



Stop single-use plastic items

OPERATIONAL GUIDELINES

DECEMBER 2019



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Facts about plastic



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We must eliminate plastic pollution!

The world has warmed before, but never this quickly, and it is due to human activity. The implications of climate change are vast. Our industry relies heavily on the world resources and the environments we operate in. If we don't take action NOW, we are jeopardizing the future of our industry, and our planet.

IT'S URGENT

8,300 million tons of plastic have been produced in the world since the 1950's, of which **79% have been discarded in landfills or nature.**

1 million bottles are currently used every minute: only 7% are recycled — and a bottle takes 450 years to biodegrade.

Invisible micro-plastic pollution from textiles and cosmetics represents **20% of the plastic pollution.**

IT'S MANDATORY

Plastic is a growing concern in the public opinion.

All over the world, anti-pollution legislation is increasing.

A few examples:

- Europe: Ban on straws, stirrers, cups, cutlery, plates, cotton buds, balloons
- Bali: Ban on single-use plastic items (straws, bags....)
- India: Ban on single-use plastic items in a State
- Canada: Ban on single-use plastic items (straws, bags, cutlery)
- Brazil and Costa Rica: Ban on all single-use plastic
- San Francisco: Ban on plastic water bottles...

Investors and partners demand that companies implement high CSR standards, in particular regarding the reduction of plastic pollution.



ACCOR IS ALREADY ON THE MOVE... AND INCREASING ITS COMMITMENT

ACCOR 2018 COMMITMENT: Eliminate plastic straws, stirrers and cotton buds by end 2019, and progressively replace other disposable plastic (plastic bottles, laundry bags, glasses, individual packaging for amenities, accessories, etc...) by eco-friendly products.

Today, ACCOR is reinforcing its commitment to move forward on plastic reduction and go beyond competition. ([see p9](#))

OUR HOTELS ARE ALREADY ACTING:

- So far, 40% of the Accor hotels have deployed alternatives to plastic water bottles in certain areas;
- 100+ hotels are engaged in the removal of all single-use plastic items in Asia, South America, North America, Europe.

GLOBAL SUPPORT IS PROVIDED:

- Brand Standards are changing to remove single-use plastic items;
- Certain brands have already taken action on certain items (ex: amenities dispensers, re-usable glasses...);
- More and more alternatives are sourced by the Procurement teams (Global & Regional), as straws & stirrers, cotton buds, water alternatives for MICE; plastic packaging removed from certain accessories....



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How we use single-use plastic in our hotels

Single-use plastic items are everywhere, in all hotels

ROOMS

Individual amenities

Plastic water bottles

Plastic cups

Accessories

Plastic cotton buds

Slippers

Pillow packaging

F&B packaging

Laundry bags

Bathrobes in plastic bags

Key cards

Garbage bags

MEETINGS & RECEPTION

Plastic water bottles

F&B meeting offer

Meeting accessories

Gifts

HIGH VOLUME

Segment concerned:
ALL SEGMENTS
LUXURY
MIDSCALE
ECONOMIC

Our hotels use more than 200M single-use plastic items every year

LEISURE

Plastic water bottles

Slippers

Bathrobes in plastic bags

Plastic cups

Accessories

Plastic cotton buds

BACK OFFICE

Plastic film in kitchen

Food packaging

Plastic cups

Plastic soda & juice bottles

Plastic water bottles

RESTAURANTS & BARS

Individual portions at breakfast

Plastic water bottles

Soda, juices, & snacks packaging

Straws, stirrers & pics

Take-away



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Our commitment to eliminate single-use plastic items



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“ We are very much aware of Accor’s impact on plastic pollution and strong actions are already on-going throughout the Group to tackle this issue.

As a result, we will have gotten rid of a large part of our plastic by 2020, and we are going to push all the way: our guests want it, our employees want it even more, and my children want it.

I want all of Accor’s 300,000 people to know that I support this endeavour, and I want to make sure that whatever engages the Group becomes my responsibility as well as the responsibility of every Accor person. ”



Sébastien Bazin,
Chairman & CEO, Accor

Accor's new commitment to reduce single-use plastic items

CONFIDENTIAL
until January 22

ACCOR WILL ELIMINATE ALL GUEST-RELATED SINGLE-USE PLASTIC ITEMS IN ALL HOTELS BY END 2022, AS PER THE FOLLOWING TIMEFRAME:

BY END 2019	BY END 2020	BY END 2022
Complete the elimination of all plastic straws, stirrers and cotton buds	Eliminate all individual plastic toiletry amenities and plastic cups	Eliminate all remaining single-use plastic items in guest rooms, meeting areas, restaurants and leisure activity areas

Which single-use plastic items are included in this commitment?

