



The
MERRION



2023 Sustainability Report

Sustainability in a Timeless Hotel
Hospitality with a Clear Conscience

Opening Words from *Mr Peter MacCann*



Dear Guest,

The story of The Merrion Hotel dates back more than 250 years, and so legacy is very important to us. A crucial part of that is sustainability. We understand that protecting the wealth of the past, and taking care of our present are both vital for a positive future.

Our long-term goal is to be the most sustainable luxury hotel possible and, measuring our success by international standards, our strategy is constantly evolving. You will see it in your rooms and suites: as we move away from single-use items and cut down on plastics; and you will see it in The Garden Room Restaurant, with Chef Ed Cooney's focus on local and seasonal produce.

You can also be guaranteed it is going on behind the scenes: from our energy consumption to food management, procurement lines to transport options, right through to team development and recycling management, we focus on how we can reduce waste, participate in the circular economy and make sustainability a central tenet of our organisation. We are proud to do all this, whilst maintaining our famously warm welcome, and our leading position in the luxury sector.

We recognise that we are a small organisation, but in any given year at least a quarter of a million people will use our building. This is why we believe passionately in our responsibility to contribute to the global effort, and do the right thing by you, our guests, as well as our team, our families and our society.

This is a journey not a destination. We are proud to have you travelling with us, and we hope you enjoy all it has to bring.

Kind regards,

Peter MacCann

General Manager

If you wish to discover more about Sustainability at The Merrion, you will find information online at merrionhotel.com. We would be delighted to hear if you have any comments or suggestions as we continue on this journey. Please don't hesitate to contact a member of the team at info@merrionhotel.com

Our Place



Our Home

Welcoming you to The Merrion Hotel means welcoming you to a tradition of hospitality that dates back more than 250 years. We want to make sure that the time you spend with us is both sustainable, and exceptional. Extending hospitality with a clear conscience, our environmental measures encompass all aspects of your stay.

The Merrion is one of the best-located hotels in Dublin, standing directly opposite Government Buildings in the city centre. Also located on Upper Merrion Street are The National Gallery and The National Museum of Ireland.

Our Mission

At The Merrion, recognised as Ireland's finest luxury hotel, sustainability is not just an option—it's the standard.

We understand the critical environmental issues our planet faces and believe that integrating sustainability enhances our ability to meet five-star guest expectations while fostering a culture of responsibility.

Our mission is to lessen our environmental impact, broaden sustainable choices for our guests, and positively influence our community.

Our Vision

Our vision for The Merrion is to become a leader in sustainable hospitality, setting a new standard as Dublin's first 5-Star Net Positive Hotel. We are passionately committed to sustainable practices, incorporating them into every aspect of our operations.

Our goals extend beyond achieving Net Zero emissions; they include Zero Waste, Sustainable Procurement, Water Stewardship, and maintaining a diverse and inclusive environment that upholds the highest ethical standards.

Executive Summary 2023

Our Financial Year in Review (November 2022 – October 2023)

25%

Food Waste Reduction



27%

Less Energy Used per
Bednight



31 tonnes

Less Waste Produced



100%

Green Electricity
Purchased



84%

Recyclability Rate



196858

Day Visitors



70503

Bednights



42528

Rooms Occupied



46%

Female Employees



48

Nationalities



2460

Training & Development
Hours



370

Employees



93%

Annual Quality Score



Executive Summary 2023

Our Awards



Green Hospitality Gold Award

The Green Hospitality Awards are an internationally recognised third-party environmental & sustainability certification awards programme. The criteria are aligned with the UN SDGs, GSTC Criteria, EU Ecolabel and the Sustainability Hospitality Alliance Hotel Carbon, Water and Waste Measurement methodologies. We are very proud to have achieved Gold in September 2023.



The
MERRION
DUBLIN

Great Place to Work 2023

The Great Place to Work Certification is a measurement of an organisation's Trust Index score. A 73-question confidential Trust Index survey is carried out within the organisation, and any company with 10+ employees will be Certified™ when their overall employee survey results are 65% or higher. In 2023 we have achieved overall score of 76%.



Deloitte Best Managed Companies

Ireland's Best Managed Companies Awards programme promotes and recognises excellence in Irish/Northern Irish-owned and managed companies and is the only awards scheme on the island of Ireland that considers business performance from every perspective. A rigorous process evaluates the calibre of management abilities and practices in addition to the strategy, capability, innovation, culture and financial performance.



Outstanding Employer Award

The Fáilte Ireland Employer Excellence Programme has been developed to support businesses driving great employee engagement, and continuously build the appeal of their workplace. We are committed to helping the tourism and hospitality sector tackle it's biggest challenges.



