



## Sustainability Report 2025

*Building a Sustainable Future for  
Hospitality*



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“Preserving today to welcome tomorrow: at Fairmont Le Manoir Richelieu, every action helps shape a greener, more sustainable future.”

At Fairmont Le Manoir Richelieu, sustainability is central to who we are. Over the years, we have taken concrete steps to reduce our environmental footprint and promote a more responsible model of hospitality. Located in the heart of the Charlevoix Biosphere Reserve, we recognize our responsibility to protect this exceptional natural heritage setting, and we have made it a priority.

Our achievements speak for themselves: dual Green Key certification for meetings and accommodations; participation in a UNESCO-recognized ecosystem protection program; and the implementation of the Ici on recycle initiative to reduce residual waste. We've optimized our systems to lower energy use, installed beehives to support biodiversity, and built strong local partnerships to promote sustainable food practices. Reducing food waste is now a key focus, supported by monthly data tracking and our collaboration with La Tablée des Chefs to redistribute surplus food.

These efforts have earned meaningful recognition, including the Prix Hôtelier en développement durable (hospitality sustainability award) and a nomination for the Prix PDG Vert, a testament to the collective commitment of our teams. However, our ambition goes further. We will continue to reduce single-use plastics, strengthen biodiversity initiatives, and work toward carbon neutrality by 2050. By fostering innovation and raising awareness among employees, suppliers and guests, we aim to position the Manoir as a source of inspiration within the hospitality and tourism industry.

Every initiative is a promise: to preserve the beauty of Charlevoix, to offer an authentic and responsible guest experience, and to pass on strong values to future generations. Together, we have shown that hospitality and sustainability go hand in hand—and together, we will go even further.

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



At Fairmont Le Manoir Richelieu, sustainability is not a standalone initiative—it is a core value, woven into the fabric of who we are. It guides our daily decisions and reflects our long-term commitment to the future.

To me, sustainability means ensuring that the luxury and beauty that our guests enjoy today never come at the expense of tomorrow. At the Manoir, this commitment takes shape through the responsible management of our resources—from reducing energy use and improving waste practices to promoting sustainable food and supporting Charlevoix's unique biodiversity.

Sustainability is essential in the hospitality and tourism industry. We are the stewards of extraordinary places that attract visitors to our region, and our actions directly shape their future. By acting responsibly, we help preserve the natural beauty of Charlevoix, ensuring its ecosystems remain vibrant and intact for generations to come.

**Éléonore Hazart-Garnier**  
Executive Assistant and Sustainability Manager, Fairmont Le Manoir Richelieu

## About This Report

Today, seven out of ten travellers want to travel more responsibly, and 90% say they pay close attention to environmental protection and the well-being of local communities when they travel. While these factors are not yet decisive in destination choices, sustainability must now move beyond intention and become a lived experience for travellers.

The appeal of tourism establishments and destinations depends directly on the preservation of their surrounding environment. Areas rich in biodiversity—highly sought after by visitors—are also among the most fragile and vulnerable. This reality can no longer be ignored. Sustainable tourism requires improved practices from all stakeholders, encompassing responsible resource management, respect for local cultures and communities, and a fair distribution of economic benefits.

Given its cross-sectoral economic role, the hotel industry must consider its environmental impact and play a key role in integrating sustainability considerations. Fairmont Le Manoir Richelieu is committed to developing its eco-responsible approach, guided by a clear understanding of sustainability challenges in the development of its future projects.

Our values and convictions are fundamental drivers to the company's commitment and the implementation of its sustainable development approach. Going beyond purely economic or financial considerations, they serve to mobilize and motivate teams to actively contribute to a shared sustainability vision.

Actions undertaken within each department—made possible through teamwork—must be communicated to highlight initiatives, measure results and showcase future projects. This report presents Fairmont Le Manoir Richelieu's sustainable development policy. It offers a clear and comprehensive overview of the establishment's environmental and social situation, reflecting the personal commitment of every employee and reinforcing transparency and accessibility for all stakeholders.



# The Fairmont Way Towards Sustainability

As a pioneer in the hotel industry, Fairmont was among the first luxury hotel brands to embrace sustainability. Today, Fairmont celebrates the 31st anniversary of its award-winning Fairmont Sustainability Partnership, with a goal of achieving net-zero carbon emissions by 2050, which is part of the Accor group's sustainability program.

## 1990

Fairmont developed its first Green Partnership Guide, a practical handbook to help its hotels and other businesses green their operations. Additionally, Fairmont launched Eco-Meet, an eco-friendly conference program aimed at minimizing the environmental impact of meetings, conferences and similar events.

## 2005

Fairmont continues 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.

## 2007

Fairmont launched the third edition of its renowned Green Partnership Guide, a comprehensive handbook for businesses wishing to "green" their operations. The brand thus established itself as an ambassador for the environment and an industry pioneer in responsible tourism practices and sustainable hotel management.

## 2001

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.

## 2006

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.

Fairmont received the Global Tourism Business Award from the World Travel & Tourism Council (WTTC) and was recognized as a global leader in responsible tourism and sustainable hotel operations.

# The Fairmont Way Towards Sustainability

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## 2009

Fairmont is a member of the World Wildlife Fund's (WWF) Climate Savers program and is committed to reducing its operational CO2 emissions by 20% compared to 2006 levels. Fairmont announced the global removal of endangered fish species, such as Chilean sea bass and bluefin tuna, from restaurant menus. The brand also partnered with reputable local seafood watchdog organizations to ensure guests continue to enjoy a full selection of sustainably sourced seafood.

## 2013

Fairmont renewed its global sustainability partnership. By broadening its scope and taking a more holistic approach to operational responsibility, the expanded program offered a better balance between the company's economic, environmental and social priorities.

## 2016

*Planet 21, Acting Here* was launched. Our sustainability program sets new standards in the industry, with over 75 initiatives, including 10 mandatory actions, enabling hotels to make progress on social, societal and environmental challenges.

## 2010

Fairmont made a worldwide commitment for its hotels to become members of the Green Key eco-assessment program.

## 2015

Fairmont announced that it 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.

Fairmont expanded its beekeeping program through the official launch of its Bee Sustainable initiative; in addition to supporting honey bee habitats, the program included the care of wild mason bees with the introduction of new pollinator bee hotels at Fairmont properties worldwide.

## 2017

Partnership with Energy Observer, a long-term collaboration with the first autonomous, zero-emission hydrogen-powered vessel. Together, we developed sustainable solutions for the hotel of the future.

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## 2018

Several Fairmont establishments around the world were equipped with in-room water filtration systems to eliminate single-use plastic bottles and minimize waste and risks to marine ecosystems.

## 2019

Accor joined the Science Based Targets (SBTi) initiative. The Group is committed to reducing its greenhouse gas emissions by 46% by 2030, with the aim of achieving net zero emissions by 2050.

## 2020

Creation of the ALL Heartist Fund, a €70 million fund for Accor employees and their partners affected by the COVID health crisis.

Commitment to eliminate all single-use plastics from the guest experience is made and more specifically, to eliminate or replace with sustainable alternatives 46 single-use plastic guest items across our hotels.

## 2022

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 aimed to raise global and brand standards for sustainable travel and tourism.

Accor and the Women's Foundation launched an "emergency shelter" platform. 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.

## 2023

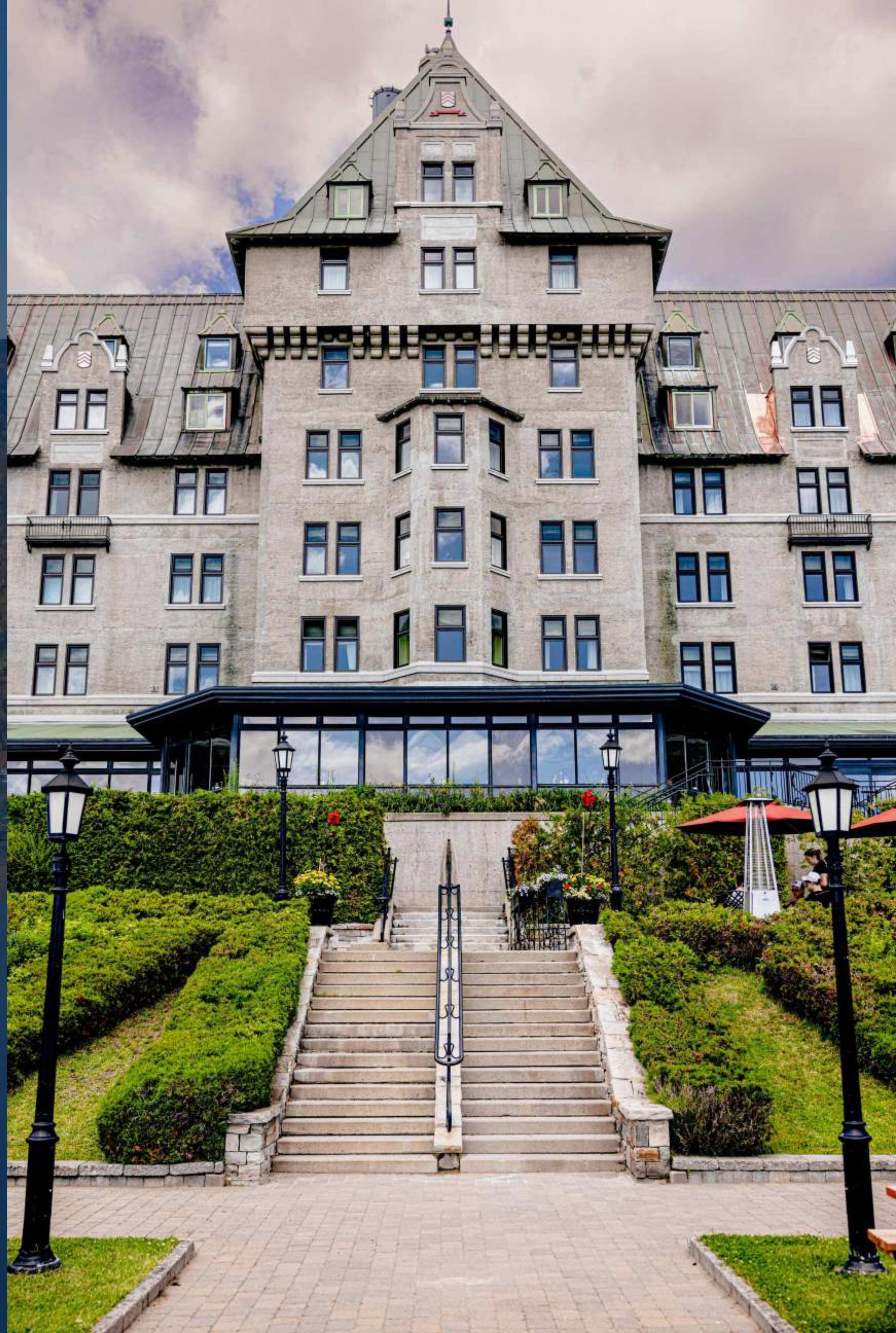
In 2023, Accor signed two international partnerships with the Green Key and Green Globe labels to encourage sustainable hotel certification by sharing best practices. This effort is part of the Group's commitment to have 100% of its hotels eco-certified by the end of 2026. Additionally, a new reporting tool was rolled out to help hoteliers measure their carbon footprint and optimize resource management, particularly water and energy use.

## 2021

With our ongoing efforts to strengthen our commitment to Diversity & Inclusion, 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, working for the inclusion of people with disabilities. Additionally, Accor joined global hospitality players in the Sustainable Hospitality Alliance. The Group joined the Sustainable Hospitality Alliance, which coordinates collaborative initiatives to encourage companies in the sector to operate responsibly and sustainably.

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## Our Hotel



# Who Are We?

## Our Mission



Turning simple moments into unforgettable memories. This is our reason for being. Instinctively, sincerely, and from the bottom of our hearts. We believe that every interaction is an invitation to surprise, that every moment is an opportunity to forge connections, and that every individual is unique and deserves to be celebrated. Here, we think big. We have the freedom to create special, personalized experiences inspired by the present moment. We are the connectors between people, places, and timeless traditions. Together, we show the world that true luxury is inclusive. This is not just an inspiring dream; it is the heart and soul of who we are.

*At Fairmont Le Manoir Richelieu, we create **the unforgettable***



## Our Values

### Belonging

We celebrate our differences. We support each other and always stand together. We lead with kindness. We encourage inclusion and care for one another. Our talents, expertise, and unique stories are integral to our culture and ensure our legacy.

### Empowerment

We have the power to take initiative and anticipate moments that create memorable experiences. We take care of the small details as well as the big things, convinced that it is thoughtful gestures that touch the heart and leave a lasting impression.

### Respect

We value the needs, ideas, and individuality of others. We treat everyone with fairness and dignity. We listen actively. We take a genuine interest in the ideas, opinions, and concerns of others. We create a space where everyone around us can feel safe and supported to be themselves.