All guest-related items are included (list on [page 11](#)). Eliminating certain items will be challenging because it will depend on our suppliers' capacity to provide alternatives: bottles for drinks other than water (soft drinks, juices...); packaging for biscuits, chips, yoghurts, individual milk, coffee pods, plastic water bottles sold to guests.

Back office items are currently not included (kitchen plastic film, food packaging, plastic garbage bags...) as alternatives are difficult to identify / implement at scale. We will assess the scalability of some local solutions identified by certain hotels. Note that, although these items are not yet included, we need to remain consistent and also act on them.

What about other kinds of plastic items?

For the moment we only target single-use plastic items. Multiple-use plastic items used in our hotels are excluded:

- 1 Equipment (televisions, computers...), furniture (chairs, tables, sinks, tubs...), construction material (plumbing, some carpets...)
- 2 Reusable plastic items or big contents in plastic (ex. amenities dispensers)
- 3 Polyester in linen, towels, clothes...
- 4 Micro plastic in cosmetics

For items 1 to 3, plastic components are kept because they have more advantages (lighter, more resistant...) than disadvantages (environmental impact) compared to other solutions, and because alternatives can be very difficult to implement at scale (ex. remove plastic from TV screens).

Actions should focus on collecting and recycling plastic or integrating recycled / compostable plastic. Regarding polyester fibers, the solution is to implement filters in laundries.

For item 4, discussions are on-going with our suppliers to remove micro-plastic from cosmetics.



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Going further

A new guest experience without any single-use plastic items

ALTERNATIVES

SOLUTION NOMINATED ● ON-GOING ●

ROOMS

 Large size amenities	 Reusable bottle or glass, or cardboard packaging	 Glass or Cardboard cups	 Accessories packaging in cardboard & sustainable material
 Cardboard cotton buds	 Non-plastic slippers	 Cardboard covers for pillows	 Non-plastic F&B packaging
 Reusable or paper laundry bags	 Cardboard covers for bathrobes	 Key cards made of sustainable material	 Garbage bags

LEISURE

 Glass or Cardboard cups	 Accessories packaging in cardboard & sustainable material	 Reusable bottle or glass, or cardboard packaging
 Non-plastic slippers	 Cardboard covers for bathrobes	 Cardboard cotton buds

RESTAURANTS & BARS

 Cardboard, wood or reusable straws, stirrers & pics	 Bulk portions at breakfast	 Reusable bottles
 Cardboard or reusable take-away packaging	 Soda, juices & snacks packaging with sustainable packaging	

MEETINGS & RECEPTION

 Reusable bottle or glass, or cardboard packaging	 F&B meeting offer + Food tray: non-plastic packaging
 Accessories in sustainable material	 Gifts with less plastic and non-plastic packaging



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Global process to identify and implement alternatives to plastic

COMMON WORK FROM PROCUREMENT, CSR AND BRANDS TEAMS (GLOBAL AND REGIONAL)

Process

(must be followed at all levels: for products nominated worldwide, but also for alternatives identified at region or hotel level)

1 / Identify solutions on the market

2 / Assess environmental impacts



- Life-cycle analyses are done by the Planet 21 department. For example, can or glass (not reusable) packaging for water has more impact on the environment than plastic single-use packaging.
- Alternatives using cardboard or paper must comply with the FSC or PEFC non-deforestation labels.
- Biodegradable alternatives must have an external certification (as OK COMPOST) in order to be sure that all is compostable in nature or in home compost, and not in an industrial site only. Most of biodegradable alternatives proposed by suppliers are certified only in industrial sites (e.g BPI certified) and this is not recommended. These products can have a worse environmental impact than plastic.

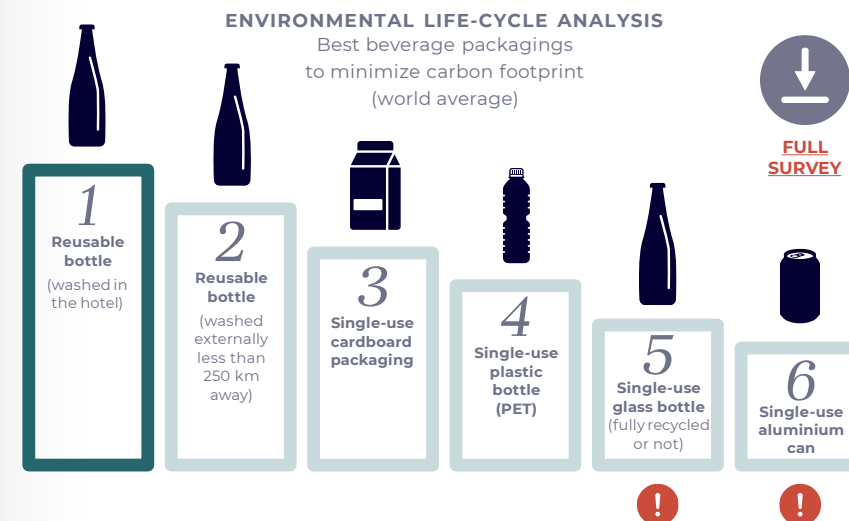
3 / Test operational feasibility and guest acceptance

