

Sustainable Development

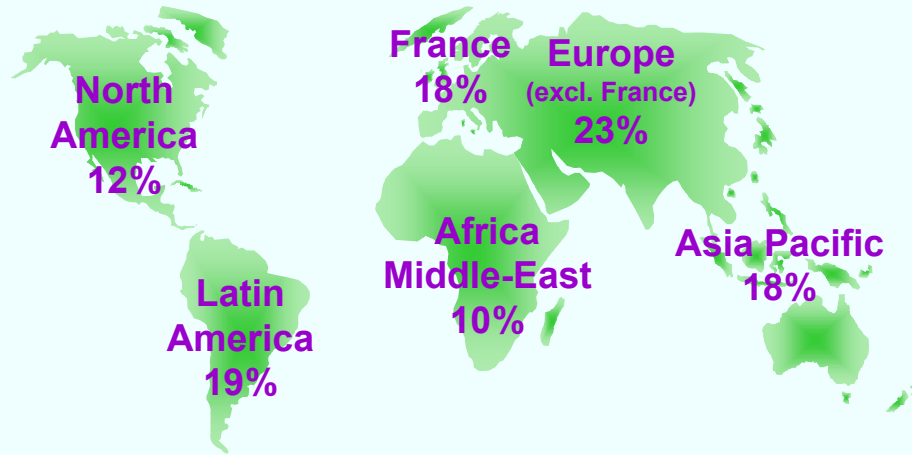
Accor in indexes:

- ▶ Aspi (Vigeo) since 1999
- ▶ Dow Jones SI (Sam) since 2002
- ▶ FTSE4Good (Eiris) since 1999

