Corporate Responsibility Report - Australia 2018
Imagine Positive Hospitality

Because we care for millions of guests, each of our hotels is a planet in itself and every action matters. Let’s drive the change, and invite the world to accompany us, to better welcome the future.
We are delighted to launch Accor Australia’s third Corporate Responsibility (CR) Report covering the 2018 calendar year. During 2018, our company has grown significantly. We enjoyed many highlights throughout the year; we officially acquired Mantra Group adding four new brands - Art Series, Peppers, Mantra and Breakfree, opened 14 new hotels, grew our Australian network to over 330 hotels, and received numerous industry accolades which is a testament to the wonderful talent we have within the business.

Our commitment to social responsibility and working with our Accor Community Fund Partners was again a real highlight for the year and we raised $470,000 for the Fund. We were fortunate to announce a new Community Fund partner, and welcomed the Australian Childhood Foundation, as chosen by our Mantra colleagues. The Australian Childhood Foundation is an incredible organisation that works to defend the rights of all children to a safe and loved childhood and we are pleased to have them join The Garvan Institute of Medical Research, Lifeline, AIME Mentoring and Kokoda Youth Foundation.

After re-launching our Inclusion & Diversity Committee, we held some inspiring events for our employees. We sponsored and marched in the Sydney Gay & Lesbian Mardi Gras Parade, we held national celebrations for International Women’s Day, raised awareness of mental health issues by participating in R U OK Day, and heard from inspiring Australians, including Matt Levy, a dual Paralympic gold medallist, during Diversity Week. Our Indigenous programs continue to develop hospitality talent and as such approximately 5% (over 600 team members) of our workforce identify as either Aboriginal or Torres Strait Islander.

As the largest hotel operator in Australia, we are fully aware of our responsibility as a company and economic player. The respect we have for our employees and our guests is what drives our innovation and commitment to providing a positive hospitality experience; one that creates links and positive outcomes for all our guests, people, partners and community while striving relentlessly to reduce our environmental impact.

At a time when our industry and our Group is undergoing extensive transformation, more than ever, we will continue to evolve and grow while remaining true to our values and heritage as we undertake our sustainability journey. Our vision of hospitality is best expressed through the simplicity and warmth of our tagline ‘Feel Welcome’.

While the scope of this report is focused on our owned, leased, managed and strata hotel operations in Australia, (reporting of franchise hotels is excluded unless specified) we have also referenced broader impacts as part of the Accor Global Group. The Global Group also produces a CR report that forms part of the Global Group 2018 Registered Document.
Corporate Profile

Accor is a group united by a shared passion for hospitality and driven by a shared promise to make everyone ‘Feel Welcome’.

In Australia, Accor is operated by AAPC Limited (AAPC). AAPC Limited manages a substantial portfolio of assets through its subsidiaries. AAPC Limited’s ultimate holding company is Accor SA, a company listed on the French stock exchange.

Globally, Accor is 256,000 women and men in more than 4,600 establishments who look after thousands of guests every day in 104 countries. A new hotel opens globally every 33 hours.

As the largest operator of hotels in Australia and the Pacific, Accor employs more than 21,000 women and men, across 390 establishments, representing 46,935 rooms, to look after more than 10 million business and leisure guests each year across every Australian state and territory.

As one of the world’s and Australia’s leading hotel operator, it offers its guests, partners and employees:

- A large portfolio of internationally renowned brands covering the full spectrum, with luxury and premium (Raffles, Fairmont, Sofitel, SO, Swissôtel, Mövenpick, Pullman, MGallery by Sofitel, Grand Mercure, Quay West, The Sebel, Art Series, Peppers), midscale (Novotel, Mercure, Mantra, Tribe) and economy (Breakfree, ibis, ibis Styles, ibis budget) establishments
- A powerful distribution platform and loyalty programs – Le Club AccorHotels and Accor Plus
- 28 years of commitment to corporate citizenship and solidarity with the Planet 21 program in Australia
Our Portfolio

Luxury & Premium
- Sofitel
- Grand Mercure
- Peppers
- SEBEL
- Pullman
- Swissôtel

Midscale & Economy
- Mantra
- Novotel
- Mercure
- Tribe
- BreakFree
- Ibis
- Ibis Styles
- Ibis Budget

Loyalty
- Le Club AccorHotels
- AccorPlus
- Le Club AccorHotels Meeting Planner

Accor Pacific Network

<table>
<thead>
<tr>
<th>Australia</th>
<th>New Zealand</th>
<th>Fiji</th>
<th>French Polynesia</th>
</tr>
</thead>
<tbody>
<tr>
<td>337</td>
<td>44</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>HOTELS</td>
<td>HOTELS</td>
<td>HOTELS</td>
<td>HOTELS</td>
</tr>
<tr>
<td>45,211</td>
<td>5,313</td>
<td>852</td>
<td>342</td>
</tr>
<tr>
<td>ROOMS</td>
<td>ROOMS</td>
<td>ROOMS</td>
<td>ROOMS</td>
</tr>
<tr>
<td>17</td>
<td>14</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>BRANDS</td>
<td>BRANDS</td>
<td>BRANDS</td>
<td>BRANDS</td>
</tr>
</tbody>
</table>
Milestones 2018

95% of managed hotels achieved Planet 21 status and 68% of hotels across all management types

ibis Styles Hobart named Australia’s first and only 5-Star Green Star certified hotel

42,677 trees funded nationally via Plant for the Planet in 2018 taking the total number of trees planted to 89,440.

Female General Managers - reached 38% representation

Signed on as Official Accommodation Partner for Sydney Gay & Lesbian Mardi Gras 2018

ibis Styles Hobart named Australia’s first and only 5-Star Green Star certified hotel

$470,000 raised for Accor Community Fund and the addition of The Australian Childhood Foundation as a partner

Launching a hotel wellness platform and handbook to the network

Launch of Riise - relaunch of Group’s international diversity network

Indigenous Employment Programs - reached over 630 employees

Acquisition of Mantra Group

$470,000 raised for Accor Community Fund and the addition of The Australian Childhood Foundation as a partner

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Founding member of the City of Sydney Sustainable Destination Partnership

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Awards

**Business Leadership Awards Finalist**
NSW Green Globe Awards
Accor

**5-star Green Star**
Green Building Council of Australia
ibis Styles Hobart

**HM Awards**
Service to the Community & Best New Hotel
Sofitel Sydney Darling Harbour

**Australasian Hotelier of the Year**
HM Awards
Simon McCrath

**Transaction of the Year**
HotelsWorld
Mantra Group acquisition

**Development of the Year**
HotelsWorld
Sofitel Sydney Darling Harbour

**Australian Good Food & Travel Guide**
Two Chef Hats
Sofitel Gold Coast Broadbeach

**Best Australian Hotel**
Luxury Travel Magazine Gold List
Sofitel Melbourne on Collins

**Three Chef Hats**
Australian Good Food Guide
Mount Lofty House MGallery by Sofitel

**GOLD Deluxe Accommodation**
NSW Tourism Awards
The Fairmont Resort Blue Mountains MGallery by Sofitel

**Finalist in the 2018 LGBTI Awards in the brand category**
Accor

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*5-star Green Start - Green building Council of Australia - ibis Styles Hobart*

*Development of the Year - HotelsWorld - Sofitel Sydney Darling Harbour*
Our Values

Our values are embodied every day in our behaviour, and in our relationships with all of our stakeholders, both inside and outside the organisation. They guide our leadership methods and our actions and give meaning to our efforts. Our teams are expected to understand these values, which are the bedrock of the Group’s identity, and to embrace, express and share them to ensure that they are demonstrated by all employees. We each have an essential role to play in making these values a strong, living force in our corporate community.

