



**ACCOR**

Accor is a French multinational hotel management company. It manages hotels in 5,300 locations in 110 countries.

The Accor portfolio covers a range of hotels from luxury to economy to fit the needs of every traveler. Each property is carefully designed to let a guest experience the most out of the location, to help them unlock a life lived limitless.

Accor's office in Toronto supports hotels in North and Central America (NCA).



## My Role:

### Sustainability Intern

- Research and validate SUP alternatives against Accor's sustainability goals
- Work with sustainability champions at hotels to overcome blocks and brainstorm solutions
- Provide regular updates to Director Sustainable Development, Diversity & Inc. with interpretations and ideas on next steps/driving adoption of alternatives
- Report on project progress to bi-monthly steering committees
- Attend monthly meetings with the global team to brainstorm with other regional offices
- Maintain and update guide for hotels on SUP alternatives

## Elimination of single-use plastics (SUP)

Starting in 2019, Accor made a commitment to reduce SUP items in hotels. By end of 2022, Accor will eliminate SUP items from the guest experience. Elimination of SUP items does not mean replacing with another single use item. Accor follows the following method when determining alternatives:

- prioritize reducing and eliminating
- then move to reusable options
- finally, source items that can be responsibly disposed of (through recycling and composting programs)

When determining a sustainable alternative, Accor considers the lifecycle of the item to get a holistic view of the items impact.

## Challenges

- COVID-19 brought back many SUP items for hygiene and safety.
- One size does not fill all as hotels are spread across a large geographical area (NCA): distribution availability as well as localized waste management
- Lack of replacements on the market (ie. plastic creamers, plastic wrap) and being a first mover in the industry so having to work with suppliers to find alternatives
- Global supply chain issues as manufacturing is globalized



**Fairmont Château Lake Louise**



**Sofitel Chicago Magnificent Mile**



**ibis Culiacan**