4 / Validate all alternatives with the Brand teams.

5 / Source alternatives worldwide or locally depending on the procurement organisation. Each alternative is validated by Brands and CSR departments.

6 / Propose a modified operational process when the hotel teams need to implement a change in their organisation (ex: amenities dispensers, water in reusable bottles...)

For a lot of alternatives, sourcing and costs analyses are in progress. Hotels' tests and feedback are welcome, **in particular regarding such items as water in rooms, slippers, key cards.**



Brand standards

A work is in progress on **Brands standards** to ensure that in each country they do not require single-use plastic items.

Work is in progress to screen the products systematically given to guests, to assess the necessity of this approach and a possible distribution on request only (as is done for straws). Brand Standards will be updated if needed.

Ensure optimum coordination

A Global Plastic Committee will be set up to monitor the deployment, ensure good coordination between the various departments involved (Regional Operations, Procurement, Marketing with Brands, Communication, Design & Technical services). The Committee will work to find new solutions offering the same level in the guest experience.

YOUR CONTACTS:

- For more information on alternative sourcing and availability, please contact your regional procurement champion or your brand representative.
- You can also contact your Planet 21 Relay to help you choose products with the less environmental impact.



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Alternatives in Rooms

ALTERNATIVES IN ROOMS

AMENITIES



BRAND SEGMENTS CONCERNED

All



ALTERNATIVES

Individual amenities replaced by dispensers, if possible refillable or at least recyclable

Deadline for removal: end 2020
Each alternative has to be validated by the brand, including the visual identity



OPERATIONAL PROCESS

Hygiene guide on dispenser and refill rules, deployment under way



PRICE EVOLUTION

Economy: Iso cost
Other brands: according to the brand positioning



NOMINATED SUPPLIERS

ADA/GFL/GM/ Hunter / Interparfums/ Hermès/ La Bottega/ L'Occitane



CURRENT STATUS

Economics brands: nominated solution
Others: Under study

EXAMPLES



New Ibis dispenser
Q4_2019

Mercure dispenser



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WATER BOTTLES

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Single-use plastic water bottles replaced by reusable or glass bottles (with filtered or tap water) / or replaced by cardboard packaging. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Hygiene guide on refillable water process available here
	PRICE EVOLUTION	<ul style="list-style-type: none"> Glass bottle vs. Plastic in room: +4% Reusable bottles: under study Cardboard bottles: under study
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Brita Danone, Nestlé Waters Others: on going
	CURRENT STATUS	<ul style="list-style-type: none"> Filtered water fountains: nominated solution Mineral water in refillable glass bottles, already available locally Investigating solutions

EXAMPLES



Example of filtered water dispenser by Brita



Water in tetra brick. Brand: Rethink

CUPS

	BRAND SEGMENTS CONCERNED	Economics and Midscale Brands
	ALTERNATIVES	Changes on the product & the packaging: <ul style="list-style-type: none"> Plastic cup wrapped in plastic replaced by a reusable glass, or by a cardboard cup (with label* on non deforestation), and with an interior coating without plastic film for non hot-beverage. The plastic packaging is removed. Deadline for removal: end 2020 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Under study
	PRICE EVOLUTION	<ul style="list-style-type: none"> Iso cost with USEO Other alternatives under assessment
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> USEO Numerous local suppliers
	CURRENT STATUS	<ul style="list-style-type: none"> Reusable glasses in glass materials on premium and luxury brands Paper cups : 2020 Alternatives in sourcing (vegetal materials, reusable cups...)

