

*Fairmont*  
THE QUEEN ELIZABETH

# OUR COMMITMENT TO SUSTAINABILITY





**FAIRMONT  
& ACCOR:  
SUSTAINABILITY  
PIONNERS**



**ACCOR SUSTAINABILITY STRATEGY:**

[LEARN MORE](#)



**SUSTAINABILITY IS IN OUR DNA**

We believe that the notion of hospitality is inseparable from the notion of responsibility: not only welcoming people, but also taking care of people, the communities and the world around us.

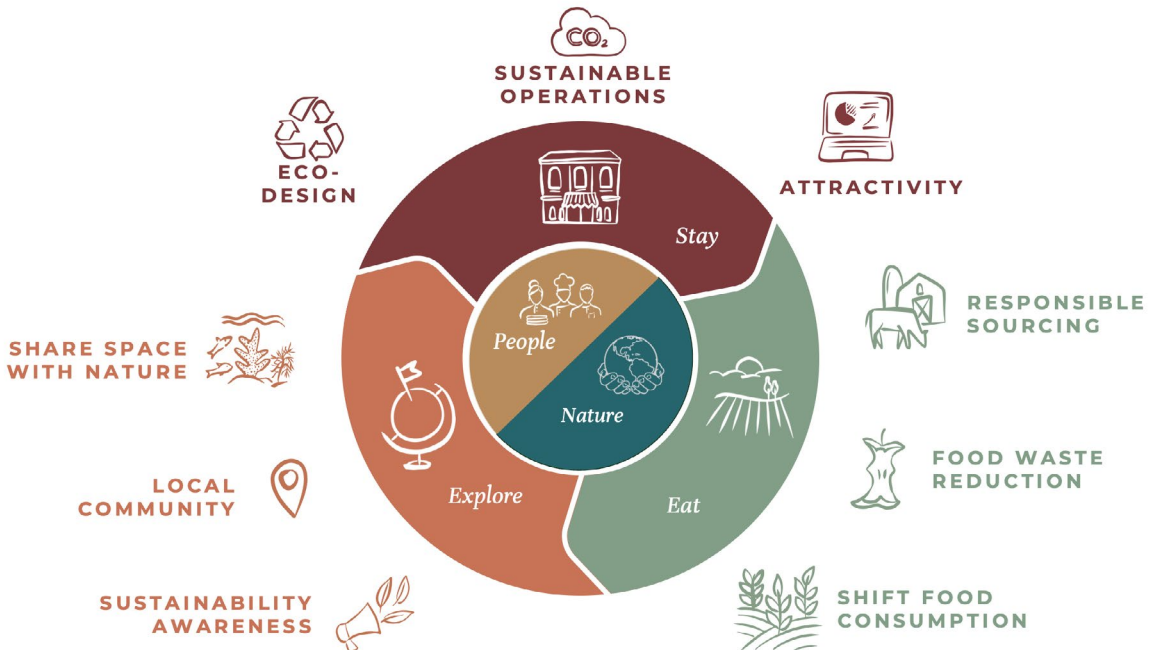
We are committed to net positive hospitality. We recognize that welcoming hundreds of guests every day creates a significant impact on the planet. We fully embrace the responsibility we have to balance our activities with the ecosystems in which we live and work, and are driving strategic change to move our operations towards a contributive model where we give back more than we take.

Sustainability is core to who we are. Fairmont was the world’s first luxury hotel brand worldwide to embrace environmental stewardship and we have been a pioneering force in the hospitality industry ever since. In 1991, our forward-thinking team wrote the book on environmental sustainability in hospitality with the very first edition of our famed Green Partnership Guides. Today, sustainability remains central to who we are and proud to support and contribute to Accor’s sustainability efforts.