Guest Passion

Hospitality is our trade; pleasing people is what drives us. Our guests are the driver of our decisions, of our actions. We put them first, we care for them. We go the extra mile for them. We enjoy doing it.

Innovation

We heard it was impossible, but together we did it. We stand for bringing guests’ dreams to life. We dreamed it, we did it, they loved it. We are curious, we welcome ideas. We are free to try, to test, to learn.

Sustainable Performance

We stand for creating value, for as many as possible, over the long term.

Trust

We believe in natural kindness. We support and value each individual and acknowledge their value. We deliver on our commitments. We say what we do, we do what we say.

Spirit Of Conquest

Our guests are globetrotters and so are we. We want to be where they want to be. We explore, we initiate and we develop. We are ambitious for our guests. We make the impossible possible, we have fun doing it.

Respect

We are connected with the world and to others. We enjoy the mix of cultures. We are proud of our differences. We put you first and we value you, whoever you are. We care for the planet.
Differentiated Operating Structures
Accor has five main operating structures – franchise agreements, management rights schemes (strata hotels), management contracts, leases and ownership. As part of the Group’s organisation into the HotelInvest and HotelServices businesses, all of the owned and leased hotels are integrated into the HotelInvest portfolio and are operated by HotelServices under management contracts.

Number of Hotels

% of rooms available

Other Businesses
Other businesses include the Accor Vacation Club holiday program, Accor Plus loyalty program and Qantas Lounges managed by Accor. The commercial activities of Accor New Zealand, Fiji, French Polynesia and Japan also report through Accor Australia. None of these entities are covered by this report.

Changes to Operations
On May 31 2018 the Group finalised the acquisition and ASX delisting of The Mantra Group, adding 138 hotels to the Australian and Pacific network. The Mantra Group business continues to operate as a dedicated business unit under the name Accor Apartments & Leases.
Our Approach

COMBINING BUSINESS WITH SUSTAINABLE DEVELOPMENT
The Accor Corporate Responsibility Manifesto

Because we care for millions of guests, each of our hotels is a planet in itself. Let’s drive the change and invite the world to accompany us, to better welcome the future.

Accor has a simple mission: To welcome guests and provide them with accommodation and meals around the world.

Inherent to any company is to make a profit. Second, an awareness of global challenges which demands that leading economic players, in particular major groups like Accor, assume new responsibilities such as sharing the value they create, nurturing fair and equitable stakeholder relations, integrating social responsibility and environmental considerations into their business practices and the opportunities and constraints inherent in the ever-increasing digitisation of the economy.

In this way, the Accor CR process is helping to change the Group. During 2018, implementation of the Planet 21 program continued across the Australian network building further momentum with hotels rolling out many new initiatives and improving their Planet 21 ratings with the objective of realising our 2020 commitments. The Planet 21 program is designed to support each of the Group’s assets which play a major part in value creation: its human capital, its brand portfolio and digital expertise, its buildings and its relations with its business partners, society and local communities.

Materiality Matters

Through our regular assessments of stakeholder feedback and industry trends, we gain an understanding of the issues that matter most to our key stakeholders; our people, guests, partners and investors, suppliers, industry players, regulators, local community and the environment. This ensures we can direct our efforts to respond in the most effective way to the most pressing emerging risks and opportunities. The Accor Global Group has published the results of environmental, social and economic footprint studies that continue to inform our approach to material matters. These reports are available for download online.

https://www.accorhotels.group/en/commitment/sharing-our-knowledge/planet-21 research

The materiality matrix highlights the results of the materiality assessment and their assessed rating for the Group in Australia and globally. Service quality & guest experience and work life quality are the two highest-ranking issues, reflecting the importance of people in the hospitality industry. The analysis also demonstrates that Accor must address many challenges in the three core topics of CR, with a greater emphasis placed on employment issues, followed by social and environmental concerns. Material topics are assessed and colour coded against the United Nations Sustainable Development Goals.
Commitments Supported by the Ethics and CSR Charter

Resolutely driven by an ambition of responsibility and sharing of value, Accor works in a spirit of compliance with ethical principles, applicable laws and regulations and strong commitments to its various stakeholders. The Charter, backed by the Group’s six values, affirms this ambition and frames Accor’s approach to accountability. The Charter inspires all of Accor’s socially responsible policies and guides the Group’s responsibility process, in the areas of management ethics, integrity, compliance and CR. To help employees put these fundamental principles into practice, the Charter includes real-world examples of situations they could encounter and describes the right way to handle them. Endorsed by the Chairman and Chief Executive Officer of the Global Group, the ethical and CSR Charter presents all the ‘extra-financial’ policies of the Group. The Ethics and CSR Charter is available both internally on the Group internet and externally on the Global Group website.


Acting Here Planet 21 2016-2020

Planet 21 in Action is the name of Accor’s Global Group Sustainable Development program, referred to as Planet 21.

The program establishes commitments for 2016-2020 across the six focus areas of guests, partners, people, communities, food and buildings. Accor has identified United Nations Sustainable Development Goals to which it contributes and align with the Group’s Planet 21 program and objectives. Detailed mapping of the alignment can be found in the Global Group’s 2018 Registered Document.

https://www.accorhotels.group/en/investors

A Vision and Road Map for Hotels

Our Values > Ethical and CSR Charter

Compliance

COMPLIANCE WITH REGULATIONS
Business ethics, labour laws, human rights, data privacy

Commitments

BEYOND REGULATORY REQUIREMENTS
Company policy, Planet 21, Solidarity Accor

Engage our GUESTS in a sustainable experience
Commutate with our PARTNERS to open up new horizons
Act as an inclusive company for our PEOPLE
Work hand-in-hand with local COMMUNITIES for a positive impact
Strive for zero food waste & healthy, sustainable FOOD
Move towards carbon neutral BUILDINGS

Acting for Positive Hospitality

12 Critical SDG
11 Important SDG
14 SDG
12 SDG
Commitments
As part of the 2016-2020 Planet 21 in Action program, Accor has established 16 mandatory actions for hotels to achieve a Planet 21 status. Hotels have the opportunity to implement a further 65 actions, each designed to improve each hotel’s social, economic and environmental performance. With each action, hotels earn points to obtain a Planet 21 rating level from Bronze to Platinum displayed publicly on AccorHotels.com.

