable proper treatment and disposal. Responsible disposal: Unavoidable food waste is sent for approved composting or licensed food waste treatment facilities, in line with local regulations. Staff awareness: Culinary and service teams are trained on food waste prevention and responsible handling practices.

Are you paperless? If not, are recycled or FSC-certified papers¹ and environmentally responsible printing materials used?

Yes

Food & Beverage

Do you buy local or seasonal food where possible?

Yes

Do you offer vegetarian or plant-based options and highlight them?

Yes, clearly highlighted

Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, menus



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)?	Yes, all 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?	The hotel has policies that ensure equal opportunity, fair treatment, and workforce diversity, with a zero-tolerance approach to discrimination or harassment. These policies are embedded in recruitment, development, and daily operations, aligned with Pan Pacific Hotels Group and local employment regulations, and supported by staff training and clear grievance procedures.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	The hotel has staff wellbeing programmes in place covering mental health support and safe working conditions, supported by ISO 45001-aligned health and safety practices, regular training, and a supportive, inclusive work environment aligned with Pan Pacific Hotels Group standards.



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)?	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/>