



# Essential Sustainability Questionnaire

## Hotel Details

Hotel Name	Anantara Riverside Bangkok Resort & Avani+ Riverside Bangkok Hotel
Hotel Website	<a href="http://www.anantara.com/en/riverside-bangkok">http://www.anantara.com/en/riverside-bangkok</a>
Contact Name	Praoranuch Saengchote (Ms.)
Telephone Number	+66 2 476 0022
Email Address	praoranuch_sa@minor.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?	Ms. Rada Thatphithakkul ; Hygiene and Sustainability Manager
Please list any green certifications, labels, or recognition achieved.	Green Growth 2025 Platinum Certificate, ISO 20121
Supporting Documents	
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)?	we have full LED light in placed , with chiller obtimization system
Do you use renewable energy or a green energy tariff?	Yes we use renewable energy



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

We used low flow bathroom fixtures and have linen reuse practices in place

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

We have refillable water station for staff

Do you have a policy on energy and water conservation?

No

Do you have Electric Vehicle charging spaces at your property?

Yes

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

We technology, including data and AI, to improve efficiency, reduce waste, and support more sustainable operations and guest experiences.

## 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 donate to Scholars of Sustenance (SOS) Thailand

Are you paperless? If not, are recycled or FSC-certified papers<sup>1</sup> and environmentally responsible printing materials used?

Yes

## Food & Beverage

Do you buy local or seasonal food where possible?

Yes

If yes, within how many miles is food sourced?

400

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



## 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

## 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?	Minor Hotels is committed to equal treatment, diversity, and inclusion through policies that promote a fair, respectful, and inclusive workplace. The company supports equal opportunity, employee wellbeing, and initiatives that foster diversity across its operations.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Minor Hotels has staff wellbeing programmes in place, including occupational health and safety measures and initiatives that support employees' mental and physical wellbeing. The company also encourages staff to raise concerns and continuously improve working conditions.



## 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, internally only



This submission has been sent via the Sustainability Questionnaire form.

## More Information & Support

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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/>