



# ACCOR HOTELS

Feel Welcome



PLANET 21, ACTING FOR POSITIVE HOSPITALITY

## HEALTHY AND SUSTAINABLE **food charter**

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April 2016



# Healthy and sustainable food charter



*We feed our  
guests like we  
would feed our  
own kids, in a  
responsible way*

Amir Nahai, Chief F&B officer



Because we are also restaurateurs,

Because the current food model is not sustainable,

Because our customers want high-quality food,

We are taking real action on the major challenge that food represents for our Group.

**Our goal? To offer our guests a true culinary experience through high-quality, healthy and sustainable food, all the while contributing to the transformation of the agricultural model and fighting against food waste.**

For this, we are undertaking commitments in this Charter, which we will gradually deploy across all of our hotels by 2020.



## **WE ARE FIGHTING AGAINST FOOD WASTE AND THE PROLIFERATION OF PACKAGING**

Every year, one third of the production of food intended for human consumption worldwide – almost 1.3 billion tonnes – is lost or wasted. Less than one quarter of this wasted food would be enough to end world hunger, which affects 795 million human beings\*. The environmental impact of agriculture and the food industry is also high. No fewer than 16,000 litres of water are needed to produce 1 kg of beef and 100 litres of water are needed for one bread baguette. All this food produced and not consumed represents more than 7% of the annual global CO<sub>2</sub> emissions. In the hotel and restaurant trade, it is estimated that 25 % of food purchases end up in the bin.

### **THIS IS WHY:**

... **BY 2020, WE ARE REDUCING FOOD WASTE IN OUR RESTAURANTS BY 30%**. In order to reduce the most significant waste, our teams weigh, monitor, analyse and make every effort to reduce consumption at every stage: at the time of ordering, storing, serving and especially during preparation in the kitchen. We also encourage our hotels to donate unsold food, subject to local regulations and health rules.

The environmental impact of packaging is also high. It is a real source of pollution; in France, for example, packaging represents 50% of household waste.

### **THIS IS WHY:**

... **WE ARE REDUCING THE QUANTITY OF PACKING USED**, for example, by eliminating individual portions, favouring large-sized bottles of water and dispensing with bottles of water smaller than 33 cl. Where the technical and health conditions allow, we prioritise offering filtered water or bottled water coolers.

\*source FAO





## WE OFFER OUR CUSTOMERS HEALTHY & HIGH-QUALITY FOOD

Beyond the nutritional aspect, our customers also want high-quality, fresh and healthy food..

### THIS IS WHY:

... **WE OFFER HIGH-QUALITY PRODUCTS AT A GOOD PRICE**, regardless of the price range of our restaurants.

... **WE OFFER A RANGE OF BALANCED DISHES**, designed to satisfy the nutritional needs of everyone.

... **WE OFFER VEGETARIAN MENUS IN ALL OF OUR RESTAURANTS** so that our customers can choose, if they wish, a dish that does not contain animal protein.

... **WE PLACE GREAT IMPORTANCE ON THE QUALITY OF OUR MEAT AND LIVESTOCK PRODUCTS, AND WE ENSURE THE WELL-BEING OF THE ANIMALS.** For example, wherever possible:

- We include a piece of high-quality meat on the menu, at a good price, and if possible, of local origin.
- Our pieces of meat - chicken, beef and pork - do not contain hormones and our milk comes from cows raised without growth hormones.
- Our eggs come from free-range hens reared outdoors.

... **WE LIMIT BAD FATS**, such as trans fatty acids. Where solutions are available:

- In the kitchen, we replace palm oil with other non-hydrogenated fats.
- We favour processed products that do not contain palm oil, in particular for sandwich bread and crisps.
- When it is essential in the recipe, we favour products made from sustainable palm oil (RSPO, Organic or Rainforest Alliance certified).

... **WE WORK TO LIMIT THE PRESENCE OF SUGAR IN THE FOOD OFFERED.** For example:

- We work to ensure our bread, pastries and cakes served for breakfast contain a lower quantity of glucose-fructose syrup, or even none at all.
- Certain products, such as sandwich bread and industrial crisps, contain hidden sugars: we favour products that do not contain any.
- Finally, we favour orange and apple juice made of 100% juice.

... **WE FAVOUR PRODUCTS CONTAINING LITTLE OR NO CHEMICAL FOOD ADDITIVES** (artificial flavourings, preservatives, artificial colourings, flavour enhancers).



## WE SUPPORT SUSTAINABLE FOOD MODELS THROUGH OUR SUPPLY SOURCES

Sustainable food models require constant attention and examination on a case-by-case basis in order to define solutions adapted to local situations. Our choices, governed by logic, common sense and relevance, sometimes lead us to opt for a local product from non-intensive farming over an organically farmed product that needs to be imported from a far-away country.

### THIS IS WHY:

... **WE FAVOUR LOCAL FOOD SUPPLIERS.** According to the specific characteristics of each country in which our hotels are based:

- We develop short food supply chains, that is to say, with local production and processing, a reduced number of intermediaries and no intensive production.
- We limit our supplies of food from distant sources - products that travel several thousand kilometres. For example, we favour local spring water.
- We favour seasonal products. Therefore, we avoid serving fresh strawberries and cherries in our European establishments in winter.
- We accompany the development by new urban farming models by setting up - on a large scale - urban vegetable gardens in our hotels.
- Through insetting, we offer agroforestry products, in connection with our "Plant for the Planet" program.

... **WE FAVOUR ORGANICALLY OR SUSTAINABLY FARMED PRODUCTS IN EVERY LOCATION WHERE THIS PRESENTS AN ENVIRONMENTAL BENEFIT.** For example:

- We favour organically farmed apples, one of the most abundant fruits in our hotels and one which receives chemical treatments in conventional farming.
- For breakfast, we offer organic cereal.

... **WE FAVOUR PRODUCTS FROM RESPONSIBLE SOURCES.** For example:

- For the geographical areas and products for which it is relevant, in particular hot drinks (tea, coffee, chocolate), we favour sources that are part of a fair trade scheme.
- We carefully control our meat sources.

... **WE ARE COMMITTED TO MARINE BIODIVERSITY.** For example:

- We have banned six highly threatened species of wild fish from our menus, i.e. shark (except dogfish), ray, bluefin tuna, eel, grouper and sturgeon - as well as wild caviar.
- We also favour the elimination of other endangered species from our menus, according to fishing zones.
- We favour the purchase of fish from sustainable fisheries, bearing the MSC and ASC certification, such as MSC cod.

... **WE SUPPORT SUSTAINABLE FARMING, BY PROVIDING OUR SUPPORT TO INNOVATIVE FARMS** in this field in each region where we are present.

We have ambitious goals with regard to sustainable food

**by 2020:**

**-30%**

FOOD WASTE

**100%**

OF OUR RESTAURANTS FOLLOWING OUR HEALTHY AND SUSTAINABLE FOOD CHARTER

**1,000**

URBAN VEGETABLE GARDENS IN OUR HOTELS



This healthy & sustainable food charter is collaborative and will be modified according to contributions.

Give us your opinion on its content by writing to [food.planet21@accor.com](mailto:food.planet21@accor.com).

To find out more <http://restaurants.accorhotels.com>.



**ACTING  
HERE**  
Planet 21