

Environment Charter

The Accor network includes 4,100 hotels.

Accor comprises a great diversity of hotels in terms of size, location and management methods. As a result, the establishment of a charter is intended to unite the entire network around a common "road map."

Accor also has offices worldwide.

The environmental issues for an office are not the same as those for a hotel. At Accor, a specific Environment Charter is available for corporate offices to give them a suitable management tool.

2010 Accor objectives

1 - Apply the Hotel Environment Charter in all owned and leased hotels and in headquarters and offices of all Accor units.

2009 year-end indicator: 97% of owned and leased hotels apply the Hotel Environment Charter - 86% of the network. Launch in 2008 of the Offices Environment Charter.

2 - Launch an independent data control process.

2009 year-end indicator: 8 actions in the charter were included in quality audits in 1,793 hotels.

Achievements

- **86%** of Accor hotels use the Hotel Environment Charter to steer their environmental performance.
 - See the Hotel Environment Charter (186k)
 - See the practical guide (1.7M)
 - See the Environment Charter poster to be displayed for guests (680k)
- Hotels are asked every year to communicate information on the number of actions they apply in the Hotel Environment Charter. These data are recorded and compiled using an internal management tool named OPEN. This tool, which is operational since 2005, tracks the Group's performance over time and rapidly identifies areas for improvement.
 - Learn more on managing the sustainable development process
- In 2007, Accor organized an outside audit to verify data on a sampling of hotels. As a result of this audit, measures have been taken to improve the reliability of the information, particularly by including charter measures in the Group's quality audit processes.
- In order to extend the commitment and performance management to all the Group's businesses, the Offices Environment Charter was launched in 2008. Directly inspired by the Hotel Environment Charter, it gives Accor offices around the world the opportunity to initiate the same environmental approach using 60 measures suitable to their specific issues.
 - See the Offices Environment Charter (144k)