Our Sustainability Approach

1. Reporting Principles



1. Completeness: We strive for comprehensiveness in our reporting by incorporating feedback from stakeholder engagement and industry best practices.



2. Operating Context: We recognise the significant environmental impact of our operations. Our Hotel is located near UNESCO Dublin Bay Biosphere making responsible resources management a top priority.



3. Materiality: We focus on the most important sustainability issues that impact our business and stakeholders. Through a series of meetings and discussions we have identified 32 materiality topics important to our business that we will focus on in 2024.



4. Alignment: Our commitment to sustainability is embedded in our Hotel's mission statement. We believe long-term success is contingent on operating responsibly and minimising our environmental footprint.



5. Stakeholder Engagement: We actively engage with stakeholders through regular meetings and surveys to understand their sustainability priorities. This year, stakeholder feedback highlighted concerns about our food waste. We have addressed this by investing in AI Food Waste tracking system and enhancing our reporting.



6. External Assurances: To ensure the credibility of our reported data, we engage Green Hospitality Ireland and Weeva to verify our sustainability metrics. This commitment to transparency demonstrates our dedication to accountable reporting.



7. Balance: While we've made significant strides in reducing our carbon emissions, we recognise there's still room for improvement. This report outlines our ongoing investments in renewable energy sources and energy efficiency initiatives to further minimise our environmental impact.



Our Sustainability Approach

2. Sustainability Governance



Our Sustainability Approach

3. In Support of UN Sustainable Development Goals



Objectives

SDG Goal

Actions in Progress

Status

Reduce Our GHG Emissions



Quantify Scope 1 & 2, Set Science based target, 51% emissions reduction by 2026.



Elimination of Single Use Plastics



Replace single use amenities in guests' bathrooms with refillable options.



Reduce Food Waste by 25%



Improve Kitchen waste management, introduce no meat days in staff restaurant, improve reporting on food waste.



Reduce Landfill Waste by 50% by 2025



Quantify current landfill waste, create action plan to reduce landfill waste, communicate target to employees.



Reduce Water consumption by 10%



Conduct a water leak audit, reduce water flow in guest bathrooms, develop a water management plan and set targets.



Minimise the pollution of water



Conduct Chemical usage audit, replace 25% of chemicals with Eco-label alternatives.



Increase Employee Engagement in Sustainability



Introduce Induction Sustainability training, increase number of volunteer hours with local charity, organise employee social events, increase number of health and well-being events.



Increase Sustainable Choices available to our Guests



Introduce Green Stay package, implement a system to reduce towel and sheets usage, increase choice of organic, local and seasonal menu choices.



Indicators



Achieved



Progress



Needs more Effort



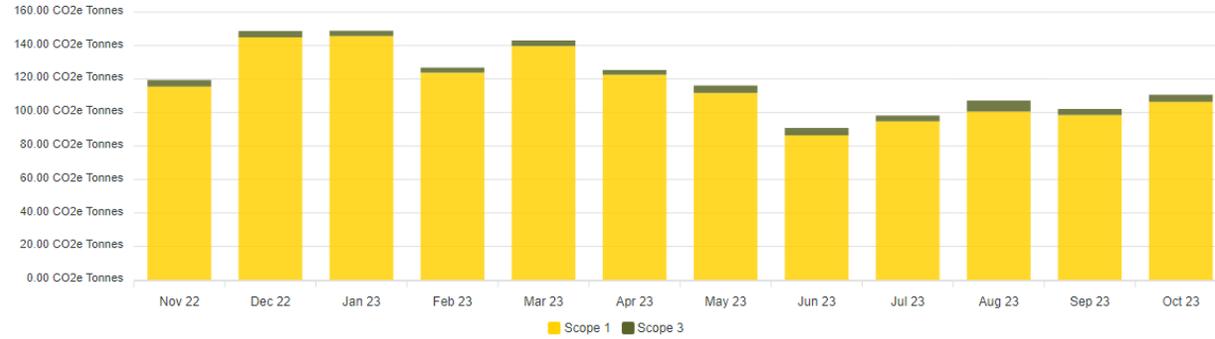
Sustainability Performance

One Planet

In collaboration with Weeva

Carbon footprint

In CO2e tonnes



Total
1 437.15
CO2e Tonnes



The five star Merrion Hotel in Dublin has signed a new 21-month Corporate Power Purchase Agreement (CPPA) with energy supplier Flogas Enterprise (the division of Flogas that works with industrial and commercial customers and renewable energy producers). This new CPPA will ensure that one of Ireland's most prestigious hotels, The Merrion in Dublin, is powered by 100% renewable electricity harnessed from wind energy.

