



*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](https://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](mailto:info@merrionhotel.com)*



# Our Place

*The*  
**MERRION**  
DUBLIN



## *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)*

*The*  
**MERRION**  
DUBLIN

**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.



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**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

### **Sustainability Overview Committee**

Sustainability Overview Committee has been created to overview Merrion's sustainability efforts. This committee is responsible for creating the vision and overall direction, to help hotel become world leading sustainable hotel. Members include General Manager, Brand Director, Head of Sustainability, Hotel Manager and Facilities Manager.

### **Senior Management Team**

Senior Management Team is responsible for setting high-level goals and alignment of sustainability initiatives with Merrion's mission. They make key decisions, allocate resources and oversee performance.

### **Sustainability Department**

This department develops and implements sustainability policies, projects and programs. It monitor compliance, measures impact and ensures initiatives meet internal and external standards. It chairs Green Circle Committee meetings. The department acts as a bridge between strategic goals and operational execution.

### **Heads of Departments**

HODs are responsible for integrating sustainability practices in their respective areas, develop department specific sustainability projects, promote sustainability awareness, monitor progress and provide feedback.

### **Merrion Team**

#### **Green Circle Committee**

This committee, comprising members from each departments, helps in creation of new projects at the grassroots level, collaborates with Sustainability Department in implementation of initiatives, promotes sustainability awareness, monitors progress, and provides feedback.

#### **Departmental Teams**

These teams execute the sustainability strategies and initiatives at the grassroots level. They work closely with their department heads and the Sustainability Department to ensure daily operations align with the organization's sustainability goals

# Our Sustainability Approach

## 3. In Support of UN Sustainable Development Goals



Objectives	SDG Goal	Actions in Progress	Status	Indicators
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.		 Achieved
Reduce Water consumption by 10%	 	Conduct a water leak audit, reduce water flow in guest bathrooms, develop a water management plan and set targets.		 Progress
Minimise the pollution of water	 	Conduct Chemical usage audit, replace 25% of chemicals with Eco-label alternatives.		 Needs more Effort
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.		