EXAMPLES

Paper cup
Co-development with USEO

*FSC or PEFC labels guarantee non-deforestation paper fiber



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ACCESSORIES

Dental Kit, Sewing Kit, Shaving Kit, Comb, Hair Brush, Shower Cap

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	<p>Changes on the product & the packaging:</p> <ul style="list-style-type: none"> plastic packaging replaced by sustainable material, as for example cardboard with label* on deforestation plastic products replaced by sustainable material, if possible. <p>Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity</p>
	OPERATIONAL PROCESS	Depending on the brand, the product may not be put by default in the room, but made available at reception or on request, in order to reduce volumes, costs and waste.
	PRICE EVOLUTION	<p>New packaging: from ISO cost to increase ~10% (depending on the brand)</p> <p>New products: deployment under study</p>
	NOMINATED SUPPLIERS	MING FAI, HUNTER and IHS
	CURRENT STATUS	<ul style="list-style-type: none"> Combs in wood deployed with paper packaging. S2 2020: New plastic-less packaging for other accessories S2 2022: New products for all brands. And new packaging for hair brush and nail file on paper packaging with label* on deforestation.

EXAMPLES



Toothbrush in Cornstarch

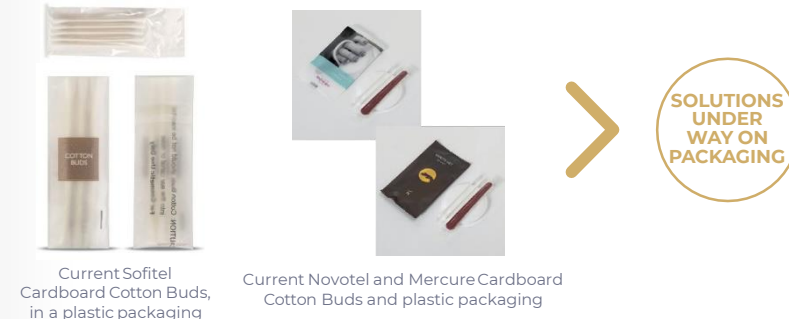
New hair brush and comb for Sofitel / MGallery and Pullman

*FSC or PEFC labels guarantee non-deforestation paper fiber

COTTON BUDS

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	<p>Changes on the product & the packaging:</p> <ul style="list-style-type: none"> plastic packaging reduced and replaced by a sustainable material. <p>Deadline of removal: end 2022</p> <ul style="list-style-type: none"> plastic products replaced by sustainable material, as for example cardboard with label* on deforestation. <p>Deadline for removal: end 2019. Each alternative has to be validated by the brand, including the visual identity</p>
	OPERATIONAL PROCESS	Depending on the brand, the product may not be put by default in the room, but made available at reception or on request, in order to reduce volumes, costs and waste.
	PRICE EVOLUTION	<p>New packaging: ISO cost for the new cotton buds packaging</p> <p>New products: +3% for the new cotton buds in cardboard</p>
	NOMINATED SUPPLIERS	MING FAI, HUNTER and IHS
	CURRENT STATUS	<ul style="list-style-type: none"> Cardboard Cotton Buds S2 2020: New packaging without plastic

EXAMPLES



Current Sofitel Cardboard Cotton Buds, in a plastic packaging

Current Novotel and Mercure Cardboard Cotton Buds and plastic packaging



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SLIPPERS

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	<p>Changes on the product & the packaging:</p> <ul style="list-style-type: none"> plastic packaging replaced by sustainable material, as for example cardboard with label* on deforestation product in plastic replaced by sustainable materials <p>Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity</p>
	OPERATIONAL PROCESS	Depending on the brand, the product may not be put by default in the room, but made available at reception or on request, in order to reduce volumes, costs and waste.
	PRICE EVOLUTION	New packaging: Iso Cost New products: depending on the products chosen
	NOMINATED SUPPLIERS	MING FAI, HUNTER and IHS
	CURRENT STATUS	<ul style="list-style-type: none"> Slippers without plastic bags for Luxury brands S1 2020 : New packaging for Midscale S2 2021 : New slippers with sustainable materials

EXAMPLES



New Sofitel slippers

*FSC or PEFC labels guarantee non-deforestation paper fiber

LAUNDRY BAGS

	BRAND SEGMENTS CONCERNED	Some Economics, Midscale and Luxury Brands
	ALTERNATIVES	<p>Reusable laundry bag if possible (otherwise: paper bag or cardboard container with label*, or compostable** bag)</p> <p>Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity</p>
	OPERATIONAL PROCESS	Under study. Alternative and process can be implemented with the laundry supplier, with reusable bags washed.
	PRICE EVOLUTION	Under study for Eco and Midscale No increase for Luxury
	NOMINATED SUPPLIERS	Jet Sac in Europe IHS in ASPAC Ming Fai & Hunter worldwide Numerous local suppliers
	CURRENT STATUS	<ul style="list-style-type: none"> Cotton laundry bag implemented in some premium and Luxury brands 2022: Alternatives implemented in Eco & Midscale

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.



