



Luxury with sustainability at heart

Dear Sir or Madam,

We are delighted to welcome you to our establishment. For over 30 years, the Accor Group has been committed to making hospitality more sustainable, inclusive, and responsible.

A pioneer in sustainable development, Accor was the first major French company to create an Environmental Department. Today, this ambition is reflected in a global approach built around three key pillars: **Stay, Dine, and Explore.**

At Sofitel Luxembourg Europe, we are far from being flawless, but we are strongly committed to doing better. Here are some of the practices we've developed so you can join us in making a difference:

Stay:

Our goal is to offer guests a hotel experience that is both unique and responsible. This is achieved through the continuous improvement of our operational practices, *eco-friendly* design of spaces, and the active awareness of our teams and guests.

Dine

We are committed to offering a more *sustainable food* experience:

- Seasonal, local, and organic products
- Combatting food waste
- A more transparent and responsible supply chain

Explore:

Travel differently: with more respect for local areas, communities, and biodiversity. We encourage more conscious tourism, closely connected with local communities and respectful of nature.

Sofitel Luxembourg Europe is *certified with Green Key*

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Concrete examples of Accor Group's environmental commitment

Since 2022, Accor has been the first global hotel group to commit to phasing out single-use plastics in the guest experience. By 2025, this commitment became a reality: over 95% of our hotels are now free of single-use plastics in rooms, bathrooms, and common areas. This achievement is the result of collective efforts with our teams, partners, and suppliers.

Moreover, since 2022, Accor has implemented an ambitious energy-saving plan, still in effect in 2025, based on four major actions:

- Temperature regulation in rooms and common areas according to the season and national recommendations (heating capped at 19°C, air conditioning at 26°C);-
- Reducing and recycling waste
- Seasonal or partial closure of outdoor pools and reduced access hours to relaxation areas (saunas, steam rooms);
- Removal of over 50,000 minibars in rooms, replaced by shared refreshment areas;
- Energy optimization in kitchens, with strict consumption control and an active food waste reduction policy.

These initiatives are part of our broader ecological transition strategy and contribute daily to reducing the environmental impact of our sector.

Our daily environmental commitments

Trained and committed teams

- Our environmental officer is trained in sustainable tourism and CSR issues
- All our staff apply eco-friendly practices daily
- We select our service providers based on social and environmental criteria
- We promote eco-friendly transportation: bikes, shuttles, public transport, carpooling

Water and energy savings

- Flow restrictors installed on all taps and showers
- Monthly monitoring of water and electricity consumption
- Gradual replacement of lighting with LED bulbs (already over 75% installed)
- Use of green energy through a renewable electricity provider

Waste reduction and sorting

- Recycling bins available in all areas, with pre-collection bags for rent
- Organic waste sorted for use in biogas production
- Preference for bulk and large packaging to reduce waste
- Clear signage to help with in-room recycling
- Use of a smart bin to measure and better manage our waste

Sustainable dining

- Dishes made with local and seasonal products
- Vegetarian options and menus adapted to specific diets
- Organic and/or fair trade products offered

And much more...

Our green spaces are maintained without pesticides, using natural methods

We reuse furniture and work with local partners to give it a second life

Each year, we commit to new criteria to enhance our approach, feel free to share your ideas with us!



Green Key: a demanding label, a mark of trust

Since 2023, our establishment has been Green Key certified, the leading sustainable tourism label for tourist accommodations. This distinction is awarded annually by an independent jury of environmental experts and tourism professionals.

It reflects our concrete and ongoing commitment to responsible tourism and a continuous improvement process.

Thank you for supporting this initiative during your stay.

Together, let's make hospitality greener!



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