

*Fairmont*  
LE MANOIR RICHELIEU

# Sustainability report 2024

Building a sustainable future for hospitality



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# Message From Our General Manager

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Fairmont Le Manoir Richelieu has been a forerunner in terms of sustainability in Quebec. Actions and efforts led by Accor and teams at Le Manoir Richelieu over the years are a testament to our commitment to building a responsible model for the short, medium and long term.

My intention is to continue in this direction with our teams, to make sure we preserve our beautiful blue planet for generations to come.

We must remain dedicated to protecting local biodiversity and finding sustainable alternatives to plastic. We must combat food waste and promote a sustainable food system model, particularly through local sourcing and partnerships. It is also paramount that we keep reducing our energy consumption and optimizing our operations.

Our company is committed to achieving carbon neutrality by 2050 and we're actively working towards that goal. We want to set an example and help make the world a more welcoming and united place.

By making a joint effort to align our commitments and efforts, we can minimize our impact on natural resources, habitats, and raw materials.

**Emmanuel Perot - General Manager, Fairmont Le Manoir Richelieu**

# About this Report

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Today, seven out of ten travellers want to travel more responsibly, and 90% say they are mindful of respecting the environment and the lives of local communities when they travel. While these criteria may not yet be decisive in the choice of destinations, sustainable development must now evolve to become a reality for travellers.

The appeal of tourist establishments and destinations depends on the preservation of their immediate surroundings. Environments rich in biodiversity, although highly prized by tourists, are also the most sensitive and vulnerable. This reality can no longer be ignored. Sustainable tourism requires all stakeholders to improve their practices in terms of natural resource management, sociocultural respect for local communities and the economic distribution of income.

The hotel industry, with its cross-cutting economic influence, must reflect on its ecological footprint and become a key player in the integration of sustainability concerns. Fairmont Le Manoir Richelieu is committed to developing an eco-responsible approach with a clear understanding of sustainability challenges in the planning of its future projects.



The general manager's personal convictions and values are key drivers of the company's commitment and the implementation of its sustainable approach. These values, which go beyond economic or financial considerations, help inspire and motivate teams to participate actively in a sustainable development project.

Every action supported in each department, resulting from teamwork, should be communicated to share and promote the initiatives implemented, results achieved and future projects.

This report outlines Fairmont Le Manoir Richelieu's sustainable development policy. It provides a clear and comprehensive overview of the establishment's environmental and social situation, reflecting the personal commitment of each employee, in order to make it more accessible and transparent for the various stakeholders.

# 01

## Our Hotel



# Fairmont Le Manoir Richelieu

## Our History

Fairmont Le Manoir Richelieu is more than just a luxury hotel—it's a destination in itself, steeped in history, charm and breathtaking natural beauty. Nestled on the cliffs overlooking the majestic St. Lawrence River, this iconic establishment offers an experience that perfectly blends tradition and modernity. The rich history of Fairmont Le Manoir Richelieu dates to its construction in 1899, giving it an aura of grandeur and prestige. Its elegant architecture makes it a jewel of Canadian heritage, a timeless icon that continues to captivate visitors from around the world.



## Our Rooms

The hotel's luxuriously appointed rooms and suites offer an elegant and comfortable retreat, where every detail is carefully thought out to ensure an unforgettable stay. From classic decor to modern amenities, everything is designed to provide guests with the utmost comfort.

## Our Restaurants

The hotel's refined cuisine is another facet of its charm. Featuring local flavours and seasonal ingredients, the restaurants at Fairmont Le Manoir Richelieu offer unparalleled dining experiences. From gourmet dishes at Le Saint Laurent to regional specialties at Le Bellerive, every meal is a celebration of local cuisine and culture.

## Our Activities

But Fairmont Le Manoir Richelieu offers more than just sumptuous accommodation. It also offers a range of leisure activities to delight visitors of all ages and interests. From award-winning spas and world-class golf courses to tennis courts and snowmobile excursions, there's something for everyone.

## Our Events

Fairmont Le Manoir Richelieu is also a prime venue for special events, from weddings to business meetings and conferences. With its elegant facilities, professional services and enchanting setting, it offers the ideal backdrop for memorable events.



## Our Sustainable Commitments

Finally, Fairmont Le Manoir Richelieu's commitment to the environment is a fundamental value that is reflected in everything it does. From preserving nature to reducing food waste and single-use plastics, the hotel is resolutely committed to minimizing its ecological footprint and protecting the magnificent landscape that surrounds it.

# Who We Are

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## Our Values

### Respect

We are attentive to the world, to other people. We like to mix cultures. We are proud of our differences. We see every human being as an asset. We care for the planet.

### Innovation

We do our utmost to make our guests' dreams come true. We dreamt it, we did it, they loved it. We're curious, we're open to ideas, we reinvent ourselves and we claim the freedom to experiment and create.

### Passion for Guests

Hospitality is our business, and making others happy is what fuels us. Our guests are the driving force behind our decisions and actions, and they guide our thinking.

### Conquering Spirit

Our guests are globetrotters, and so are we. We explore, we undertake, we develop. We are ambitious for our guests. We make the impossible possible.

### Trust

We are spontaneously considerate. We like to support and value everyone. We keep our commitments. We say what we do, and we do what we say.

### Sustainable Performance

We are committed to creating positive value for as many people as possible, for years to come.

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## Our Mission



"Turning simple moments into unforgettable memories for our guests."

Our employees are guided by shared values and objectives, particularly in terms of social and environmental development. This new commitment allows us to stay close to our guests.



# Our Stakeholders

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Fairmont Le Manoir Richelieu is firmly committed to all its stakeholders. Throughout the year, we proactively engage with them to better understand their priorities and perspectives on key issues.

## Colleagues

- Internal social media platform
- Employee experience surveys and focus groups
- Diversity, Equity and Inclusion Committee, Green Committee and OHS Committee
- Trade unions
- Communications and general meetings with staff

## Guests

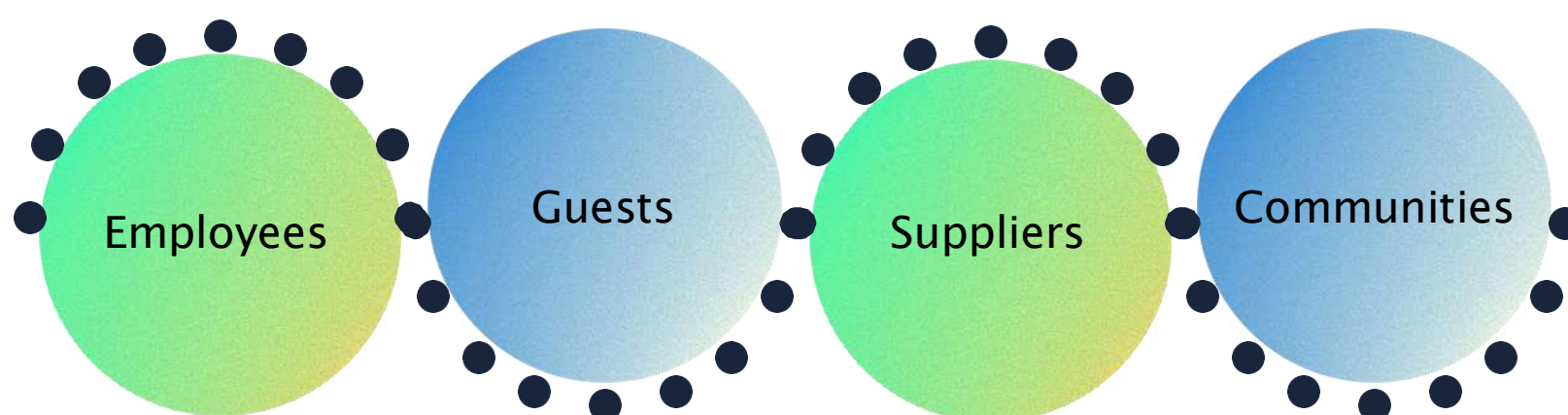
- Guest service discussions
- Satisfaction surveys
- Content available on our website and through social networks

## Suppliers

- Working conditions
- Transparency and traceability
- Ethics and compliance
- Resource management

## Communities

- Media relations
- Participation in community events, particularly in collaboration with the Charlevoix region
- Involvement in associations





# Our Awards and Distinctions

Fairmont Le Manoir Richelieu has received a number of prestigious awards in recognition of its excellent service and compliance with its quality standards. These include the Restaurant Guru Award and the TripAdvisor Award. These awards highlight the Fairmont Le Manoir Richelieu's commitment to offering an unforgettable luxury experience and maintaining high standards in all aspects of its service.

## 2024

The AAA/CAA Four Diamond Award is a prestigious distinction given by the American Automobile Association (AAA) and the Canadian Automobile Association (CAA). These associations evaluate and recognize hotels and restaurants that offer exceptional levels of quality, service and comfort. Fairmont Le Manoir Richelieu was awarded the distinction in 2024.



## TRAVEL+ LEISURE

The Travel + Leisure distinction is a prestigious recognition awarded by Travel + Leisure magazine, a renowned American publication in the field of travel and tourism. It was awarded to Fairmont Le Manoir Richelieu in 2022.

## 2022



The AAA/CAA Four Diamond Award is a prestigious distinction given by the American Automobile Association (AAA) and the Canadian Automobile Association (CAA). These associations evaluate and recognize hotels and restaurants that offer exceptional levels of quality, service and comfort. Fairmont Le Manoir Richelieu was awarded the distinction in 2022.

The Hotels.com Loved by Guests Awards is given by Hotels.com, one of the leading online hotel reservation platforms. This award recognizes hotels that have received particularly positive reviews from guests. Fairmont Le Manoir Richelieu received the award in 2021.



## 2021

The Restaurant Guru Award is presented by Restaurant Guru, an online platform specializing in restaurant recommendations. It is awarded to restaurants that stand out for their quality, service and positive customer reviews. Fairmont Le Manoir Richelieu received the award in 2021.



TripAdvisor Travelers' Choice is a prestigious award from TripAdvisor, based on the reviews and ratings of millions of travellers worldwide. The award is given to hotels, restaurants, attractions and destinations that stand out for their excellence and offer exceptional experiences to guests. Fairmont Le Manoir Richelieu received the award in 2020.

## 2020

# UNESCO

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Fairmont Le Manoir Richelieu, nestled in the heart of the magnificent Charlevoix Biosphere Reserve, designated a UNESCO World Biosphere in 1989, is a shining example of respect for and preservation of the environment. The region is renowned for its rich flora and fauna, as well as its picturesque geography, making it an exceptional setting for this iconic hotel.



