

Mercure London Paddington Environmental charter

Dear Sir/Madam,

We are delighted to welcome you in our Hotel.

Since its creation, the Accor group has been working to make the world a greener, more welcoming place. The Group was the first major French company to create an Environmental Department and has been working for over 30 years to promote positive hospitality.

In concrete terms, the Group is deploying a sustainable development approach based on three key pillars: Staying, Eating and Exploring the world.

- **Stay** - The Group aims to offer its customers a unique and lasting experience by supporting the transformation of hotel operations.

- **Food** - The Group is committed to offering its customers more sustainable food, working actively to optimise the traceability of its supply chain, reduce food waste and offer its customers an increasingly organic, local and seasonal food offer.

- **Explore** - The Group intends to offer its customers a new vision of travel, one that is more global, more contributive and more inclusive. This means becoming more deeply rooted in local communities, generating a positive impact on the local environment, and raising customers' awareness of the need to respect nature.

2 concrete examples of measures implemented by the Group:

- Three years ago, Accor became the first hospitality group to commit to gradually eliminating single-use plastic items from the customer experience. Today, the mobilisation of our teams and their sustained efforts have paid off: 84% of our hotels have already successfully taken up the challenge!

- Accor has also introduced an energy-saving plan with 4 key measures: lower heating and air conditioning in the common areas of hotels and rooms; closure of outdoor swimming pools and reduction in the opening hours of relaxation areas (saunas and hammams); closure of the 50,000 minibars in rooms; anti-waste measures in kitchens.

We raise awareness among our teams and customers

- Our environmental manager has undergone specific training on the challenges of sustainable tourism, environmental conservation and CSR;
- Our teams are trained in the eco-actions to be taken in their daily tasks;
- We choose our service providers and suppliers on the basis of their sustainable and social commitments.
- We offer a wide range of alternatives to reduce the need to travel by car: bike hire/loan, shuttles, public transport and carpooling.

We save water and energy

- We have installed water economisers/pressure reducers on taps and showers to avoid depleting the resource;
- We read our water and electricity meters every month to better manage our consumption;
- We are replacing every bulb with an LED or low-energy bulb and have already fitted more than 75% of our lighting;
- All our lighting is LED, which means energy savings and similar comfort for our customers.
- We have installed presence detectors and timers in the common areas and corridors to limit energy wastage.
- We are committed to developing renewable energies (installing solar panels for electricity or hot water, signing a contract with a green energy supplier).
- We limit and sort waste
- We work with a majority of products in bulk or in large packaging to limit unnecessary packaging;
- We only offer hospitality products on request in order to reduce the production of packaging waste;
- We have set up displays to support our customers in sorting their waste in accordance with local regulations;
- We do not offer disposable crockery and provide reusable eco-cups for your stay;

And much more

- We have partnerships with local recycling centres and donate our old equipment and furniture.
- Each year we commit to new criteria to perfect our approach, so don't hesitate to send us your ideas!

Thank you for supporting our work during your stay! In order to give concrete expression to our commitment to continuous improvement, we are in the process of obtaining the Green Key label. Green key distinguishes tourist accommodation that is committed to a voluntary, effective and dynamic environmental approach. The label is awarded each year by an independent panel of environmental experts and tourism professionals.

The Green Key label is a demanding process, which encourages our hotel to adopt a continuous improvement approach