**OUR CONTINUED EFFORTS**

We continue to strive to do better. We are placing sustainability at the heart of everything we do and are moving towards a model that is compatible with the planet’s limits while creating long-term value for all our stakeholders. We have embraced our role as sustainability stewards and we continue to use our leadership in hospitality to drive meaningful industrywide change in sustainability. We believe in the power of unity and collaboration and invite everyone - our guests, our employees, our partners, our owners – to share in our ambition and take measurable actions to minimize our hotels’ impact on our planet, and use travel as a force for good.

To foster positive and sustainable hospitality, our strategy is based on two fundamental science-based axes, People and Nature, placed at the heart of the approach, which infuse three operational pillars: Stay, Eat and Explore.





## OUR COMMITMENTS

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### **NET-ZERO CARBON COMMITMENT**

Accor was the first international hospitality group to commit to reaching net-zero carbon emissions by 2050 - including a 46% reduction by 2030, validated by the Science Based Target initiative.

Given that, 63% of the Group's carbon footprint is energy-related, accelerating energy transition is central to this commitment and depends on a low-energy, low-carbon approach across our entire value chain.

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### **HEALTHY & SUSTAINABLE FOOD CHARTER**

We aim to nurture an appetite for healthy, sustainable food and a waste-free diet.

Our Health & Sustainable Food Charter is fiercely ambitious in its response to current food, health and environmental issues. Through this, we focus on fighting food waste, protecting our guests' health, and sourcing sustainable products. Learn more about the Health & Sustainable Food Charter.

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### **FAIRMONT BEE SUSTAINABLE**

We aim to nurture an appetite for healthy, sustainable food. In 2008, Fairmont saw an opportunity to help combat Colony Collapse Disorder by placing honeybee hives on hotel rooftop gardens and other onsite locations.

Bees are the most effective pollinators on earth, but loss and fragmentation of habitat leave hundreds of thousands of bees without space to nest and reproduce. The creation of new habitats, or bee hotels, is incredibly important to ensure the sustainability of the species, which are responsible for the pollination of one-third of the food we eat.

Today, Fairmont's Bee Sustainable program features over 20 honey bee apiaries and more than 20 wild pollinator bee hotels at Fairmont locations worldwide.



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### **NET-ZERO CARBON CALCULATOR**

Our priority is to avoid and reduce emissions. However, for emissions that remain today, we invite our clients and guests to utilize our Net-Zero Carbon Calculator. This is an innovative partnership with MyClimate.

Guests and clients can use the tool to calculate the carbon produced from their stay and purchase carbon credit to neutralize those emissions.

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### **SINGLE-USE PLASTIC COMMITMENT**

In January 2020, Accor announced its commitment to join the UN Global Tourism Plastics Initiative and to remove single-use plastic items from our guest experience from all hotels. You might find some items left until suitable alternatives are available, but we are well on our way to achieving our goals.

In 2023, we have reaffirmed our commitment to eliminate single-use plastic from our hotels, by extending the removal to our hotels back of house operations by the end of 2025.

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### **SCHOOL FOR CHANGE SUSTAINABILITY TRAINING**

Accor is committed to utilizing employees' talents and capabilities to attain a contributive approach toward promoting sustainable and socially conscious initiatives.

Accor has launched an extensive and groundbreaking training program focused on environmental challenges aimed at all employees worldwide. This science-based training will enable every employee to gain a sound scientific knowledge base regarding what needs to be done to protect the environment. We are proud to launch this essential step in our transformation towards more sustainable hospitality

In January 2020, Accor announced its commitment to join the UN Global Tourism.

# PEOPLE ARE AT THE HEART OF EVERYTHING WE DO

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## WATCH - WE ACT TOGETHER FOR CHILDREN

Accor pioneered the fight against the sexual exploitation of children in the hospitality sector.

In 2001, we were the first hospitality group to partner with ECPAT, an international NGO at the forefront of the struggle to end the commercial sexual exploitation of children. In 2014 we strengthened our commitment and developed WATCH. WATCH aims to raise awareness on the issue of the sexual exploitation of children, to keep our employees alert at all times, and to help them to respond to dubious situations.