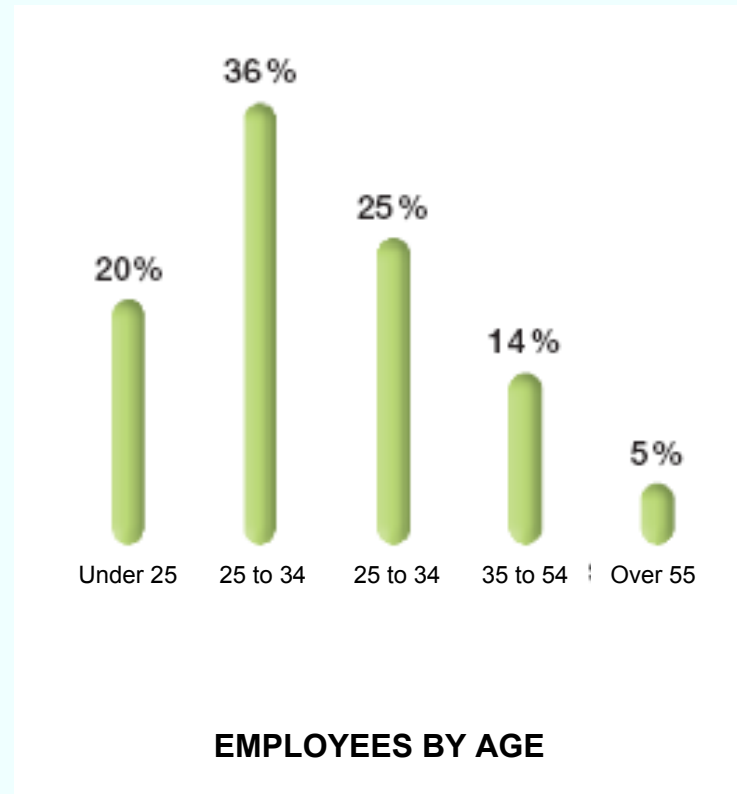


Transparent information

158,000 people worldwide



- ▶ **Women/men**
50% men / 50% women
- ▶ **Managers**
60% men / 40% women



Transparent information

- ▶ Training
- ▶ Mobility
- ▶ Promotion

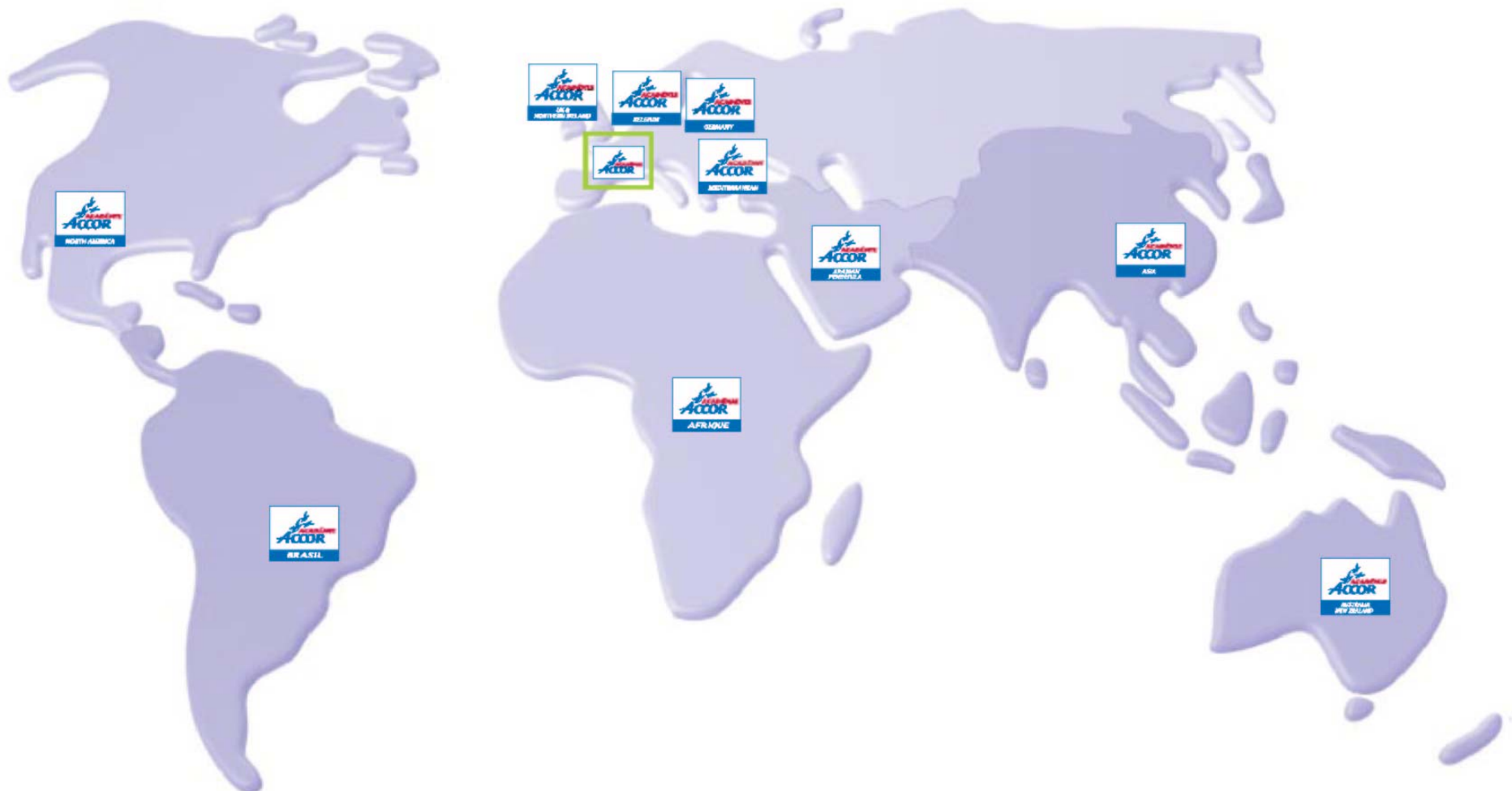




Human Resources

A network of 11 Academies worldwide

110,000 out of 158,000 people
took part in skills enhancement programs in 2003



- ▶ Partnership with “Sida entreprise”
- ▶ Prevention and testing programs; funding
- ▶ Pilot program in Cameroon



To reinforce employee training and information



Environment

- ▶ Water
- ▶ Energy
- ▶ Local initiatives

To train employees and raise customer awareness

Accor Hotels Environment Charter

Our hotel is committed to the Environment and implements the following actions



Waste management and recycling

- 1 - We organise selective collection of stationery, newspapers and magazines for recycling.
- 2 - We organise selective collection of cardboard for recycling.
- 3 - We organise selective collection of glass for recycling.
- 4 - We organise selective collection of printer and photocopier ink cartridges for recycling.
- 5 - We organise selective collection of used frying oils for recycling.
- 6 - We use recycled paper as a priority.