During 2018, the Australian network continued to progress with the implementation of the Planet 21 program. Hotel ratings across all states and territories continued their steady improvement, representative of the ongoing commitment of our hotel teams and owners.

<table>
<thead>
<tr>
<th>ACCOR AUSTRALIA PLANET 21 HOTEL RATINGS</th>
</tr>
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<tbody>
<tr>
<td>NSW \ ACT</td>
</tr>
<tr>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Number of reporting hotels</td>
</tr>
<tr>
<td>No rating</td>
</tr>
<tr>
<td>Bronze</td>
</tr>
<tr>
<td>Silver</td>
</tr>
<tr>
<td>Gold</td>
</tr>
<tr>
<td>Platinum</td>
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</table>
This table provides a summary of Australian progress towards the 18 global and local commitments for 2020.

<table>
<thead>
<tr>
<th>2020 Global Group Key Commitments and Road Map</th>
<th>Australia Results</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Act as an inclusive company for our EMPLOYEES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The employee engagement index increases every year</td>
<td>68%</td>
<td>68%</td>
</tr>
<tr>
<td>35% of hotel General Managers are women by 2017.</td>
<td>33%</td>
<td>38%</td>
</tr>
<tr>
<td><strong>Engage our GUESTS in a sustainable experience</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% of our managed hotels achieve a Planet 21 Bronze rating</td>
<td>94%</td>
<td>79%</td>
</tr>
<tr>
<td>Our ‘ethical risk management and CSR’ process is deployed with 100% of our partners (owners and nominated suppliers)</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Work hand in hand with local COMMUNITIES for a positive impact</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% of our hotels are engaged in a citizen or solidarity initiative:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotels hosting Planet 21 or Solidarity event.</td>
<td>25%</td>
<td>69%</td>
</tr>
<tr>
<td>Hotels with fundraising activities in place</td>
<td>70%</td>
<td>74%</td>
</tr>
<tr>
<td>100% of hotels implement our WATCH program to fight against the sexual exploitation of children</td>
<td>97%</td>
<td>84%</td>
</tr>
<tr>
<td>10 million trees planted globally with our Plant for the Planet program by 2021</td>
<td>11,633 trees funded</td>
<td>14,013 trees funded</td>
</tr>
<tr>
<td><strong>Co-Innovate with our PARTNERS to open new horizons</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Our ‘CSR and ethical risk management’ process is deployed among 100% of our partners (owners and nominated suppliers)</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Move towards carbon neutral BUILDINGS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5% reduction in energy consumption by room and water consumption per night, by 2018 (owned, leased and managed hotels)</td>
<td>1.23% reduction in energy consumption year-on-year</td>
<td>3.2% reduction in energy consumption year-on-year</td>
</tr>
<tr>
<td><strong>Strive for zero food waste and healthy, sustainable FOOD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-30% of food waste</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% of our restaurants follow our Healthy and Sustainable Food Charter</td>
<td>N/A</td>
<td>6 hotels</td>
</tr>
<tr>
<td>Urban vegetable gardens in hotels</td>
<td>16 hotels</td>
<td>33 hotels</td>
</tr>
</tbody>
</table>
Our Guests

ENGAGING OUR GUESTS IN A SUSTAINABLE EXPERIENCE
Our Guests

Engaging our guests in a sustainable experience

During 2018, Accor Australia welcomed more than ten million guests to its hotels (excluding Mantra and franchise hotels). This engagement gives Accor Australia a dual responsibility:

- To guarantee to each guest, that they will receive quality service and products that are of a high environmental and social performance
- To take the opportunity to encourage its customers to act and multiply the beneficial effects of the Planet 21 program

Accor Global Group conducted a guest barometer study to:

- Understand guests’ attitudes and habits in relation to the adoption of sustainable practices in their daily lives
- Compare their eco-responsible behaviours when they are at home and when they are in a hotel
- Measure guest awareness and preferences in terms of the various responsible actions that have been planned by the Global Group

The study found that guests are looking for sustainable hotels. They are aware of the need for action and are involved in sustainable development in their daily lives.

A copy of the study is available for download via the Group’s research website.

https://www.accorhotels.group/en/commitment/sharing-our-knowledge/planet-21-research
**Guest Satisfaction and Online Reputation**

Guest reviews are critical in influencing the decision-making process for booking accommodation. At Accor, we manage guest feedback via three main channels. Effective guest feedback tools and processes are critical to both recognise outstanding performance and continually improve.

1. **VOICE OF THE GUEST**

Accor utilises a platform called Voice of the Guest (VOG) to capture, structure, interact and share all guest feedback combining both Guest Satisfaction Surveys and online reviews under a single tool.

VOG allows for easy responses to reviews and produces actionable business intelligence based on semantic analysis of our reviews.

2. **CUSTOMER CARE PACIFIC**

Our Customer Care team based in Sydney manages feedback relating to:

- **Guest Relations issues**: hotel quality feedback, hotel service and processes feedback - Australia, New Zealand, Fiji and French Polynesia
- **Customer Service issues**: rate distribution, website booking issues, call centre disputes, and call centre service feedback - Australia, New Zealand and Fiji

3. **BRAND ASSURANCE PROGRAMS**

Brand Assurance is a key element of a comprehensive Brand Experience Management Program. It is a critical tool to help our brands grow stronger, helping to build consistency and reputation.

Brand and quality audits provide brands and operations with actionable insights to improve customer experience and guest engagement.

Reputation Performance Score (RPS) is our key guest experience metric. RPS is the average ‘overall experience’ rating (out of 100) based on how our guests responded to both online reviews and Accor Guest Satisfaction Surveys.

Our 2018 RPS target was 81.95, an increase of 0.52 on 2017. Through the introduction of key initiatives such as Heartist and the Guest Journey Map, and effective use of guest experience tools, in 2018 Accor achieved an RPS of 82.49, well above target.

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPS</td>
<td>80.15</td>
<td>80.82</td>
<td>81.43</td>
<td>82.49</td>
</tr>
</tbody>
</table>
Heartist
In 2012 Accor brought emotional engagement to the hotel industry. We created our first phase of human connection, and branded it Peopleology. We unpacked the art of human connection to help us connect emotionally, not just functionally, with our guests and people.
In 2018, Accor committed to becoming even more guest obsessed through becoming Heartists – the second phase of human connection. Heartist is a four hour face to face program completed on Day 1 of employment and is based on four key principles.

1. People Crave Belonging
Our whole purpose at Accor is to make people feel welcome, so we start with doing everything we can to make every single person feel like they belong.

2. People Want the Real Deal
Heartists bring ourselves to work because we know, more than anything else, it is our unique and genuine people that bring our brand to life and make our guests feel welcome, and make our colleagues feel valued.