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PROTECTION FOR EXTRA PILLOWS

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Reusable protection if possible (otherwise: in cardboard with label*, or compostable**) Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Under study
	PRICE EVOLUTION	Under study
	NOMINATED SUPPLIERS	Dodo & Dumas
	CURRENT STATUS	Under study

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.

F&B OFFER IN ROOM PACKAGINGS

Tea, coffee pods, sugar, biscuits, milk ...

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	Individual plastic packaging removed, or replaced by paper packaging with label* / or compostable** packaging Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	-
	PRICE EVOLUTION	Depending on the alternative product
	NOMINATED SUPPLIERS	Nespresso, Segafredo Numerous local suppliers
	CURRENT STATUS	<ul style="list-style-type: none"> Coffee pods by Nespresso in aluminium with a little plastic film inside. Important to enroll in the Nespresso recycling program to ensure the waste is diverted from landfill and the aluminium is recycled. Other alternatives on going

EXAMPLES



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BATHROBE PACKAGING

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	Packaging reduced and replaced by cardboard with label* / or compostable** packaging Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	-
	PRICE EVOLUTION	Cardboard packaging: ~ ISO cost
	NOMINATED SUPPLIERS	Local Printer
	CURRENT STATUS	<ul style="list-style-type: none"> • Paper collar for MGallery, Mercure and Pullman • On-going for Luxury brands

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.

KEY CARDS

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Sustainable material (wood with label*, pulper...) Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Under study
	PRICE EVOLUTION	Price increase expected: <ul style="list-style-type: none"> • ~10% Paper, pulper card • X2 wood (depending on raw material)
	POTENTIAL SUPPLIERS	<ul style="list-style-type: none"> • Linxens, Global Card Systems, Made By Oomph, Assa Abloy, Meyers • Local suppliers for magnetic key cards.
	CURRENT STATUS	<ul style="list-style-type: none"> • Global solution: on going • Green cards are already deployed in some local hotels

EXAMPLES



Pulper (fiber wood)
RFID Card



Wooden RFID Card

*FSC or PEFC labels guarantee non-deforestation paper fiber



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GARBAGE BAGS

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Compostable** material Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	-
	PRICE EVOLUTION	Price increase expected
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Europe: Jetsac via local distributors Other countries: numerous local suppliers
	CURRENT STATUS	On going sourcing for compostable** plastic bag

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.

Alternatives in Restaurants & Bars



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STRAWS & STIRRERS

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Plastic straws replaced by reusable straws in metal or bamboo / or paper straws with a label* / or compostable** straws. Deadline for removal: end 2019 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	In order to reduce volumes, costs and wastage, deliver the drink without straws (except for some cocktails which require it). Straws can just be made available to guests, proposed or given on request.
	PRICE EVOLUTION	~+ 3% depending on the raw material chosen (paper, sugar, metal...)
	NOMINATED SUPPLIERS	Local Suppliers
	CURRENT STATUS	<ul style="list-style-type: none"> • Deployed in Europe and Asia • Local decisions with local suppliers

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.

INDIVIDUAL PORTIONS AT BREAKFAST
Jam, honey, chocolate spread, butter, yoghurt

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Individual plastic packaging removed / or replaced by big content or dispensers / or replaced by a packaging in a sustainable material Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Under study
	PRICE EVOLUTION	Under study
	NOMINATED SUPPLIERS	No global partnership. Only local suppliers. On going for yoghourts.
	CURRENT STATUS	<ul style="list-style-type: none"> • On going • The F&B commitment recommends no individual breakfast portions. • Some hotels and brands have already removed individual portions. • For yoghourt, several countries are switching from plastic pots to bulk.

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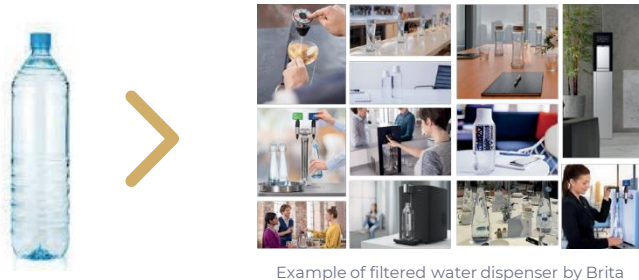
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WATER BOTTLES