Fairmont Le Manoir Richelieu is fully committed to protecting this unique environment through concrete and rigorous initiatives. Among these, efficiently ending residual materials is a focal point, with a waste management program that favours recycling and reducing waste at source. The establishment also implements a responsible procurement policy, favouring local and sustainable products to minimize its ecological footprint.

These efforts are supported by initiatives intended to raise awareness among visitors and staff about the importance of preserving Charlevoix's natural and cultural heritage. Educational programs and partnerships with local organizations help promote greater understanding and respect for the environment. Therefore, Fairmont Le Manoir Richelieu not only enjoys the natural beauty of the region, but also plays an active role in protecting and enhancing it for future generations.



# The Fairmont Way Towards Sustainability

As a pioneer in the hospitality industry, Fairmont was the first luxury hotel brand in the world to embrace environmental management. Today, Fairmont celebrates the 30<sup>th</sup> anniversary of its award-winning Fairmont Sustainability Partnership, which is now part of Accor's sustainability program.

|   |   |
|---|---|
| <p><b>1990</b></p> <p>Fairmont developed its first Green Partnership Guide, a practical handbook to help its hotels and other businesses green their operations.</p>  | <p><b>1990</b></p> <p>Fairmont launched Eco-Meet, an eco-friendly conference program aimed at minimizing the environmental impact of meetings, conferences and similar events.</p>  |
| <p><b>2005</b></p> <p>Fairmont continued to demonstrate real concern for the planet by launching Eco-Innovations, a collection of local projects that encourage peer learning and guest interaction; each signature project responds to the needs of the local ecosystem.</p>   | <p><b>2001</b></p> <p>Fairmont launched the second edition of its environmental guide, the Green Partnership Guide, to share with other travel companies the cost reduction strategies it has developed over the last decade.</p>                       |
| <p><b>2006</b></p> <p>Fairmont announced a partnership with the World Heritage Alliance, a joint initiative of the United Nations Foundation and Expedia Inc. to promote conservation, sustainable tourism and economic development in communities in and around World Heritage sites.</p>  | <p><b>2006</b></p> <p>Fairmont received the Global Tourism Business Award from the World Travel &amp; Tourism Council (WTTC) and is recognized as the world's best example of responsible tourism and sustainable operations in the hotel industry.</p> |
| <p><b>2007</b></p> <p>Fairmont launched the third edition of its renowned Green Partnership Guide, a comprehensive handbook for businesses wishing to "green" their operations. The brand is thus establishing itself as an ambassador for the environment and an industry pioneer in responsible tourism practices and sustainable hotel management.</p> |   |

# The Fairmont Way Towards Sustainability

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|--|--|
| <p><b>2009</b> Fairmont became a member of the World Wildlife Fund's (WWF) Climate Savers program and committed to reducing its operational CO2 emissions by 20% compared to 2006 levels.</p>  | <p><b>2009</b> Fairmont announced the global removal of endangered fish species, such as Chilean sea bass and bluefin tuna, from restaurant menus. The brand is also partnering with reputable local seafood watchdog organizations to ensure guests continue to enjoy a full selection of sustainably sourced seafood.</p>        |
| <p><b>2013</b> Fairmont renewed its global sustainability partnership. By broadening its scope and taking a more holistic approach to operational responsibility, the expanded program offers a better balance between the company's economic, environmental and social priorities.</p>                                  | <p><b>2010</b> Fairmont made a worldwide commitment for its hotels to become members of the Green Key eco-assessment program.</p>  |
| <p><b>2015</b> Fairmont announced that it has achieved its target of reducing its CO2 emissions by 20% compared to 2006 levels. The commitment was made in 2009 as part of WWF's Climate Savers program. Fairmont became the first company in the hospitality sector to achieve this ambitious environmental target.</p> | <p><b>2015</b> Fairmont expanded its beekeeping program with the official introduction of its Bee Sustainable program; in addition to nurturing honeybee habitats, the program is expanding to include the care of wild mason bees with the introduction of new pollinator bee hotels at Fairmont properties around the world.</p> |
|  | <p><b>2016</b> Planet 21, Acting Here was launched. Our sustainability program set new standards in the industry, with over 75 initiatives, including 10 mandatory actions, enabling hotels to make progress on social, societal and environmental challenges.</p>   |
| <p><b>2017</b> Partnership with Energy Observer<br/>A long-term collaboration with the first autonomous, zero-emission hydrogen ship. Together, we're developing sustainable solutions for the hotel of the future.</p>  |  |

# The Fairmont Way Towards Sustainability

|   |   |
|---|---|
| <p><b>2018</b></p> <p>Several Fairmont establishments around the world installed in-room water filtration systems to eliminate the use of disposable plastic water bottles and minimize waste and risks to marine life.</p>   | <p><b>2019</b></p> <p>Accor joined the Science-Based Targets (SBTi) initiative<br/>The Group committed to reducing its greenhouse gas emissions by 46% by 2030, with the aim of achieving net zero emissions by 2050.</p>   |
| <p><b>2020</b></p> <p>Creation of the ALL Heartist Fund<br/>A €70 million fund for Accor employees and their partners affected by the COVID health crisis.</p>  | <p><b>2020</b></p> <p>Commitment to eliminate all single-use plastics from the guest experience<br/>Commitment to eliminate or replace with sustainable alternatives 46 single-use plastic guest items across our hotels.</p>   |
| <p><b>2021</b></p> <p>Strengthened our commitment to Diversity &amp; Inclusion<br/>Accor became co-leader of the Generation Equality Action Coalition against Gender-Based Violence - initiated by UN Women. The Group also joined the "Valuable 500" group, which works for the inclusion of people with disabilities.</p> | <p><b>2021</b></p> <p>Accor joined global hospitality players in the Sustainable Hospitality Alliance<br/>The Group joined the Sustainable Hospitality Alliance, which federates collaborative actions to encourage companies in the sector to operate in a responsible and sustainable manner.</p> |
| <p><b>2022</b></p> <p>Accor joined the Global Sustainable Tourism Council (GSTC) In August 2022, Accor joined the GSTC, the world's leading sustainability organization for the hospitality industry. Through this membership, Accor aims to raise global and brand standards for sustainable travel and tourism.</p>       | <p><b>2022</b></p> <p>Accor and the Women's Foundation launched an "emergency shelter" platform<br/>Together with the Women's Foundation, Accor launched a platform to provide shelter and safety in Accor hotels for women and children who are victims of violence.</p>                           |
| <p><b>2023</b></p> <p>In 2023, Accor signed two international partnerships with the Green Key and Green Globe labels to encourage sustainable hotel certification by sharing best practices. This effort is part of the Group's commitment to have 100% of its hotels eco-certified by the end of 2026.</p>                 | <p><b>2023</b></p> <p>Deployment of a new reporting tool for hoteliers to measure their carbon footprint and optimize resource management (particularly water and energy).</p>  |

# The 17 Sustainable Development Goals

## OBJECTIFS DE DÉVELOPPEMENT DURABLE



The Sustainable Development Goals (SDGs) are a set of 17 interconnected global objectives aimed at transforming our world. They were designed as a "blueprint for achieving a better and more sustainable future for all" and are part of the United Nations' 2030 Agenda for Sustainable Development. They were endorsed by 193 countries in September 2015.

Each of the 17 goals aims to universally reduce climate change and poverty, while improving education, health and economic growth. The UN describes the SDGs as seeking to "protect the planet and improve the lives and prospects of people everywhere."

The SDGs provide global guidelines for achieving each of these goals. Most countries face crises within the SDGs that can only be resolved if we work as one global community.

We systematically integrate the 17 Sustainable Development Goals into every decision we make. This approach ensures that our actions contribute positively to environmental, social and economic aspects, while striving to create a more sustainable and equitable future for all. By adopting these goals as our guide, we are committed to promoting responsible practices and supporting initiatives that benefit our stakeholders and the planet.

# Our ESG Goals

As part of our ongoing commitment to sustainability and environmental responsibility, Fairmont Le Manoir Richelieu has set several key objectives aligned with the SDGs for the coming year. Our priority is to eliminate all single-use plastics from our operations, adhering strictly to Fairmont's guidelines. This initiative is a core element of our broader strategy to minimize our environmental footprint.

Additionally, we plan to enhance our internal expertise in sustainable development by providing as many employees as possible with training through our e-learning platform, School for Change. This will equip them with the knowledge and tools to implement ecological practices in their daily work.

We have also set a target to reduce our energy consumption by 5%. To achieve this, we will implement energy optimization strategies across all hotel departments. Simultaneously, we will meticulously enter and track all our recycling data through our internal Gaia 2.0 platform, allowing us to manage our resources more effectively and enhance our recycling processes.

We are also committed to reducing our food waste by 10%.



We will adopt more efficient methods for stock management and food preparation to minimize waste in our kitchens.

Finally, we aim to obtain a recognized environmental certification, such as Green Globe which would attest to our commitment to sustainable and responsible practices. These certifications will serve as recognition of our actions and reinforce our reputation within the sustainable hospitality sector.

These initiatives are crucial not only to reduce our environmental impact, but also to raise awareness among our employees and guests about the importance of conservation and environmental sustainability.

# 02

## Our Social Commitments





# Our Social Commitments

We are implementing a number of sustainable development initiatives in line with the following SDGs:



- End poverty in all its forms, everywhere in the world



- End hunger, ensure food security, improve nutrition and promote sustainable agriculture



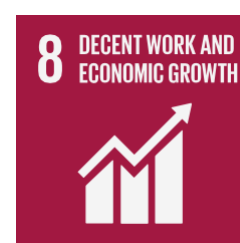
- Ensure healthy lives and promote well-being at all ages



- Provide equitable, inclusive and quality education and promote lifelong learning opportunities for everyone



- Achieve gender equality and empower all women and girls



- Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all



- Reduce inequalities within and among countries



- Promote peaceful and inclusive societies for sustainable development, ensure access to justice for all and build effective, accountable and transparent institutions at all levels



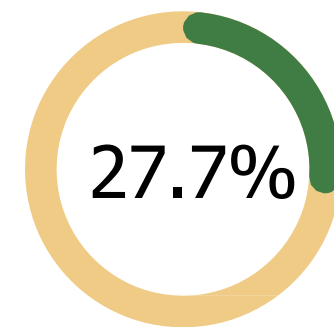
- Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

# Our Colleagues



At Fairmont Le Manoir Richelieu, our team is our greatest strength. With 335 dedicated colleagues, we are a diverse and dynamic community united by a shared passion for luxury hospitality and service excellence. Each staff member plays a crucial role in creating an unforgettable experience for our guests, whether at reception, in our restaurants, in housekeeping, at the spa, or in administration.