### Excellence

We build genuine connections and cherish every opportunity to make those around us feel special. We take pride in consistently exceeding others' expectations. Leading with our hearts is our passion.

### Trust

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

# Who Are We?

## Our Stakeholders

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.

### Employees

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

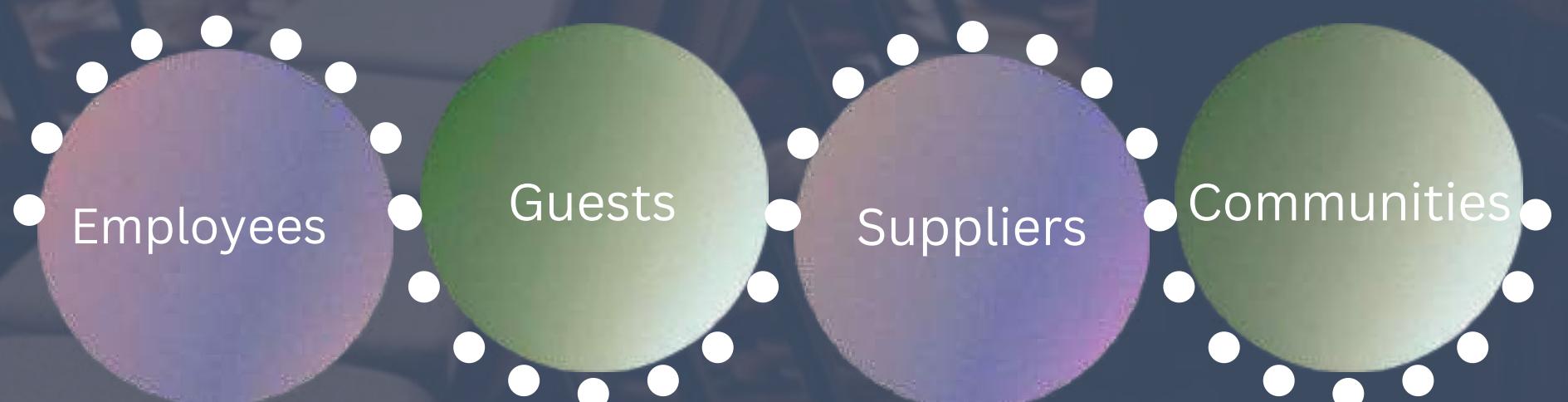
Customer service discussions  
Satisfaction surveys  
Content available on our website and through social networks

### 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  
Participation in associations



# Who Are We?

*Fairmont Le Manoir Richelieu is much more than just a luxury hotel. It is 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.*

## Our History

Since 1899, Fairmont Le Manoir Richelieu has embodied timeless elegance in the heart of Charlevoix. Originally built as a prestigious resort destination, it has stood the test of time with remarkable character, surviving a fire in 1928 and later rebuilt in concrete, while remaining true to its welcoming spirit. With its French château-inspired architecture and sweeping views of the St. Lawrence River, the Manoir stands today as a symbol of Québec's heritage and sustainable hospitality.

## Our Resort

Much more than a hotel, Fairmont Le Manoir Richelieu is a true resort destination, offering an exceptional range of amenities designed for both relaxation and recreation. Guests can enjoy indoor and outdoor pools, a wellness centre, an award-winning spa, a fitness centre, tennis courts, an arcade, and a kids' club. Not to mention a thrilling zipline, via ferrata overlooking the river, world-class golf course, and an elegant casino. A complete destination where every stay invites genuine relaxation.

## 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 an unrivalled dining experience. From gourmet dishes at Le Saint-Laurent to local specialties at Le Bellerive, every meal is a celebration of local cuisine and culture.

## Your Experience

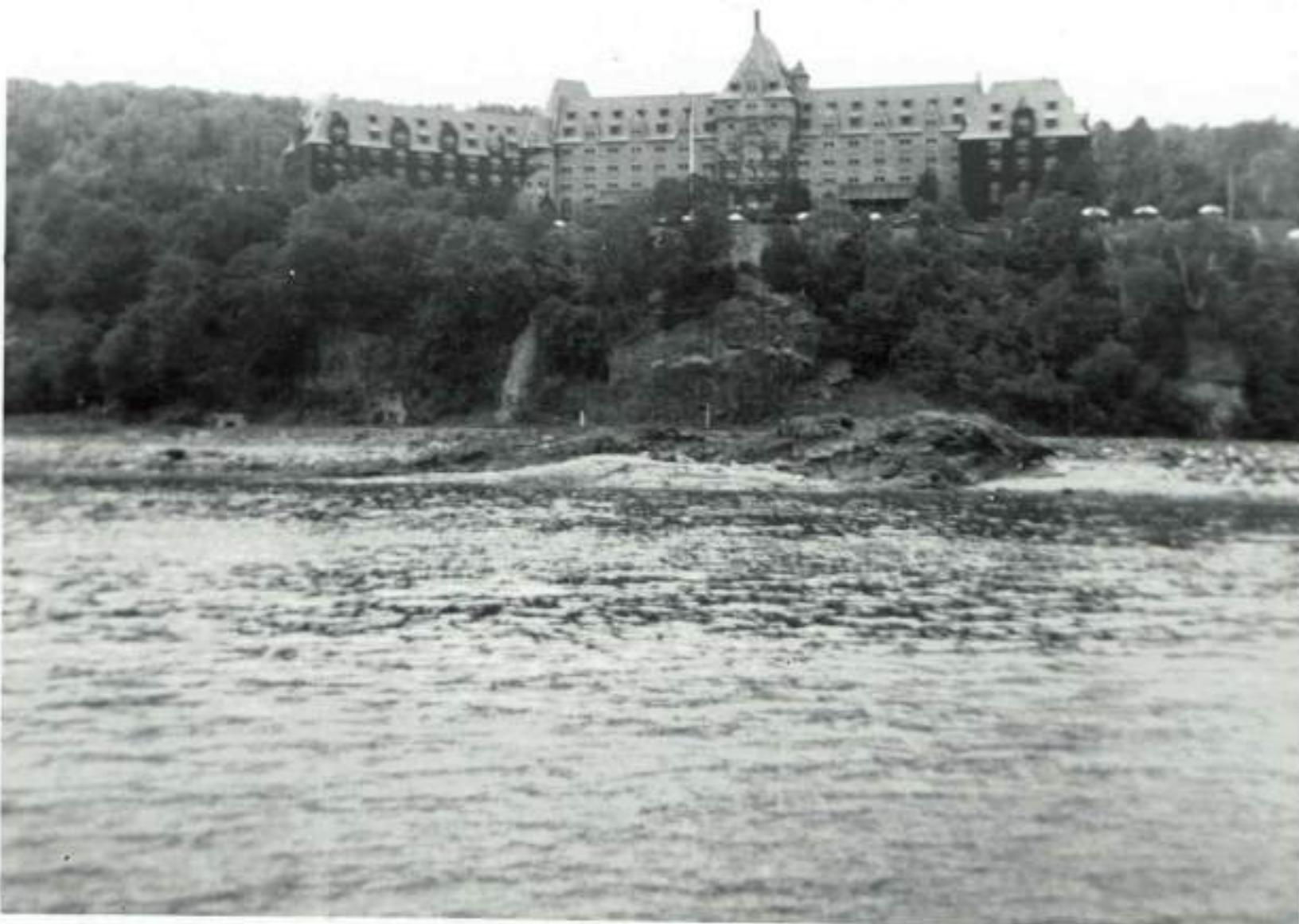
For those eager to explore, the Manoir is also the perfect gateway to discovering the richness of Charlevoix. In winter, the ski slopes of Mont Grand-Fonds and snowmobile excursions offer exhilarating adventures. In summer, explore the artistic village of Pointe-au-Pic, follow the renowned Route des Saveurs (local food trail), hike scenic trails such as the Sentier des Planètes (a solar system-themed trail), or head out on a river cruise to observe whales and belugas up close. An authentic immersion in a vibrant, unspoiled region.

## 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 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.



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## 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 underline the Fairmont Le Manoir Richelieu's commitment to offering an unforgettable luxury experience and maintaining high standards in all aspects of its service.

### 2020

TripAdvisor Travelers' Choice is a prestigious award from TripAdvisor, based on the reviews and ratings of millions of travelers 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.



### 2021

The Hotels.com Loved by Guests Awards is a distinction awarded 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.

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.



### 2022

The AAA/CAA Four Diamond Award is a prestigious distinction awarded 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 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.

### 2024

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# UNESCO

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, the efficient elimination of residual materials occupies a central place, with a waste management program that favors recycling and the reduction of waste at source. The establishment also implements a responsible procurement policy, favoring local and sustainable products in order to minimize its ecological footprint.

These efforts are complemented by actions aimed at raising awareness among visitors and staff of the importance of preserving Charlevoix's natural and cultural heritage. Educational programs and partnerships with local organizations help to promote greater understanding and respect for the environment. In this way, 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.



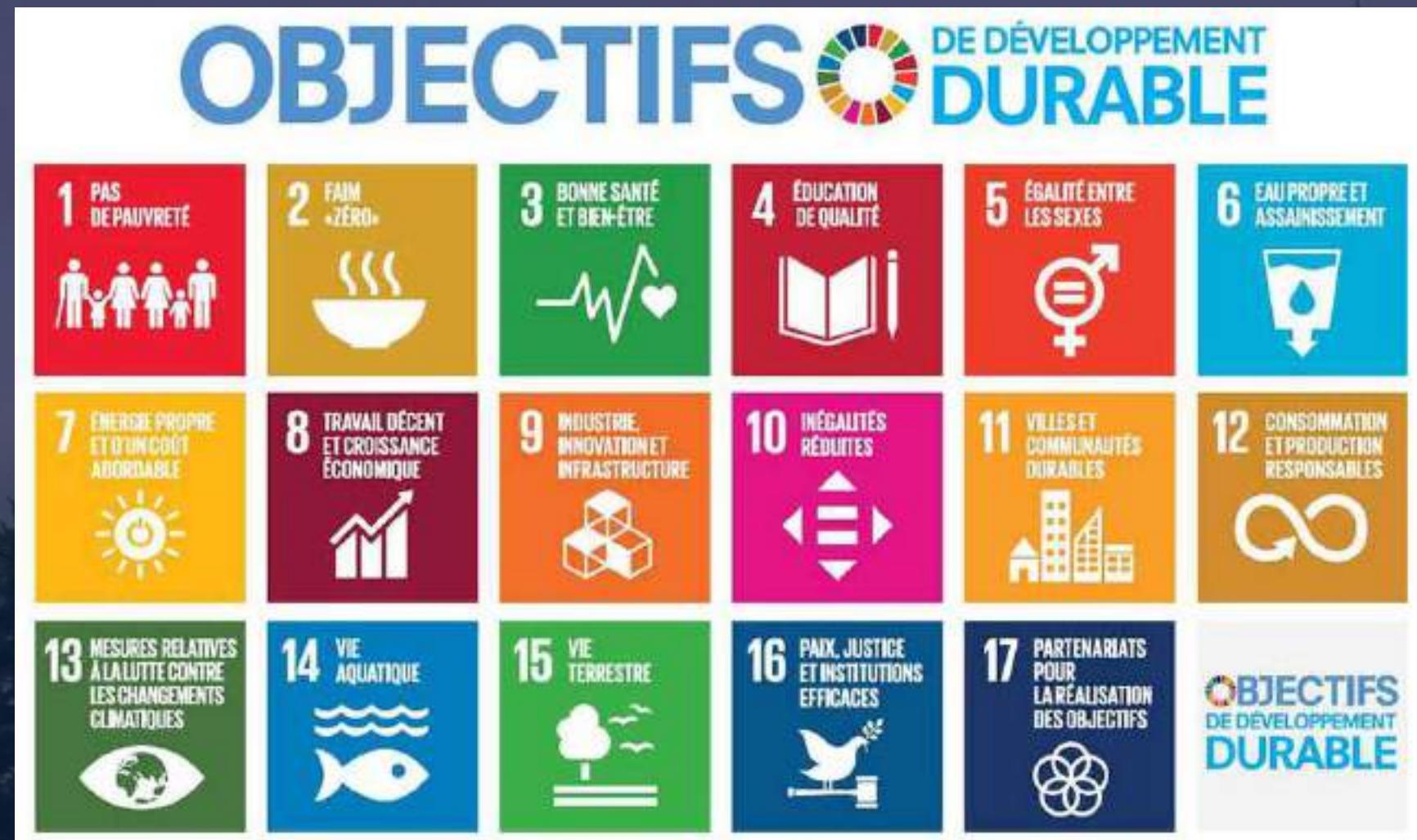
Région de la  
**BIOSPHÈRE**  
de Charlevoix



## Our Environmental Commitment



# The 17 Sustainable Development Goals



Source: ONU

The Sustainable Development Goals (SDGs) are a set of 17 interlinked global goals to transform our world. They were designed to be 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, as well as improve 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 guidance 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 aiming 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 Commitment to Sustainable Hospitality

As part of our ongoing commitment to sustainability and environmental responsibility, Fairmont Le Manoir Richelieu has identified several key objectives for the year ahead, aligned with the United Nations Sustainable Development Goals (SDGs). These objectives are structured around three core pillars: *Stay, Eat and Explore*.



