

# **Our Sustainability initiatives at**

## **Mercure Norton Grange Hotel & Spa**

### **Our Commitment**

At Mercure Norton Grange Hotel & Spa, we recognise the critical role we play in promoting environmental stewardship, social responsibility, and economic resilience. We are committed to operating in a sustainable, ethical, and transparent manner to protect the planet for future generations, while enhancing the well-being of our guests, employees, and the local community.

**In line with the above our commitment, in this document we explained all our live initiatives.**

#### **1. Bed rooms**

- In line with our energy saving activities, all bed room lights except the central light will be kept off. Guests are requested to turn them on as per your preferences
- We will keep the television & towel rail, off to save the energy for your arrival.
- Heating / air conditioning unit will be kept turned off. Guests are requested to turn the units and choose you choice of temperature. Please note as these units are heavy duty units Vs the size of our bed room, it takes less than 5 minutes to change the room temperature to your preference.
- To save water, we change the bed linen on day 3, day 5, day 7, day 9 and so on.
- In most of the rooms we added double flush systems to reduce the water waste. These toilets take up to 3 minutes to fill the tanks. Pls be patience whilst the water tanks are filling the water.
- Working continuously with united utilities in keeping the water waste to minimal.

- Towels – if you don't want the towels to be replaced on daily basis during your stay, please leave them on the towel rail. If you leave the towel on the floor or in the bath tub, we will replace them with fresh towels.
- We are working hard with our suppliers to ensure at least 70% of the chemicals we use are Eco certified.
- Go Green & Skip clean – Accor world-wide, we have Go Green – Skip clean programme. If you wish to skip cleaning for your bed room, then please hand the “Go Green & Skip clean” door hanger to your door. In return please be awarded with 100 ALL points to your ALL membership. Please note this is applicable for direct bookings only and the guest must sign up to ALL membership to acquire points.

## **2. Travelling To & From**

- We recommend all our guests, gym members, service providers & staff to use Electric vehicles to reduce the emissions
- Closest EV charging points is only 2 minutes away from our hotel.
- We recommend all our guests, gym members & staff to bike to Norton Grange. All Gym members please speak with reception about our bike stand.
- Guest using Uber / Taxi, we encourage you to choose and travel on an electric vehicle.
- £5.00 off from monthly Gym membership when you bike to our gym for the entire month. Please speak to our reception for more details.
- Please find below complete details of our Carbon Reduction Charter.
- Please speak to our reception team on “how to claim your carbon foot print on ALL.com”

<https://accor.myclimate.org/en/home>

# Event and Stay Carbon Reduction Charter

## NET ZERO CARBON CALCULATOR

### PRIORITY ACTIONS TO REDUCE THE CARBON EMISSIONS OF EVENTS AND ACCOMMODATION

When planning an event or stay, it is important to make choices to avoid and reduce its carbon footprint. **These actions should be considered and implemented before calculating and purchasing carbon credits to balance the remaining emissions.**



#### TRANSPORT

**Site accessibility:** locate the event in an area easily accessible by public and/or zero emission transport options. If the area is not connected to public transport, consider optimizing the journeys of the participants: carpooling, sharing VTC / taxis, shuttles, electric cars.

**Regional and international transport:** promote travel by train, if participants are in different countries consider holding hybrid meetings with *All Connect*.

**Transportation mode to get around during the trip:** encourage participants to use public transit, cycling, electric or hybrid vehicles ...



#### ACCOMMODATION

**Favor hotels already implementing responsible actions:** sorting and recycling waste, plastic reduction policy in place, eco-responsible hospitality products, energy efficiency practices, renewable energy supply contract and onsite generation etc.

**Choose to reuse sheets and towels** if more than one night.



#### FOOD AND DRINK

Choose **vegetarian menus**, or small meat portions.

Prefer menus with **local and seasonal products**.

**Adjust quantities** by informing on the number of participants upstream, and, if possible, their diets or food preferences.

**Prefer offer by plate or show-cooking**, over buffet in order to limit food waste.

Include the **donation of any surplus**.

Ask to **avoid individual food and beverage packaging** (e.g. refill drinks with tap water or filtered, no small packaging, no individual packaging of cookies...).

**Prefer reusable dishes** (without disposable plastic).



#### ORGANIZATION, GOODIES AND ON-SITE ACTIVITIES

**Digital communication:** information and plans by email or phone message instead of printed materials...

**Limited, targeted and eco-responsible paper communication:** recycled or eco-labelled paper, back-sided paper, vegetable inks, ...

Prefer **useful, reusable and eco-designed goodies**.

**Raise awareness of the process** ahead of the event.



#### STAYS

**Propose limited cooling & heating in event spaces** or transfer of conditioned air between indoor and outdoor spaces.

**We face a climate emergency.** Accor has set science-based targets to reduce absolute carbon emissions in line with the Paris Agreement 1.5-degree ambition and committed to reach net zero by 2050. We are working hard to deliver this ambition to hotel operations in 110+ countries and have created the Net Zero Carbon Calculator and this Charter to accelerate climate action. For Accor, our clients and partners, we need to work together as time is running out.



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### **3. Rent / barrow bikes**

- Please speak to our reception team, for more details.

### **4. Discover Local**

- Working with, encouraging and supporting; several local businesses we have incorporated several local food and beverage delicacies in our menus. Please look for Discover Local logo in our menus and at the breakfast buffet.
- We only serve rain forest alliance certified coffee beans and tea variety in all our outlets.
- A list of local tourist destinations is available at the reception. Please see our lovely reception team for a copy of these destinations.

### **5. CHP – Combined Heat & Power**

- We installed a CHP unit, which converts natural gas in to electricity. In this process it produces a huge quantity of heat, which we use to maintain both our pool temperature.

### **6. Together, for a Greener Future**

We believe that luxury and sustainability can coexist. Through mindful choices and shared responsibility, we are proud to contribute to a healthier planet and a stronger local economy — ensuring Mercure Norton Grange remains a beacon of responsible hospitality.



7. Herb garden, Re-using the rain water & using coffee ground as natural fertilizer

- Up on arrival, pls take a minute to visit our herb garden.



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**Dear Guest,**

We're delighted to welcome you to Mercure Norton Grange Hotel & Spa.

As part of our commitment to sustainability, we are working every day to reduce our environmental footprint and support our local community—and we invite **you** to be a part of this journey.

From saving energy and reducing waste to supporting local producers, every small action adds up. Whether you choose to reuse your towels, recycle, bike to Norton, using electric vehicles to reduce emissions or enjoy our locally sourced dishes, your conscious choices help us create a greener, more sustainable future.

Thank you for visiting us—and thank you for caring.

Together, we can keep this world greener for generations to come.

Warm regards,

Rama Arimilly  
General Manager

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