Our colleagues come from various backgrounds, bringing a wealth of cultures, experiences and skills. This diversity is a valuable asset that allows us to provide personalized and attentive service, meeting the varied needs of our international clientele. Whether for a relaxing stay, a conference, or a special event, every employee is committed to delivering the highest quality service, with a smile and unparalleled attention to detail.

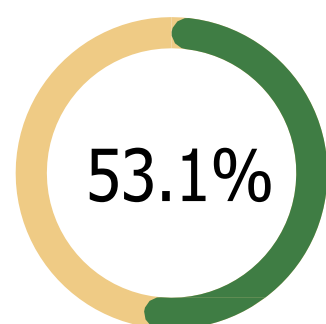


Foreign colleagues

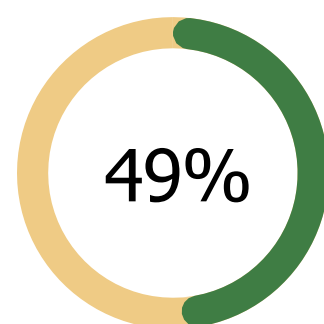
Fairmont Le Manoir Richelieu is also a place that encourages learning and professional development. We offer our colleagues numerous opportunities for ongoing training and development, enabling them to acquire new skills and advance in their careers. Investing in our people translates into a motivating and rewarding work environment where every employee feels valued and supported.

In addition to our commitment to service excellence, we take pride in our dedication to sustainability. Our teams are actively involved in various environmental and social initiatives, helping to make Fairmont Le Manoir Richelieu not only an exceptional place to stay, but also a responsible player in our community.

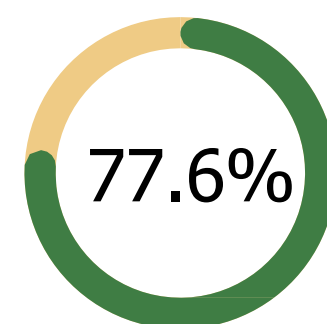
Together, our 335 staff members form a close-knit team dedicated to providing an exceptional experience for every guest while pursuing sustainable and responsible practices. It is through their dedication, passion and professionalism that we continue to uphold our reputation for excellence and inspire customer loyalty.



Percentage of women leaders



Percentage of women colleagues



Percentage of full-time contracts

# Our Colleagues

At Fairmont Le Manoir Richelieu, we are committed to ensuring a smooth and welcoming integration for our new colleagues. From day one, they take part in the Orientation Program, a full-day training designed to familiarize them with our establishment and team.

The day begins with a detailed introduction to Fairmont Le Manoir Richelieu, where new colleagues learn about our hotel's history, values and mission. They also meet future colleagues, which is a friendly way of making them feel part of the team quickly.

The new recruits then undergo mandatory training that covers essential aspects of their roles, including safety, service standards and operational protocols, ensuring they have the knowledge needed to thrive in their positions.

A significant part of the Orientation Program is dedicated to presenting our sustainable development initiatives. We raise awareness among new colleagues about our ecological efforts and highlight the importance of our commitment to sustainability. To make this session interactive and engaging, we include a climate game—a fun and educational activity that helps participants grasp environmental issues and become familiar with the sustainable practices we apply daily.



The day concludes with a full tour of the Hôtel-Casino de Charlevoix complex, allowing new employees to explore the various facilities and services we offer, familiarize themselves with the premises and to understand the breadth and diversity of our offerings.

In short, Fairmont Le Manoir Richelieu's Orientation Program is an immersive and enriching experience that ensures the successful integration of our new colleagues. It combines essential training, inspiring presentations and interactive activities, creating a welcoming environment conducive to professional growth from day one.

# Our Colleagues



## Iris + Arlo

Fairmont Le Manoir Richelieu is taking a forward-thinking approach to the well-being of its female colleagues by offering sustainable, eco-friendly Iris + Arlo sanitary pads on a self-service basis. This initiative highlights the establishment's commitment to sustainability and support for women's health and hygiene. By providing these products free of charge, Fairmont Le Manoir Richelieu promotes an inclusive working environment that is attentive to the needs of all female staff members, while also supporting environmentally friendly practices.

## Team Building

Fairmont Le Manoir Richelieu fosters team spirit and cohesion among its colleagues by regularly organizing events designed to strengthen relationships between colleagues. These activities, ranging from hockey games to pizza nights and laser tag, are designed to offer moments of relaxation and fun outside the workplace. Not only do these initiatives foster a sense of belonging and a positive corporate culture, but they also allow colleagues to get to know each other in a different context, encouraging communication and collaboration within teams.



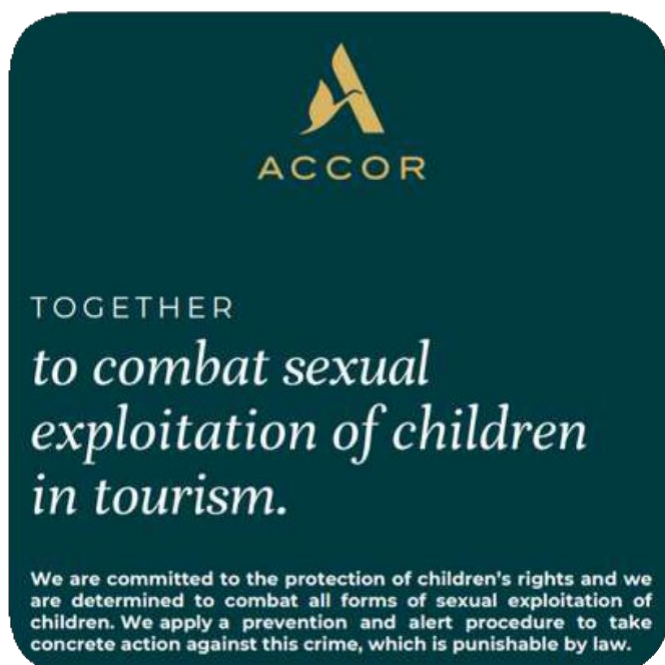
## Relaxation Areas

Fairmont Le Manoir Richelieu places great importance on employee well-being by providing various spaces dedicated to their comfort and personal growth. These include a restroom designed for relaxation and unwinding during breaks; a gym, equipped to help employees maintain a fitness routine and promote their physical well-being; a spiritual room that offers a space for tranquility, reflection or prayer; and finally the Heartist Garden, a shared space for moments of connection and camaraderie.

# Human Rights

## Accor's Human Rights Policy

Accor's Human Rights Policy is built on fundamental principles designed to ensure the respect and protection of individual rights across all its establishments. This policy addresses several key areas: discrimination, working conditions, health and safety and privacy. Overall, Accor's human rights policy reflects its commitment to ethical and responsible practices in every aspect of its operations, reinforcing its role as a leader in the hotel industry when it comes to social and environmental responsibility.



## We Act Together for Children

The We Act Together for Children (WATCH) program, launched by Accor in 2001, embodies the hotel group's dedication to combating the sexual exploitation of children in the tourism industry. Through this program, Accor engages its hotels globally in the fight against this issue, by implementing concrete actions to raise awareness and provide training to both staff and guests. One visible demonstration of this commitment is the display of a poster at the hotel reception, aimed at informing and raising awareness among everyone who passes through. This initiative underscores Accor's desire to play an active role in protecting children and contributing to a safe and responsible tourist environment.



# Our Committees

## Riise - Diversity and Inclusion



The RIISE (Diversity and Inclusion) committee at Fairmont Le Manoir Richelieu plays a vital role in fostering a welcoming and inclusive workplace.

Committed to ensuring that every employee feels represented and understood, the committee implements a range of initiatives designed to enhance the corporate culture. Among these efforts are themed days and awareness-raising events that showcase diverse cultures, identities and perspectives.

These initiatives not only celebrate diversity, but also aim to educate and promote open dialogue on key issues related to inclusion and equality.

Fairmont Le Manoir Richelieu is also deeply committed to inclusivity for individuals with disabilities. The hotel and its rooms are thoughtfully designed to ensure optimal comfort and accessibility for all our guests. Special features, such as ramps, adapted elevators, spacious rooms and accessible bathrooms, are available to meet the specific needs of each individual. We are proud to be certified and featured on the [Kéroul website](#).

Additionally, our Talent and Culture team works closely with Envol Charlevoix, an organization dedicated to the professional integration of people with disabilities. Through this partnership, we strive to hire individuals with disabilities whenever possible. This initiative reflects our dedication to promoting diversity and inclusion within our workforce, fostering a rewarding and equitable working environment for all.

The partnership with Envol Charlevoix not only creates employment opportunities, but also raises awareness among our team about the challenges and unique talents of individuals with disabilities.

By incorporating these inclusive practices, Fairmont Le Manoir Richelieu not only meets accessibility standards, but also strives to offer a warm and respectful experience for all. This inclusive approach strengthens our internal community and ensures that all guests experience true hospitality, where everyone can feel valued and welcome.



# Our Committees

## Health and Safety Committee

Our Occupational Health and Safety (OHS) Committee is dedicated to ensuring a safe working environment for all employees.

Each month, at least one representative from each department attends the committee's meeting to discuss potential risks identified during the previous month. These meetings provide an opportunity for members to share observations, analyze incidents or risky situations, and collaborate on finding appropriate solutions and prevent future hazards.

The OHS Committee shares a common goal: Protect the health and safety of all employees.



In addition to these monthly meetings, the committee takes concrete actions such as providing regular training on safe practices, conducting workplace inspections to identify and address potential risks, and promoting a proactive safety culture where every employee is encouraged to report unsafe situations.

These initiatives are intended not only to reduce accidents and occupational illnesses, but also to improve employees' overall well-being. By creating a workplace where health and safety are prioritized, the OHS Committee helps increase employee satisfaction and productivity, while reinforcing the organization's commitment to its core values of protecting and supporting its workforce.

Here is an overview of the injuries that occurred between 2020 and 2024:

We observed an average of seven injuries per year, excluding 2020 due to the delicate health situation, and 2024 as the year is not yet complete.

|                            | 2020 | 2021 | 2022 | 2023 | 2024 |
|----------------------------|------|------|------|------|------|
| <b>Number of injuries:</b> | 1    | 8    | 7    | 6    | 2    |

Source: CNESTT Website – Fairmont Le Manoir Richelieu Account



# Our Committees

## The Heart to Heart Committee

The Heart to Heart Committee meets regularly to select Employees of the Month, and the Executive Committee chooses the Leaders of the Month thereafter. These meetings are an opportunity to celebrate the outstanding efforts and contributions of our valued colleagues. The committee carefully reviews nominations and inspiring stories submitted by employees, highlighting acts of dedication, collaboration and innovation that make a difference at Fairmont le Manoir Richelieu every day.