Technical controls

- 7 - We control our own energy consumption.
- 8 - We control our own water consumption.
- 9 - Our hotel has been declared an asbestos risk-free building.



Architecture and Landscape

- 10 - We comply with the Accor visual charter for our hotel signage and directional signage.
- 11 - We maintain and enhance our hotel's green areas.
- 12 - We plant at least one tree per year around the hotel.

Awareness and Training

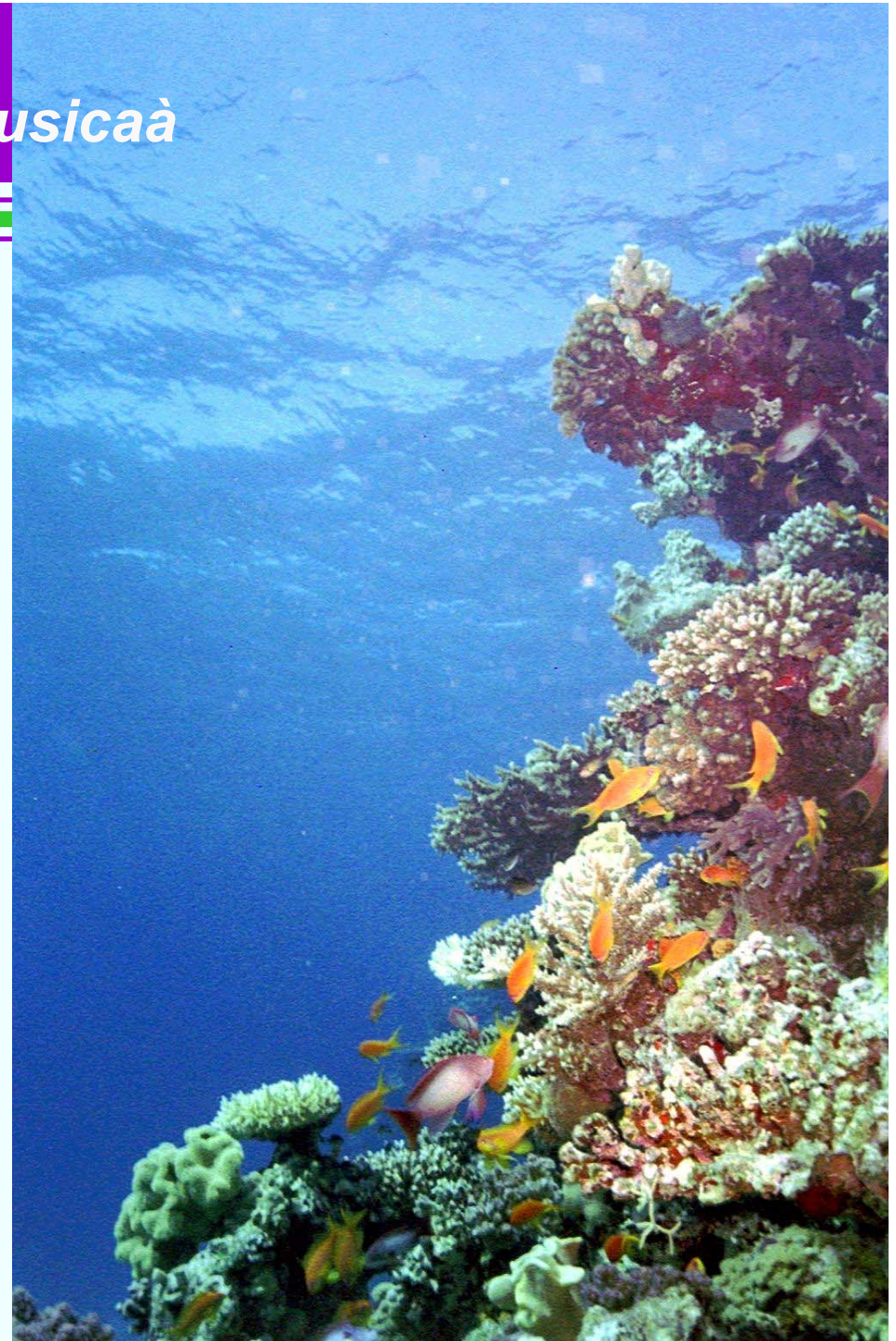
- 13 - All staff have taken part in a meeting to raise awareness of our environment-friendly policy, at least once in the past year.
- 14 - We are partners with an association or local authority in the context of an environmental protection initiative.
- 15 - We inform our customers of the actions carried out to make our hotel more environment-friendly.