3. Every Person has a Story
At Accor we know how to make others feel heard and feel special. Both our guests and colleagues have a unique story to be celebrated.

4. People Hate to be Wrong
Because we know we all hate to feel wrong, we never make anyone ever feel this way. We love the complainers, the problem-raisers and the improvers.
Loyalty
Le Club AccorHotels is the free global rewards program of Accor. As a member of Le Club AccorHotels, you receive exclusive access to numerous benefits, whenever and wherever you want. Exclusive pre-sales, online check-in, dedicated customer care, and more. Discover the exclusive benefits that await at our 3,500 participating hotels across 17 brands in 100 countries.

In 2018, Le Club AccorHotels in Australia reached 3.3 million members. Le Club AccorHotels members in Australia contribute 30.8% of the company’s revenue. The program won six awards at the 2018 Freddie Awards, the most prestigious member-generated awards in the travel loyalty industry, the most awards of any other hotel group.

A Growing Membership Base
The total number of members in Australia continues to grow with 1 in 8 Australians now a member of Le Club AccorHotels.
Data Privacy
Maintaining customer confidentiality and the security of IT systems is paramount given the threat of cyber attacks and the ever-changing nature of technology. Further, it is important that customers feel that their personal information is secure and not used for purposes other than agreed. A link to the Accor privacy policy can be found on the Accor.com homepage.

Customer data is held and used at a global level. At a hotel level, from time-to-time hotels request downloads of the information (which is supported by the privacy policy) but Accor limits the number of requests and the use of such data. In Australia, agreements with third party data management providers and email communication tool providers have been put in place to ensure that data provided to hotels from a global level is appropriately managed in accordance with Australian law.

Health and Safety
Accor reviews the health and safety implications of all services and products provided to guests during and following their stay as part of the Group's risk management system. Relevant standards, codes and legislation are considered during the procurement process to ensure the best guest experience is maintained. These include, but are not limited to, food, amenities and equipment accessed during a guest stay. In addition, any impacts on guest wellbeing that are communicated through the Guest Relations feedback channels are reviewed with the highest priority.

Accessibility
With many guests requesting accessible accommodation, Accor is acutely aware of the need to provide service and facilities that meet a diversity of needs. All new hotels are designed to be compliant with current legislated requirements and, where practicable, the Group works with its partners to undertake renovations and upgrades to bring existing hotels in line with the latest standards.

Following Accor’s development and launch of the Accessible Tourism Guide in 2017, the business has continued to consult with Spinal Life Australia (SLA) to assist hotel teams in planning for and managing the specific needs of our guests. Accor was pleased to share its work with SLA members at a networking event in April 2018. The guide covers physical elements of hotels which can present as barriers, as well as sensory and attitudinal elements.
Mercure Mindful Meetings

Mindful Meetings by Mercure Hotels was launched in 2015 with mindfulness a key strategic pillar to support a unique, productive and memorable meeting experience. As part of the initiative, meeting rooms are dressed to inspire collaboration, food promotes concentration and a suite of interventions has been designed to ensure the energy of delegates is maintained throughout the day. Mercure Mindful Meetings are carbon neutral, with greenhouse gases produced during the meeting offset via the purchase of certified offsets.

Novotel InBalance Meetings

Pro surfer Sally Fitzgibbons is the wellness ambassador of Novotel’s InBalance offering. The InBalance meeting concept consists of five signature body and mind elements which are designed to bring meetings to life. As part of the program, a virtual 30 minute work-out session led by Sally can be included in any conference or event. Fitballs and yoga mats are available for delegates and InBalance local area maps are provided for those that want to go for a walk or run during break sessions. Fourteen Novotel hotels offer InBalance Meetings, with more hotels to come on board throughout 2019.

Pullman Meet / Play

Rather than a nice-to-have or an add-on, sustainable best practice is being integrated into the core thinking of the Pullman Meet/Play concept. Taking the Meeting21 standards as a base, the Pullman Brand is building on these to create a truly environmentally friendly experience.

Eco-Friendly Amenities

In-room amenities (soaps, shampoos and conditioners) go through a rigorous assessment process and are selected based on their whole of life characteristics including, but not limited to, chemical composition, testing, manufacturing processes, social and environmental impacts, performance characteristics and recyclability. The brand standard for Novotel Hotels & Resorts requires that amenities include FairTrade ingredients in addition to meeting environmental and social criteria. Amenities of Accor’s other brands are tested and certified by a third party Eco Label certification body.

Cleaning products

All cleaning products used in rooms and around hotels are Green Seal Certified.

Eco-Friendly Transport Services

The Planet 21 program encourages hotels to provide or promote eco-friendly transport services for guests. This includes helping guests identify the best walking routes, understand local public transport options, plan trips and order hybrid taxis over conventional taxis. Accor Australia has been working with Spinway to install bike rental stations at hotels nationally. The stations are installed outside hotels and easily accessible for guests. Since the first station was installed in 2014, 14 hotels have installed stations nationally and guests have made 37,766 trips with usage growing steadily. During 2018, guests made 12,589 bike trips, supporting guest health and reducing consumption of fossil fuels and pollution.

Electric Car Charging

Electric vehicles have an important role to play in the transition to a low carbon economy and ownership is anticipated to rapidly increase over the next decade. In anticipation, Accor Australia has begun the installation of electric charge points for guest use. To date, 23 hotels (including franchise hotels) have installed electric car charging points.
Our People

Acting as an inclusive company for our people
Our People

Acting as an inclusive company for our people

Accor is a Service Company

The quality of our hospitality and the satisfaction of our guests highly depend on the commitment and skills of our teams. To transform ourselves, we must also transform our culture around a promise made to our employees – Everyone at Accor has opportunities for lifelong learning and everyone feels valued. We want to give each of our employees the means to become more autonomous and adopt a culture of lifelong learning by developing their skills, in an agile manner, to respond to a fast-changing environment. Accor is proud to appoint talent as young as 15 and as experienced as 81 throughout our hotels and offices.

Accor maintains a number of policies that provide a framework for staff work. The policies build on the Ethics and CSR Charter and provide local specific details.

Policies include, but are not limited to:

- Discrimination and Sexual Harassment
- Bullying
- Workplace Health and Safety
- Return to Work (Rehabilitation)
- Grievance Policy
- Whistleblower Policy
- Social Media Policy
- Code of Conduct
- Email and Internet Usage Policy
- Environmental Policy Statement

Image & Recruitment

Life of the Employee

Our Commitments & Policies

People Engagement
Training and Engagement

At Accor, our talent is our most precious resource. We are committed to placing the way in which we lead our teams at the heart of our company culture. For more detail about how we engage and train our teams, please refer to the Jobs at Accor website.

https://jobs.ataccor.com.au

AccorHotels Académie

The Académie is the Global Learning and Development division within Accor.