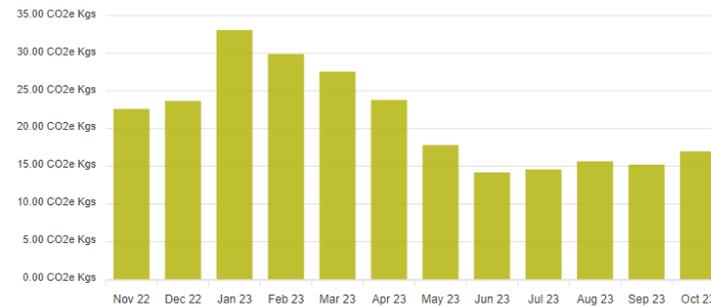
The Merrion is the first hotel in Ireland to sign a CPPA, which will allow the company to purchase renewable electricity directly from one of Ireland's first ever wind farms, Cronalaght Wind Farm in Gweedore, Co. Donegal, opened in 1997.

This CPPA will meet 60% of The Merrion Hotel's annual electricity requirements and support its sustainability ambitions to reduce its carbon emissions by 530 tonnes of CO2.

Carbon footprint per bednight

In CO2e Kgs

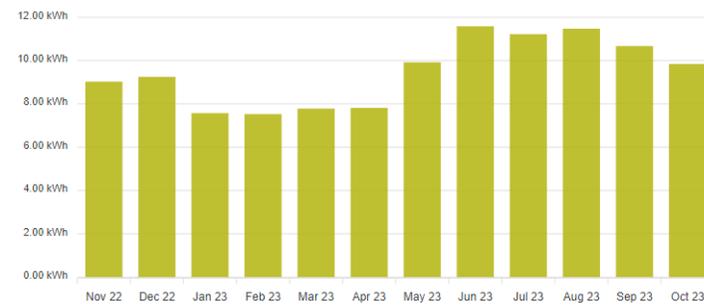
Average in CO2e Kgs : **20.38**



Total energy consumption

By kWh used per sqm

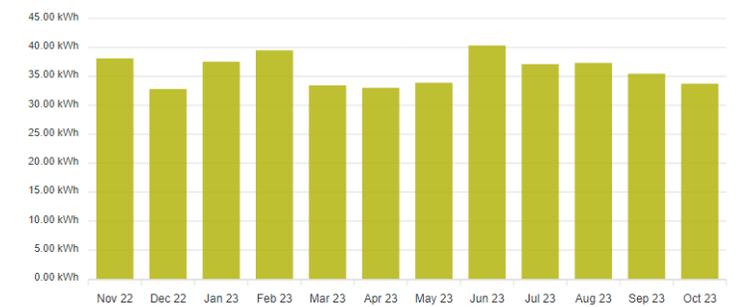
Total in kWh : **113.67**



Energy per bednight

In kWh

Average in kWh : **35.94**



Sustainability Performance

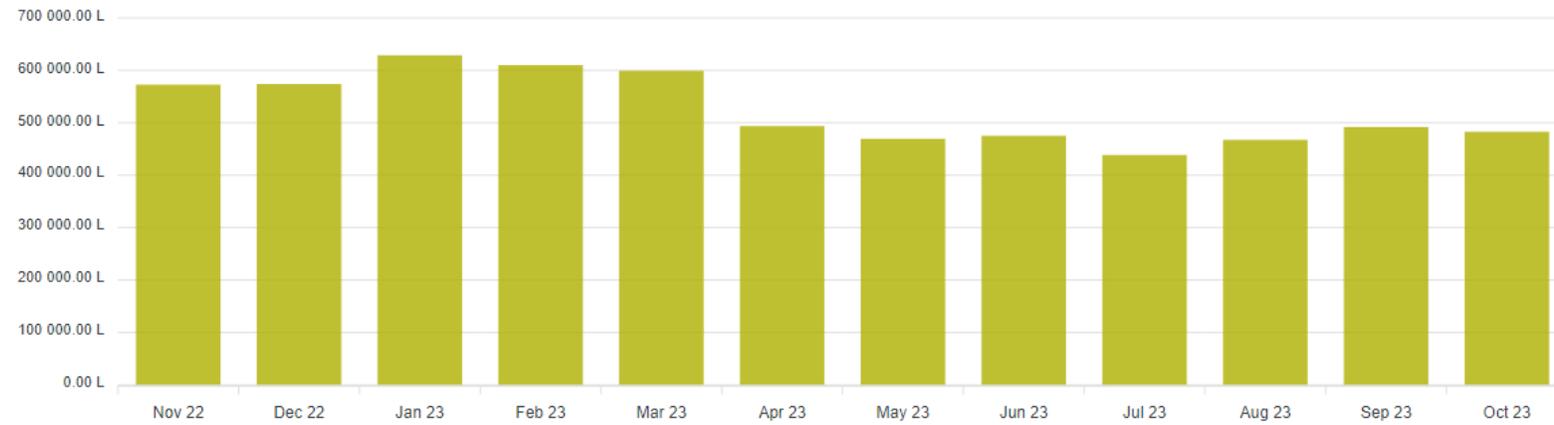
One Planet

In collaboration with Weeva



Water use per bednight

In L



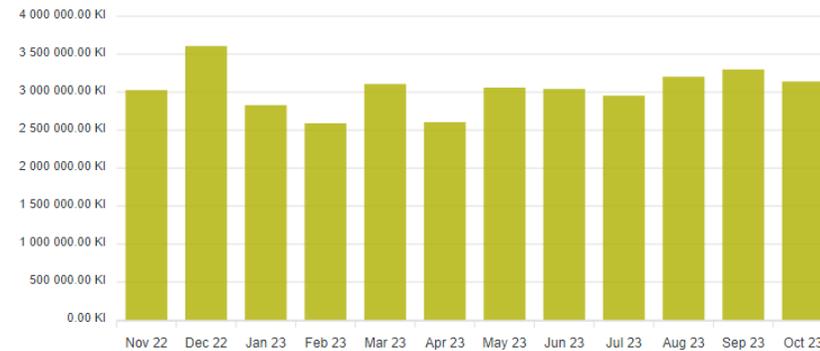
Average
517256
L per bednight

Water use

In KI

Total in KI:

36468100



Sustainability Performance

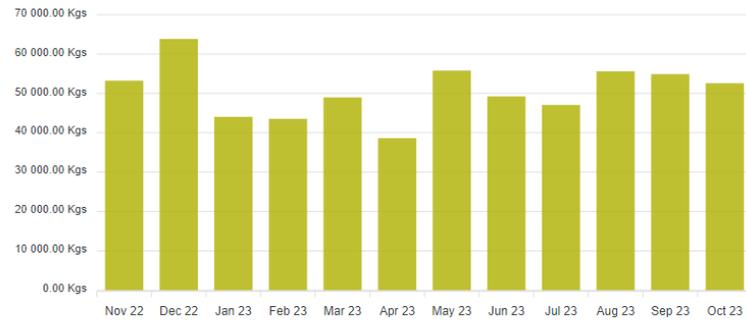
One Planet

In collaboration with Weeva

Total waste produced

In Kgs

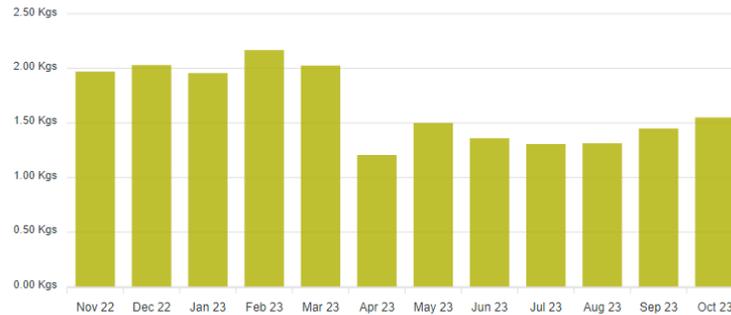
Total in Kgs : **607560**



Food waste recycled per bed night

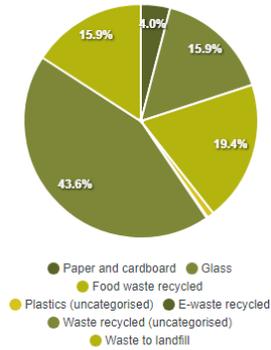
In Kgs

Average in Kgs : **1.62**



Total waste produced

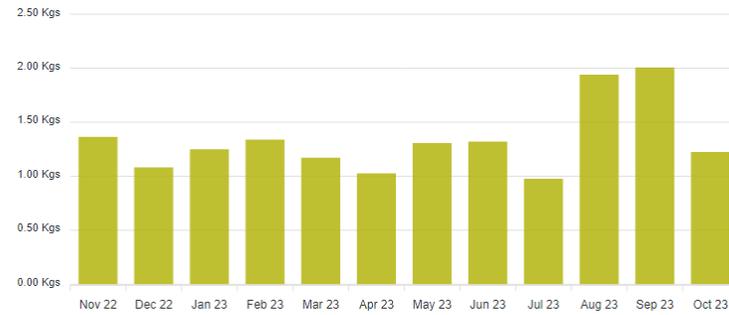
By waste type



Non-recycled waste produced per bednight

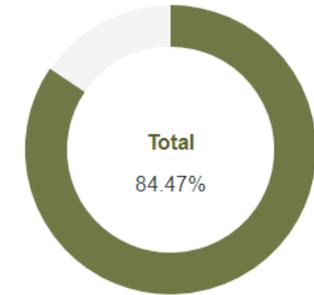
In Kgs

Average in Kgs : **1.35**



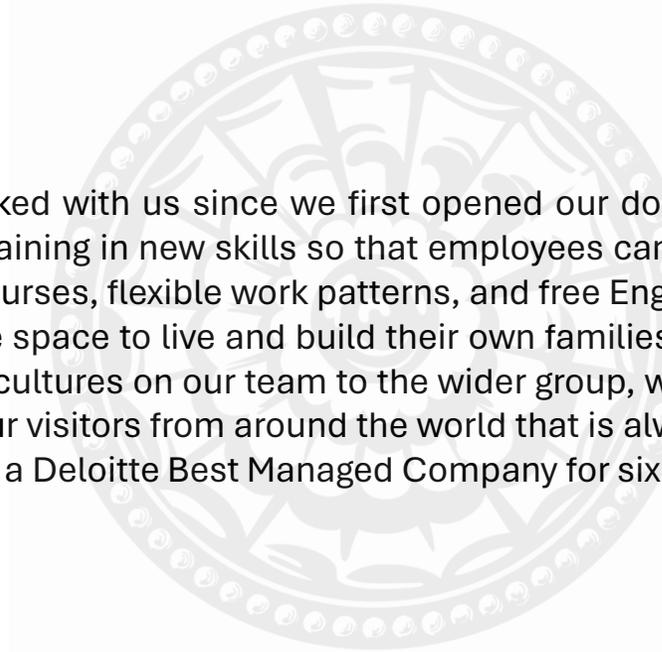
Recycling rate

In total waste recycled



Sustainability Performance

Many People



Our team at The Merrion are family. Many have worked with us since we first opened our doors. Our staff initiative, reward and supports programmes include the All About Me Programme, which offers training in new skills so that employees can grow with the hotel. Healthcare, dental cover and mental health supports are provided. We also offer online courses, flexible work patterns, and free English classes to new team members from around the world. Subsidised housing helps employees with affordable space to live and build their own families, while social events ensure no one experiences isolation. Our Lunch and Learn series introduces the different cultures on our team to the wider group, which now comprises 48 different nationalities – something we think helps to give an international welcome to our visitors from around the world that is always rooted in the famous traditions of Irish hospitality. We are certified as a Great Place to Work, and have been a Deloitte Best Managed Company for six years in a row.