Source: Accor

## Stay

We have eliminated all single-use plastics in guest-facing areas and continue to phase them out across our operations, in line with Fairmont Group environmental guidelines. At the same time, we are working to reduce our energy use by implementing optimization strategies across all hotel departments. Recycling and residual waste data are now recorded and monitored through our internal Gaia 2.0 platform, improving traceability and the effectiveness of our waste management practices. We are also pursuing a recognized environmental certification, such as Green Globe, to formalize and highlight these efforts.

## Eat

Across our dining venues, we are working toward a 10% reduction in food waste through more responsible sourcing and preparation practices. The integration of Orbisk technology in our kitchens enables us to measure, analyze and reduce food waste, while also improving menu planning and ordering efficiency. We also prioritize local, seasonal products sourced through short supply chains, supporting local producers and helping to reduce our overall carbon footprint.

## Explore

We aim to inspire both guests and employees to adopt more responsible behaviours. This includes promoting low-impact mobility and encouraging the discovery of the Charlevoix region through environmentally responsible activities. What's more, we strengthen our teams' capabilities through the School for Change virtual learning platform, which supports the understanding and day-to-day integration of sustainable practices in the workplace.



# Our Environmental Responsibility

On August 2, 2015, the United Nations adopted an ambitious agenda to transform our world. Built around 17 goals and broken down into 169 targets measured through 244 indicators, this framework aims to eradicate poverty, protect the planet, and promote prosperity and peace for all. Designed to guide governments, civil society, and private and non-profit organizations alike, these principles remind us of a shared responsibility to advance collective well-being and build a sustainable future.

Inspired and guided by the United Nations Sustainable Development Goals (SDGs), we are implementing a range of concrete sustainability initiatives. The goals outlined below provide the framework that guides and shapes our actions.



Guaranteeing access for all to sustainably managed water supply and sanitation services



Establishing sustainable consumption and production patterns



Guaranteeing access for all to reliable, sustainable and modern energy services at an affordable cost



Taking urgent action to combat climate change and its repercussions



Building a resilient infrastructure, promoting sustainable industrialisation that benefits everyone and encouraging innovation



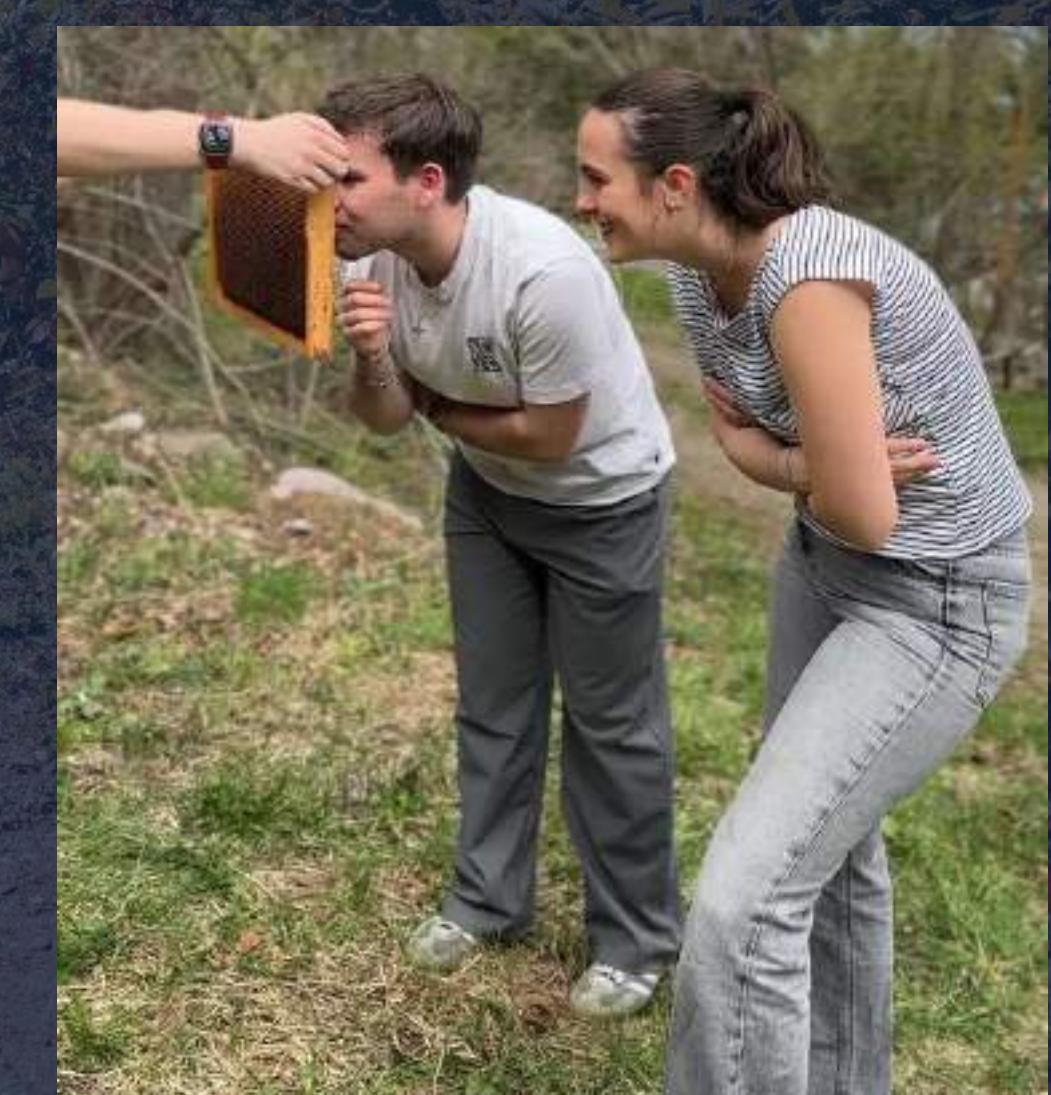
Conserving and sustainably using the oceans, seas and marine resources for sustainable development



Ensuring that cities and settlements are inclusive, safe, resilient and sustainable



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



# Our Labels and Certifications



## Défi Saint-Laurent

Défi Saint-Laurent is a program aimed at reducing the use of plastic products. Members of this program are committed to taking simple steps to raise awareness and mobilize people to reduce their environmental footprint.

We have been working with Défi Saint-Laurent since 2019. Our commitment has earned us level 5 certification.



## Fourchette bleue

Fourchette Bleue encourages consumers, restaurateurs and fishmongers in Québec to put the many edible but little-known species of the St. Lawrence on their tables, in the interests of sustainable development and the protection of biodiversity. Our two restaurants, Le Saint-Laurent and Le Bellerive, are both Fourchette Bleue certified.



## Aliments du Québec

Aliments du Québec is a certification program designed to identify products in which 85% of the ingredients are of Québec origin and which have been processed in Québec. Today, all our points of sale are Aliments du Québec certified



## Audubon

Audubon Golf is an environmental certification program for golf courses. This program aims to recognize golf courses that are committed to protecting the environment and preserving natural resources. We achieved the Audubon Silver status in 2025.



## Ici on recycle +

"Ici on recycle" is a Québec recognition program designed to encourage industries, businesses and institutions (ICI) to adopt best practices in residual materials management. There are four levels of certification, and we recently obtained the 3rd level: Performance+.



## Ocean Wise Seafood

Ocean Wise Seafood is a Canadian certification that ensures our seafood comes from sustainable sources. We carefully select products that adhere to strict standards for responsible fishing and aquaculture helping to preserve marine ecosystems.



## Green Key Global

Green Key is now the world's leading sustainable tourism certification. Green Key certification is awarded to establishments that are committed to meeting a series of strict environmental criteria. Fairmont Le Manoir Richelieu has been working with Green Key for over 20 years. Our ongoing efforts in sustainability have enabled us to achieve the maximum level of Green Key certification, the 5 keys.



## Green Key Meeting

Green Key Meeting is an international certification for sustainable meetings and events, aimed at encouraging event organizers to adopt more environmentally-friendly practices. We have been 5-key certified since 2024.



## Leed

Leed certification for existing buildings means that your building is maintained to the highest standards of sustainability and offers many benefits to building owners, occupants and the surrounding environment. We are in the process of being awarded.

# Our Partners and Best Practices



## Foodsteps

Through its partnership with Foodsteps, Fairmont Le Manoir Richelieu measures the carbon footprint of every dish served across its restaurants, while our Executive Chef works closely with their team to develop an action plan focused on reducing both food waste and overall carbon impact. By clearly communicating the carbon footprint of each dish, the hotel helps raise environmental awareness among guests and reinforces its commitment to environmentally responsible practices and responsible dining.



## Hydro-Québec

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.



## Technology Initiative

To support its network infrastructure, Fairmont Le Manoir Richelieu partners with HPE Aruba. Committed to sustainable solutions and services, HPE helps its clients and partners advance climate objectives, carbon-neutrality commitments, and social impact goals as part of broader business transformation. The first phase of our project has been successfully completed, with network equipment in the hotel's public areas now fully upgraded.



## Electric Vehicle Charging Stations

Fairmont Le Manoir Richelieu has been equipped with 80 electric vehicle charging stations. Five new indoor charging stations were installed at the end of 2025. Working with NordExpé, it has also introduced the region's first electric snowmobiles. These initiatives, along with the use of electric golf carts, reflect the Manoir's commitment to more sustainable mobility and recreational experiences.



## LED Lighting

Fairmont Le Manoir Richelieu is progressively replacing incandescent bulbs with LED lighting and ensuring that used bulbs are properly recycled. This transition reduces energy use, limits waste and lowers the hotel's overall environmental footprint.



## Heat Pumps

Heating systems for pools and outdoor paved areas have been upgraded with heat pumps, reducing electricity use by more than 40%. This initiative improves energy efficiency and guest comfort while further lowering Fairmont Le Manoir Richelieu's environmental impact.

# Our Initiatives



## Our Room Cards

Fairmont Le Manoir Richelieu is committed to raising sustainability awareness among colleagues and guests alike, which is why our old room cards have been replaced with more eco-friendly bamboo cards. In guest rooms, we encourage sustainable practices such as on-request linen and towel changes, along with responsible water use.



## Our Website

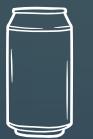
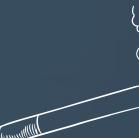
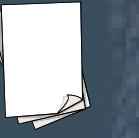
In addition, our website has a page dedicated to our green initiatives, where all our actions are listed and explained in detail, ensuring total transparency with our guests. Our certifications, such as Green Key Global, are proudly displayed in the lobby, along with a Watch poster, to reinforce our commitment to sustainable and responsible hotel practices.



## Waste Sorting

We follow a responsible waste-management approach grounded in rigorous sorting, including recycling, composting and organic waste recovery, as well as the safe handling of hazardous materials. To support this effort, we rely on Gaia 2.0, an internal platform that allows us to record and analyze our environmental data—from food waste and compost to cardboard, batteries and other materials. This tool helps us monitor progress, set priorities and continuously improve our practices. As part of this approach, we've also implemented a coffee capsule recycling program in partnership with Nespresso. Used capsules are sent to a specialized facility, where the aluminum is fully recyclable and the coffee grounds are repurposed as compost.

### What We Recycle:

	<b>Cans</b> Our cans are consigned to Recycan. The money from these deposits is donated to the Moisson Saguenay association.		<b>Soaps</b> Our used soaps are sent to the Clean The World organization, where they are melted down and redistributed to people in need.		<b>Light Bulbs</b> Our light bulbs are recovered and recycled.
	<b>Cigarette Butts</b> Cigarette butts are sent to Terracycle, where they are recycled through the Unsmoke program.		<b>Paper</b> Thanks to our partnership with Shred-it, a company specializing in paper shredding and recycling, we successfully saved 169 trees this year.		<b>Batteries</b> Our batteries are sent to the Canadian organization Call2Recycle, where they are recycled and given a second life by being transformed into metal objects.

# Electricity and Energy

Gaia 2.0 allows us to track and compare electricity use year over year. Analyzing both usage and costs is essential, not only to manage energy use more effectively, but also to identify opportunities for reduction and continuous improvement.

## 1. Encouraging responsible energy use in the workplace:

Small, everyday actions can make a meaningful difference, from turning off lights when leaving a room to shutting down electronic devices at the end of the workweek. To reinforce these habits, reminder signage is displayed throughout the hotel in guest-facing areas, shared workspaces and offices, serving as simple visual cues to promote mindful energy use.

## 2. Awareness and training:

In recent years, higher occupancy levels have naturally led to increased energy use. In response, staff training and guest awareness initiatives play a key role in energy conservation. Measures such as encouraging towel and linen reuse, along with installing energy-efficient fixtures in guest rooms and shared spaces, are already helping to significantly reduce our environmental footprint.

