










*Accor contribution to the United
Nations Sustainable Development
Goals*

March 2023





The Sustainable Development Goals from the United Nations	Axis / strategic pillar	Accor main contributions
 1. End poverty in all its forms everywhere		
1.3 Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable	People	Section 3.3.5.1 – All Heartist Fund supports for Ukrainian refugees and collaborators Section 3.3.5.1 – All Heartist Fund supports to vulnerable people (orphanages, etc.)
 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture		
2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.	People / Eat	Section 3.2.3.2 – Promotion of healthy and sustainable food in hotels through the Healthy and Sustainable Food Charter
2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality.	Nature / Eat	Section 3.2.3.2 – Promotion of organic and agroecological food products as part of the Healthy and Sustainable Food Charter
 3. Ensure healthy lives and promote well-being for all at all ages		
3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.	People & Nature	Section 3.2.2.2 – Worldwide commitment to eliminate single-use plastics in the guest experience Section 3.2.4 – Minimizing the use of aggressive chemical products for cleaning Section 3.2.5 – Elimination of chemical treatments in hotel gardens management.
3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.	People	Section 3.3.3.2 – Deployment of the ALLSAFE health protocol during Covid-19 Section 3.3.4.2 – Implementation of an emergency program during Covid-19 which provided access to hotel nights at cost
 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all		
4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.	People	Section 3.3.1 – Development of skills, at the Heart of Accor's value proposition "Be Limitless" Section 3.3.2.2 – Variety of training courses offered along the career path (Accor Academy, etc.) Section 3.3.5.1 – All Heartist Fund support for internship students Section 3.4.1 – Ethics and CSR Charter (section 3.2.4)
4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	People	Section 3.3.2.1 – Recruitment policy targeting expanding usual targets Section 3.3.5 – Accor Heartist Solidarity endowment Fund
 5. Achieve gender equality and empower all women and girls		
5.1 End all forms of discrimination against all women and girls everywhere.	People	Section 3.3.4.1 – Promoting diversity and parity Section 3.4.1 – Ethics and CSR Charter
5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.	People	Section 3.3.4.2 – Strong commitment for prevention and fight against gender-based violence, more than 30 concrete initiatives around the world, founding or active member of organizations, etc.) Section 3.4.1 – Ethics and CSR Charter Section 3.4.3 – « WATCH – We Act Together for Children » program to fight against the sexual exploitation of children in the tourism and travel sector
5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life.	People	Section 3.3.4.1 – Promoting gender diversity and professional equality (program RiSE, proactive policy to promote a bigger percentage of women on governing bodies, etc.)







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 6. Ensure availability and sustainable management of water and sanitation for all		
6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.	Nature / Stay	Section 3.2.2.1 – Pursuit of waste management policy: reduce the quantity of waste Section 3.2.2.2 – Worldwide commitment to eliminate single-use plastics in the guest experience Section 3.2.4 – Preservation of water resources policy (reusing of grey water, rainwater and minimizing the use of aggressive chemical products)
6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.	Nature / Stay	Section 3.2.4 – Target of 100% of nominated suppliers having signed the Responsible Procurement Charter, which commits them to taking into consideration water stress and promoting agroecology in their practices, by the end of 2025 Section 3.2.4 – Reducing water consumption in hotels by the integration of low-flow devices in hotel rooms and the promotion of water recycling tools
 7. Ensure access to affordable, reliable, sustainable and modern energy for all		
7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	Nature / Stay	Section 3.2.1 – Accelerating procurement and production of renewable energy
7.3 By 2030, double the global rate of improvement in energy efficiency.	Nature / Stay	Section 3.2.1 – Deployment of a turnkey solution to improve hotels' energy efficiency (energy efficiency contract)
 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all		
8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.	Nature / Stay	Section 3.2.1 – Implementation of an energy sobriety plan Section 3.2.1 – Deployment of a turnkey solution to improve hotels's energy efficiency (energy efficiency contract)
8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	People	Section 3.3.3.3 – Fair compensation Section 3.3.4.1 – Promoting gender diversity and professional equality Section 3.3.4.3 – Integrating people with disabilities Section 3.4.1 – Ethics and CSR Charter
8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.	People	Section 3.3.2.1 – Recruitment policy targeting expanding usual targets Section 3.3.2.2 – Variety of training courses offered along the career path (Accor Academy, etc.)
8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.	People	Section 3.4.1 – Ethics and CSR Charter Section 3.4.4 – Responsible supply chain (Responsible Procurement Charter, contractual clause, etc.) Section 3.5 – Group Vigilance plan
8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	People	Section 3.3.3.2 – Ensuring workplace health, safety and quality of life (prevention of workplace accidents and illness, management of Covid-19 pandemic risks, etc.) Section 3.3.3.4 – Maintaining an open social dialogue Section 3.4.1 – Ethics and CSR Charter
8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.	People Nature	Section 3.1.1 – Deployment of a new sustainable development strategy which places Nature and People at its core in the promotion of positive hospitality Section 3.2.5 – Contributing to the preservation of biodiversity and ecosystems Section 3.2.1 – Redefining Accor brand standards to integrate requirements linked to the climate and to prepare the eco-certification of hotels
 10. Reduce inequality within and among countries		
10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	People	Section 3.3.1 – HR strategy which promote diversity & inclusion Section 3.3.4.1 – Promoting gender diversity and professional equality (program RiiSE, proactive policy to promote a bigger percentage of women on governing bodies, etc.) Section 3.3.4.4 – Social, ethnic and cultural diversity
10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.	People	Section 3.3.1 – HR strategy which promote diversity & inclusion Section 3.3.4.1 – Promoting gender diversity and professional equality (program RiiSE, proactive policy to promote a bigger percentage of women on governing bodies, etc.) Section 3.3.4.4 – Social, ethnic and cultural diversity