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Single-use plastic water bottles replaced by reusable bottles or returnable bottles (with filtered or tap water). Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Hygiene guide on refillable water process available here
	PRICE EVOLUTION	<ul style="list-style-type: none"> Glass bottle vs. Plastic : +4% Reusable bottles: deployment under study
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Brita Danone, Nestlé Waters (on going discussions)
	CURRENT STATUS	<ul style="list-style-type: none"> Filtered water fountains: nominated solution Mineral water in refillable glass bottles, already available locally

EXAMPLES



Example of filtered water dispenser by Brita

*FSC or PEFC labels guarantee non-deforestation paper fiber

TAKE AWAY

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Plastic take-away packaging, cutlery, plates, glass and coffee lids, replaced by reusable / returnable items / or cardboard packaging with label* / or compostable** packaging. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	For reusable items, an adapted process + team awareness must be implemented in the hotel
	PRICE EVOLUTION	Price increase expected
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Useo / Huhtamaki at European level Local suppliers for the rest of the world
	CURRENT STATUS	<ul style="list-style-type: none"> 01/2020: Implementation in France (take away in cardboard packaging) S2 2021: Implementation in Europe S1 2022: Rest of the world

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.



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SODA, JUICES & SNACKS PACKAGING

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	<ul style="list-style-type: none"> Plastic bottles for soda and juices replaced by cardboard packaging (with label*) / or replaced by sustainable material Food plastic packaging ((ex.: chips...)) replaced by sustainable packaging, possibly requiring changes of supplier. <p>Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity</p>
	OPERATIONAL PROCESS	Under study
	PRICE EVOLUTION	Depending on alternative products
	NOMINATED SUPPLIERS	Numerous local suppliers
	CURRENT STATUS	On going. Alternatives depending a lot on suppliers moove.

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

Alternatives in Meetings & at the Reception



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WATER BOTTLES

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Single-use plastic water bottles replaced by reusable bottles or glass (with filtered or tap water). Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Hygiene guide on refillable water process available here
	PRICE EVOLUTION	<ul style="list-style-type: none"> Glass bottle vs. Plastic : +4% Reusable bottles: under study
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Brita Danone, Nestlé Waters (discussions under way)
	CURRENT STATUS	<ul style="list-style-type: none"> Filtered water fountains: nominated solution Mineral water in refillable glass bottles, already available locally

EXAMPLES



Example of filtered water dispenser by Brita

*FSC or PEFC labels guarantee non-deforestation paper fiber

MEETING ACCESSORIES

Guest Pencils & Pens

	BRAND SEGMENTS CONCERNED	Economics and Midscale Brands
	ALTERNATIVES	Plastic material replaced by wood with label*, or by a sustainable material. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	In order to reduce volumes, costs and waste: According to brands, possibility to propose products to guests if necessary, but do not offer them by default.
	PRICE EVOLUTION	On going
	NOMINATED SUPPLIERS	On going
	CURRENT STATUS	Q1 2020: No more plastic in guest pencils

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PROMOTIONAL ITEMS / GOODIES / WELCOME GIFTS / BALLOONS

	BRAND SEGMENTS CONCERNED	Some Economics, Midscale and Luxury Brands
	ALTERNATIVES	Plastic material replaced by wood with label*, or by a sustainable material. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	In order to reduce volumes, costs and waste, possibility to propose products to guests if necessary, but do not offer them by default.
	PRICE EVOLUTION	According to the replaced material (eg. resin, metallic pieces)
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> • BIC Graphic, Trade Union • Local suppliers
	CURRENT STATUS	Q1 2020: Goodies launched with new Accor standards

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

F&B MEETING OFFER

Buffet, meeting rooms & food trays

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Concerned individual plastic items and cutlery in buffet / Meeting rooms and food trays / Individual food packaging (coffee pods, biscuits, individually wrapped sweets/candy...) replaced by reusable items / or replaced by big containers / or in sustainable material. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Under study. Where applicable, disposable options on request only.
	PRICE EVOLUTION	According to the replaced material
	NOMINATED SUPPLIERS	No global partnership. Only local suppliers.
	CURRENT STATUS	On going

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Alternatives in Leisure areas (spa, fitness...)

ALTERNATIVES IN LEISURE AREAS

CUPS



BRAND SEGMENTS CONCERNED

Economics and Midscale Brands



ALTERNATIVES

Changes on the product & the packaging:

- Plastic cup wrapped in plastic replaced by a cardboard cup (with non-deforestation label*) or by a reusable glass.
- The plastic packaging is removed.