## 3. Elevator upgrades:

Present in both guest-facing and back-of-house areas, the hotel's elevators are essential to daily operations but also account for substantial electricity use due to their continuous operation. The installation of motion sensors would help reduce unnecessary energy consumption related to lighting and ventilation. Over the medium term, equipment upgrades, such as more efficient motors and energy-recovery systems, would further improve performance while maintaining comfort and safety for users.

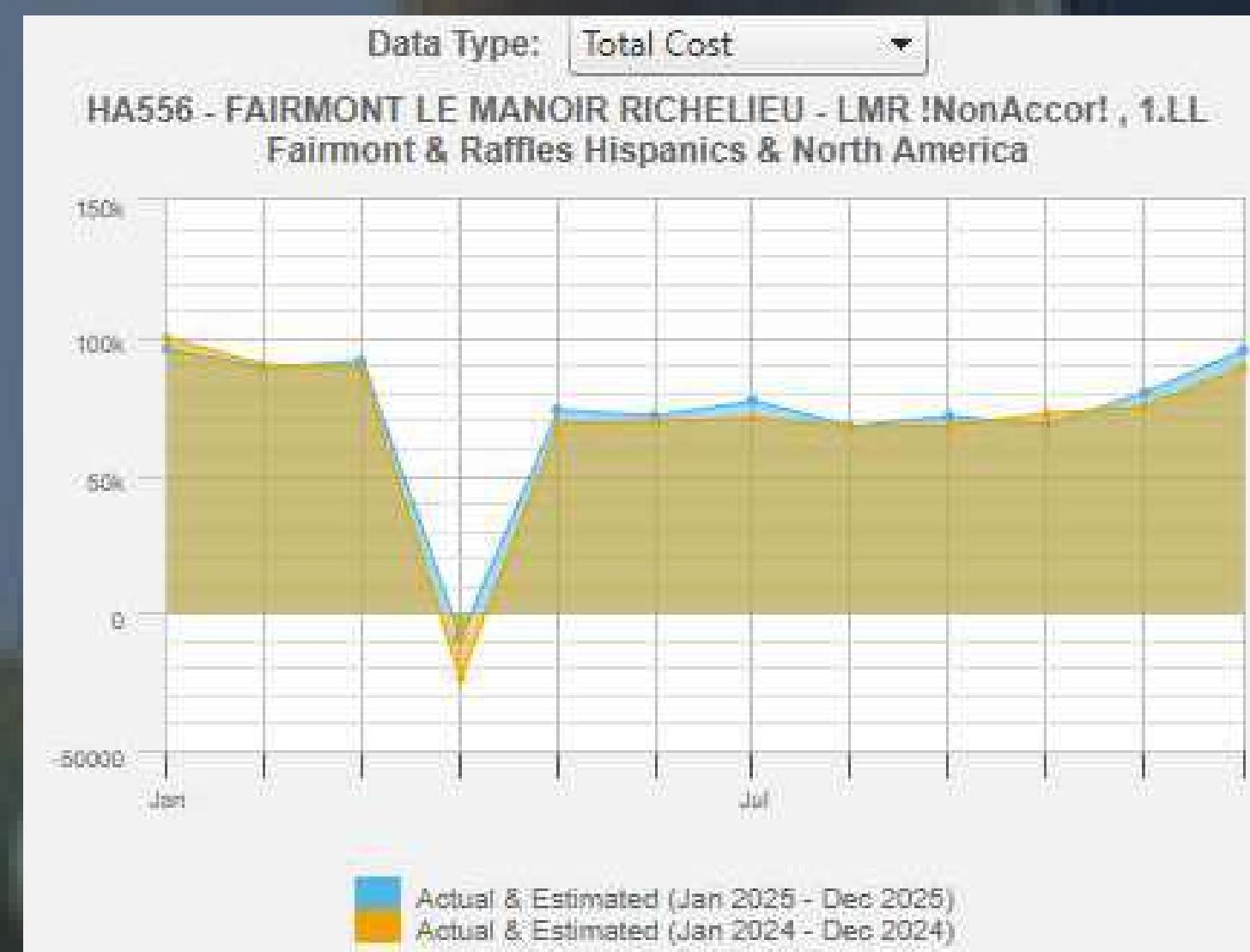
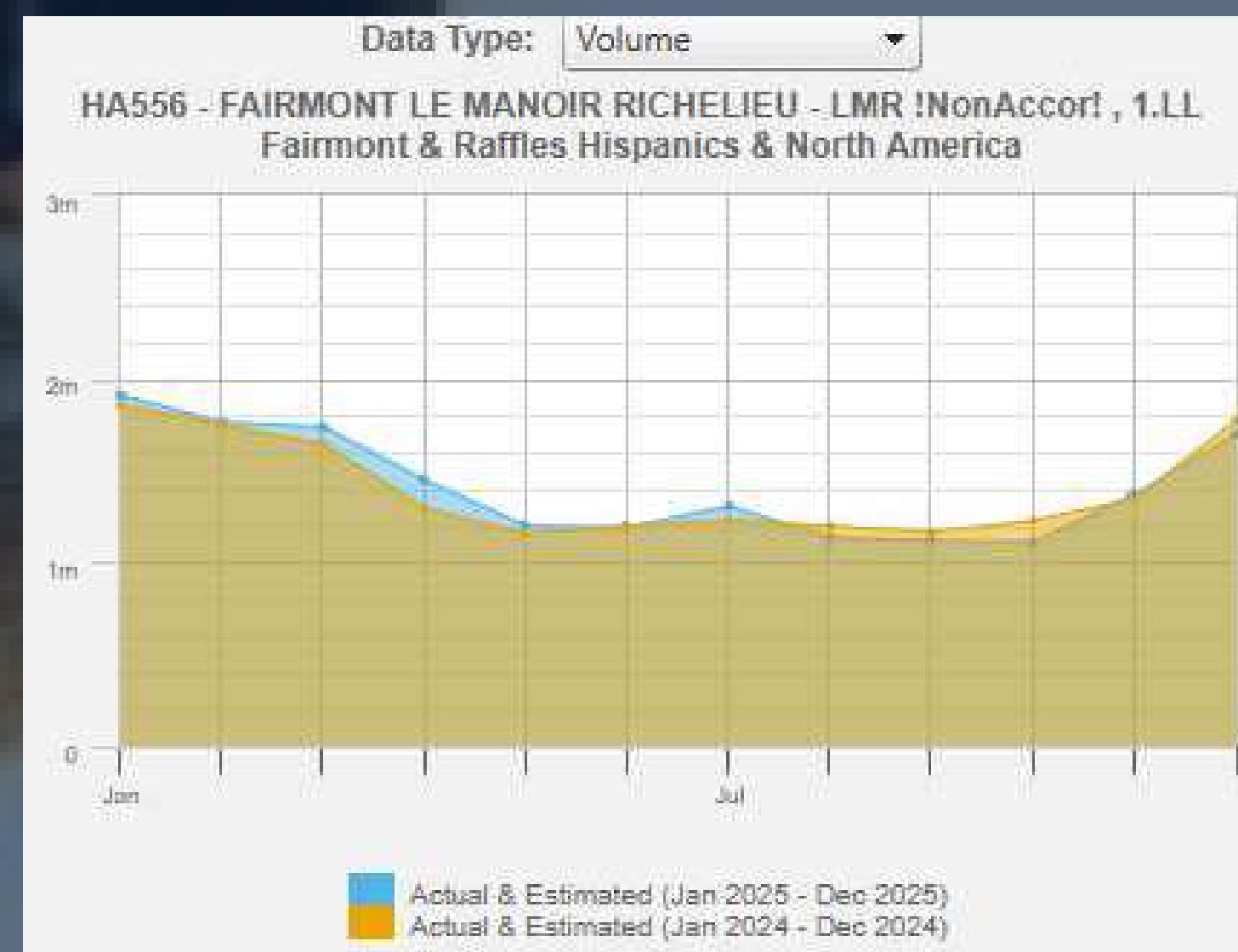
### Electricity Usage:

- Overall electricity usage follows a pattern similar to 2024.
- Usage remains relatively stable throughout the year, ranging between 1,000,000 and 1,800,000 kWh.
- A notable drop occurs in April, when electricity use falls to approximately 200,000 kWh.

### Electricity Costs:

- Electricity costs mirror usage trends, with comparable fluctuations.
- A sharp decrease is observed in April, in line with the reduction in electricity use.
- Costs then rise steadily from May onward, peaking in December.

## Comparison of Electricity Usage and Costs in 2024 and 2025



Source: Gaia 2.0, variance table, 2024 data

# Electricity and Energy

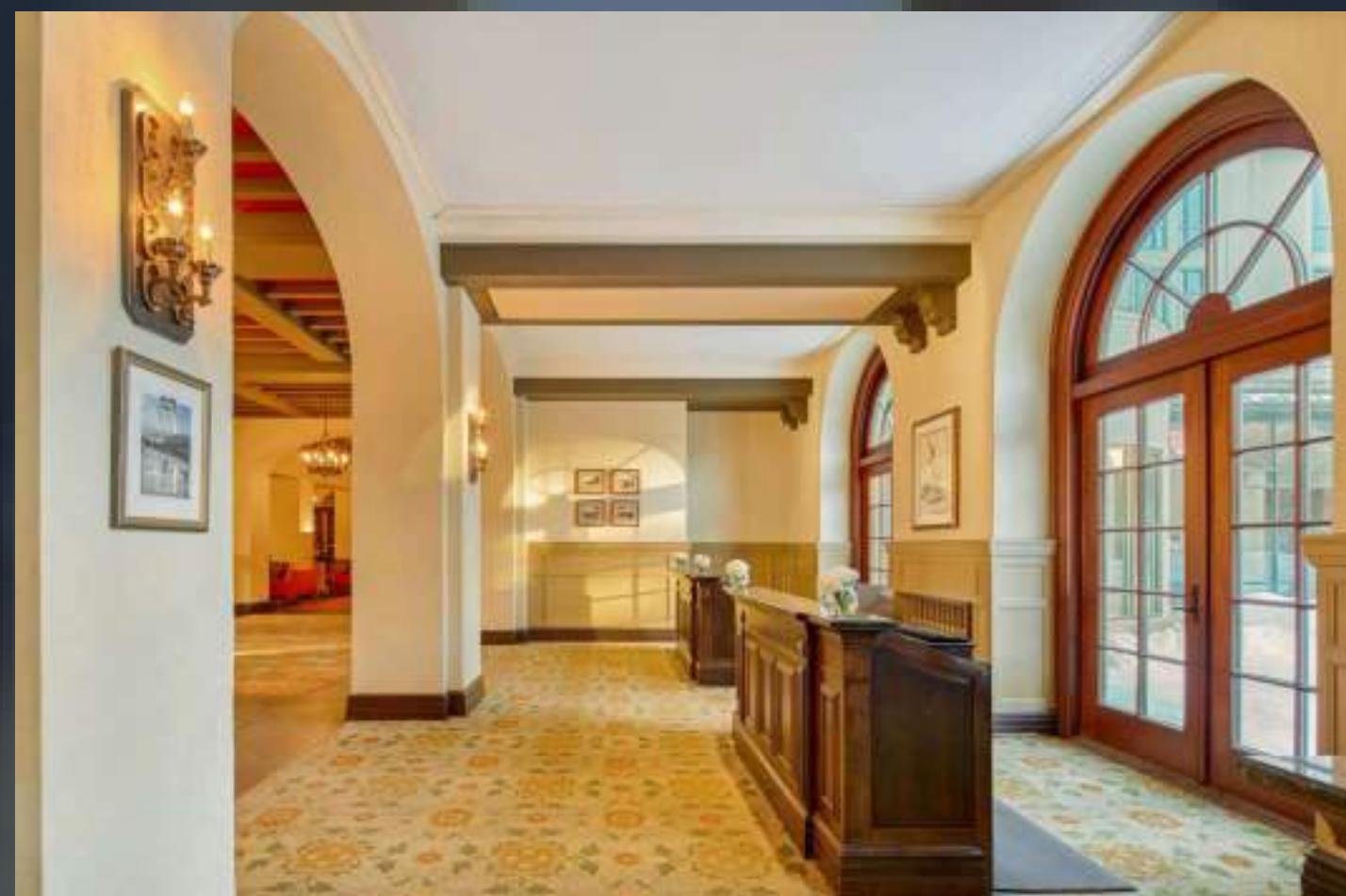
## Renewable Energy Certificates (RECs)

In 2023, Hydro-Québec launched a pilot Renewable Energy Certificate (REC) program, allowing businesses to purchase certificates equivalent to 1 MWh of clean electricity produced in Québec. These RECs enabled organizations to support their decarbonization efforts while clearly demonstrating their use of renewable energy. Due to strong demand, orders were closed early on June 30, 2023, although requests submitted prior to that date were honoured. While the pilot program has since ended, it may serve as a model for future initiatives supporting the energy transition.