► **Programs in the Red Sea**



*To raise customer awareness
of environmental risks*





Environment Environmental certification for Ibis

**Ibis first hotel chain
involved in the ISO
14001
environmental
certification**

***To improve environmental
stewardship***



- ▶ Sent to our 2,000 preferred suppliers
- ▶ Tested in France in 2003 and in Europe in 2004

*To share requirements
with suppliers*



CHARTRE ACHATS
DÉVELOPPEMENT
DURABLE

- ▶ Launch in 2003
- ▶ 2004: new products, new markets

To share requirements with suppliers



CAFÉ COFFEE



SOFITEL VOUS PROPOSE
UN CAFÉ MALONGO
PORTANT LE LABEL MAX HAVELAAR.
COMMERCÉ ÉQUITABLE.

SOFITEL OFFERS YOU A MALONGO
MAX HAVELAAR CERTIFIED COFFEE.
A FAIRTRADE PRODUCT.

QU'EST CE QUE LE COMMERCE ÉQUITABLE ?

C'est une alternative qui vous propose de bons produits (café, thé, cacao...) cultivés et commercialisés dans le strict respect des droits de l'Homme et de l'environnement.

QU'EST CE QUE LE LABEL MAX HAVELAAR ?

C'est un label décerné par une organisation indépendante : Max Havelaar garantit que le café a bien été produit dans des conditions de travail satisfaisantes et que le producteur a reçu un juste prix pour son travail.

QUELS SONT LES OBJECTIFS DE L'ORGANISATION MAX HAVELAAR ?

Contribuer au développement durable en soutenant les paysans des pays en voie de développement et mettre en place des relations commerciales plus équilibrées entre le Nord et le Sud.

WHAT IS FAIRTRADE?

Fairtrade is about better prices, decent working conditions, local sustainability, and fair terms of trade for producers in the developing world. It also offers great gourmet flavor.

WHAT IS THE MAX HAVELAAR LABELMARK?

Max Havelaar is an independent consumer label which appears on products as a guarantee that producers received a fair price for their product.

WHAT IS MAX HAVELAAR'S MISSION?

To contribute to a sustainable development for producers in the developing world and establish a better deal between the Northern and the Southern countries.




**Dedicated equipment
for the mobility
challenged**

***Responding to customer
expectations***



Photo : © Fabian Charaffi

Choice of two non-governmental organizations:

- ▶ Plan International: in pilot operation since February 2004 in the U.K. and France
- ▶ Croix Rouge: partnership deployed in 2004; European

*Child sponsoring
and local emergency*



Accor is working with Plan to build a better future for children around the world.

Accor Hotel and Services Group and International children's charity Plan, have joined together to create a new global partnership. Like Plan, Accor believes that long-term development is the best way to make a difference to families living in poverty. As part of its commitment to sustainable development and humanitarian work, Accor, its staff, clients and suppliers are helping Plan in their work to recruit more child sponsors and support more children, their families and the world's poorest communities.

You too can help by sponsoring a child with Plan.

www.accor.com

www.plan-international.org

To support a shared culture

- ▶ 20,000 copies
- ▶ French and English versions

To instil a sustainable development culture within the Group



Together, ever more responsible





A NEW PERSPECTIVE ON OUR HOTELS AND SERVICES BUSINESS

- ▶ **Motivation
and professionalism of our people**
- ▶ **Balance, growth,
and long-term strategy**