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## DIVERSITY, EQUITY AND INCLUSION

We believe there is strength in unity and power in diversity. What that means is a culture of inclusion that welcomes everyone.

Our approach to diversity is comprised of 4 key areas of emphasis: gender diversity, integration of people with disabilities, a breadth of ethnic, social, and cultural origins, and support of the LGBTQIA+ community.

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## SUSTAINABLE HOSPITALITY ALLIANCE

In September 2021, Accor joined the Sustainable Hospitality Alliance (SHA), a global organization that brings together hospitality companies to address and tackle key challenges affecting the planet and its people. Aligned with the United Nations Sustainable Development Goals (SDGs), the SHA commits to piloting continued actions on a range of social and environmental issues including human rights, youth employment, climate action, and water stewardship.

In November 2021, SHA announced the development of a Pathway to Net Positive Hospitality for the planet. The Pathway aims to enable every hotel to improve its impact, whatever its starting point on its sustainability journey. It will encompass four clear stages and practical tools that guide the industry toward a regenerative impact on our planet.





## COLLABORATION IS KEY

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### SUSTAINABLE HOSPITALITY ALLIANCE

Accor is a signatory of the Glasgow Declaration for Climate Action in Tourism'. The Glasgow Declaration recognizes the urgent need for a globally consistent plan for climate action in tourism. Signatories commit to measure, decarbonize, regenerate, and unlock finance. Additionally, each signatory commits to deliver a concrete climate action plan, or updated plan, within 12 months of signing.

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### SOLIDARITY ACCOR

We aim to spread hospitality of the heart – Accor fosters and supports socially-responsible actions initiated by our employees through Solidarity Accor which is the group's endowment fund to support and enable disadvantaged populations.

Over the past 15 years, more than 450 projects have been supported by Solidarity Accor, globally.

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### UN WOMEN

Since 2015, Accor has been a part of the UN Women HeforShe initiative. In 2021, Accor took its commitment a step further by joining as co-leader of the Generation Equality Action Coalition on Gender-based Violence.

Accor has also mobilized its internal network through initiatives such as the groups RiiSE gender diversity network, which is a network of individuals taking action to promote gender equality and eliminating all forms of discrimination and harassment.

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### INTERNATIONAL LABOUR ORGANIZATION DISABILITY CHARTER

In 2015, Accor strengthened its commitment to integrating people with disabilities by signing and adopting the 10 principles of the Global Business and Disability Charter of the International Labour Organization.

In December 2021, Accor took its commitment a step further by joining the “Valuable 500”, a global initiative aimed to initiate a fundamental change by bringing together 500 key companies for disability inclusion.

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### INTERNATIONAL LGBTQ+ TRAVEL ASSOCIATION

In 2021, Accor partnered with International LGBTQ+ Travel Association (IGLTA). Together, Accor and IGLTA will work to ensure the hospitality industry is a safe and inclusive space for all, and will facilitate and drive equality within the travel sector.

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### MAKE-A-WISH

In 2022, Fairmont announced partnership with Make-A-Wish® with the goal of granting more than 500 wishes and donating €1 million over this three-year global partnership. Together, Fairmont and Make-A-Wish are launching a new global program, Wishes Start Here, to provide one-of-a-kind experiences that transform children's lives and help create lasting memories.



**AT THE  
FAIRMONT  
QUEEN  
ELIZABETH**



# 1. STAY

## REINFORCING SUSTAINABLE HOTEL OPERATIONS



### ECO-CERTIFICATION



Since 2008, GreenKeyGlobal, a leading international environmental body designed specifically for the hotel and conferences has recognized Fairmont Queen Elizabeth's long-standing sustainability commitment. **Fairmont The Queen Elizabeth is proud to have achieved a 5 Green Key rating by Green Key Global in 2024 after the hotel has maintained its 4 Green Key rating for more than 15 years.**



### CARBON



Although we are fortunate to be located in Quebec where 99% of our electricity is generated from clean renewable sources, we continue to prioritize reducing our energy consumption.