Sustainability Performance

Many People



Teamwork: **Diversity & Inclusion**



Category **14 of 17**

Survey Statements

Statement	You	Hospitality & Tourism 2023	Certification
People here are treated fairly regardless of their sexual orientation.	93%	94%	91%
I am treated as a full member here regardless of my position.	86%	86%	76%
People here are treated fairly regardless of their gender.	94%	91%	85%
People here are treated fairly regardless of their race.	92%	93%	88%
People here are treated fairly regardless of their age.	86%	87%	76%

Our Reward & recognition initiatives include:

- Annual Service Recognition
- Birthday Gift
- Christmas Day Recognition
- Employee of the Month & Employees of the Year
- Manager of the Quarter and of the Year
- Excellence Award
- Length of Service
- LQA Star Award
- Outstanding Job Card



2024 Goals & Targets

Challenges & Opportunities

Environment

- 15% Reduction in GHG emission
- 5% reduction in Water consumption
- 25% transition to Eco-label chemicals
- 95% recyclability rate
- 20% reduction in Food Waste
- Paperless Check-in & Out
- Scope 3 emissions quantified

Social

- Implement Employee Engagement Programme
- Enhance Sustainability Training for all employees
- Create Diversity Support Strategy
- Create Apprenticeship Programme for Local Community

Growth & Governance

- Introduce Green Stay Package
- Implement Operational Lean Strategy
- Allocate a gradually increasing sustainable budget
- Introduce Monthly Sustainability Newsletter