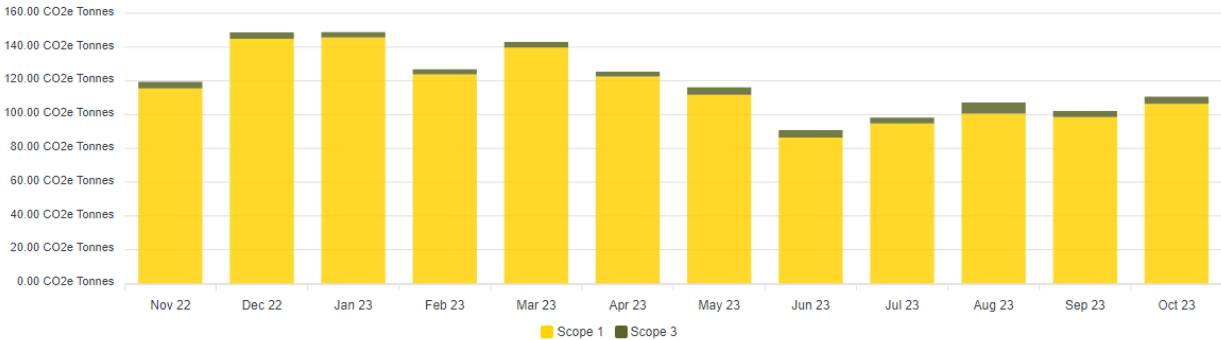
# Sustainability Performance

## One Planet

In collaboration with Weeva

### Carbon footprint

In CO2e tonnes



Total  
**1 437.15**  
CO2e Tonnes



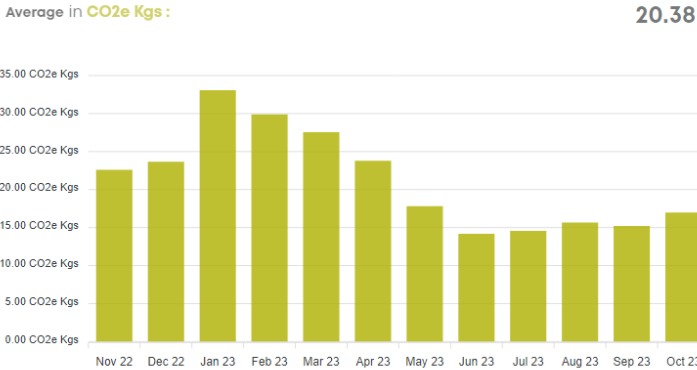
The five star Merlion Hotel in Dublin has signed a new 21-month Corporate Power Purchase Agreement (CPPA) with energy supplier Flogas Enterprise (the division of Flogas that works with industrial and commercial customers and renewable energy producers). This new CPPA will ensure that one of Ireland's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

The Merlion 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 Merlion Hotel's annual electricity requirements and support its sustainability ambitions to reduce its carbon emissions by 530 tonnes of CO2.