**Between 2016 to 2017 Fairmont the Queen Elizabeth underwent a major renovation, which included energy efficiency upgrades including transitioning to LED lighting, light dimmers and set our HVAC thanks to a computer-controlled system.**

**In 2024, two additional energy efficiency projects focused on heat recovery are underway.** Once the projects are complement in 2025, we will be able to partially heat our domestic water and our building thanks to heat waste generated by our machinery. As per the energy study report, our **energy related greenhouse gas emissions are projected to reduce by 22%**, almost a quarter of our Scope 1 and 2 emissions! This aligns perfectly with ACCOR's net-zero by 2050 and 2040 respectively.

Additionally, considering the large impact that transportation has on global GHG emissions, we recognize the need to encourage and enable our guests to travel more sustainably. We are pleased to provide electric vehicle charging stations.

### WASTE



Single-use plastic is just one of the many ways we are addressing the issue of waste. We are proponents of a circular economy approach in resource and material management, reducing waste at the source where possible, otherwise working to divert all possible waste. **We ensure a conscientious recycling of waste flows we cannot avoid:** we have implemented a program to recycle grease and cooking oil, small electric appliances, Nespresso pods, paper, cardboard, plastic, glass, metal and dangerous wastes (lightbulbs, batteries, etc.). For instance, office paper is recycled via our partnership with Shred It and allowed us to avoid cutting 351 trees, 58.07 cubic yards of landfill, using 38.71 barrels of oil and 135485 gallons of water in 2023. Finally yet importantly, **two on-site compactors for waste and for recyclables allow us to reduce transportation and greenhouse gas emissions.**

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## WATER



The St. Lawrence River is the third largest river in North America in terms of surface area, covering 1.6 million square kilometers. It drains more than 25% of the world's freshwater reserves and constitutes a unique ecosystem of great biological richness. Numerous species of birds, fish, and plants live there, making it a globally recognized ecosystem. We are committed to preserve water and have taken actions during our last renovation in 2016/2017: **we offer linen less experience in our banquets spaces, water flow control on every showerheads, toilets equipped with dual flush in guestrooms and low flow in public areas, guestrooms equipped with tap aerators and collect rainwater for our rooftop garden. In our guests rooms, linen and towels are refreshed upon request or after three nights for longer stays.** In 2024, we are exploring new technologies to reduce our consumption such as wastewater recycling and rainwater collection on a larger scale.

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## HUMAN RIGHTS



People are at the heart of our sector. We therefore have a key role to play as a responsible employer and industry leader to ensure and reinforce positive values within our sector. Through the implementation of **Accor's human rights policy, we reaffirm our commitment to guarantee that individual rights are upheld and safeguarded.** It addresses several crucial topics such as discrimination, forced labor, working conditions, health and safety and privacy. Furthermore, we are determined to fight all forms of sexual exploitation of children that may occur on its premises. This is the purpose of the Group's WATCH (We Act Together for Children) program. WATCH aims to raise awareness of the problem of child sexual exploitation, to keep our employees alert at all times, and to help them react to suspicious situations.

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## SOCIAL ELEVATOR & DIVERSITY, EQUITY AND INCLUSION



Our DEI strategy is focused on four key areas in our operations: **Gender Diversity & Equality, Inclusion of people with disabilities, Social, Ethnic, Racial and Cultural Diversity, LGBTQI+ Inclusion.** We are convinced that we can instill real change with concrete actions that foster gender diversity and equality. Our company-wide RiiSE Network has two objectives: The transmission and empowerment of our teams in understanding their roles in guiding, inspiring and nurturing personal development. The elimination of any form of discrimination, harassment or violence by giving teams the tools so they can actively act and report unacceptable behavior.

**In 2024, we are proud to have 58% of women in our leadership positions.** We also started offering free eco-friendly menstrual products to our employees thanks to our partnership with Iris + Arlo. This Montréal based company helps us ensuring an even more inclusive workplace. Furthermore, we have launched an **autism-inclusive hiring initiative in partnership with Giant Steps**, a global leader in autism education and skills training. We hired two full-time employees and eight interns with neurodiversity backgrounds.