By recognizing both individual and collective achievements, the Heart to Heart Committee seeks to strengthen a culture of appreciation within the company. Employees of the Month are rewarded for their exceptional commitment and positive impact on their teams and the organization as a whole. Similarly, the Team of the Quarter is honoured for its ability to work in synergy, achieve common goals and embody Fairmont Le Manoir Richelieu values.



Rewards come in various forms, from restaurant gift certificates to shopping vouchers at local businesses. In addition to celebrating success, these rewards serve as motivation for all employees, encouraging them to become more engaged in their roles and to contribute to a positive and collaborative work environment. Through these efforts, the Heart to Heart Committee plays a key role in fostering a culture of recognition and appreciation within the company.

By showcasing success stories and exceptional contributions, the committee promotes a sense of camaraderie and mutual support, strengthening both employee satisfaction and a sense of belonging at Fairmont Le Manoir Richelieu.





# Our Commitment to Organizations



## SACC

The Charlevoix Community Support Service (SACC) is a local organization that aims to assist the people of Charlevoix by distributing food, clothing and other essential items to those in need. They also organize fundraising events to support their initiatives. Fairmont Le Manoir Richelieu has been a long-standing partner of SACC, regularly donating clothing, furniture and food. Manoir Richelieu also volunteers to support SACC's charity events to further support their cause.



## GREMM

GREMM is a marine mammal protection organization with which Fairmont Le Manoir Richelieu has been partnered since 2005. Through GREMM's "Adopt a Beluga" program, Fairmont Le Manoir Richelieu adopted Perle on June 25, 2005, and has since supported the conservation of whales in the St. Lawrence River. GREMM frequently gives lectures to raise awareness among the Charlevoix community about marine conservation.

# Our Commitment to Organizations



## The Mira Foundation

The Mira Foundation is an organization that provides guide dogs free of charge to people in need. They have implemented a system for collecting empty ink cartridges, which Fairmont Le Manoir Richelieu participates in, to recycle and sell cartridges as a means of raising funds for the foundation.



## Tourisme durable Québec

Tourisme durable Québec is a group of stakeholders committed to creating a more sustainable future for the tourism sector, including Fairmont Le Manoir Richelieu.



## Moisson Saguenay

Moisson Saguenay is a local food bank to which the Manoir donates the proceeds of its can deposits, supporting the organization's mission to fight against food insecurity.



## Fondation Leucan

Leucan is an organization that helps children with cancer. Fairmont Le Manoir Richelieu supports Leucan by organizing events such as ski challenges and fundraising evenings to help raise vital funds for the organization.



# Our Commitment to Organizations



The Quebec Breast Cancer Foundation

The Quebec Breast Cancer Foundation is an organization of great importance to Fairmont Le Manoir Richelieu, which is deeply committed to supporting its initiatives. Every year, we hold the *Grand Marché en Rose*, a key event that is much more than just a gathering; it's a sumptuous cocktail reception designed to raise both awareness and funds for the fight against breast cancer. The *Grand Marché en Rose* is intended to be a memorable evening, combining fine dining, entertainment and solidarity. It attracts a diverse array of guests, including members of the local community, prominent figures and industry partners.

The evening begins with a welcome cocktail, offering participants the chance to socialize in an elegant and friendly atmosphere. The chefs at Fairmont Le Manoir Richelieu craft a refined menu, showcasing local ingredients and culinary creations specially designed for the occasion.

Guest speakers, including medical experts and cancer survivors, share personal stories and provide essential information about prevention, screening and treatment. All proceeds from the event, including ticket sales, silent auctions and donations, go directly to the Quebec Breast Cancer Foundation.

These funds are crucial for financing research, supporting patients and their families, and promoting education and awareness programs. The *Grand Marché en Rose* also strengthens community ties. By bringing participants together around a common cause, we foster a spirit of solidarity and mutual support.

The event also enhances the visibility of the Quebec Breast Cancer Foundation and encourages greater support for this vital cause.



In short, the *Grand Marché en Rose* is a signature event for Fairmont Le Manoir Richelieu, reflecting our deep commitment to the fight against breast cancer and our desire to make a positive impact on the lives of those affected by this disease. We are proud of our partnership with the Quebec Breast Cancer Foundation and are determined to continue supporting this worthy cause.

# 03

## Our Environmental Commitments



# Our Environmental Commitments

We are implementing a number of sustainable development initiatives aligned with the following SDGs:



- Ensuring universal access to sustainably managed water supply and sanitation services



- Providing reliable, sustainable and modern energy services for all at affordable prices



- Building resilient infrastructure, promoting inclusive and sustainable industrialization, and encouraging innovation



- Ensuring cities and human settlements are inclusive, safe, resilient and sustainable



- Establishing sustainable consumption and production patterns



- Taking urgent action to combat climate change and its effects



- Conserving and sustainably using oceans, seas and marine resources for sustainable development

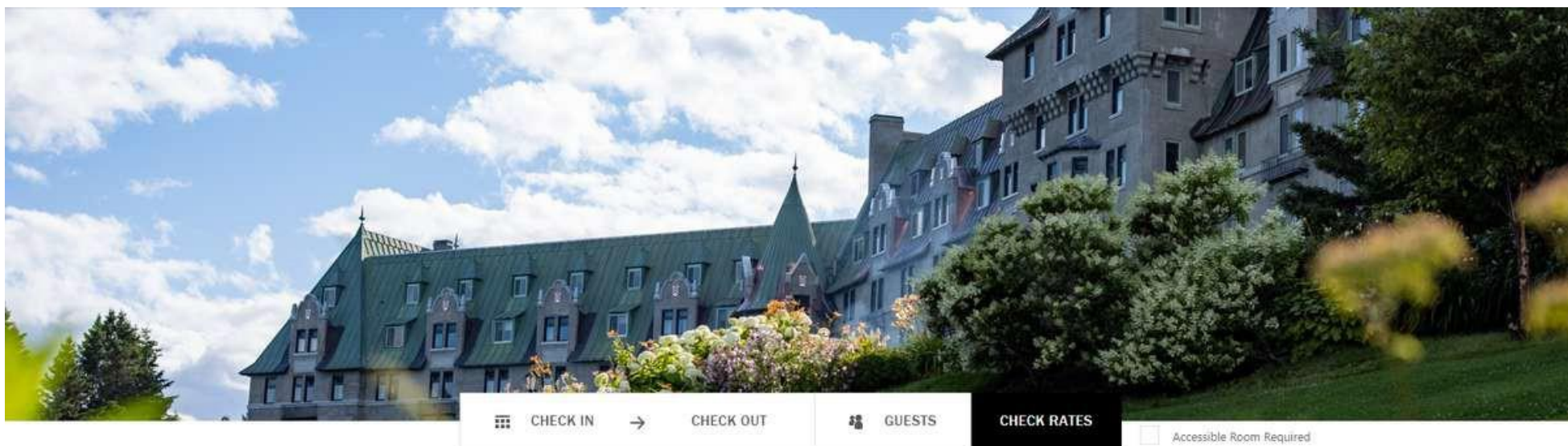


- Preserving and restoring terrestrial ecosystems, managing forests sustainably, combating desertification, reversing land degradation and protecting biodiversity

# Our Planet



At Fairmont Le Manoir Richelieu, we are committed to raising awareness about sustainable development among both our colleagues and guests. That's why we've replaced our old room key cards with eco-friendly bamboo cards. In our rooms, we actively promote sustainable practices such as requesting linen changes only when needed and encouraging responsible water use.



## FAIRMONT LE MANOIR RICHELIEU SUSTAINABLE INITIATIVES

Fairmont Le Manoir Richelieu, an iconic Charlevoix establishment, has been combining elegance and tradition for over a century. Committed to sustainable development, it incorporates eco-responsible practices into all its operations, from water management to waste reduction. By favouring local and seasonal products, it supports the local economy while reducing its carbon footprint. In this way, Fairmont Le Manoir Richelieu embodies hotel excellence while respecting the environment.

Furthermore, our website features a page outlining all of our green initiatives, shared openly with our guests. Our certifications, such as Green Key Global, are proudly displayed in the lobby to reinforce our commitment to sustainable and responsible hotel practices.



# Our Planet

## Recycling

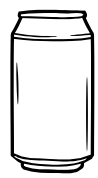


### Sorting Waste

Fairmont Le Manoir Richelieu takes a proactive and responsible approach to waste management, implementing a rigorous sorting system. This involves separating recyclable materials, composting organic waste and ensuring that hazardous waste is handled safely and in an environmentally friendly manner. These efforts are part of our commitment to reducing our environmental footprint, promoting sustainability and encouraging environmental awareness among both staff and guests.

### Recycling our Nespresso Capsules

Fairmont Le Manoir Richelieu has launched a specific recycling initiative for coffee capsules, in partnership with Nespresso. Used capsules are collected and sent to a specialized sorting centre, where they undergo a meticulous recycling process. This process involves separating the coffee grounds from the aluminum. The aluminum, which can be infinitely recycled without losing quality, is recovered and reintroduced into the production cycle. Meanwhile, the coffee grounds are repurposed as compost, providing a valuable second life as an organic soil improver.



### Cans

Our cans are consigned to Recycan, with proceeds donated to Moisson Saguenay.



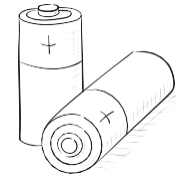
### Solid Soaps

Our used solid soaps are sent to the Clean The World Organization, where they are melted down and redistributed to those in need.



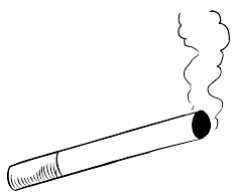
### Light Bulbs

Our light bulbs are collected and recycled.



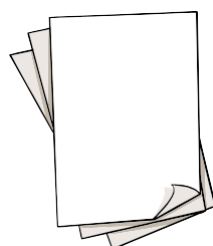
### Batteries

Our batteries are sent to Canadian organization Call2Recycle, where they are recycled and given a second life by being transformed into metal objects.



### Cigarette Butts

Cigarette butts are sent to TerraCycle, where they are recycled through the UNSMOKE program.



### Paper

Thanks to our partnership with Shred-it, a company specialized in paper shredding and recycling, we successfully saved 169 trees this year.