Deadline for removal: end 2020
Each alternative has to be validated by the brand, including the visual identity



OPERATIONAL PROCESS

Under study



PRICE EVOLUTION

- Iso cost with USEO
- Other alternatives under assessment



NOMINATED SUPPLIERS

- USEO
- Numerous local suppliers



CURRENT STATUS

- Reusable glasses in glass materials on premium and luxury brands
- Paper cups : 2020
- Alternatives in sourcing (vegetal materials, reusable cups...)

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber



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WATER BOTTLES

	BRAND SEGMENTS CONCERNED	All
	ALTERNATIVES	Single-use plastic water bottles replaced by reusable or glass bottles (with filtered or tap water) / or by cardboard packaging. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Hygiene guide on refillable water process available here
	PRICE EVOLUTION	<ul style="list-style-type: none"> Glass bottle vs. Plastic in room: +4% Reusable bottles: under study Cardboard bottles: under study
	NOMINATED SUPPLIERS	<ul style="list-style-type: none"> Brita Danone, Nestlé Waters (discussions on-going)
	CURRENT STATUS	<ul style="list-style-type: none"> Filtered water fountains: nominated solution Mineral water in refillable glass bottles, already available locally Assessing solutions such as tetra pack

EXAMPLES



Examples of filtered water dispensers by Brita

Water in tetra brick. Brand: Rethink

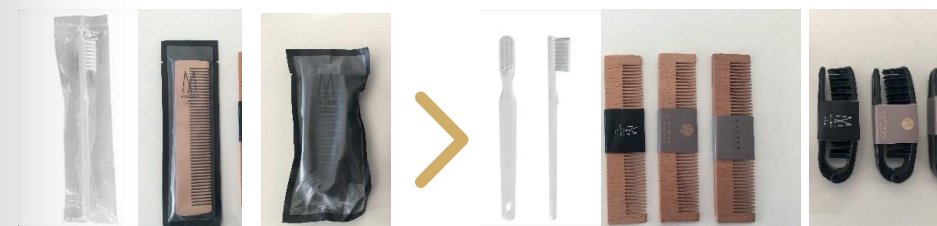
*FSC or PEFC labels guarantee non-deforestation paper fiber

ACCESSORIES

Dental Kit / Sewing Kit / Shaving Kit / Comb / Hair Brush

	BRAND SEGMENTS CONCERNED	Midscale and Luxury Brands
	ALTERNATIVES	Changes on the product & the packaging: <ul style="list-style-type: none"> Plastic packaging reduced and replaced by cardboard (with non-deforestation label*). Product materials replaced by sustainable material, if possible. Deadline for removal: end 2022 Each alternative has to be validated by the brand, including the visual identity
	OPERATIONAL PROCESS	Depending on the brand, the product may not be put by default in the room, but made available on request, in order to reduce volumes, costs and waste.
	PRICE EVOLUTION	New packaging: from ISO cost to increase ~10% (according to the brand) New products: deployment under study
	NOMINATED SUPPLIERS	MING FAI and HUNTER
	CURRENT STATUS	<ul style="list-style-type: none"> Combs in wood and paper packaging deployed. S2 2020: New plastic-less packaging for other accessories. S2 2021: New products for all brands

EXAMPLES



Toothbrush in Cornstarch

New hair brush and comb for Sofitel / MG and Pullman

*FSC or PEFC labels guarantee non-deforestation paper fiber



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COTTON BUDS



BRAND SEGMENTS CONCERNED

Midscale and Luxury Brands



ALTERNATIVES

Changes on the product & the packaging:

- plastic packaging reduced and replaced by a sustainable material.
Deadline for removal: end 2022
- plastic products replaced sustainable material, as for example cardboard with label* on deforestation or by compostable** material.
Deadline for removal: end 2019.

Each alternative has to be validated by the brand, including the visual identity



OPERATIONAL PROCESS

Depending on the brand, the product may not be put by default but made available on request, in order to reduce volumes, costs and waste.



PRICE EVOLUTION

New packaging: ISO cost for the new cotton buds packaging
New products: +3% for the new cotton buds in cardboard



NOMINATED SUPPLIERS

MING FAI and HUNTER



CURRENT STATUS

- Cotton buds in cardboard
- S2 2020:** New packaging without plastic

EXAMPLES

Current Sofitel cotton buds in cardboard



Current Novotel and Mercure cotton buds in cardboard and plastic packaging

*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.

SLIPPERS



BRAND SEGMENTS CONCERNED

Midscale and Luxury Brands



ALTERNATIVES

Changes on the product & the packaging:

- plastic packaging reduced and replaced by cardboard (with non-deforestation label*).
- material replaced by sustainable materials

Deadline for removal: end 2022
Each alternative has to be validated by the brand, including the visual identity



OPERATIONAL PROCESS

Depending on the brand, the product may not be put by default but made available on request, in order to reduce volumes, costs and waste.