In practical terms, RECs play a key role by ensuring traceability and clear ownership of renewable energy generation. They allow businesses and consumers to formally claim the use of green electricity, even when they are not directly connected to a renewable energy source.

In this context, our organization enrolled in the program in 2023 and participated throughout the fiscal year (January to December 2024). A total of 16,848 RECs were purchased, representing 16,848 MWh of renewable electricity. As noted by Hydro-Québec, "Each REC corresponds to 1 MWh of renewable electricity produced by hydroelectric or wind facilities located in Québec and commissioned between 2009 and 2022."

In other words, this purchase ensures that the electricity associated with our use is 100% renewable and that we hold the exclusive environmental attributes linked to that energy. It reinforces the credibility of our sustainability efforts and underscores our role as a responsible leader in climate action.



**NAR**  
NORTH AMERICAN RENEWABLES REGISTRY

**North American Renewables Registry Certificate of Retirement**

APX, Inc., in its capacity as operator and administrator of the North American Renewables Registry (NAR), hereby confirms that the following Renewable Energy Certificates ("RECs") have been retired in NAR on behalf of:

**Société en commandite Manoir Richelieu**

**Total RECs Retired: 16,848**

**Retiring NAR Account Holder:** Hydro-Québec Distribution

**Retirement Reason Details:** Retrait pour Société en commandite Manoir Richelieu, 181 rue Richelieu, La Malbaie, QC, G5A 1X7, Période de consommation du 1er janvier au 31 décembre 2024

**Retirement Date:** February 24, 2025

NAR ID	Project Name	Project Type	NAR Serial Numbers	Quantity
GEN4520				16,848

The North American Renewables Registry is an online platform to issue, serialize and track REC. NAR meets RE100 best practices guidelines and CDP standards for procuring and reporting purchases of renewable energy. The Registry is developed and managed by APX, leveraging more than 15 years of experience in environmental markets. For more information: [www.apx.com](http://www.apx.com)

**APX**

## Carbon Emissions Breakdown

### Direct Emissions (Scope 1)

Direct emissions result from activities such as the combustion of fossil fuels for heating and cooking, as well as the hotel's vehicle fleet. Main sources at Fairmont Le Manoir Richelieu include boilers, heating systems and service vehicles. In 2024, direct emissions accounted for 10.61% of total emissions, down from 11.1% in 2023. This 5% reduction reflects measures implemented as part of the technical services team to optimize heating management in rooms.

### Indirect Emissions (Scope 2)

Indirect emissions are associated with electricity consumption and vary depending on the energy mix, whether fossil-based or renewable. In 2024, indirect emissions accounted for 0.6% of total emissions, compared to 0.7% in 2023. This 14% decrease reflects measures implemented as part of our energy efficiency strategy. Several key initiatives have been deployed behind the scenes, including the installation of automated lighting systems in strategic backstage areas and the continued transition to LED bulbs throughout the venue.

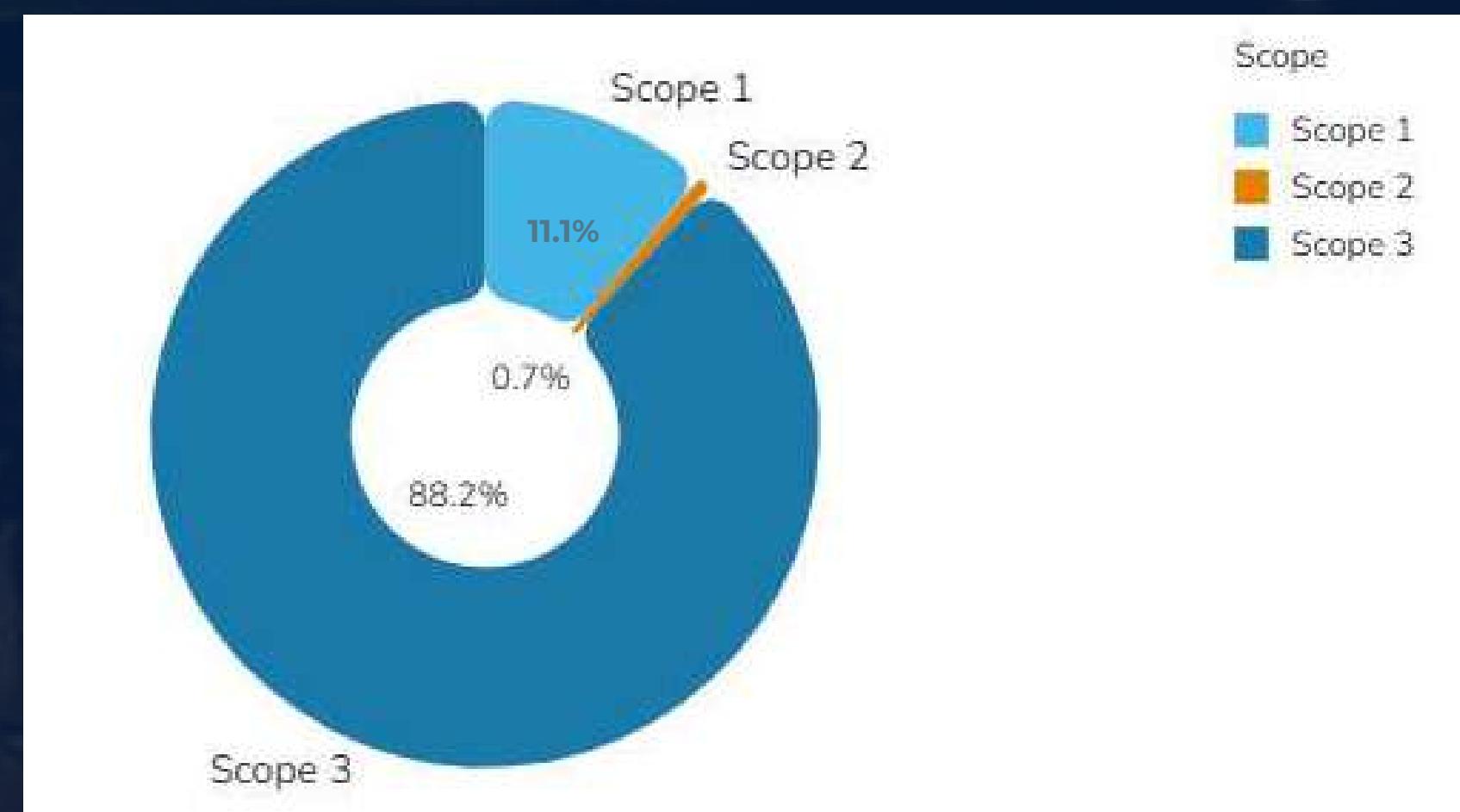
### Other Indirect Emissions (Scope 3)

These emissions include those related to purchased goods and services, employee commuting, waste management, and guest travel. In 2024, Scope 3 emissions represented 88.8% of total emissions, up slightly from 88.2% the previous year. This increase is largely attributable to a rise in North American visitors, the majority of whom travel by car.

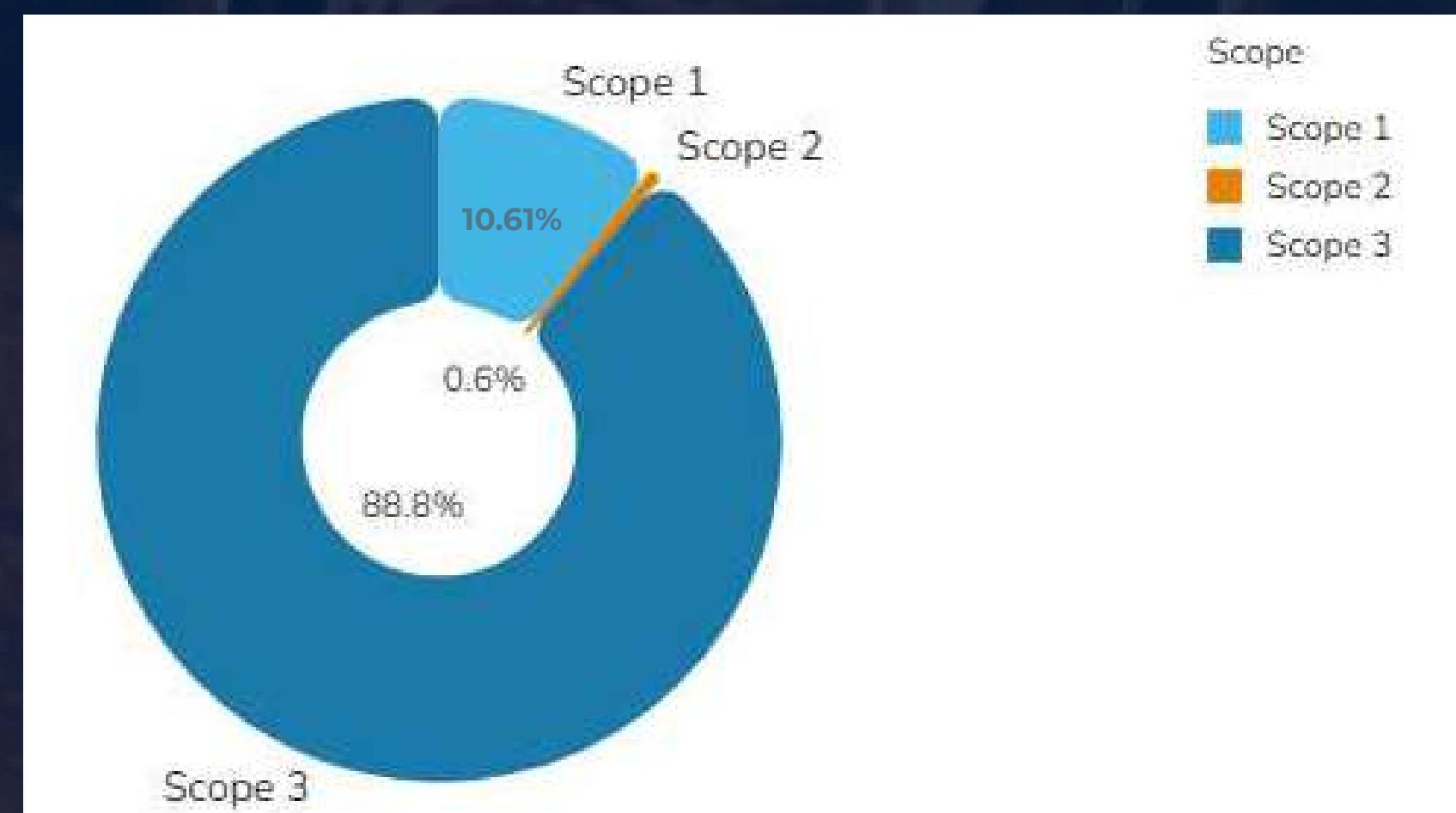


## Breakdown of Greenhouse Gas Emissions by Scope

2023



2024



Source: Gaia 2.0 Carbon Scope Data 2023 & 2024

## Water

At Fairmont Le Manoir Richelieu, analyzing water use is essential to effective resource management and the adoption of sustainable practices. The observations and recommendations below are drawn from data analysis and ongoing monitoring.

**In guest-facing areas**, flow restrictors have been installed on all in-room faucets and showerheads to reduce water use and encourage responsible consumption. Fairmont Le Manoir Richelieu has also been equipped with water refill stations to encourage guests and employees to reuse their bottles. By eliminating single-use plastic bottles, the hotel reduces its environmental footprint while promoting more sustainable habits.

**Our technical services team** has implemented a rainwater recovery system within the hotel's infrastructure to cool the air-conditioning system. Collected rainwater is also reused for golf course irrigation and the watering of outdoor areas. In addition, we are proud to partner with Clean the World, which recycles used hotel soaps and plastics into hygiene products for communities in need. This initiative helps reduce pollution, conserve water, lower carbon emissions, and support NGOs such as The WASH Foundation, which works to improve living conditions worldwide. Since January 2025, the recovery of 987 lb of soap has already helped save more than 3,284 gallons of water.



# Water Conservation: 2025 Data

Fairmont Le Manoir Richelieu has implemented a range of initiatives across both guest-facing areas and core operations to reduce excessive water use. Across the hotel's 405 guest rooms, 40-45% of total water use is linked to room occupancy (faucets, showers, bathtubs and toilets). Kitchens and restaurants account for 15-25%, while laundry operations represent 15%. Public restrooms and shared spaces account for 10-15% of water use, aquatic facilities represent 10% and outdoor irrigation accounts for the remaining 5%.

By analyzing monthly water use, Fairmont Le Manoir Richelieu gains a clearer understanding of its operational needs and can identify opportunities to improve efficiency. Continued implementation of water-reduction strategies, combined with guest and employee awareness initiatives and the adoption of innovative technologies, will support more sustainable water management across the hotel. These actions are fully aligned with the hotel's sustainable development objectives and reinforce its commitment to protecting the local environment and supporting the Charlevoix community.