# Our Planet

## Electricity and Energy

### Smart Thermostat

Room temperature at Fairmont Le Manoir Richelieu is designed to adjust automatically, rising at check-in to welcome guests into a comfortable environment and lowering when they are absent, to optimize energy efficiency and reduce environmental impact. This smart temperature management not only ensures optimum guest comfort when present, but also contributes to the hotel's sustainability by minimizing energy consumption.

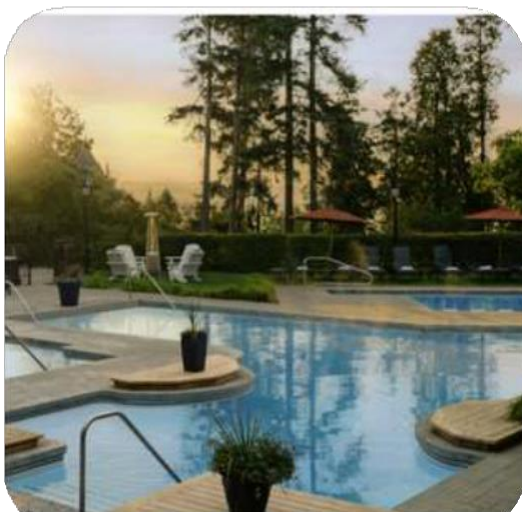


### LED Light Bulbs

Fairmont Le Manoir Richelieu is implementing a program to recover used light bulbs while gradually replacing all incandescent bulbs with LED bulbs. This initiative is responsible on two levels, not only ensuring more energy-efficient and sustainable lighting throughout the establishment, but also reducing waste and helping the environmental impact associated with using less efficient bulbs.

### Electric Charging Stations

Fairmont Le Manoir Richelieu is actively committed to reducing greenhouse gas emissions by installing 80 electric vehicle charging stations in partnership with Tesla, marking a major energy shift on-site. Additionally, in collaboration with NordExpé, the hotel is introducing the first electric snowmobiles, breaking new ground in eco-friendly leisure activities. Electric golf carts complete this set of green measures, contributing to a more sustainable leisure experience. These initiatives demonstrate Fairmont Le Manoir Richelieu's commitment to a greener future that is less reliant on fossil fuels.



### Heat Pumps

Fairmont Le Manoir Richelieu has installed heat pumps to heat its swimming pools, along with heated tiles around the outdoor pools. This technical upgrade has significantly reduced electricity consumption related to these facilities by more than 40%. This advanced technological choice reflects the hotel's commitment to improving energy efficiency and minimizing its ecological footprint, while offering optimal guest comfort.



# Our Planet

## Electricity and Energy

### Klimato

Fairmont Le Manoir Richelieu has partnered with Klimato for a pilot project to assess the carbon footprint of every dish served in its restaurants. This collaboration is meant to raise awareness about the environmental impact of food choices, encouraging more sustainable consumption habits. By providing clear information on the carbon footprint of each dish, the hotel directly promotes environmental awareness, reinforcing its commitment to eco-friendly practices and the promotion of responsible eating.

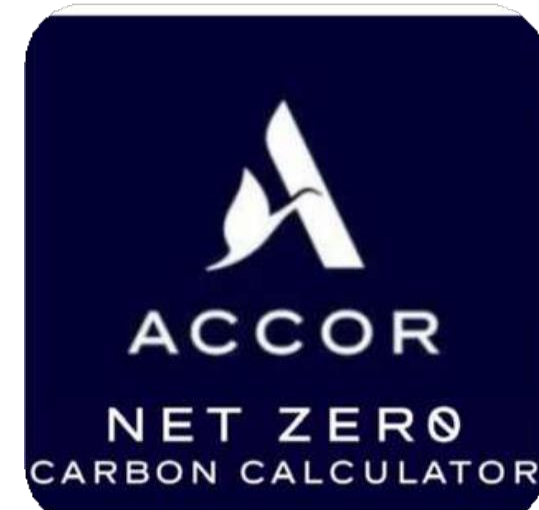


### IT Initiatives

Since June 8, 2010, all computers automatically switch to “energy-saving” mode after being inactive for one hour. Fairmont Le Manoir Richelieu plans to collaborate with HPE Aruba, a company committed to providing sustainable solutions and services to help guests and partners meet climate goals, achieve carbon neutrality and social impact commitments as part of their business transformation.

### Carbon Footprint Calculator

Reduce carbon emissions from your stays and events by consulting our list of priority actions. Calculate your Accor experience carbon footprint. Invest in environmental protection projects to offset your emissions. Receive a certificate detailing your support and contribution to climate protection. Result: 2,585,000 kg CO2 offset to date



### Hydro-Québec Partnership

Fairmont Le Manoir Richelieu partners with Hydro-Québec, a renowned energy provider committed to renewable energy. Through this collaboration, the hotel uses electricity that is 99% generated from hydropower, thereby reducing its carbon footprint and supporting the transition to a greener economy.

# Our Planet

## Electricity and Energy Carbon

Breakdown of Carbon Emissions at Fairmont Le Manoir Richelieu:

1. Scope 1: 16.31% of Total Emissions

- Direct Emissions: This covers emissions from fossil fuel combustion for heating, cooking and hotel vehicles. Fairmont Le Manoir Richelieu's potential sources include boilers, heating systems and service vehicles.

**Possible Actions:** Improve energy efficiency for heating and air conditioning systems, and transition to less polluting alternatives such as biomass boilers or heat pumps.

2. Scope 2: 1.03% of Total Emissions

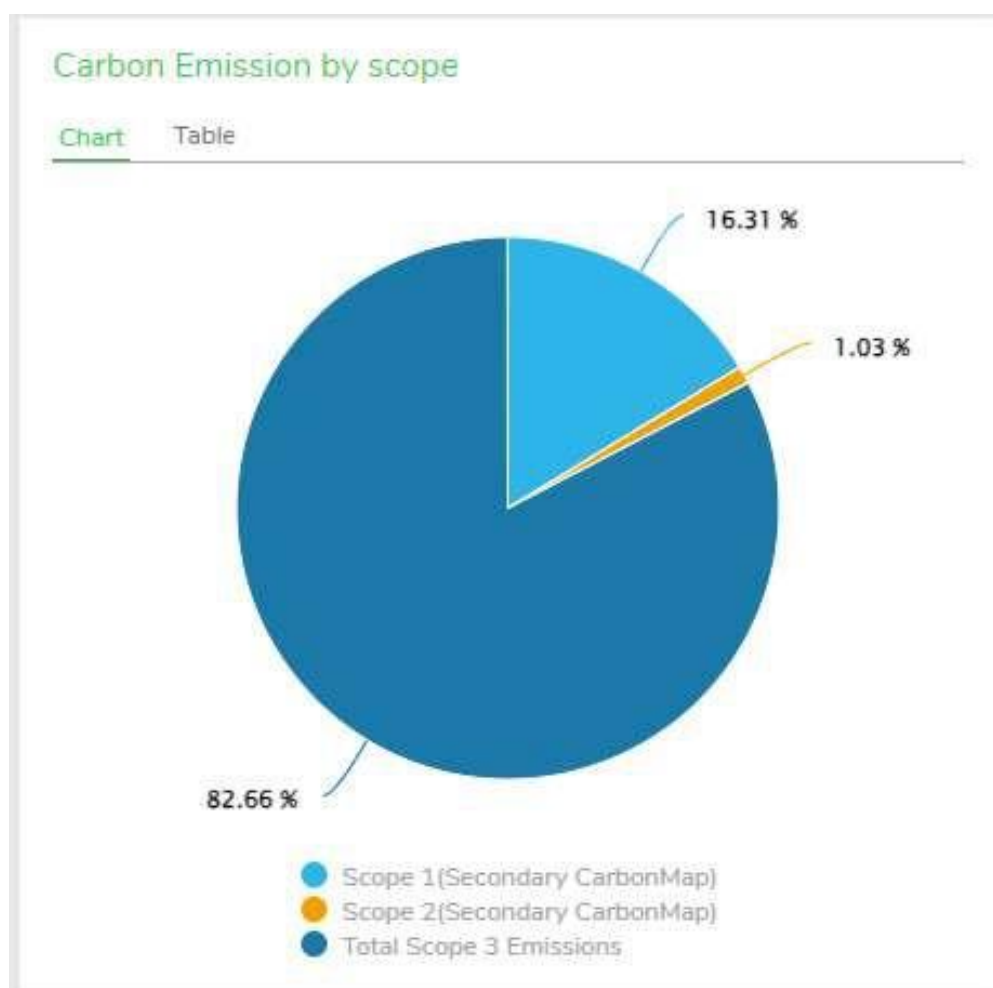
- Indirect Energy Emissions: This includes emissions related to electricity consumption. The environmental impact depends on the source of the electricity—whether it's generated from fossil fuels or renewable energy sources.

3. Scope 3: 82.66% of Total Emissions

- Indirect Value Chain Emissions: Emissions related to goods and services, employee travel, waste management and guest travel.

**Possible Actions:**

- Sustainable Procurement: Prioritize local and sustainable suppliers for food, cleaning products and materials. For instance, continue working with local producers within a 50 km radius.
- Waste Reduction: Implement waste reduction, composting and recycling programs to minimize the carbon footprint of waste.
- Travel Management: Encourage employees to use eco-friendly transportation and promote carpooling or public transport. For guests, offer local activities accessible by foot or bicycle.



Source: Gaïa 2.0 Data 2023

# Our Planet

## Electricity and Energy

For Fairmont Le Manoir Richelieu, analyzing electricity consumption and costs is essential for effectively understanding and managing energy use, especially within the framework of its sustainable development initiatives.

### 1. Peak Period Management:

- Fairmont Le Manoir Richelieu should identify reasons for stability and peaks in electricity consumption. Months of high usage may align with peak tourist activity or extreme weather conditions requiring more heating or air conditioning.

### 2. Reduced consumption:

- The sharp drop in April suggests a maintenance period or a targeted energy-saving initiative. Fairmont Le Manoir Richelieu should analyze this period to identify effective measures and apply them more consistently year-round.

### 3. Energy Efficiency:

- Investing in energy-efficiency technologies, such as upgrading heating and cooling systems or installing motion sensors for lighting, could help further reduce electricity consumption.

