



Message from the Chairman and CEO

As a long-time leader in the hotel industry with hotels in more than 90 countries, AccorHotels has always been fully committed to its employees, guests, partners and the local communities in which hotels are located.



For more than 20 years, AccorHotels has shown its commitment to sustainable development through the creation of an environment department in 1994. In 2012, the Group further reinforced its efforts with the launch of PLANET 21. This ambitious programme unites our 180,000 employees under the AccorHotels name and counts on the involvement of its customers and partners to meet the expectations of travellers who are ever more sensitive to social and environmental issues. PLANET 21 is the only programme of its kind in the industry. It has 21 ambitious objectives that are part of an approach to continual progress and boasts a number of environmental and social achievements and concrete advances. Since 2011, we have considerably reduced our water and energy consumption as well as CO2 emissions. Additionally, nearly 90% of our 3700 hotels now recycle their waste, and 1529 hotels participate in the trees' planting programme. These results show that the level of progress for all of the PLANET 21 commitments is encouraging as we reach the original 2015 timeline objective.

During the Group's last general assembly meeting, an innovative resolution was passed with 96% of shareholder votes: the Tree Resolution, which sets a target to plant 10 million trees by 2021 as part of the Plant for the Planet programme. This programme, unique in the hotel industry, invites guests staying for more than one night to reuse their towels. Half of the savings from laundry costs will be used to finance reforestation projects. In just six years, more than four million trees have been planted through Plant for the Planet.

Year after year, the Group has extended its sustainable commitment to social initiatives. In 2014, an Ethics and CSR Committee was formed, while our Ethics and CSR charter was revised in order to better structure and improve our responsibility measures. AccorHotels has highlighted its commitment in favor of gender equality in 2015 by signing the Women's Empowerment Principles (WEPs) and participating in the UN Women's HeForShe solidarity movement as an IMPACT 10x10x10 champion. As the leading hotel operator and a responsible company, it is also our duty to fight child sex tourism (CST). Child protection is a longstanding commitment reinforced by the WATCH programme (We Act Together for Children) aiming at providing hotels with the necessary tools to train employees and raising guest awareness.

Our sustainable development policy is constantly being updated, which helps us to remain more attractive and to ensure long-term growth to benefit as many people as possible. This is why AccorHotels has adhered to the United Nations Global Compact since 2003 and hereby renews its commitment to the compact's ten universal principles. By joining this international initiative for civic-minded companies, AccorHotels reaffirms its commitment to sound, sustainable and responsible practices. In doing so, the Group is contributing to a more stable, fair and open global market.

Sébastien Bazin
AccorHotels Chairman and CEO