## 1. Monthly Trends:

- Water use begins at approximately 5,000 m<sup>3</sup> in January 2025 and then declines in February 2025.
- The use increased between March and May 2025, reaching a peak of 8,520 m<sup>3</sup> at the end of this period.
- Between May and Juillet 2025, use decreases significantly, peaking in June at over 7,000 m<sup>3</sup>.
- After September 2025, use gradually decreases but remains relatively high through October, before dropping more sharply in November.
- By December, water use returns to around 5,000 m<sup>3</sup>, similar to January levels.
- The reduction seen in 2025 can be attributed to the deployment of a rainwater recovery system for our AC cooling units.

## 2. High Water Use Periods:

Periods of higher water use coincide with banquet and peak tourist season, when increased guest volumes lead to greater demand across a range of activities, including guest rooms, restaurants, pools and spa facilities, and landscape irrigation.



## Comparison of Water Usage Between 2024 and 2025



Source: Gaia 2.0 Data for 2024 & 2025 Advance Visualization

# Food Waste

Since June 2024, Fairmont Le Manoir Richelieu has partnered with Orbisk, a specialist in food waste reduction for the hospitality and food service sector. This collaboration supports our commitment to reducing our environmental impact and continuously improving sustainable practices.

AI-powered Orbisk smart bins, capable of weighing and photographing discarded food, have been installed in the central kitchen, restaurant kitchens, and the staff cafeteria. This technology enables precise tracking of the most frequently wasted food items, their associated costs and weekly waste volumes.

By analyzing the data collected, we can fine-tune our food orders and recipes while raising awareness among our teams about more responsible practices. Since this initiative was rolled out, food waste has decreased by 32% since June 2024, with an additional 14% reduction recorded in 2025. Weekly Orbisk reports are shared with kitchen teams to highlight trends, identify areas for improvement, and track progress. This proactive, data-driven approach allows us to consistently reduce food waste and continuously improve our operations.



The chart above illustrates food waste trends over time. The burgundy line represents the reference baseline established using data collected through Orbisk smart bins. The blue line reflects our actual food waste volumes. These results can be divided into three distinct periods:

- 1. June to October 2024:** Initial implementation of Orbisk, coinciding with peak-season operations.
- 2. November 2024 to April 2025:** A transition period in Orbisk use, marked by lower occupancy.
- 3. May 2025 to December 2025:** A return to peak season and higher occupancy, explaining the observed increase in food waste.

Food Waste Trend Since Launch (all food service outlets, including cafeteria)



Source: Gaia 2.0 Food Waste Data 2024-2025

## Route des Saveurs



Charlevoix's Route des Saveurs is an iconic culinary trail in Québec, linking Baie-Saint-Paul to La Malbaie. It brings together 23 local producers and processors and 16 restaurants dedicated to showcasing terroir products and refined local cuisine. As Québec's first agrotourism circuit of its kind, it celebrates the richness, authenticity and expertise of Charlevoix's culinary landscape.

Our Manoir restaurant Le Saint-Laurent proudly takes part in the Route des Saveurs. Deeply committed to protecting our local environment, we offer a table d'hôte menu highlighting ingredients sourced within a 50-kilometre radius. Working closely with local producers, Executive Chef Christophe Annerose ensures exceptional quality while supporting the local economy and reducing our carbon footprint.



## Our Green Committee

Our Green Committee meets once a month to discuss our sustainability news and initiatives, and these meetings are open to all employees, who are strongly encouraged to attend.

These meetings provide an opportunity to discuss upcoming and past events, share feedback and ideas for improving our practices, and collectively brainstorm innovative ways to make Fairmont Le Manoir Richelieu even more sustainable. The objectives of these meetings include sharing information on current initiatives, actively engaging employees in sustainability actions, encouraging innovative ideas, planning sustainability-related events and continuously evaluating past initiatives to identify areas for improvement.

Over the past year, we've organized and taken part in a range of environmental initiatives, including the planting of perennials in the Employee Garden, water sampling at Port au Saumon with Espace pour la vie, and a U-pick harvest of blackcurrants and aronia berries at Lupin Fruit.

In conclusion, our Green Committee plays an essential role in promoting sustainability at Fairmont Le Manoir Richelieu by bringing employees together to share ideas, plan events and evaluate our initiatives, creating an environment of collaboration and innovation that supports our long-term sustainability goals.



## Our Educational Beehives

The growing threat to bees has prompted the Fairmont Le Manoir Richelieu to take an active role in protecting them by installing beehives in the former stables. This initiative seeks to make a positive contribution to the environment while raising public awareness of the vital role bees play in our ecosystem. Thanks to our partnership with Hydromel Charlevoix, a renowned local beekeeper, this ambitious project was brought to life. The hives in the old stables not only serve as a sanctuary for bees, but also a valuable educational tool. In collaboration with Hydromel Charlevoix, we designed an educational trail focused the hives, bees and local biodiversity. Open to visitors of all ages, the trail offers a unique opportunity to learn about the vital role bees play in pollination and the preservation of biodiversity. This partnership with Hydromel Charlevoix not only allows us to play an active role in protecting bees, but also to reinforce our commitment to the local community and the environment. By raising awareness among our guests and employees of the importance of bees and biodiversity, we hope to inspire positive and sustainable action beyond our establishment.

On May 20, to mark International Bee Day, Alexandre from Hydromel Charlevoix carried out an on-site honey extraction from our beehives. This harvest serves as a tangible expression of our commitment to sustainability and environmental stewardship. The extraction was followed by a tasting for participating employees, after which the honey was shared with teams throughout the hotel.

In partnership with the David Suzuki Foundation, milkweed seeds were also planted to support monarch butterflies. As their population continues to decline, the plantings help nourish both caterpillars—which depend on milkweed leaves—and adult butterflies, through the flowers' nectar.

To further raise awareness about the importance of pollinators, educational beehives have been set up along the corridor leading to the Wellness Centre. One hive illustrates the monarch butterfly's life cycle, while another focuses on the life cycle of bees. During the summer season, guests and employees can also observe an active hive and take part in an interactive activity to help identify the queen bee.



espace  
pour la  
vie montréal

  
**HYDROMEL**  
**CHARLEVOIX**  
- vins & spiritueux -

## Our Birdhouses

In partnership with Michel Paul Côté, 20 birdhouses have been placed across the golf course of Fairmont Le Manoir Richelieu to support local biodiversity. Built entirely by Manoir employees, the project followed a hands-on, collaborative approach—from material selection and wood cutting by the in-house carpentry team to coordinated staff participation, followed by on-site assembly and staining in a dedicated workspace. The birdhouses are strategically placed to encourage nesting by swallows and bluebirds, while remaining at a safe distance from active play areas. Several can be seen along Côte Bellevue throughout the summer.

This project reflects two of the hotel's core principles: engaging employees and protecting biodiversity. More broadly, it speaks to the Fairmont group's long-standing environmental commitment. Carried out in collaboration with Société d'horticulture, d'ornithologie et d'écologie de Charlevoix (SHEC), the initiative highlights the value of partnerships between environmental organizations and private companies, contributing to the region's ecological health while actively promoting biodiversity.



## Perle, Our Beluga

First identified in 1993, Perle was adopted by Fairmont Le Manoir Richelieu in 2005 through a partnership with the Group for Research and Education on Marine Mammals (GREMM). Perle is a female beluga from the Saguenay Fjord population. Through this unique partnership, we receive regular updates on Perle and are alerted when she is swimming near the Manoir. This connection reflects our commitment to protecting marine mammals and preserving their natural habitat. As well as following Perle's adventures, we have set up a whale package, with part of the proceeds going to GREMM. This package offers our customers a unique whale-watching experience while contributing to the conservation of these majestic animals. The funds raised by this package support GREMM's initiatives to protect the whales and belugas of the St Lawrence River.

In collaboration with GREMM experts, we organize conferences on marine mammals. These educational initiatives provide a better understanding of the importance of preserving marine biodiversity and encourage concrete action to protect our environment. The partnership with GREMM goes beyond the adoption of Perle. It also includes educational programs and awareness-raising activities for our customers and staff. In addition, GREMM uses the funds raised to carry out vital research into the behaviour, habitats and threats facing whales and belugas. This research is crucial to developing effective conservation strategies and raising public awareness of 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 opportunity to participate in this noble cause, helping to save marine biodiversity while enjoying memorable experiences.



# Our Sustainable Events

## International Bee Day

International Bee Day, celebrated on May 20, offered a perfect opportunity to sample our own honey, freshly harvested during an on-site extraction.



## Earth Day

To mark Earth Day, Fairmont Le Manoir Richelieu hosted a pollinator-focused talk, featuring speakers from GUEPE, Hydromel Charlevoix, and the David Suzuki Foundation. The day also included a honey cookie workshop for children.



## Earth Hour

To mark Earth Hour, Fairmont Le Manoir Richelieu hosted an intimate candlelit concert at our La Brise bar, transforming the space into a warm, softly lit setting. A live musician set the mood with gentle ambient melodies, while an exclusive cocktail was crafted especially for the event, blending gin and honey.



## International Women's Rights Day

To mark International Women's Rights Day, Fairmont Le Manoir Richelieu honoured women-led entrepreneurship by welcoming four local business owners: Caroline Desbiens, Odile Comeau, Ginette Gauthier and Amélie Bergeron, for an inspiring session of shared experiences and practical advice. To celebrate the occasion, a special prosecco and hibiscus cocktail was created, with \$2 from each sale donated to the Québec Breast Cancer Foundation.



## Clean-Up Event

Fairmont Le Manoir Richelieu organizes and takes part in a range of initiatives that care for both our workplace and the surrounding natural environment. Several clean-up activities were carried out on the Manoir grounds between 2024 and 2025. Our teams at Fairmont Le Manoir Richelieu came together for a major annual clean-up of the property. This event, which has become a tradition, demonstrates our commitment to the environment and the local community. Our staff, armed with gloves and buckets, fanned out across the hotel's gardens and parking lots to collect litter and debris.

Their mission was clear: to ensure that every corner of the property reflected the beauty and cleanliness for which our property is renowned. Together, they traveled many miles, exploring often neglected areas and working tirelessly to collect all the litter they could find. Their combined efforts resulted in the collection of approximately 41kg of trash, ranging from paper and plastic to larger items.

We also joined shoreline clean-ups led by local organizations such as Organisme de bassins versants Charlevoix-Montmorency (OBV) and Mission 1000 Tonnes. While maintaining our own site is essential, we believe it is equally important to contribute to initiatives beyond our grounds, reflecting our commitment to water health and the biodiversity that relies on it.

The clean-up day was also an opportunity to strengthen links between colleagues, fostering a spirit of teamwork and camaraderie. Participants shared moments of conviviality while working together for a common cause. Furthermore, it is part of a broader sustainable development approach that we actively pursue throughout the year. These efforts are part of a broader, year-round sustainability approach. Our sustainability teams play a central role in planning and delivering such initiatives, while their ongoing work to raise awareness, mobilize staff and guide teams toward our environmental objectives remains key to our success.



03

## Our Social Commitment

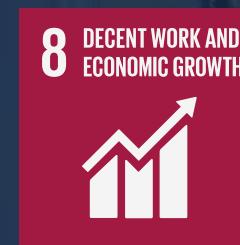


# Our Social Responsibility

Fairmont Le Manoir Richelieu places strong importance on its social commitment. We believe that sustainable development begins with people well-being, community solidarity and the recognition of our colleagues' work. We actively pursue initiatives that promote inclusion, equity and workplace health, while supporting the local community through charitable initiatives, local partnerships and volunteer programs. These commitments are part of a broader approach aligned with several of the United Nations' Sustainable Development Goals (SDGs).



1 NO POVERTY  
Eliminating poverty in all its forms, everywhere in the world



8 DECENT WORK AND ECONOMIC GROWTH  
Promoting sustained, shared and sustainable economic growth, full and productive employment and decent work for all



2 ZERO HUNGER  
Eliminating hunger, ensuring food security, improving nutrition and promoting sustainable agriculture



10 REDUCED INEQUALITIES  
Reducing inequalities within and between countries



3 GOOD HEALTH AND WELL-BEING  
Enabling everyone to live in good health and promoting well-being at all ages



16 PEACE, JUSTICE AND STRONG INSTITUTIONS  
Promoting peaceful and inclusive societies for sustainable development, guaranteeing access to justice for all and establishing effective, accountable and transparent institutions at all levels



4 QUALITY EDUCATION  
Ensuring equitable, inclusive and quality education and lifelong learning opportunities for all



5 GENDER EQUALITY  
Achieving gender equality and empowering all women and girls

17 PARTENARIATS POUR LA RÉALISATION DES OBJECTIFS  
Strengthening the means to implement the Global Partnership for Sustainable Development and revitalizing it



# Our Employees

At Fairmont Le Manoir Richelieu, our team is our greatest strength. With 335 dedicated employees, we are a diverse and dynamic community united by a shared passion for luxury hospitality and service excellence. Each member of our staff plays a crucial role in creating an unforgettable experience for our guests, whether at reception, in our restaurants, in the spa, or in administration. Leadership at Fairmont Le Manoir Richelieu reflects strong gender parity: women hold more than half of the seats on our executive committee, and overall representation is evenly balanced at 50% women and 50% men. Our teams come from a wide range of backgrounds, bringing together diverse cultures, experiences and skill sets. Nearly 30% of our employees are from abroad—an asset that enables us to deliver the attentive, personalized service our international clientele expects.