### 4. Renewable Energy Sources:

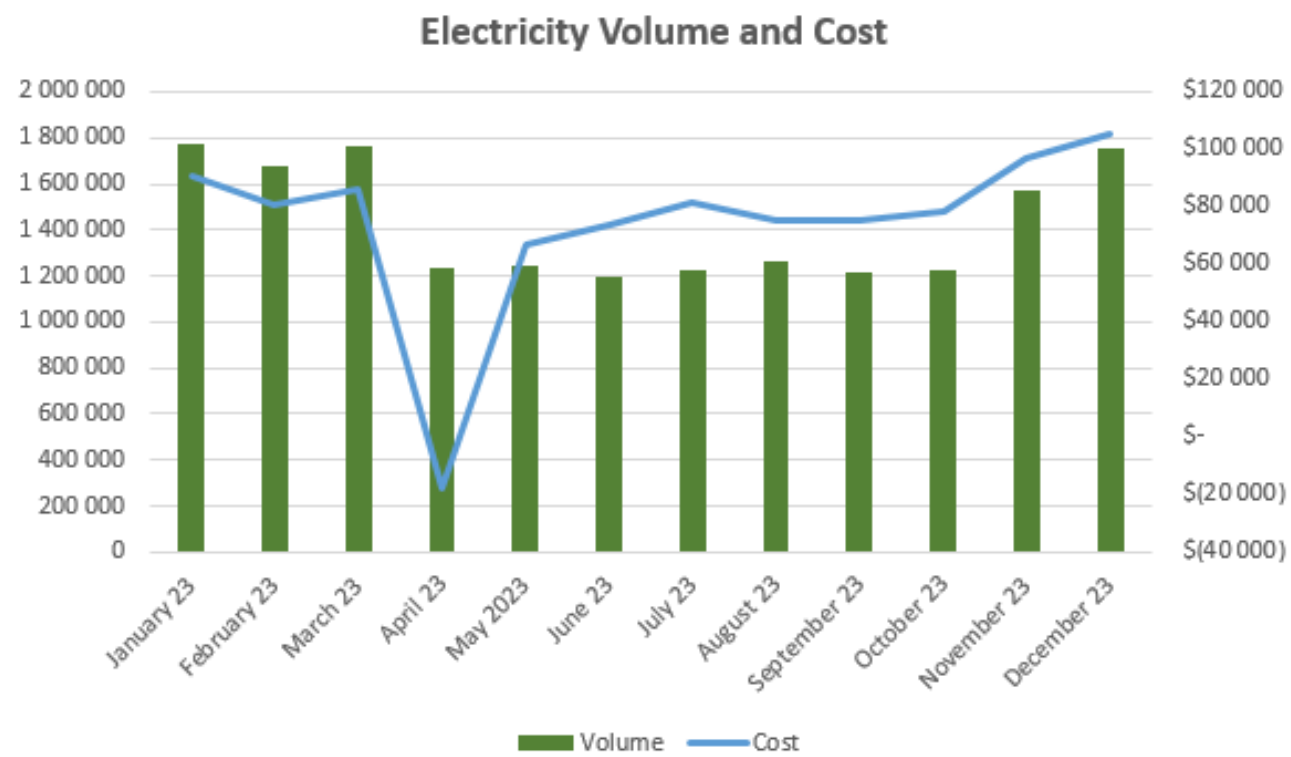
- Exploring the installation of renewable energy sources such as solar panels could lower long-term costs and reduce the hotel's carbon footprint.

### 5. Awareness and Training:

- Training staff and guests on energy-saving practices can contribute to reducing consumption. Initiatives such as promoting towel and linen reuse or installing energy-efficient devices in guest rooms and communal areas can significantly impact overall consumption.

### 6. Monitoring and Ongoing Adjustments:

- Implementing a real time energy monitoring system would allow for quick anomaly detection and prompt adjustments. Regular energy audits can further identify improvement opportunities.



Source: Gaïa 2.0 Data 2023

### 1. Electricity Volume:

- The electricity volume is relatively stable, fluctuating between 1,000,000 and 1,800,000 units (likely kWh) throughout those months.
- A significant drop occurs in April, with the volume falling to approximately 200,000 units.

### 2. Electricity Cost:

- Electricity costs mirror the consumption trend, showing significant variations.
- A notable drop corresponds with the reduction in electricity volume in April.
- From May onwards, the cost gradually increases, peaking in December.

# Our Planet

## Saving Water



### Reducing Water Flow

Fairmont Le Manoir Richelieu has launched an ambitious water conservation program, featuring the installation of low-flow toilets and showerheads, along with an automatic flushing system for urinals in public restrooms. Additionally, motion sensor faucets have been installed in washbasins. These initiatives significantly cut water consumption, underscoring the hotel's commitment to sustainable practices and environmental protection.

### Water Fountains

In a commendable move towards sustainability and easy access to drinking water, Fairmont Le Manoir Richelieu has installed water fountains throughout the hotel. This effort encourages guests and staff to reuse bottles, aimed at reducing the use of single-use plastic bottles. By eliminating plastic bottles from its services, Fairmont Le Manoir Richelieu is making a significant substantial contribution to reducing its ecological footprint and actively promoting responsible consumption practices.



### Watering the Golf Course and Outdoor Areas

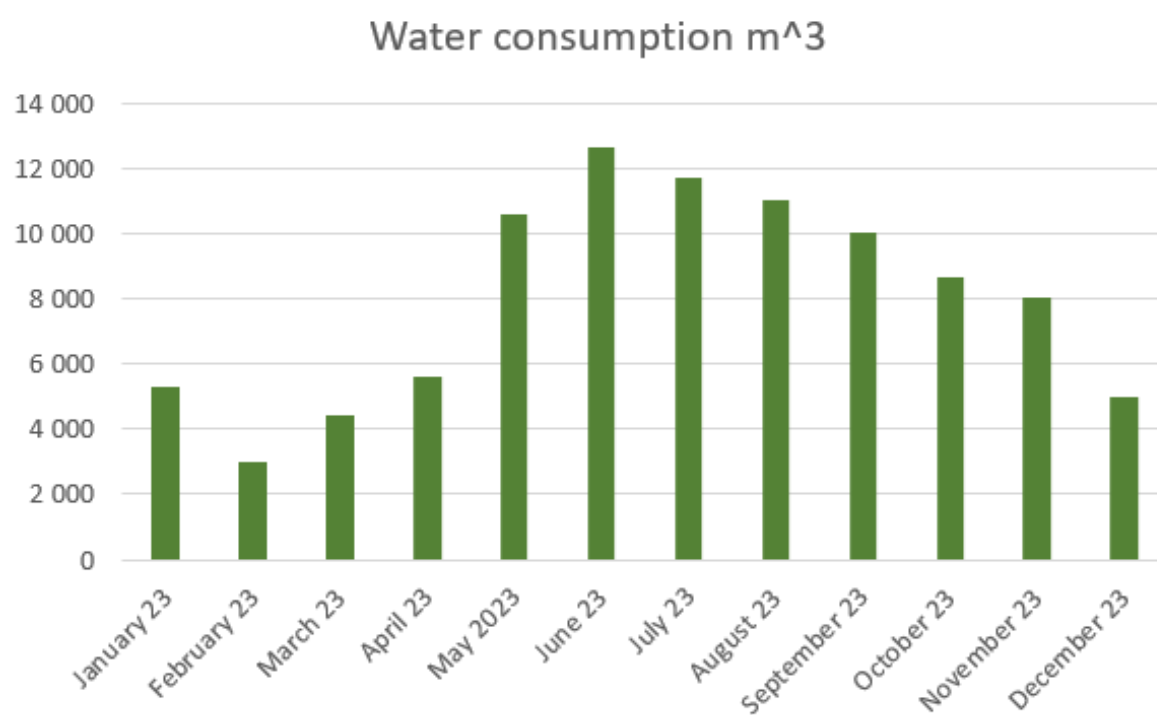
The Fairmont Le Manoir Richelieu golf course and all gardens are irrigated exclusively with rainwater, reflecting the hotel's dedication to sustainable resource management. This eco-friendly approach significantly reduces the use of drinking water for maintaining green spaces, minimizing the environmental impact of the golf course while preserving its natural beauty and health.

# Our Planet

## Saving Water

### Eco-Friendly Cleaning Products

Our partnership with Ecolab, a leader in environmentally friendly cleaning products, further demonstrates Fairmont Le Manoir Richelieu's ongoing commitment to using products that protect both the environment and the health of guests and staff. Ecolab is renowned for its innovations in cleaning products that minimize ecological impact while ensuring optimal cleaning performance.



Source: Gaia 2.0 Data 2023

#### 1. Monthly Trends:

- Water usage starts at around 5,000 m<sup>3</sup> in January and declines in February and March.

- A sharp increase is noted from May, peaking in June and July with consumption exceeding 12,000 m<sup>3</sup>.

- After July, usage gradually decreases but remains relatively high until September, before dropping more steeply in October and November.

- Water consumption in December returns to around 5,000 m<sup>3</sup>, comparable to January.

#### 2. Periods of High Consumption:

- From May to September, water usage remains high, indicating increased demand during these months.

# Our Planet

## Saving Water

Effective resource management is key to achieving sustainability goals at Fairmont Le Manoir Richelieu. Based on observed water consumption trends, several key insights and recommendations arise:

### 1. Managing the Peak Season:

- The period from May to September likely corresponds to peak tourist season, with an increase in influx of guests driving up water usage for room maintenance, restaurants, spa services and garden irrigation.

### 2. Awareness and Training:

- Guests and Employees: It's important to educate guests and staff on the significance of water conservation. For instance, guests should be encouraged to reuse towels and bed linen during their stay.

- Posters and Communication: Use posters and other communication tools to inform guests about the hotel's water-saving practices and sustainability initiatives.

### 3. Monitoring and Optimization:

- Regular Monitoring: Implement a system for continuous water consumption tracking to quickly identify anomalies and adjust practices as needed, utilizing Gaia 2.0.

- Audits and Analysis: Regular audits should be conducted to pinpoint areas for improvement and to assess the efficiency of implemented measures.

### 4. Innovation and Technology:

- Smart Technologies: Leverage smart technologies for real-time water consumption monitoring, which can help detect leaks or excessive use.



By analyzing monthly water consumption, Fairmont Le Manoir Richelieu can better understand its water resource needs and identify opportunities to improve efficiency. Implementing strategies for reducing water use, educating guests and staff, and adopting innovative technologies will enable the hotel to manage its resources more sustainably. These actions align with the hotel's sustainable development goals, reinforcing its commitment to environmental stewardship and supporting the Charlevoix community.

# Food Waste

## Orbisk

Fairmont Le Manoir Richelieu has integrated Orbisk's advanced technology to tackle food waste. These innovative smart bins, capable of weighing and photographing discarded food, play a crucial role in refining the hotel's sustainable practices. By analyzing collected data, Fairmont Le Manoir Richelieu can optimize food orders and refine recipes, leading to a significant reduction in food waste.