# 2. EAT

## REINFORCING SUSTAINABLE HOTEL OPERATIONS



### FOOD SURPLUS AND WASTE



The kitchens at the Fairmont The Queen Elizabeth Hotel, which serve more than 880,000 covers a year, have infused creativity into their food waste reduction initiatives. For starters, **chefs across our food and beverage outlets collaborate to synchronize menu items, utilizing the same products across restaurants but preparing them differently, effectively minimizing waste.** In our ongoing battle against food waste, we have joined forces with **Orbisk**, leveraging their AI-based solution to monitor and manage food waste efficiently. Using detailed reports generated by Orbisk's technology, our chefs proactively tackle upstream waste production.

In addition to adding a creative spin on menu rotation and specials to minimize waste, **food surplus is diverted from landfill via strategic partnerships.** First, we have partnered with **Too Good To Go** to offer food at reduced prices to reduce any surplus food. Secondly, with **La Tablée des Chefs** and the **Salvation Army**, we redistribute our food surplus to fight food insecurity in our local community.



**La Tablée des Chefs**

Orbisk monitor



As a final measure, when food consumption by humans is not possible, **we have implemented Solucycle, a food processor that transforms food waste into fertilizers and biogas.** In 2023, this solution has generated **5320m<sup>3</sup> of biogas** and **avoided 224 tCO<sub>2</sub>e** in greenhouse gas emissions due to landfilling, equivalent to 70 cars on the road annually. With these initiatives in place, **our hotel has lowered its food waste baseline to 122.5g per cover — compared to a 300g average across our hotels.**

Solucycle food processor ▶





## RESPONSIBLE SOURCING

Our supply chain plays a major role in our sustainable development strategy and contributes positively to the hotel's performance. Based on Accor's Responsible Procurement Charter and on product availability, we strive to promote eco-friendly and sustainable local purchasing based on seasonality. Committed to protecting our oceans, **the hotel has been an approved partner of Ocean Wise since 2011**. As roughly 90% of the world's fish stocks are now fully fished or overfished, we are dedicated to offering our clients the best ocean-friendly seafood choices.

**In 2024, we have obtained Exploramer's Fourchette Bleue/ Smarter Seafood certification.** They establish a yearly list of **marine species, that are edible, sufficiently plentiful in the St. Lawrence, sustainably harvested with regard to marine ecosystems, and with which consumers may not be overly familiar.** These species represent an opportunity to diversify consumption of seafood products and explore new flavors while supporting the conservation of local biodiversity.



**At Marché Artisans, we take pride in offering a diverse selection of over 500 products, with more than 90% sourced locally from Quebec.** Moreover, Chef Mathieu Couture prioritizes the use of seasonal local ingredients, ensuring an array of gourmet options for our guests.

At Rosélys, our menu is designed to offer seasonal products, and we favor direct partnerships with local producers and suppliers. For example, **Médiserre supplies us with over 90% of our mushrooms, while our charcuterie from Viandes Biologiques de Charlevoix is 100% Québec-made.**

In addition, we work with Maryse and Daniel, a vision-impaired couple who founded **La Canne Blanche, a 100% Quebec cane egg farm.** Finally, **William B, an oyster farmer from Gaspésie, supplies 80% of our oysters.**

At Nacarat, the hotel bar, the menu offers a wide range of dishes and beverages made from local, seasonal products. Our team transforms these Québec products using **ancestral preservation methods such as canning, lacto-fermentation, dehydration and maceration.**



## SHIFT FOOD CONSUMPTION

We are using **Klimato, a Swedish tool for calculating our recipes carbon footprint.** Each dish is labeled according to its carbon footprint, as there are three levels: low, medium and high. This helps to raise consumer awareness of the impact of their food choices and adjust our menus for groups who want lower carbon footprints for their menus. Reports are provided to analyze the impact of our choices and those of our customers on the environment.