The focus of the Académie is to support a high performance culture through learning and development of our teams. Training is provided to all Accor employees, regardless of their role, their skill level or tenure with a focus on enabling the business to support the growth and expansion goals of our business. Training via virtual/online, face to face and bespoke training to whole hotels, departments, small groups or individuals are available.

All staff also have access to the AHAcadémie Learning Platform. The platform offers a variety of professional and personal development courses that supports staff with self-paced learning, accessible from any device.

AccorHotels Académie is a Registered Training Organisation (90821) that provides new employment skills, nationally recognised qualifications and professional learning.

<table>
<thead>
<tr>
<th>TRAINING HOURS DELIVERED BY ACADÉMIE FACE-TO-FACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
</tr>
<tr>
<td>Overall Hours</td>
</tr>
</tbody>
</table>

During 2018, Australian team members completed 372 online courses using the new AHAcadémie Online Courses platform. The total number of completed learners was 7,674 and they completed 39,511 hours of online training.

The total virtual hours spent completing training was 39,807 and the number of different virtual courses provided was 48.

The number of different face to face courses completed was 65.

During 2018, the average number of training hours provided to team members by AccorHotels Académie was 5.5 hours based on December 2018 total team member numbers which was 10,315 and total face to face and virtual training hours which was 57,356.25.
Inclusion and Diversity

Accor's Vision: "We embrace differences and work together in everything we do, to make people feel welcome and valued."

Accor endeavours to make working in the company more appealing to all generations, inspire new ideas and ways of working, improve diversity and highlight exceptional talent. In 2018, a new Inclusion and Diversity committee was appointed, supported by Diversity Champions to activate initiatives in hotels, and worked on initiatives across four pillars: Multicultural (including Indigenous Australians), Cross Generational, Accessibility / Ability (encompassing mental health), and Gender & Orientation Equality.

2018 highlights for the Inclusion and Diversity committee include:

- International Women's Day celebrations in March
- Second year partnership with the 2018 Sydney Gay and Lesbian Mardi Gras festival
- Launch of RiiSE giving fresh impetus to the group's approach to gender equality and diversity
- Indigenous employment milestone of over 630 Indigenous employees nationally, over 5% of total workforce
- National Reconciliation Week and NAIDOC Week activations nationwide
- Official accommodation partner for the NAIDOC awards and National NAIDOC Women's conference for the first time in 2018
- Diversity week - celebration and engagement activity nationwide held in October
- Suicide prevention and mental health awareness centred on RUOK? Day
- International Disability Week in December

Gender

Accor is committed to achieving greater gender diversity with females represented in senior leadership positions. Accor Australia is acknowledge by the Workplace Gender Equality Agency and aspires to be an employer of choice for women.

At December 2018, 38.09% hotel General Managers were female.
Female Talent
In 2016, Accor Australia started reporting on gender balance of department managers across the business. In 2018, 55% of department managers were female. The Strategic Leaders Development Program, facilitated by the Academie is Accor’s high potential female leadership program designed to accelerate the development of female department managers. Department managers are a major source of new General Manager appointments so provide an important indicator for future trends.

In 2018, six years after the creation of WAAG (Women At Accor Generation), Accor gave fresh impetus to its international network promoting diversity with the launch of RiiSE. The RiiSE network has more than 14,000 members globally, and is a program focused on providing leadership training and networking opportunities for female manager and executives at Accor. The program is supported by the Australian Inclusion and Diversity Committee and is heavily considered in the overall inclusion and diversity strategy for 2019.

Disability
Accor Australia is committed to understanding the opportunities for people living with disabilities and the potential to integrate their skills into our business. In 2018, the total number of employees that reported a disability was 47.

Sexual Orientation
Accor Australia is committed to building a deep culture of understanding and respect for all people regardless of culture or ethnicity and celebrate all communities including lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ).

In 2016, Accor Australia released an open letter statement in support of changes to the Marriage Act 1961 in favour of marriage equality, and in 2017 and 2018 Accor signed a partnership agreement with the Sydney Gay & Lesbian Mardi Gras to be the Official Accommodation Partner of the festival.
Indigenous Employment Program

Accor Australia’s goal is to create employment outcomes that are sustainable, empowering and fulfilling which enables pride and inspiration within the Indigenous and non-Indigenous community.

We do this by forming relationships with organisations and people in the community who in turn provide high quality talent to our business. Since 2001, Accor has placed over 1,500 Indigenous employees within hotels across the nation. This has been driven through strong relationships with Government, partner organisations and existing employees whom are the best demonstration of success for our program.

Case Study:

In 2018, over 330 new Indigenous employees commenced their careers with Accor taking the Group’s total workforce population to over 630 (or 5%). One of the many highlights in 2018 was the appointment of Kenneth Abrook, a Kaurna man and team member at ibis Adelaide as the first ever Indigenous scholarship holder with the International College of Hotel Management (ICHM). The ICHM scholarship will see Kenneth complete a three year Bachelor of Business in Hospitality Management.


Accor Australia Reconciliation Journey

- **2001**: National Commitment to Reconciliation launched
- **2009**: 150 employees, community and business partnerships in operation
- **2011**: Inaugural Reconciliation Action Plan launched
- **2012**: Corporate Partner Award by Aboriginal Employment Strategy
- **2013**: 300 employees at 3.5% of workforce
- **2015**: Signed Employment Parity Initiative with Federal Government; 400 employees at 4% of workforce
- **2016**: 500 employees at 5% of workforce and first Indigenous General Manager appointed
- **2017**: 5.3% of total employees are Indigenous
- **2018**: Over 630 employees are Indigenous

*Includes franchise hotels
**Excludes franchise hotels & Mantra hotels*
Employee Benefits and Wellbeing

Accor Australia employees have access to a range of benefits and wellbeing initiatives. All full time and part time employees have access to the benefits including: flexible work, private health insurance, employee assistance counselling program, parental leave (birth and adoption leave), Carte Bienvenue staff discount card, family and friends accommodation rates, corporate partnership deals, education assistance policy and domestic violence leave, which was introduced in 2018. Over 100 requests for flexible work arrangements were made and 88% of those requests were approved. A summary of the initiatives is available online at https://jobsataccor.com.au

Work, Health and Safety

In Australia, Accor uses a combination of local and global systems and procedures to effectively manage a broad range of relevant risks. Historically, risk management efforts and strategies have been almost entirely developed, driven, produced and reported at a local level (Australia and Pacific). During 2018 we have seen an increased Global emphasis on the security of our Hotels, thus protecting Hotels, partners, employees, and guests from loss and harm. Please refer to the 2017 Corporate Responsibility report for a full overview. https://jobsataccor.com.au/about-accorhotels/

Talent and Culture Indicators

In addition to the data collected in relation to staff training, diversity and WHS performance, the business uses a range of other metrics to assess people based performance in the form of Human Resources indicators.

