

This communication has been sent to Accor Northern Europe
General Managers & Support Office Teams
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SUSTAINABILITY UPDATE NORTHERN EUROPE | #02/2022



WHAT'S NEXT AFTER PLANET 21?

Sustainability enters a new dimension from a reporting program to a transformation program



Sustainability was considered as something besides business, but is now placed **at the core of Accor's business strategy**. The focus is shifting from internal reporting and self assessment to **external valorization with ecolabels and & certifications**.

As Planet 21 came to an end in 2021, we strongly advise you to **STOP PRINTING PLANET 21 COLLATERALS**. Brand marketing will inform you on replacing collaterals soon.

Please **continue to report in Gaïa**, as Gaïa continues to be the tool for reporting on all sustainability actions, including plastic actions.

NO MORE SINGLE USE PLASTIC: REPORTING IN GAÏA



Priority 2022

In 2019, Accor took the commitment to eliminate all guest-related single use items in all our hotels by the end of 2022.

We can be proud of this ambition. But there are **only a few months left** to achieve this goal. The countdown is on!

An important change has been made in GAIA: the former 8 categories on plastic have been divided into sub-actions on each plastic item. These sub-actions (48 in total) have been integrated in GAIA beginning of May. Current results and proofs have been kept. It is still important that hotels check and fill continuously or at least every month their progress on plastic in GAIA (the filter on "Plastic" can be useful).

Please find [here](#) the **Plastic Operational Guide** and the **sub-actions overview**. The **Procurement Order Guides** and the **Zero Single-Use Plastic - Support Guide Northern Europe** can also be found [here](#) (at the end of the page).

Please make sure you report at least once a month on your progress in GAIA!

EASIER ACCESS TO GAIA

Since April, users with an Office365 account (Accor, myaccor.com, FRS account, etc...) are able to create automatically their account in Gaia and thus have direct access to Gaia with a default profile.

User Guides can be found [here](#)

TOWARDS NET ZERO CARBON

To reach net zero by 2050 Accor has set ambitious targets. To reach these targets we have rolled out the "**Energy Efficiency Assessment Survey**" last December.

In May and June **hub carbon workshops** will take place to elaborate a hub carbon roadmap. More information on **individual hotel score cards** and further steps will follow in June/July.



NET ZERO CARBON CALCULATOR



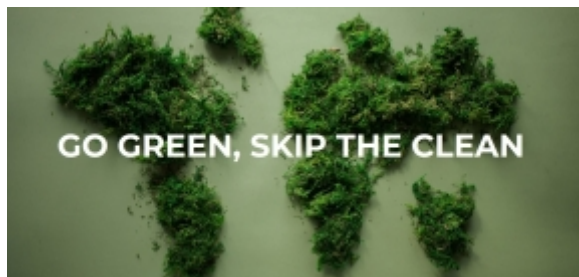
Together with **MyClimate**, a Swiss non-profit organization and global leader in carbon accounting and climate protection, Accor introduced the **Net Zero Carbon Calculator**, giving our clients & hotels visibility on room night and event footprints.

Please download [here](#) the Net Zero Carbon Value Proposition for Hotels.

Reducing the carbon footprint of the guest stay & optimising hotel workload

“GO GREEN, SKIP THE CLEAN” has been specifically designed to offer your long-stay (staying 2 or more nights) guests the opportunity to opt-out of room servicing during their stay in an effort to **reduce their carbon footprint**. Whenever guests go green, we add some sparkle to their ALL – Accor Live Limitless account with 100 Reward points each day. In addition to **reducing chemicals and water use**, the initiative will **support the challenges related to staffing issues**.

- The choice given to the long-stay (staying 2 or more nights) to opt out of their room to be serviced
- Recognition for the green gesture - 100 ALL reward points for each day guests decide to opt-out of cleaning service
- 2 solutions available: manual (door hanger placed each day on door handle) or automated paperless solution powered by 2roomz



Please find the corresponding presentation [here](#).

NB. This initiative is not yet available for ibis Budget and AccorInvest hotels Germany.

DIVERSITY & INCLUSION WEEK



From **June 13 to 19, 2022, it is Diversity and Inclusion week**. The theme this year is **#AccorMixItUp**. The idea is to celebrate the combination of our uniqueness under our **four D&I pillars**: Gender Equality- RiiSE, LGBTQ+, People with disabilities, Ethnic, social, racial and cultural diversity. Please refer to the toolkit which has been shared for more information.

USEFUL DOCUMENTS / LINKS

Please go and check the latest Northern Europe CSR & Sustainability documents on [our NE intranet](#).

Corporate CSR documents can be found on [Acting for People and the Planet \(accor.com\)](#).

Acting for Positive Hospitality

Best regards,
Your Sustainable Development Team
for Northern Europe

Please feel free to share this Sustainability Update with your Sustainability Hotel Ambassador



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