PRICE EVOLUTION

New packaging: Iso Cost
New products: depending on the products chosen



NOMINATED SUPPLIERS

MING FAI and HUNTER



CURRENT STATUS

- Slippers without plastic bags for Luxury brands
- S1 2020** : New packaging for midscale
- S2 2022** : New slippers with sustainable materials

EXAMPLES



New Sofitel slippers

*FSC or PEFC labels guarantee non-deforestation paper fiber



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BATHROBE PACKAGING

BRAND SEGMENTS
CONCERNED

Midscale and Luxury Brands



ALTERNATIVES

Packaging reduced and replaced by cardboard with label* / or compostable** packaging
Deadline for removal: end 2022
Each alternative has to be validated by the brand, including the visual identity

OPERATIONAL
PROCESS

-



PRICE EVOLUTION

Cardboard packaging: ~ ISO cost

NOMINATED
SUPPLIERS

Local Printer

CURRENT
STATUS

- Paper collar for MGallery, Mercure and Pullman
- On-going for Luxury brands

EXAMPLES



*FSC or PEFC labels guarantee non-deforestation paper fiber

** The alternative must have an external certification (as OK COMPOST) in order to be sure that it is compostable in home compost, and not in an industrial site only.



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We are going to be scrutinized by our guests, consistency is key!

All Accor employees must be aware of these new guest expectations. It is everyone's responsibility to implement Accor's commitment to eliminate single-use plastic items.

Recommendations

Top priority: remove the most irritating products (plastic cups, individual amenities, little plastic contents in the buffets...).

If you continue to use some plastic products, explain why (examples: no solution available at the moment, you finish using the stock before moving to new products, you first test the alternative...).

Put yourself in the guests' shoes - Make sure the guest experience in the hotel is plastic free ; every detail counts (sugar packaging, collaterals, pens, small welcome gifts ...). Listen to your guests: in case of recurring complaints about a particular plastic product, find a solution quickly.

Plastic products that are not visible to the guest still have an impact on the environment: it is equally important to replace them, or at least to talk to your supplier or make a request to the purchasing teams (plastic packaging for linen, plastic film in the kitchen...).

Ensure that alternatives do not have a larger negative impact on the planet
ex: cardboard packaging without FSC or PEFC labels on non-deforestation / ex: packaging presented as compostable, but which only biodegrades in an industrial site and not in nature / ex: plastic film replaced by aluminium film but aluminium has a worse environmental impact

The challenge is not only to find alternatives to plastic. We must completely change our mindset, get away from the logic of single-use products and waste and adopt the «3R» logic (Reduce, Re-use, Recycle)

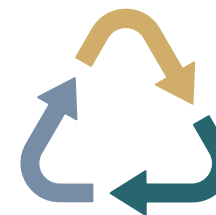


Reduce: Do not propose products with plastic (straws, sugar, accessories, ...) by default. Avoid individual packaging (especially at the buffet)



Recycle:

Sort plastic waste and encourage guests to do so; focus on recycled plastic products (ex: recycled plastic fabric...)



Reuse:

Favour reusable containers (in the kitchen), accept to reuse the containers brought by your customers (flask ...)



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Make our teams the Champions of Plastic Reduction



An internal communication kit

will be deployed early 2020 to help you understand the issues, adopt the behaviours, find the solutions ... It is important to raise awareness among all members of the hotel staff because all are concerned.



Updated Standard Operating Procedures (SOP) will help the teams in their daily tasks.

Certain operational tasks may be impacted: Housekeeping and MICE teams will be more concerned about reusable bottles for water or amenities dispensers in rooms. SOP are available for certain brands, or will be delivered on specific points.



Accor headquarters will lead by example.

The approach concerns our headquarters as much as our hotels. It is important that the offices be exemplary and set up task forces to remove plastic from our premises (water bottles, food packaging, plastic cups for coffee...).



We must make our efforts visible to our guests

IN HOTELS

A Kit will be proposed to the hotels early 2020, with collaterals to communicate on the single-use plastic alternatives.

Communicate on the actions once they are implemented rather than on the new Accor commitment.



Screen



Posters



Created by Swiss teams



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Going further

Accor takes the lead to eliminate plastic

Accor intends to join worldwide initiatives to eliminate plastic.

We will work on reducing plastic which is not visible to our guests
for example in the kitchen (high volume of plastic film), offices...

Accor will launch new actions to go further, for example to deal with microplastic in textiles



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