Staff Engagement Survey

Each year Accor Australia surveys all staff to assess staff engagement levels. Introduced in 2015, the existing engagement score methodology produces a percentage engagement measured from a series of questions relating to three principles:
1. Say: Speak positively about the organisation to co-workers, potential employees, and customers
2. Stay: Have an intense sense of belonging and desire to be part of the organisation
3. Strive: Are motivated and exert effort toward success in their job and for the company

The Planet 21 target is to grow staff engagement, year-on-year.

<table>
<thead>
<tr>
<th>STAFF ENGAGEMENT SURVEY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Hotels nationally</td>
</tr>
<tr>
<td>NSW / ACT</td>
</tr>
<tr>
<td>QLD / NT</td>
</tr>
<tr>
<td>VIC / SA / TAS</td>
</tr>
<tr>
<td>WA</td>
</tr>
<tr>
<td>Corporate office</td>
</tr>
</tbody>
</table>
Our Partners

CO-INNOVATING WITH OUR PARTNERS TO OPEN UP NEW HORIZONS
Our Partners

Co-innovating with our partners to open up new horizons

Our business and performance are closely linked to those of our partners, i.e. suppliers and owners of the Accor establishments operated under management and franchise contracts. Consequently, we have a wider responsibility and must:
• Extend our social, societal and environmental commitments to them
• Involve them in our progress
• Raise standards all along the value chain

The development and ongoing management of relations with partners are governed by two key documents:
• Procurement Charter 21
• Ethics and CSR Charter

Sustainable Procurement

The Global and Australian Procurement Department is responsible for the management of nominated supply agreements that support AccorHotel's operations. These agreements can be for the supply of goods and services on a local, regional, national or international basis. In 2018, Accor continued with the implementation of the Procurement Charter 21 (first launched in 2002), and the CR and ethical risks management process. For further information about our Sustainable Procurement Approach. Refer to our 2017 CR Report for full details.


Adding Value

Great partnerships extend far beyond commercial value.

Australian Spend and Risk Category Summary

<table>
<thead>
<tr>
<th>Topic ($'000)</th>
<th>Definition</th>
<th>2015*</th>
<th>2016*</th>
<th>2017*</th>
<th>2018*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia total procurement spend</td>
<td>Nominated + non-nominated spend for all categories</td>
<td>$666,094</td>
<td>$657,392</td>
<td>$681,277</td>
<td>$727,152</td>
</tr>
<tr>
<td>Australia spend in risk categories</td>
<td>Nominated + non-nominated spend for risk categories</td>
<td>$284,465</td>
<td>$300,317</td>
<td>$290,949</td>
<td>$307,971</td>
</tr>
<tr>
<td>% of risk categories spend</td>
<td>Automatic ratio</td>
<td>43%</td>
<td>46%</td>
<td>43%</td>
<td>43%</td>
</tr>
<tr>
<td>Spend with Nominated Suppliers</td>
<td>All categories</td>
<td>$274,689</td>
<td>$285,956</td>
<td>$314,337</td>
<td>$354,877</td>
</tr>
<tr>
<td>Number of Nominated Supplier Contracts</td>
<td></td>
<td>242</td>
<td>238</td>
<td>232</td>
<td>239</td>
</tr>
<tr>
<td>Nominated Suppliers signed the Charter (%)</td>
<td>Automatic ratio</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>Nominated Spend in risk categories</td>
<td>27 risk / high risk categories</td>
<td>$168,655</td>
<td>$173,326</td>
<td>$200,030</td>
<td>$226,847</td>
</tr>
<tr>
<td>Nominated Spend in risk categories</td>
<td>Automatic ratio</td>
<td>61%</td>
<td>61%</td>
<td>64%</td>
<td>64%</td>
</tr>
</tbody>
</table>

# The annual reporting period adopted by the Procurement Department is October to October instead of the conventional calendar year referred to through this report.
Engaging Investment Partners and Franchise Owners

Managing the CSR and ethical risks of the owners of managed and franchised hotels is an increasing concern for the Group. These partners and their hotels operate at varying scales and capacities, adding additional complexity to the implementation of initiatives.

From 2016, the Planet 21 program became a mandatory program for hotels of all operating structures. In order to achieve the 2020 program objectives all hotels will need to join and engage with the program.

Co-Innovating with Our Partners

Accor has an established record developing co-innovation projects with our suppliers and partners. As we strive to implement our commitments, we have increasingly been required to develop solutions and unprecedented products and services designed to address sustainability concerns.

Outsourced Resources

Accor contracts a number of outsourced housekeeping companies that service the network. With a focus on developing and maintaining a positive working environment for our people and partners, the Procurement Department maintains a close working partnership with these companies who employ more than 1,800 staff that work across the network including franchise hotels. Outsourced housekeeping staff receive Accor Heartist customer service training and must comply with the hotel policies and procedures including Work Health and Safety procedures specific to each hotel.

Innovating to create new eco-friendly cleaning product

Recognising the potential impacts of cleaning products on the environment, the Accor Global Group in 2009 began looking for effective alternatives to conventional products.

Unable to find the right products, Accor established a partnership with Diversey, creating a new range of eco-labelled cleaning products designed to meet the needs of our hotels.

This collaboration is one of the main reasons why 97% of Accor hotels globally now use ecological cleaning products. The partnership delivers benefits for our guests, our people and the environment.
Our Community
WORKING HAND IN HAND WITH LOCAL COMMUNITIES FOR A POSITIVE IMPACT
Our Community

Working hand in hand with local communities for a positive impact

We contribute substantially to the social and economic development of local communities in which our hotels are located by creating jobs in our hotels and buying locally, creating local economic stimulus. As our employees are part of their local communities, they are more willing and able to make a difference. Most of our hotels are heavily involved in voluntary community work and social care.

AccorHotels Community Fund

Since launching in 2016, The AccorHotels Community Fund has raised over $1.2m with the goal of building healthy families across the country. We do this by investing in partner organisations that have strength, expertise and success in delivering beneficial programs to the community.

In 2018, The AccorHotels Community Fund welcomed an additional partner organisation - the Australian Childhood Foundation - which focuses on providing children with a safe and loving childhood through specialised therapeutic services. The Foundation also educates and empowers organisations to provide these services.

KEY FUNDRAISING CONTRIBUTIONS:

In 2018, Accor Australia donated $470,000 to the four foundation partners to enhance or expand their services to the community. The focus area of these donations includes:

- Funding for ten students to participate in the Kokoda Youth Foundation’s On the Right Track Program
- Expand access to Lifeline’s crisis services including taking their phone and online support to a range of digital touchpoints
- Invest in the Garvan Institute of Medical Research’s Rare and Neglected Cancer Research Program
- Expanding AIME’s mentoring programs to reach 10,000 Indigenous youth annually
Plant For The Planet

Plant for the Planet is a global guest engagement program focused on reinvesting energy and water savings from guest towel reuse in reforestation and environmental improvement projects. Globally the program to date has planted more than 5 million trees and Accor has committed to plant 10 million more trees by 2021.