We are equally committed to providing new employees with a warm and comprehensive onboarding experience. From their very first day, they take part in Colleague Orientation, an immersive program designed to introduce them to our history, values and work environment. The day combines inspiring presentations, essential training (health and safety, service standards, operational protocols) and opportunities for discussion that foster team spirit. A dedicated segment focuses on sustainable development, including an overview of our environmental initiatives and an interactive recycling game that helps participants become familiar with the Manoir's best practices. The experience concludes with a guided tour of the Hotel-Casino Complex, offering a comprehensive view of our facilities and the breadth of our offering.



Percentage of women leaders



Percentage of women colleagues



Percentage of full-time contracts



Percentage of foreign employees



# Our Employees

## Team Building

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

## Relaxation Areas

Fairmont Le Manoir Richelieu attaches great importance to the well-being of its employees by providing them with various spaces dedicated to their comfort and personal development. These include a rest room, designed to provide a place to relax and unwind during breaks; a gym, equipped to enable employees to maintain an exercise routine and thus promote their physical well-being; a spiritual room, designed for those seeking a moment of tranquility, reflection or prayer; and finally the heartist garden, for sharing a convivial moment together.

## Iris + Arlo

Fairmont Le Manoir Richelieu is taking a progressive step towards the well-being of its female employees by offering sustainable, eco-responsible Iris + Arlo sanitary pads on a self-service basis. This initiative underlines the establishment's commitment to sustainability and support for women's health and hygiene. By making these products available free of charge, Fairmont Le Manoir Richelieu is promoting an inclusive working environment that is attentive to the needs of all the women on its staff, while supporting environmentally-friendly practices.



# Human Rights

## Accor's Human Rights Policy

Accor's human rights policy is based on fundamental principles designed to ensure that individual rights are respected and protected in all its establishments. This policy covers several key areas: discrimination, forced labour, working conditions, health and safety and privacy. Overall, Accor's human rights policy demonstrates its commitment to ethical and responsible conduct in all aspects of its operations, affirming its role as a leader in the hotel industry in terms of social and environmental responsibility.

## We Act Together for Children

The WATCH (We Act Together for Children) program, launched by Accor in 2001, embodies the hotel group's commitment to combating the sexual exploitation of children in the tourism sector. Through this program, Accor mobilizes its hotels worldwide to combat this scourge, by implementing concrete actions to raise awareness and train staff and guests alike. One of the visible measures of this commitment is the display of a poster at the hotel reception, designed to inform and raise awareness among anyone passing by. This initiative reflects Accor and Fairmont's desire to play an active role in protecting children and contributing to a safe and responsible tourism environment.



TOGETHER  
*to combat sexual  
exploitation of children  
in tourism.*

**We are committed to the protection of children's rights and we are determined to combat all forms of sexual exploitation of children. We apply a prevention and alert procedure to take concrete action against this crime, which is punishable by law.**

# Our Committees

## RiiSE – Diversity and Inclusion



Fairmont Le Manoir Richelieu's RiiSE (Diversity and Inclusion) Committee plays a key role in fostering a welcoming and inclusive workplace.

Through its daily commitment to ensuring that every employee feels represented and understood, the Committee implements a range of initiatives designed to enrich the corporate culture. These initiatives include themed days and awareness events that highlight diverse cultures, identities and perspectives. Beyond celebrating diversity, they also aim to educate and encourage open dialogue on important issues related to inclusion and equality.

## Health and Safety Committee

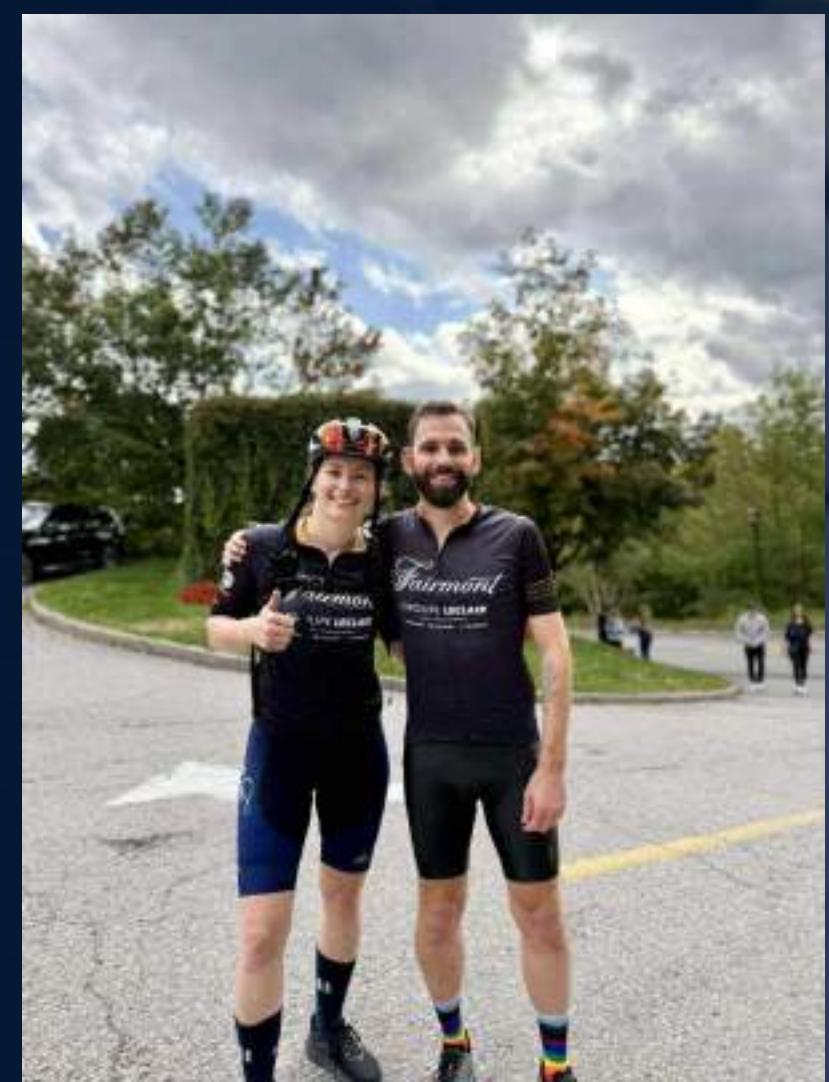


Our Occupational Health and Safety (OHS) Committee works hard every day to ensure a safe working environment for all employees. At least one representative from each department attends monthly committee meetings to discuss potential risks observed during the previous month. These meetings allow all members to share their observations, analyze incidents or risk situations, and work together to find appropriate solutions and prevent possible future hazards.

## Heart-to-Heart



Each month, the Heart-to-Heart Committee recognizes employees and leaders who stand out for their dedication, collaboration and spirit of innovation. This initiative reinforces our culture of recognition and highlights individual contributions. A "Team of the Quarter" is also honoured for its synergy and its ability to embody Fairmont's values.



# Our Community Involvement

## La Tablée des Chefs

### La Tablée des Chefs

Launched in 2022, the Solidarity Soups program combines social solidarity with food waste reduction by transforming unsold vegetables into nutritious soups distributed free of charge to schools enrolled in the program. Supported by professional chefs, the program offers a healthy, inclusive and stigma-free solution that encourages sharing and connection among students and school staff. Through our partnership with La Tablée des Chefs, we contribute to the preparation of soups as part of the Solidarity Soups initiative, which redistributes these meals to participating schools. This year, several employees came together to prepare batches of soup and vegetarian chili, which were donated to the SACC.

## GREMM



Founded in 1985 in Tadoussac, the Group for Research and Education on Marine Mammals (GREMM) is a charitable, non-profit organization dedicated to scientific research on St. Lawrence whales and to raising awareness about marine conservation. Fairmont Le Manoir Richelieu has partnered with GREMM since 2005. Through its Adopt a Beluga program, the Manoir adopted Perle on June 25, 2005, supporting efforts to protect whales in the St. Lawrence. GREMM also regularly hosts talks to engage and raise awareness within the Charlevoix community.

## Make-A-Wish



Make-A-Wish grants life-changing wishes to children living with critical illnesses. Today, is the world's largest wish-granting organization, having fulfilled more than 615,000 wishes in nearly 50 countries worldwide. Make-A-Wish brings hope and joy to children and their families when they need it most. For more than two decades, Fairmont properties helped create life-changing memories. Fairmont launched the *Room at the Inn* in 1993, offering complimentary overnight stay at its Canadian hotels, to families visiting loved ones in the hospital. In 2025, Fairmont Le Manoir Richelieu proudly partnered with Make-A-Wish Canada, raising \$530 through a special promotion held throughout December. Proceeds generated from the sale of our signature S'mores cake and hot chocolate across all of our restaurants.



# Our Community Involvement

## SACC



SACC (Charlevoix Community Support Service) is a local association whose aim is to help the people of Charlevoix, mainly by distributing food, but also clothes and any other items that might help someone. They also organize events to raise funds. Fairmont Le Manoir Richelieu has been working with them for many years, regularly donating clothing, furniture and food. The Manoir Richelieu also volunteers to support the SACC at their charity events.

During the school year, we take part in Cantine pour tous (food for everyone), a program that provides affordable, healthy and balanced lunches to schools within Acte d'établissement Les Marées montantes. One day a week, our teams collect the prepared meals and deliver them to participating schools. A flexible pricing model allows parents to pay what they can afford, while supporting partner social caterers. Hot meals are provided, including vegetarian options, and all menus are approved by a nutritionist.

As the holiday season approaches, Trees of Hope are put up on the Manoir's ground floor. This year, 20 companies decorated their own tree and donated \$500 each. All the proceeds were then donated to Service d'Aide Communautaire de Charlevoix (SACC), with additional support from three other donors. In 2025 the Manoir donated \$8,570 to the SACC for the 2024 edition of the Trees of Hope.

For the second consecutive year, employees from the Hotel-Casino Complex took part in the Media Food Drive. This annual initiative collects non-perishable food items and monetary donations to support individuals and families facing financial hardship in our community. This year, the SACC raised a total of \$30,025.40.



# Our Community Involvement



## Mira Foundation

The Mira Foundation is an association that provides free guide dogs to people in need. They have set up a system for collecting empty ink cartridges, in which Fairmont Le Manoir Richelieu participates, in order to recycle them and then sell them to raise funds.



## Moisson Saguenay

Moisson Saguenay serves as an essential regional food bank. Fairmont Le Manoir Richelieu is committed to supporting this organization by hosting a fundraiser during its famous 'Dunk Tank' event, held every August.



## Leucan Foundation

Leucan is an association that helps children with cancer. Fairmont Le Manoir Richelieu gets involved by organizing events such as ski challenges or evenings to raise funds for the association.

## Tourisme Durable Québec

Tourisme Durable Québec is a group of players committed to a more sustainable future in the tourism sector, including Fairmont Le Manoir Richelieu.

## Our Hearing Loops

As part of our ongoing commitment to accessibility for all, Fairmont Le Manoir Richelieu has introduced hearing loop systems through the Programme d'accessibilité des établissements touristiques (PAET) 2024-2026. One loop is now available at the front desk, with two additional units dedicated to event needs.

PAET supports Québec tourism businesses in improving the accessibility of their facilities and services by providing financial assistance to adapt spaces to the needs of people with disabilities.

The program, managed by Kéroul and funded by the Ministère du Tourisme du Québec (MTO), promotes inclusive, responsible and sustainable tourism by supporting innovative projects. Since its launch, PAET has supported more than 100 projects across the province, representing several million dollars invested to advance accessibility.



## Social Events

### Le Grand Marché en Rose

Le Grand Marché en Rose is an annual event hosted by Fairmont Le Manoir Richelieu in support of the fight against breast cancer. This year's edition raised \$15,000 that was donated to the Québec Breast Cancer Foundation.

The event is made possible through numerous partners, whose participation we would like to acknowledge:

- Guest chefs;
- Producers and artisans from the Charlevoix region;
- Oeno and Pot de Vin wine agencies;
- The student brigade from the Fierbourg School, a vocational training centre;
- Jessica Harnois, a committed supporter for over ten years.

We also want to thank all participants and partners who contributed to this year's success.

Le Grand Marché en Rose is held as a cocktail reception with a menu created by the Manoir's chefs, showcasing local products. The event brings together community members, representatives from various sectors and industry partners, with the shared goal of raising awareness and supporting the Foundation's work.