# 3. EXPLORE

## PROMOTING THE LOCAL ECOSYSTEM AND NEW WAYS OF TRAVELING



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### SUSTAINABILITY AWARENESS



A full time Sustainability Advisor oversees our sustainability efforts and is the guardian of our hotel's commitments. This leader acts as the key contact between Fairmont's Corporate Sustainability team and our local sustainability committee. They coordinate and lead sustainability initiatives at the hotel level to implement the best practices for our operational context.

Furthermore, as part of our colleagues' onboarding process, all new colleagues learn about current sustainability initiatives, the importance of their contribution to our hotel's sustainability goals. On a regular basis, we celebrate national or international sustainability events such as Earth Day by setting Internal and external activities such as "cleaning our bloc" or theme specific quizzes. These are great opportunities to educate our employees, communicate best practices and celebrate achievements.

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### SHARE SPACE WITH NATURE



Our commitment to sustainability extends beyond the confines of our hotel, as evidenced by our urban rooftop garden and beekeeping initiative. This endeavor serves as a beacon for biodiversity, cultivating a vibrant ecosystem right in the heart of the city. Fresh herbs, edible flowers, and seasonal vegetables harvested from our organic rooftop garden infuse our culinary creations with unparalleled freshness and flavor. Since 2012, our rooftop has been home to this thriving apiary, which not only supports urban agriculture but also contributes to the preservation of biodiversity in our urban landscape.

In 2024, we have collaborated with Bernard Lavallée, a famous Quebec nutritionist to focus on local and ancestral Quebec species for our rooftop garden. We also contribute to reintroducing Montreal Melon, a local species that almost disappeared from production.

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### LOCAL COMMUNITY



We firmly believe in giving back to the community that sustains us. Through collaborations with various non-profit organizations, we actively participate in initiatives that uplift and support our local community. By investing in the well-being of our community, we aim to foster a culture of compassion and support that extends far beyond the walls of our hotel. We also donate on a regular basis items no longer needed in our operations to various charities and local NGOs such as **Make-a-Wish**.



Whenever it is possible, the food surplus is donated to food banks to support our local communities that are impacted by food insecurity. We have collaborated with la **Tablee des Chefs** and the **Salvation Army** to redistribute our surplus for many years. We are able to fight both food waste and food insecurity in our region.



SUSTAINABLE  
INITIATIVES FOR  
YOUR **GREEN**  
**MEETINGS &**  
**EVENTS**



Fairmont The Queen Elizabeth is pleased to partner with you to ensure you are able to achieve your sustainable event aspirations and impress your guests. Here are a few suggestions:

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## COMMUNICATION

- Use recyclable communication materials and reusable marketing displays (avoid dates).
- Favor digital displays, for plans and schedules for instance, communicated on screen.
- Create a website or an App to share information and updates.
- Load all documents on a website or on an event App which is available on smartphones for participants to reduce printing papers.

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## TRANSPORTATION AND GREENHOUSE GAS EMISSIONS

- The hotel is ideally located and offers easy access from public transit.
- Encourage your participants to choose public transit either by Metro, train, Bixi or by the 737 bus from the airport, or organize carpooling.
- Report the greenhouse gas of your event: the CQEER (Conseil Québécois des événements écoresponsables) offers this service.
- We provide electric vehicle charging stations.

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## REUSABLE PRODUCTS & GIFTS

- Eco-friendly or reusable name tags.
- Rental of evening dresses and tuxedos with [Loue1Robe](#) and [Loue1Tux](#).
- Ecofriendly and locally sourced gifts, as the numerous options available at our [Marché Artisans](#).

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## ACTIVITIES AND DONATIONS IN OUR COMMUNITY

- Organize an excursion and/or donate to our partner: [Les Amis de la Montagne](#) who are in charge of safeguarding our Mont Royal.
- Donate your conference supplies to local charitable organizations or local schools: [Société de Développement Social](#) for donations to non-profit organizations



