

Appendix

Dear Madam/Sir,

Hello! Thank you for taking the time to participate in this survey. We are the Quality Management Research Group from Tianjin University and Tiangong University. To conduct research on employee green behavior from the perspective of corporate social responsibility, we are now conducting a questionnaire survey at your organization. This survey is supported by the National Natural Science Foundation of China as a key project (Grant Nos. NSEC72231005 & 72261147706).

The questionnaire takes about 5 minutes. We attach great importance to and respect your privacy and personal information security. Hereby, we solemnly promise that all information you provide will be used solely for academic research purposes. We will strictly comply with the Personal Information Protection Law of the People's Republic of China and the Statistics Law of the People's Republic of China, and maintain strict confidentiality. Thank you for your great support!

Tianjin University
Tiangong University

Part I—Corporate Social Responsibility

Please select the option that best reflects your actual situation according to the following scale: 1-Strongly disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly agree.

	1	2	3	4	5
Implement energy saving and emission reduction throughout the entire process, and build a kitchen waste biochemical treatment system.	☐	☐	☐	☐	☐
Use part of the profits to launch public welfare projects such as meal assistance and intangible cultural heritage exhibitions.	☐	☐	☐	☐	☐
Increase annual salable revenue, focus on customer experience, and rank high in some software recommendations.	☐	☐	☐	☐	☐
Increase annual salable revenue, focus on customer experience, and rank high in some software recommendations.	☐	☐	☐	☐	☐
Develop an employee happiness index evaluation system and formulate a guest rights protection list.	☐	☐	☐	☐	☐

Part II – Green Organizational Culture

	1	2	3	4	5
Fully implement environmental standards in	☐	☐	☐	☐	☐

operations and establish a carbon footprint tracking mechanism.					
Deepen the concept of green operations through measures such as using biodegradable supplies.	☐	☐	☐	☐	☐
Strictly comply with the National Green Standards and implement environmental regulations in all processes.	☐	☐	☐	☐	☐
Ensure that most suppliers have passed environmental management system certification.	☐	☐	☐	☐	☐
Discharge wastewater in accordance with the DB31 environmental standard, ensuring full compliance throughout operations.	☐	☐	☐	☐	☐

Part III – Moral Identity

	1	2	3	4	5
Provide personalized services that exceed expectations, gaining a strong sense of professional achievement.	☐	☐	☐	☐	☐
Promote carbon neutrality transformation, gaining a strong sense of moral mission.	☐	☐	☐	☐	☐
Prefer environmentally friendly supplies and support green operations.	☐	☐	☐	☐	☐

Part IV – Employee Green Behavior

	1	2	3	4	5
I put recyclable materials (e.g., paper, bottles) into recycling bins.	☐	☐	☐	☐	☐
When purchasing, I choose suppliers with environmental certification and verify packaging reduction plans.	☐	☐	☐	☐	☐
For short trips within three floors, I choose walking or taking the stairs.	☐	☐	☐	☐	☐

Part V – Quality Performance

	1	2	3	4	5
The company has passed national assessments and maintained an excellent rating in annual reviews.	☐	☐	☐	☐	☐
Services have obtained industry-relevant certifications (e.g., HACCP Food Safety Management System Certification).	☐	☐	☐	☐	☐

Establish a full-process customer experience tracking system, making 100% of service steps traceable.	☐	☐	☐	☐	☐
Rapid response time to customer requests, and quick handling of major complaints.	☐	☐	☐	☐	☐