The program includes a welcome cocktail, exclusive culinary creations, and moving testimonials from experts and individuals affected by breast cancer. All funds raised—including ticket sales, silent auctions and donations—are donated to the Québec Breast Cancer Foundation to support research, patient services and awareness initiatives.



### PhilouMania 2025

To mark Centre Philou's 20th anniversary, the Philou City fundraising event made a much-anticipated return under a forest-inspired theme. This special anniversary edition celebrated two decades of commitment while looking resolutely to the future.

The event brought together more than 500 guests from the business, health, arts and cultural communities, while raising \$500,000 in support of the Centre's mission.

The event was held at the Fairmont The Queen Elizabeth, where our team joined colleagues from Fairmont Le Château Montebello, Fairmont The Queen Elizabeth, Fairmont Le Château Frontenac and Sofitel Montréal to create a menu showcasing local products. Highlights included 1608 cheese, Verger Pedneault cider and Le Ciel cheese—all sourced from the Charlevoix region.

The event opened with a festive cocktail, followed by a gourmet dinner, in a warm and welcoming atmosphere that reflected the spirit and mission of Centre Philou.



*Emmanuel Perot*  
GÉNÉRAL DU FAIRMONT MANOIR RICHELIEU

## Operation Red Nose

For the second year in a row, employees from the Hotel-Casino Complex rallied to take part in Operation Red Nose in the Charlevoix region. During our latest participation, nearly 40 safe rides were provided, helping many people return home safely. Close to \$1,000 was raised in support of the Club Lions Clermont-La Malbaie-Pointe-au-Pic (Murray Bay). These funds will be fully redistributed at the end of the campaign to local Charlevoix organizations, including Groupe Action Jeunesse, Les Mains de l'Espoir, the Mistral project and Faucon des Monts Scouts.

Operation Red Nose is a non-profit organization that promotes responsible behaviour to help prevent impaired driving. Through its volunteer safe-ride service and year-round awareness initiatives, it contributes to road safety while supporting youth and amateur sport.



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## Our Commitment to Governance



# Ethics and CSR Charter

Ethics, social responsibility and respect for the environment are central to Fairmont Le Manoir Richelieu operations. This Code sets out the principles that guide the conduct and decision-making of our employees, partners and stakeholders.

## 1. Core Values

- A strong commitment to guest satisfaction and service excellence.
- Respect for diversity, cultures and individuals.
- Sustainable performance and responsible innovation.
- Integrity, transparency and trust.

## 2. Responsible Commitments (as an organization)

- Respect for people: Prohibition of forced labour and child labour, commitment to non-discrimination and equal opportunity, protection of minors (through the WATCH program with ECPAT).
- Ethical conduct: Zero tolerance for corruption, fraud and conflicts of interest.
- Data and brand protection: Safeguarding personal and confidential information, intellectual property and brand reputation.
- Respect for partners: Transparent and responsible relationships with investors, clients, suppliers and shareholders.

## 3. Responsible Commitments (as an employer)

- Ensuring health, safety and fair working conditions.
- Providing accessible opportunities for training, professional development and career growth for everyone.
- Promoting inclusion and workplace well-being.

## 4. Commitments to the Planet and Communities

- Reducing our environmental footprint (energy, water, waste, biodiversity).
- Developing healthy and sustainable menus, including vegetarian options.
- Supporting the local economy (employment, local sourcing and cultural heritage).
- Supporting solidarity initiatives, NGOs and local communities through the Accor Solidarity Fund.
- Practicing responsible communication, free from greenwashing and discrimination.

## 5. Implementation and Compliance

- This Code applies to all employees, Accor-branded hotels, partners and suppliers.
- Employees may report any breaches through the Accor Integrity Line, without fear of retaliation.
- Any violation may result in disciplinary, civil or criminal sanctions.



*Ethics and Corporate  
Social Responsibility  
Charter*



# Accor Integrity

Accor provides its employees with the Accor Integrity Line, a secure and confidential platform available 24/7 in 29 languages. This tool plays a key role in fostering transparency and accountability across the Group. It allows anyone acting in good faith to report—anonimously or by name—any serious breach of Accor's Code of Ethics and Corporate Social Responsibility (CSR), or any violation of applicable laws and regulations.

## The use of the Accor Integrity Line serves several key objectives:

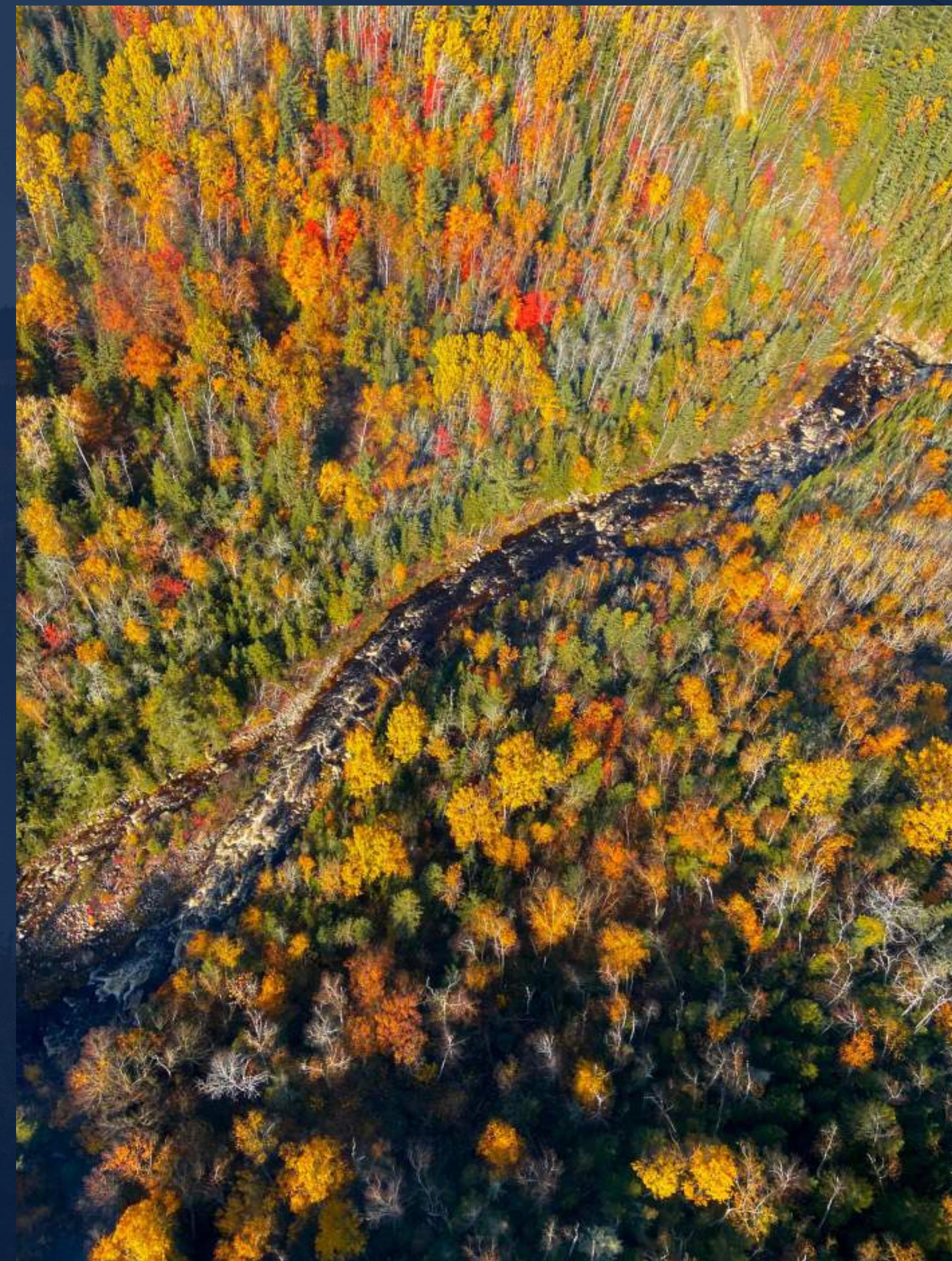
- Risk Prevention: By enabling the early detection of non-compliant behaviour, it helps prevent potential harm to the Group's reputation and performance.
- Reinforcing Accountability: Each employee plays an active role in upholding Accor's ethical standards.
- Promoting a Culture of Integrity: The platform fosters an environment in which transparency, ethics and compliance are shared values.

Accor applies a zero-tolerance policy toward any form of retaliation against employees who use this reporting mechanism. A clear commitment is made to protect the anonymity and safety of whistleblowers, ensuring a secure and responsible environment where concerns can be raised without fear. As such, the Accor Integrity Line is a cornerstone of the Group's ethical governance, reflecting its ongoing commitment to transparency, compliance and corporate social responsibility.



The screenshot shows the homepage of the Accor Integrity Line. At the top, there is a navigation bar with icons for Help, FAQ, Info, and Français. The main heading is "Bienvenue sur la Plateforme ACCOR-Integrity". Below the heading, there is a paragraph of text in French explaining the purpose of the platform. A signature from Sébastien Bazin is present. At the bottom, there are two buttons: "Soumettre une alerte" (Submit an alert) and "Suivre une alerte" (Follow an alert). A note at the bottom states: "Vous êtes désormais sur le système de signalement protégé d'EDS. Le système ne fait pas partie du site Web ou de l'intranet de ACCOR." (You are now on the protected reporting system of EDS. The system is not part of the website or intranet of ACCOR.)

Source : Accor, Internal Platform



# Responsible Procurement Charter

Accor has implemented a documented eco-responsible purchasing policy across all its hotels. Embedded in the Group's sustainable governance strategy, this policy gives priority to suppliers holding recognized environmental certifications, while also considering product origin and farming or production methods. To ensure consistency and transparency, the hotel applies Accor's corporate framework for responsible purchasing. This framework is used as a guiding reference for all procurement activities, including purchases made from non-approved suppliers.

## Key Documents Governing this Policy:

- **The Responsible Procurement Charter** sets out expectations for suppliers across environmental, social and ethical dimensions, covering all associated risks.
- **The Purchasing Guide** is designed for Accor hotels and outlines best practices for sourcing from both approved suppliers (via the Astore system and its online ordering tool) and non-approved suppliers.

## Operationally, the hotel:

- Gives priority to approved suppliers to ensure a high level of compliance and traceability.
- Ensures that any non-approved supplier complies with the Responsible Procurement Charter, particularly for local or specialized purchases.
- The signing of the Charter is a key validation requirement:
- For recurring purchases, it is incorporated into the supplier contract.
- For repeated one-off purchases, it becomes mandatory after the fourth purchase from the same supplier.

## Responsible Procurement Charter

(formerly "Procurement Charter 21")



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## Next Steps



# Our 2026 Action Plan

Fairmont Le Manoir Richelieu reaffirms its commitment to environmental protection, reducing its ecological footprint and supporting local communities. Located in the heart of the Charlevoix Biosphere Reserve, the hotel continues to integrate sustainability across all its operations, in alignment with Accor's global strategy. The 2025 plan is built around three pillars: Staying (carbon, water, waste), Dining (sustainable food) and Exploring (biodiversity and local communities), and is guided by a sustainability committee that provides monthly oversight.

## 1. Reducing Food Waste

Raise team awareness, implement best practices and reduce food waste to reach a target of -151 g per cover by the end of 2025.

### Key Actions:

- Active collaboration with Orbisk: weekly report sharing, monthly check-ins and data analysis.
- Ongoing training, staff awareness initiatives and internal visual materials.
- Quarterly follow-ups with culinary teams.

## 2. Recipe and Menu Optimization – Foodsteps

Train teams on the Foodsteps tool, integrate recipes and ensure full implementation across menus.

### Key Actions:

- Training sessions and webinars with Foodsteps.
- Rollout of the Foodsteps action plan (late 2025).
- Full integration into menus scheduled for April 2026.

## 3. Carbon – Energy Reduction

Reduce energy use by 30% by 2030.

### Key Actions:

- Finalize the RCx study.
- Develop a CAPEX plan with engineering and finance teams (August 2025).
- Update the Gaia 2.0 platform to model scenarios and projects (December 2025).

## 4. Energy, Water and Waste Monitoring

Reduce energy and water use by 5%. Improve the quality and frequency of waste monitoring.

### Key Actions:

- Monthly data updates in Gaia 2.0.
- Systematic reporting and analysis by engineering and sustainability teams.
- Data collection across departments: kitchen, housekeeping, purchases and engineering.

## 5. Eco-Responsible Certification

Obtain a recognized certification: the Biosphere Certification.

### Key Actions:

- Completion of the self-assessment (August-December 2025).
- Audit planning (January 2026).
- Certification awarded (February 2026).





*“We believe that hospitality and responsibility go hand in hand. We recognize that welcoming hundreds of guests each day has a significant impact on the planet. We embrace our share of responsibility and take a strategic approach to minimizing the negative impacts of our operations.”*

— Fairmont Hôtels & Resorts

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