

Sustainability Policy 2025

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.

1. Energy Efficiency & Carbon Reduction

- Continuously improve energy efficiency across our buildings and operations.
- Invest in energy-saving technologies and renewable energy sources where possible.
- Monitor and reduce our carbon footprint, with a long-term commitment to achieving net-zero emissions.

- Implement water-saving fixtures and technologies.
- Regularly monitor water usage to identify and reduce waste.
- Educate staff and guests on responsible water use.

- Operate a robust waste segregation and recycling program.
- Reduce single-use plastics and promote reusable alternatives.
- Achieve a 60% reduction in food waste through efficient kitchen practices, staff training, and guest engagement.


DAN KING
30/5/25

MERCURE
MANCHESTER NORTON GRANGE
HOTEL & SPA

PAHARANDLY
GENERAL MANAGER
29/05/2025

4. Sustainable Sourcing

- Prioritise local and seasonal produce in our kitchens to reduce food miles.
- Partner with ethical suppliers who share our environmental and social values.
- Support Fair Trade and eco-certified products wherever possible.

5. Biodiversity & Green Spaces

- Preserve and enhance natural areas within our grounds to support local biodiversity.
- Maintain our spa and hotel gardens using eco-friendly landscaping practices.
- Avoid harmful chemicals and promote pollinator-friendly planting.

6. Community Engagement & Social Impact

- Foster strong relationships with local businesses and community organisations.
- Offer employment, training, and development opportunities to local residents.
- Support charitable initiatives and promote cultural and heritage awareness.

7. Guest & Team Engagement

- Empower staff through training and participation in sustainability initiatives.
- Encourage guests to make responsible choices during their stay.
- Promote transparency by reporting on our progress and achievements.

Governance & Continuous Improvement

We will regularly review and update this policy to reflect best practices and evolving goals. Sustainability performance is monitored through KPIs and aligned with the broader environmental objectives of Accor and our local community.

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.

[Signature]
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GENERAL MANAGER
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