



Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Anantara Riverside Bangkok Resort & Avani+ Riverside Bangkok Hotel
Contact Name	Praoranuch Saengchote (Ms.)
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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 - Emissions from sources you own or control directly - e.g. on-site gas heating, company vehicles, fuel combustion in generators.

Do you have clear roles and regular reviews for sustainability?

We have monthly sustainability meeting with reviews the practices

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

Minor Hotels publicly reports performance using numbers and examples in its annual and Sustainability Reports, covering key metrics such as energy, emissions, water, waste, occupancy, and financial results.

Supporting Documents



Additional Comments

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?	Yes we have performance target for GHG and waste reductions
Do you use on-site renewable energy or other low-impact technologies?	Yes
Do you check that guests and staff follow energy/water saving actions?	Yes regularly

Waste

Do you have advanced recycling or composting systems?	Planning/in progress
Do you measure food waste and report outcomes?	Yes regularly



Do guests understand and take part in waste reduction programmes?

Guests actively participate in waste reduction through the group's "Refillable Bottle" initiative and the "Linen and Towel Reuse" program, which are supported by clear in-room signage and digital guides. By utilizing provided bulk amenities and on-site water filtration stations, guests contribute to the elimination of millions of single-use plastic bottles across global properties. This engagement is further encouraged through transparent reporting on how guest choices directly support the hotel

Guests

Do guests have clear instructions for participating in sustainability actions?

Yes, Minor Hotels provides clear instructions for guests to participate in sustainability through prominent in-room signage and digital tablets. These tools offer specific guidance on water-saving initiatives, such as the linen and towel reuse program, and explain how guests can contribute to the group's waste reduction and energy conservation goals. This communication ensures guests can easily make conscious choices that align with the hotel's net-zero carbon commitment.

Do you measure guest participation and get feedback?

Yes, we measure guest participation and collect feedback through surveys, review platforms and digital tools, and use this data to improve service, guest experience and our sustainability and community programmes.

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

Yes, we offer activities that benefit the local community and environment, including supporting local suppliers, community projects, biodiversity conservation, and waste-reduction initiatives designed to create positive impacts in the destinations where we operate.

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

Guests are not currently provided with individualised sustainability reports, but the hotel group discloses its performance through publicly available annual and Sustainability Reports that cover key environmental and social metrics across the portfolio.



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

Yes, the information available on digital signages in the hotel and the TV channel in the guest room

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

Yes

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?

Minor Hotels ensures staff can effectively communicate sustainability practices through mandatory, comprehensive training programs that align every team member with the group's 2050 net-zero goals. Employees are empowered to explain specific on-site initiatives, such as water conservation and plastic reduction, ensuring they can provide guests with transparent and actionable information.



Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	No
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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>