Accor Australia has a long running relationship with Greening Australia, a non-profit organisation recognised nationally for their work to put an end to the disappearance of biodiversity by replanting native trees, shrubs and grasses. The tree planting activities are monitored and audited by Accor’s global Plant for the Planet partner, PurProjet.

Due to the time it takes to collect native seeds and grow seedlings, tree planting traditionally takes place one to two years following the annual payment by Accor. To date, participating hotels nationally have funded the planting of 46,763 trees.

During 2018, 42,677 trees were funded for planting in 2019/20. The trees will be planted in four geographical areas: the Great Barrier Reef, Cumberland Plain in Western Sydney, Habitat 141° in South Australia and Peel Biolinks in the south west region of Western Australia. For more information about Australian Plant for the Planet activities, visit the Pur Projet project page:
[https://www.purprojet.com/project/greening-australia/](https://www.purprojet.com/project/greening-australia/)

<table>
<thead>
<tr>
<th>Trees planted and funded</th>
<th>2013 &amp; PRIOR</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trees planted and funded</td>
<td>7,708</td>
<td>3,765</td>
<td>9,644</td>
<td>11,633</td>
<td>14,013</td>
<td>42,677</td>
<td>89,440</td>
</tr>
</tbody>
</table>

WATCH (We Act Together for CHildren)

Since 2001, Accor has globally led a fight against sexual exploitation of children in tourism alongside ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes) International. In 2012, Accor globally bolstered its commitment further by creating the WATCH program. Accor’s commitment to WATCH is based on informing and training employees, raising awareness among customers and suppliers and developing relations with public authorities. Working with the local ECPAT representative, Child Wise, Accor Australia has developed a robust child protection framework.

Soap Aid

In 2015, Accor announced a formal partnership with Soap Aid – a not-for-profit organisation which improves the lives of children in disadvantaged communities around the world through improved hygiene practices by using repurposed soap bars. In 2018, Accor throughout Victoria and New South Wales donated 1,517 kgs of discarded soap. Since the program started 9,616 kgs have been collected to producing 96,160 bars of soap for distribution to 161 schools in 10 countries or territories to improve sanitation. Territories and countries include Western Australia, Northern Territory, Papua New Guinea and Fiji.
Our Buildings

MOVING TOWARDS CARBON NEUTRAL BUILDINGS
To meet the global emissions reduction goal set by the Paris climate agreement, Accor has committed to progressing hotels to becoming carbon neutral buildings. On average, the Global Group opens one new hotel every 33 hours internationally and hundreds more hotels are renovated each year.

**Energy Consumption and Intensity**

Accor maintains a detailed understanding of the energy consumption profiles of each hotel. Each year, Accor Australia sets each hotel specific annual reduction objectives for energy and water consumption. Hotel performance is monitored using the web based Gaia platform. The tool tracks a variety of hotels metrics including, but not limited to, energy and water consumption, hotel characteristics (number of rooms, facilities, technical equipment), occupancy rates, weather, brand family and region. From this data, a number of ratios and analysis are produced to help hotels monitor efficiencies and track progress towards targets.

A growing number of hotels have installed ‘smart’ building technologies including IoT solutions to improve data collection and automate building systems. The systems deliver the benefit of reducing energy consumption and maintenance costs. As IoT technologies are increasingly proven in hotels, the Accor Global Group anticipates significant uptake.

**Renewable Energy**

The number of hotels with onsite renewable energy systems continued to grow with a number of notable installations across owned, leased, managed and franchise hotels. Notable Solar Photovoltaic systems include:

- Novotel Barossa Valley Resort - 158kW
- Pullman Quay Grand Sydney Harbour - 100kW
- Fairmont Resort & Spa Blue Mountains - MGallery by Sofitel - 100kW
- Novotel Sydney Olympic Park - 75kW
- Ayers Rock Resort - Tjintu Solar Field - 1.8MW

During 2018 the number of hotels in the Australian network continued to grow, hence did total consumption. Despite this, the energy ratio continued to improve following the implementation of energy efficiency initiatives.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total consumption (MWh)</td>
<td>282,546</td>
<td>283,513</td>
<td>294,028</td>
</tr>
<tr>
<td>Ratio kWa / available room</td>
<td>40.3</td>
<td>39.0</td>
<td>37.8</td>
</tr>
</tbody>
</table>

2018 Reporting includes data from 119 validated managed hotels.
Carbon Emissions

CO2 emissions from hotels are calculated using energy consumption data including:

- Direct emissions associated with fuels (gas, fuel, oil) burned in hotels; and
- Indirect emissions associated with offsite generation of electricity and purchased via network connections.

The coefficients of greenhouse gases used for electricity and fuel are from the resource centre on the balance sheets of ADEME/greenhouse gases consistent with Global Group reporting. Total emissions of greenhouse gases are expressed in CO2 equivalent tons.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total direct CO2</td>
<td>17,438,023</td>
<td>17,558,692</td>
<td>19,511,500</td>
</tr>
<tr>
<td>Total indirect CO2</td>
<td>173,328,160</td>
<td>173,800,325</td>
<td>170,076,500</td>
</tr>
<tr>
<td>Total direct and</td>
<td>190,766,183</td>
<td>191,359,017</td>
<td>189,588,000</td>
</tr>
<tr>
<td>indirect CO2 emissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO2 emissions per room ratio (kg/av.room)</td>
<td>27.2</td>
<td>26.3</td>
<td>24.6</td>
</tr>
</tbody>
</table>

Water

Australia is the second driest continent on earth with only a limited capacity to provide fresh water. As pressure on water resources increases, it’s important that efficiencies be found to reduce and conserve water resources.

In order to improve the water efficiency of hotels, Accor has established a minimum standard flow rate for all showers, taps and toilets that are now mandatory for Planet 21 hotels. Regular monitoring of water consumption is used to identify drips and leaks to reduce water loss. Hotels monitor total consumption trends as well as the consumption ratio per guest (litres/night).