While [Orbisk](#) bins were only recently installed, Fairmont Le Manoir Richelieu is confident that this initiative will provide valuable insights, allowing the hotel to fine-tune its processes and reduce its environmental impact in the coming months.



## Culinary Recycling

In line with its commitment to sustainability, Fairmont Le Manoir Richelieu offers a breakfast buffet exclusively on weekends or special occasions, ensuring a rich culinary experience. Leftover food from these buffets is creatively repurposed into new dishes throughout the week, minimizing food waste while encouraging culinary innovation. This approach not only supports environmental goals but also provides guests with fresh, innovative meals.

# Our Planet

Dedicated to preserving the local environment, Fairmont Le Manoir Richelieu sources most of its produce from within a 50-kilometre radius. Our culinary director works closely with local farmers and producers to deliver the highest quality ingredients, supporting the regional economy and reducing the carbon footprint.

To commemorate Earth Day, we hosted a special dinner featuring some of the region's leading chefs. Each chef crafted a unique dish, personally presenting it to guests during the event. This dinner was a wonderful opportunity for our guests to discover and savour locally sourced ingredients.



The dishes presented during the evening highlighted the richness and diversity of local produce, raising awareness about the benefits of eating locally and seasonally. Guests experienced first-hand how their food choices can positively impact the environment and the community. The event not only celebrated local and sustainable cuisine, but also reinforced our commitment to environmental preservation and support local producers. By showcasing these practices, we hope to inspire our guests to adopt more responsible consumption habits and appreciate the value of quality, locally sourced food.



# Our Labels and Certifications



## Défi Saint-Laurent

The “St. Lawrence Challenge” is a program designed to reduce plastic consumption. Participants agree to take simple actions to raise awareness and engage people in reducing their environmental footprint. We have been partnering with *Défi Saint-Laurent* since 2019 and our dedication has earned us a Level 5 certification.



## Fourchette bleue

*Fourchette bleue* encourages consumers, restaurateurs and fishmongers across Quebec to introduce many edible but lesser-known species from the St. Lawrence River into their kitchens. This initiative supports sustainable development and biodiversity conservation. Both our restaurants, Le Saint-Laurent and Le Bellerive proudly hold a *Fourchette bleue* certification.



## Aliments du Québec

*Aliments du Québec* is a certification program that highlights products made from at least 85% Quebec-sourced ingredients and processed within the province. Currently, all our points of sale are *Aliments du Québec* certified.



## Green Key Meetings

Green Key Meetings is an international certification that promotes sustainable practices for meetings and events. It encourages event organizers to adopt environmentally friendly approaches. We have had a 5-Key certification since 2024.



## Audubon

Audubon Golf is an environmental certification program for golf courses, which recognizes those that have committed to protecting the environment and preserving natural resources. Our goal is to achieve Audubon Silver status.



## She Travel Club

She Travel Club is the first 100% women-focused certification, based on four key pillars: safety, comfort, services and amenities, dining and entertainment. We have proudly attained Platinum certification.

# Our Labels and Certifications



## Green Key Global

Green Key is now the world's leading certification for sustainable tourism. This certification is awarded to establishments that commit to meeting strict environmental standards. Fairmont Le Manoir Richelieu has been working with Green Key for over 20 years. Our ongoing commitment to sustainable development have enabled us to achieve the highest level of Green Key certification—5 Keys.



## ICI on recycle +

*Ici on recycle* is a Quebec-based recognition program designed to encourage industries, businesses and institutions (ICI) to adopt best practices in waste management. There are four certification levels, and we recently achieved the third level: Performance+.



## Bienvenue cyclistes!

*Bienvenue cyclistes* is a Quebec certification that identifies accommodations and campsites that offer high-quality services and facilities for cycle tourists.



## LEED

LEED certification for existing buildings ensures that your property is maintained to the highest sustainability standards, providing numerous benefits to building owners, occupants and the surrounding environment. We are currently in the process of obtaining this certification.



## Kéroul

We are certified by Kéroul the only accessibility recognition recognized by the Ministry of Tourism of Quebec. This certification demonstrates our commitment to welcoming all our visitors, including those with reduced mobility, by ensuring an inclusive and enjoyable experience in our facilities and services.

# Our Green Committee

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Our Green Committee meets every month to discuss our sustainability news and initiatives. Employees are strongly encouraged to attend these meetings, which are open to the entire staff.

During these meetings, a wide range of topics are covered, including upcoming and past events, sharing feedback and ideas for improving our practices, and brainstorming on innovative ways to make Fairmont Le Manoir Richelieu even more sustainable. These meetings are intended to include sharing updates on ongoing initiatives, actively involve employees in sustainability efforts, encourage innovative ideas, plan sustainability-focused events and continuously evaluate past initiatives to identify areas for improvement.

These meetings provide numerous benefits: they embed sustainability into the corporate culture, boost employee engagement and motivation, and reduce our environmental impact while promoting sustainable development.

In conclusion, our Green Committee plays a vital role in advancing sustainability at Fairmont Le Manoir Richelieu, bringing employees together to share ideas, plan events and assess our initiatives. This fosters a collaborative and innovative environment that supports our long-term sustainability goals.



# Our Bees



The growing threat to bees has prompted Fairmont Le Manoir Richelieu to take action by setting up beehives in the former stables. This initiative not only contributes positively to the environment but also raises public awareness about the crucial role bees play in our ecosystem. Thanks to our partnership with Hydromel Charlevoix, a renowned local beekeeper, we have been able to bring this ambitious project to life.

The hives set up in the old stables not only provide a safe haven for bees, but also serve as a valuable educational tool. In collaboration with Hydromel Charlevoix, we have created an educational trail that highlights the hives, bees and local biodiversity. The trail is open to everyone, offering a unique opportunity for visitors of all ages to learn about the vital role of bees in pollination and biodiversity preservation.

On International Bees' Day, Alexandre from Hydromel introduced us to his hives. Our employees got to observe bees in action, learn about their behaviour and discover how everyone can help protect them, even in their own backyards.

In addition to the educational value, these hives also produce local honey, a precious and tasty resource used in our hotel kitchens and available for guests to purchase during our 125<sup>th</sup> anniversary celebration. The honey harvested symbolizes our commitment to sustainability and environmental preservation.

This collaboration with Hydromel Charlevoix not only allows us to actively protect bees, but also strengthen our commitment to the local community and the environment. By raising awareness among our guests and employees about the importance of bees and biodiversity, we hope to inspire positive and sustainable actions beyond our establishment.

In summary, setting up beehives in Fairmont Le Manoir Richelieu's former stables is a multifaceted initiative that combines environmental protection, education and community involvement. It illustrates our dedication to sustainability perfectly and our desire to make a positive impact for future generations.



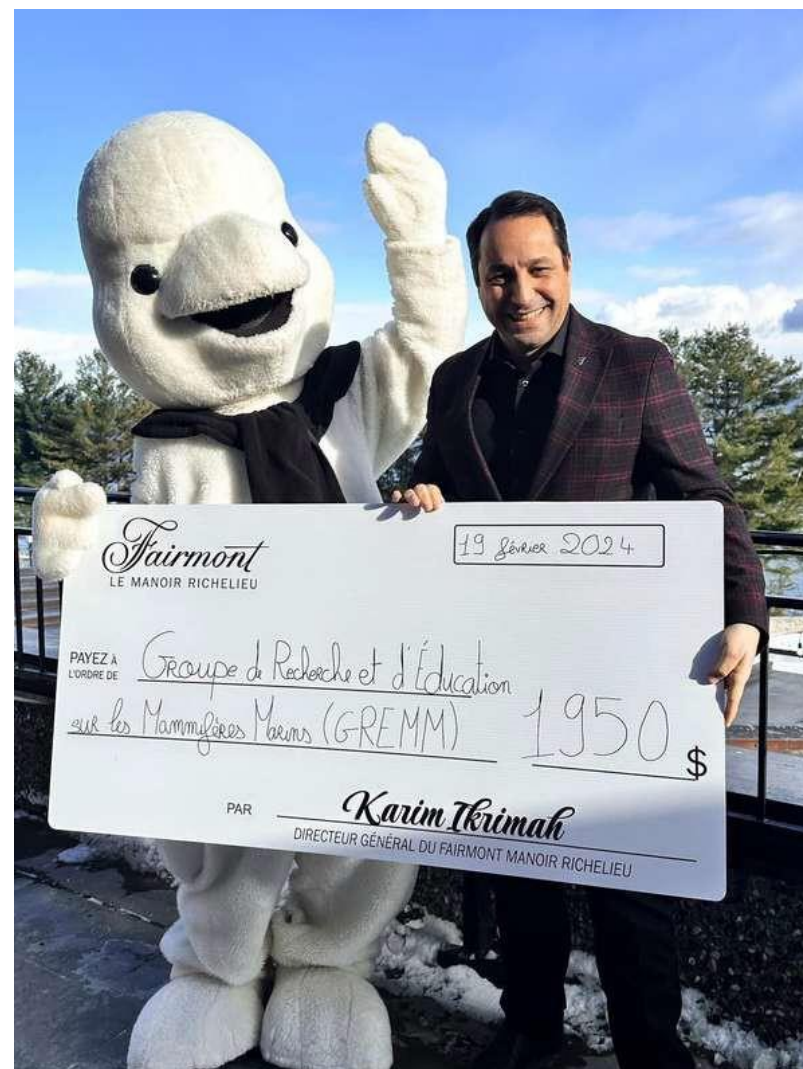
# Perle, Our Beluga

Fairmont Le Manoir Richelieu has adopted a beluga named Perle in partnership with Group for Research and Education on Marine Mammals (GREMM). This unique partnership allows us to receive regular updates about Perle and be notified when she swims near the hotel. This special connection with Perle is a symbol of our commitment to marine mammal conservation. In addition to following Perle's journey, we have launched a Whale-Watching package, with part of the proceeds supporting GREMM. This package offers guests a unique whale-watching experience while contributing to the conservation of these majestic creatures. The funds raised help support GREMM's initiatives to protect the whales and belugas of the St. Lawrence River.

In collaboration with GREMM experts, we also hold conferences on marine mammals. These educational initiatives provide a deeper understanding of the importance of preserving marine biodiversity and encourage concrete actions to protect our environment.

The partnership with GREMM extends beyond adopting Perle. It includes educational programs and awareness activities for our guests and employees.