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 11. Make cities and human settlements inclusive, safe, resilient and sustainable		
11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	Nature / Stay	Section 3.2.1 – Net zero trajectory and “smart green hotels” Section 3.2.2.1 – Pursuit of waste management policy: reducing the quantity of waste (food waste, packaging waste, paper waste), recovery of the main waste generated by the Group's activities
 12. Ensure sustainable consumption and production patterns		
12.2 By 2030, achieve the sustainable management and efficient use of natural resources.	Nature / Stay	Section 3.2.1 – Improvement of hotels energy efficiency and renewable energy development Section 3.2.2.2 – Worldwide commitment to eliminate single-use plastics in the guest experience Section 3.2.4 – Target of 100% of nominated suppliers having signed the Responsible Procurement Charter, which commits them to taking into consideration water stress and promoting agroecology in their practices, by the end of 2025 Section 3.2.4 – Reducing water consumption in hotels by the integration of low-flow devices in hotel rooms and the promotion of water recycling tools Section 3.2.5 – Developing environmentally responsible products in certified wood Section 3.4.4 – Responsible Procurement Charter and follow up of nominated suppliers decarbonation
12.3 By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.	Nature / Eat	Section 3.2.3.1 – Reducing food waste
12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment. 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Nature / Stay & Eat	Section 3.2.2.2 – Worldwide commitment to eliminate single-use plastics in the guest experience Section 3.2.2.1 – Pursuit of waste management policy: reduction of the quantity of waste and recovery of the main waste generated by the Group's activities
12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.		Section 3.7.3 – Report of the independent third-party body on environmental, social and governance issues featuring in the URD.
12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.	People	Section 3.3.2.2 – Raising employees' awareness of sustainable development issues through the School for Change online training
12.b Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.	People Nature	Section 3.1.5 – Strengthening of extra-financial management, one of the 2022 strategic priorities Section 3.2.1 – Rolling-out of the Gaia 2.0 platform for energy, water and carbon reporting Section 3.2.6 – Collaboration with external stakeholders (sector and cross-sector organizations, online agencies, etc.) for the development of benchmarks, methods and tools
 13. Take urgent action to combat climate change and its impacts		
13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	Nature / Stay	Section 3.2.1 – Analysis of the impact of physical risk on hotels
13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	People	Section 3.3.2.2 – Raising employees' awareness of sustainable development issues through the School for Change online training Section 3.2.1 – Customer awareness (energy sobriety, evaluation of the carbon footprint of a customer event, etc.)
 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development		
14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.	Nature / Stay & Eat	Section 3.2.2.2 – Worldwide commitment to eliminate single-use plastics in the guest experience Section 3.2.2.1 – Pursuit of the waste management policy: reduction of the quantity of waste and recovery of the main waste generated by the Group's activities
14.3 Minimize and address the impacts of ocean acidification, including through enhanced scientific cooperation at all levels.	Nature / Stay & Eat	Section 3.2.1 – Net zero carbon trajectory



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 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development		
14.4 By 2020, effectively regulate harvesting and end overfishing, illegal, unreported and unregulated fishing and destructive fishing practices and implement science-based management plans, in order to restore fish stocks in the shortest time feasible, at least to levels that can produce maximum sustainable yield as determined by their biological characteristics.	Nature / Eat	Section 3.2.3.2 – Promotion of healthy and sustainable food in hotels through the Healthy and Sustainable Food Charter
 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss		
15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.	Nature / Stay & Eat	Section 3.4.4 – Responsible supply chain (Responsible Procurement Charter, contractual clause, etc.) and environmentally responsible products (alternatives to plastic with the FSC label).
15.3 By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world.	Nature / Eat	Section 3.2.3.2 – Promotion of food products from agroecology according to the Healthy and Sustainable Food Charter
15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	Nature / Stay	Section 3.2.5 – Preserving biodiversity and ecosystems
 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels		
16.1 Significantly reduce all forms of violence and related death rates everywhere.	People	Section 3.3.4.2 – Strong engagement on the prevention and fight against gender-based violence (trainings, more than 30 concrete initiatives around the world, founding or active member of various organizations, etc.) Section 3.4.1 – Ethics and CSR Charter
16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children.	People	Section 3.4.1 – Ethics and CSR Charter Section 3.4.3 – WATCH (We Act Together For Children) program to fight against the sexual exploitation of children in the tourism and travel sector
16.5 Substantially reduce corruption and bribery in all their forms.	People	Section 3.4.1 – Ethics and CSR Charter Section 3.4.1 – Prevention of corruption-related risks and influence peddling
16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.	People	Section 3.3.1 – The Group's employer promise « Be Limitless » Section 3.3.3.1 – Engagement survey Section 3.3.3.4 – Maintaining an open social dialogue Section 3.3.2.2 – Diversity of training offered throughout the professional career (Accor Academy, etc.) Section 3.3.4.1 – Promotion of gender parity and professional equality between women and men (RiiSE program, proactive policy of % of women on governing bodies, etc.)
16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.	People	Section 3.4.1 – Ethics and CSR Charter Section 3.4.2.1 – Personal data protection Section 3.5.7 – Whistleblowing mechanism (Accor Integrity Line)
 17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development		
17.16 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism.	People Nature	Section 3.2.6 – Collaboration with external stakeholders (One Planet Summit, The Sustainable Hospitality Alliance, etc.)