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total consumption (M3)</td>
<td>2,312,044</td>
<td>2,310,043</td>
<td>2,406,965</td>
</tr>
<tr>
<td>Ratio litres / guest</td>
<td>257</td>
<td>246</td>
<td>248</td>
</tr>
</tbody>
</table>

Waste and Resource Recovery

In 2016, Planet 21 established waste and resource recovery commitments for 2020, including a 65% operations recycling rate. A new Global Group waste policy defines three priorities designed to aid the transition to a circular economy:

- **Priority 1:** To treat 100% of hazardous waste at approved facilities
- **Priority 2:** To sort and value waste generated by operational Group activities. It is the ambition of the Global Group to sort and recover 95% of waste in 10 years
- **Priority 3:** Reduce the quantity and volume of the most significant waste categories: food waste, packaging waste and paper waste

The Planet 21 program requires that hotels report on the implementation of a number of different waste and recycling related activities as detailed below.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hotels Implemented 2016</th>
<th>Hotels Implemented 2017</th>
<th>Hotels Implemented 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort and recycle at least two types of waste: paper, glass, cardboard or plastic</td>
<td>98%</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td>Sort and recycle paper, glass, cardboard and plastic</td>
<td>82%</td>
<td>86%</td>
<td>89%</td>
</tr>
<tr>
<td>Collect and recycle food oils</td>
<td>70%</td>
<td>72%</td>
<td>76%</td>
</tr>
<tr>
<td>Implement fat stores to collect and recycle food fats</td>
<td>69%</td>
<td>69%</td>
<td>74%</td>
</tr>
<tr>
<td>Recycle food waste</td>
<td>28%</td>
<td>29%</td>
<td>29%</td>
</tr>
</tbody>
</table>

2018 Reporting includes data from 119 validated managed hotels.
Our Food

STRIVING FOR ZERO WASTE, HEALTHY AND SUSTAINABLE FOOD
Our Food

Striving for zero waste, healthy and sustainable food

During 2018, Accor Australia served more than 14 million meals from more than 170 food outlets. The Global Group is aware that the current food model is not sustainable and would like to offer quality food to customers who have very strong expectations for sustainable development when it comes to food and drink. On this major issue, Accor has committed to three key objectives: offer guests healthy and sustainable food, reduce food waste and develop urban agriculture.

Health and Sustainable Food Charter

During 2018, Accor Australia launched an updated Healthy and Sustainable Food Charter to all hotels. The goal of the Charter is to offer guests a true culinary experience through high-quality, healthy and sustainable food, all the while contributing to the transformation of the agricultural model and fighting against food waste. The Charter is available here.

Accor Australia strives to source the best, freshest, seasonal produce from local markets nationally. Accor has made the following commitments in line with the Charter:

- To cut food waste by an average of 30%
- To favor local food suppliers and seasonal produce
- To increase our selection of organic products and support agroecology
- To prefer suppliers committed to animal welfare
- To ban endangered fish species and promote responsible fishing
- To eliminate single use plastics
- To remove controversial food additives and reduce fat and sugar
- To serve responsible coffee or tea
- To cater for a range of dietary needs

Reducing Food Waste

For Accor, Food Waste has three facets: ethical, ecological and economical.

- **Ethics** - Each year, more than 30% of world food production is lost. Less than a quarter of that wasted food would be enough to defeat the scourge of hunger, which affects 795 million people globally. 1 In Australia, 2 million or one in six Australians seek food relief each year, including one million children.

During 2018, Accor Australia continued the rollout of our food waste management program with priority hotels to help control and costs, the metric selected for global measurement and comparison.

Accor also continued its long running collaboration with OzHarvest for food waste that can’t be avoided, or consumed internally. During 2018, 3,901kg of food were donated to the charity, equal to 11,700 meals. Participating hotels have consistently achieved 30-50% reductions in food waste.

**The Last Straw for Pullman Bunker Bay Resort**

Pullman Bunker Bay Resort committed to phase out plastic plates and utensils in early 2018, replacing them with bamboo products, which was followed by a pledge during Plastic Free July to remove plastic straws from the resort. Biodegradable paper straws are now offered to guests on request. The Resort participated in the annual Bunker Bay beach clean-up day, part of Clean Up Australia Day and supports the Tangaroa Blue Foundation.

Pullman Bunker Bay General Manager, Leighton Yates said: “We know that reducing our plastic waste and supporting environmental sustainability is important to our guests. They want to know that their purchases are not having a negative impact on the world - and who can blame them? We already work with our guests to reduce water consumption by re-using their towels and linen, and are so thrilled that we will no longer be using plastic straws.”

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**HACCP** - As part of Accor’s commitment to serve consistently healthy and safe food for our guests, the business has adopted the HACCP Food Safety Methodology. HACCP provides a methodology to ensure that all raw materials, products and services that are purchased, handled and processed conform to specified requirements and provides traceability throughout the supply chain. With an initial focus on luxury upscale brands, hotels across the Australian network are receiving certification, in addition to the suppliers engaged by National Procurement. All other hotels are required to implement a comprehensive and compliant food safety program that meets the needs of their operations.

**CAGE FREE EGGS** - As part of Accor Australia’s commitment to end the use of caged eggs in our hotels, the Australian Procurement Department is working with suppliers that have adopted animal welfare practices to meet the Groups’ requirements. The Group is working towards a national goal of cage-free or free-range eggs in hotels by 2025.

**HONEY BEES** - During 2018 the number of hotels with honey bee hives onsite increased from 11 hotels to 21. Installation of beehives is one of the actions of the Planet 21 in Action program for hotels and an action that has been proven very popular with guests. Honey bees play a key role in the sustainability of the food supply chain as they are the key to the pollination of the agricultural and horticultural crops which ultimately produces a very large proportion of the food that we all eat. Once the hotels meet minimum production requirements, the honey from the hives can be made available at the breakfast bar and used as VIP amenities.

**SINGLE USE PLASTICS** - The Accor Group made a number of new commitments in 2018, which ties in with the Planet 21 program to eradicate plastic straws and stirrers by end of 2019. Straws and stirrers are to be provided only if required, and have to be eco friendly. To eradicate plastic cotton buds by end of 2019 which will be replaced by cardboard cotton buds. To progressively, make best efforts to replace other disposable plastics (plastic bottles, plastic laundry bags, disposable plastic glasses, individually plastic packaged items as amenities, accessories etc) with more ecological products.
Vegetable Gardens in our Hotels

The development of urban agriculture provides a response to growing urbanisation - the growing gap between agricultural rural areas that produce food for cities and consumers. Recent years have seen the emergence of new innovative approaches to bring these two worlds together including urban gardens, educational peri-urban farms and direct sales models.

Locally, Accor has set a target of 60 hotels with vegetable gardens by 2020. In order to be valid, gardens need to meet certain criteria, including a minimum cultivation area of 20 m², production of plants for food consumption and regular maintenance. Each garden will be adapted to the context of the hotel and relevant space constraints.

The number of hotels with productive gardens grew to 52 in 2018, an increase of 57% from 2017. Highlights from the year are detailed below.

Pullman Reef Hotel Casino

Pullman Reef Hotel Casino has brought to life unused roof and balcony space with the installation of two Ebb and Flow (flood & drain) hydroponic systems which produce a range of herbs and edible plants for hotel guests food and beverage outlets. The hotel has also set up two bee hives hosting a total of approximately 20,000 bees on the hotel’s rooftop. All honey produced is passed directly onto the hotel’s award winning Tamarind Restaurant.

Novotel Cairns Oasis Resort

Novotel Cairns Oasis Resort successfully relocated and replanted their existing herb garden to make it closer to the kitchen and accessible to guests. The hotel has expanded the variety of planted herbs which are used in the menus and the hotel bar has come up with a number of herb infused cocktails, using basil, rosemary and mint.
Together we are acting for Positive Hospitality