Additionally, GREMM uses the funds raised to conduct critical research on whale and beluga behaviour, habitats and the threats they face. This research is essential for developing effective conservation strategies and raising public awareness about environmental issues. Through our partnership with GREMM, we are strengthening our commitment to environmental protection and the conservation of endangered species. By adopting Perle and actively supporting GREMM's initiatives, Fairmont Le Manoir Richelieu is playing a key role in the preservation of marine mammals in the St. Lawrence River. Our guests have the chance to support this noble cause and help protect marine biodiversity while enjoying unforgettable experiences.



# Our Sustainable Events

Fairmont Le Manoir Richelieu regularly organizes sustainable events for both guests and employees. These initiatives include environmental conferences to raise awareness about sustainable practices. We also offer creative workshops, such as decorating activities using repurposed materials. These events often conclude with dinners prepared with local products, reinforcing our commitment to sustainability.

## International Women's Rights Day



To mark International Women's Rights Day, Fairmont Le Manoir Richelieu highlighted female entrepreneurship by hosting four local women for an inspiring session where they shared experiences and advice. The speakers, Maude Juteau, Ana Carolina Martins, Ève Poisson and Vicky Boily, discussed their remarkable careers. To commemorate the event, we served a special prosecco and hibiscus cocktail, with \$2 from each sale going to the Quebec Breast Cancer Foundation. Additionally, the Riise and Vert committees collaborated to create a video celebrating the women of the Fairmont Le Manoir Richelieu and Casino complex, making the occasion truly memorable!

## Earth Day

On Earth Day, Fairmont Le Manoir Richelieu offers a variety of fun, educational activities for children, designed to teach them about ecology. This is followed by a green tour of the property, where they can discover our environmental initiatives. In the evening, five talented local chefs come together to celebrate regional and seasonal flavours with an exclusive five-course dinner that showcases the best of our terroir.



## Earth Hour



For Earth Hour, Fairmont Le Manoir Richelieu organized an intimate candlelit concert in our Brise bar, enveloping the space in a soft, subdued atmosphere. A musician serenaded guests with atmospheric melodies, while we served a special cocktail made with gin and Curaçao, created especially for the event.

## International Bees Day

International Bees' Day, held on May 20, provided the perfect opportunity to sample our bourbon-aged honey, a special edition crafted for Fairmont Le Manoir Richelieu's 125<sup>th</sup> anniversary. We also invited participants to plant pollinating flowers.



# Our Planet

## Our Annual Clean-Up

On May 14, our staff came together for the annual property-wide clean-up. This tradition demonstrates our commitment to both the environment and the local community. Equipped with gloves and buckets in the early afternoon, our team spread out across the hotel's gardens and parking areas to collect litter.

Their mission was simple: ensure that every corner of the property reflected the beauty and cleanliness for which our hotel is renowned. Together, they covered several miles, venturing into often-overlooked areas and tirelessly collected litter, ranging from paper and plastic to larger debris. By the end of the effort, approximately ten buckets of trash were gathered.

This clean-up effort is not just limited to the housekeeping of our property; it is part of a broader sustainable development approach that we pursue throughout the year. Our sustainability teams, who are central to organizing these events, consistently work to raise awareness and engage staff in our environmental objectives. Their ongoing efforts are key to our success.

Beyond the environmental aspect, clean-up day was also great for team building and fostering camaraderie among colleagues, creating a shared sense of purpose. To show our appreciation, lunch was provided before the event, thanking participants for their dedication and significant contribution.

We also organized a major clean-up last October for International Clean-up Day, where guests were invited to participate along the Cité Mémoire Charlevoix circuit.



# Our Action Plan

At Fairmont Le Manoir Richelieu, we are always striving to improve our sustainable development practices and introduce new alternatives to protect our environment and communities. Our commitment is reflected in a series of ambitious goals for the coming years. Below is a non-exhaustive list of our priorities:

1. Reduce our energy consumption by 5%:
  - We are committed to optimizing our energy practices to achieve this goal.
2. Reduce our Carbon Emissions:
  - Scope 1 and 2: 25% reduction by 2025.
  - Scope 3: 15% reduction by 2025.
3. Develop the Klimato Project:
  - Implementing initiatives to measure and reduce our menus' carbon footprint, thereby raising awareness among guests about the environmental impact of their food choices.
4. Implement the Women in Leadership Project:
  - Encouraging and promoting female leadership within our institution by providing development opportunities and increased visibility.
5. Update the Reporting System on our Gaia 2 Internal Platform:
  - Improving our transparency and ability to track our sustainability progress through detailed and up-to-date reporting.
6. Eliminate Single-Use Plastic:
  - Replacing all single-use plastic items with sustainable alternatives, thus contributing to the reduction of plastic waste.
7. Reduce Food Waste by 10%:
  - Achieving a 151-gram reduction in food waste per person by optimizing our stock management practices and raising awareness among both our staff and guests.
8. Obtain Green Globe and LEED Certifications:
  - Working towards achieving these recognized certifications, attesting to our commitment to sustainable and eco-friendly practices in every aspect of our operations.



By integrating these initiatives, we not only aim to reduce our environmental impact but also to inspire our employees, guests and communities to adopt more sustainable practices. We are dedicated to achieving these ambitious goals and will continue innovating for a greener, more responsible future.



# 04

## Conclusion



# Conclusion

In conclusion of this Sustainability Report, it is evident that Fairmont Le Manoir Richelieu is fully committed to reducing its environmental footprint and making a meaningful contribution to the Charlevoix community. Our efforts are multifaced and cover various aspects of sustainability, reflecting our determination to incorporate environmentally responsible practices into all facets of our operations.

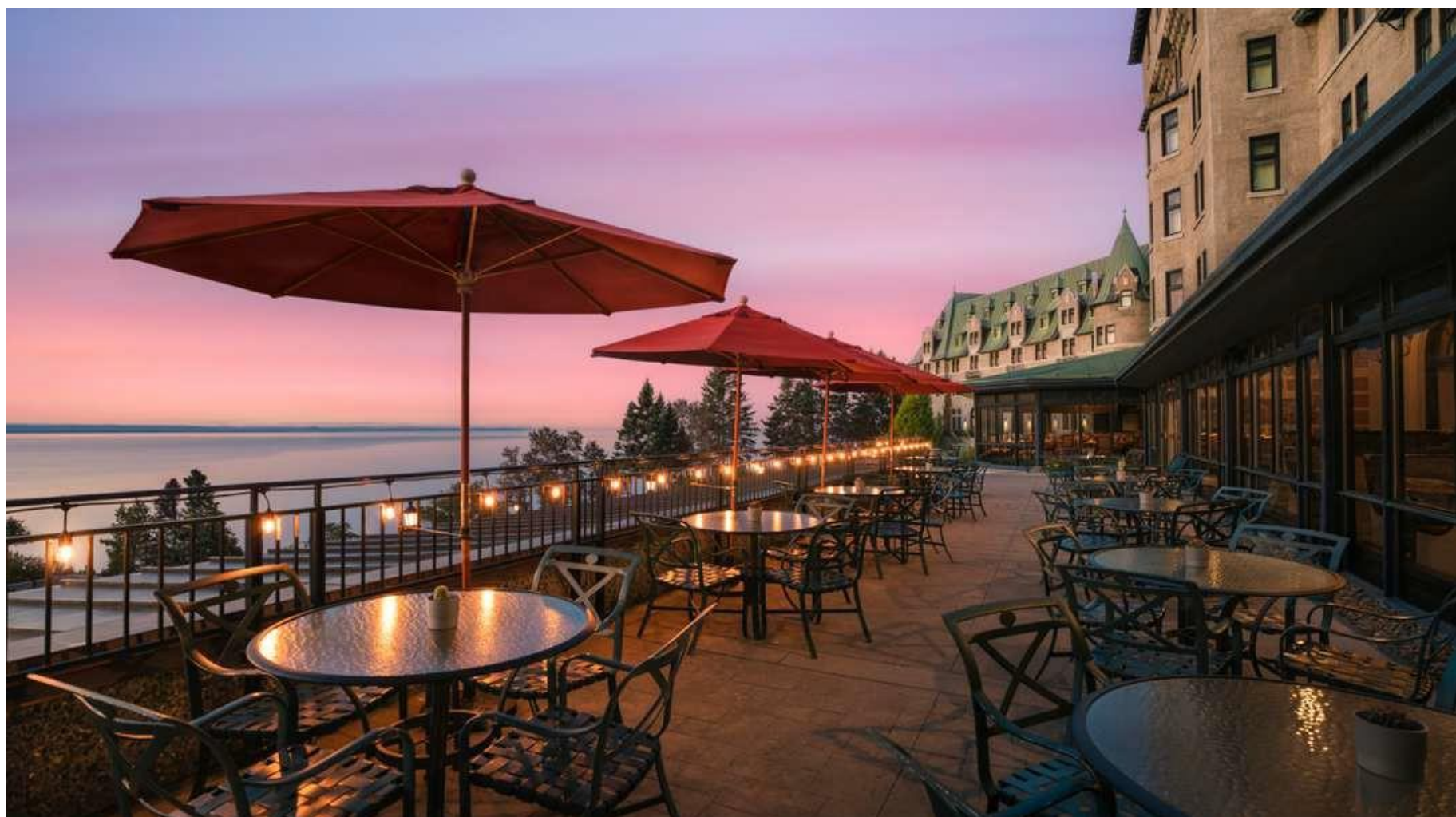
We have implemented significant initiatives to manage our water and energy consumption efficiently, investing in modern technologies and tracking systems that allow us to monitor and optimize resources used. For instance, installing energy- and water-saving devices, working with local suppliers, and continually raising awareness among staff and guests are just a few tangible actions that underscore our commitment.

Our approach to waste management has also evolved, with the introduction of selective sorting systems, recycling programs and composting initiatives aimed at minimizing our environment impact. Events like Earth Day-themed dinners with local chefs not only showcase the richness of regional products, but also raise our guests' awareness about the importance of local and sustainable consumption.

The well-being of our community is at the heart of our mission. By supporting local producers, engaging in community-driven initiatives, and offering educational and awareness programs, we strengthen our ties to the Charlevoix region and contribute to its economic and social development.

We are equally proud of our efforts to integrate new employees into this sustainability culture from day one, through comprehensive and interactive orientation programs. These initiatives ensure that every team member understands the importance of our environmental mission and feels motivated to actively contribute to our sustainability goals.

In summary, Fairmont Le Manoir Richelieu demonstrates a strong and ongoing commitment to sustainable development. We are determined to continue, constantly innovating and seeking new ways to reduce our environmental impact while enriching the lives of our local community. We move forward with this vision—guided by our past, engaged in the present and resolutely focused on a more sustainable future.



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