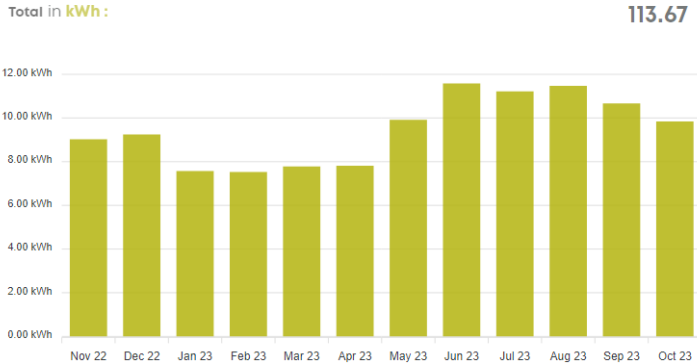
### Carbon footprint per bednight

In CO2e Kgs



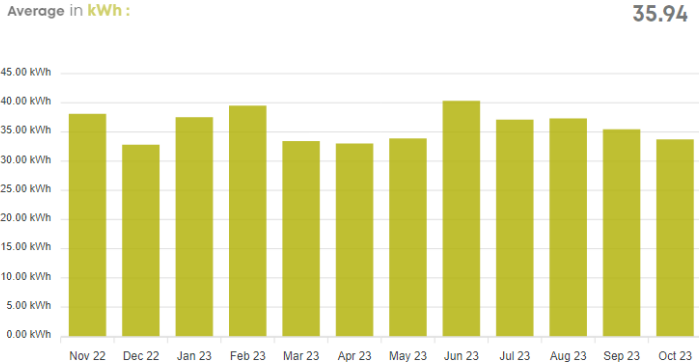
### Total energy consumption

By kWh used per sqm



### Energy per bednight

In kWh



# Sustainability Performance

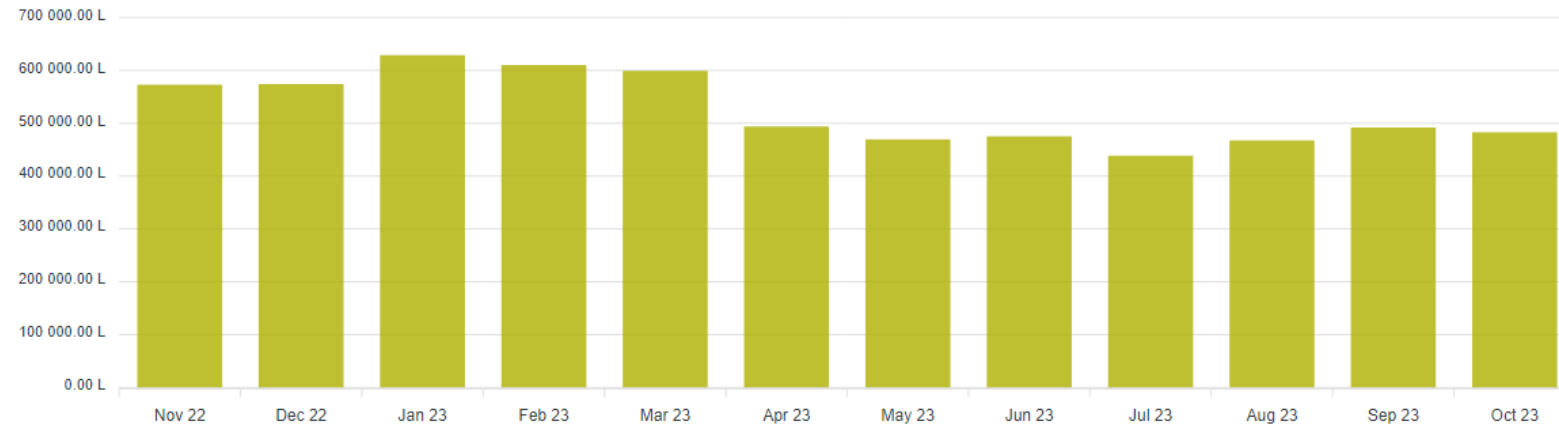
## *One Planet*

In collaboration with Weeva



### Water use per bednight

In L



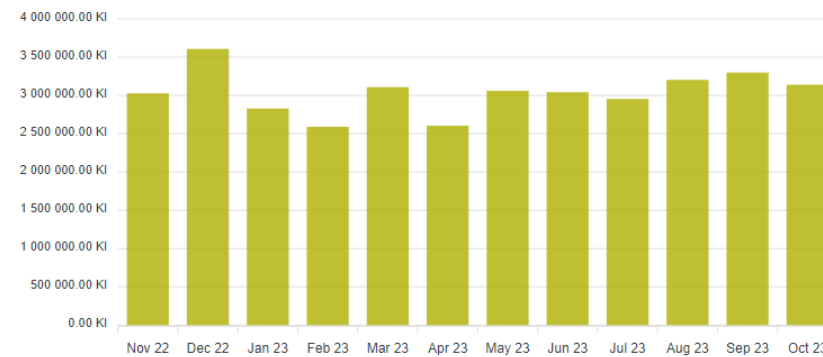
Average  
**517256**  
L per bednight

### Water use

In KI

Total in KI :

**36468100**





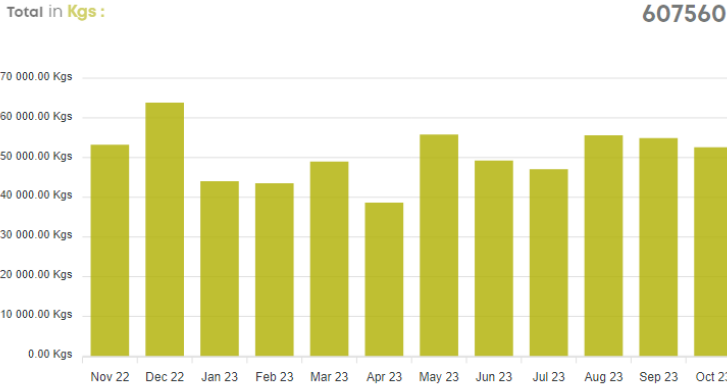
# Sustainability Performance

## One Planet

In collaboration with Weeva

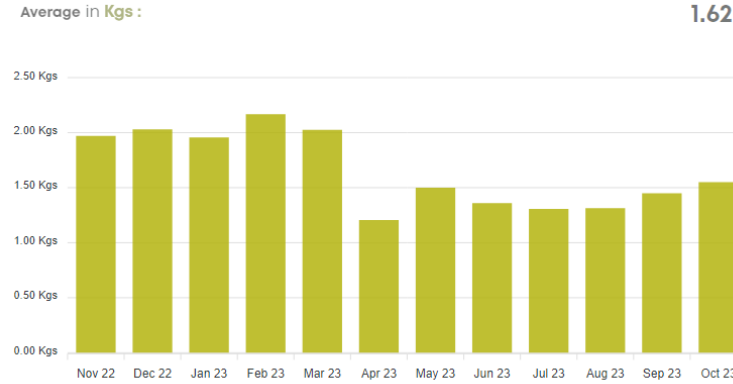
### Total waste produced

In Kgs



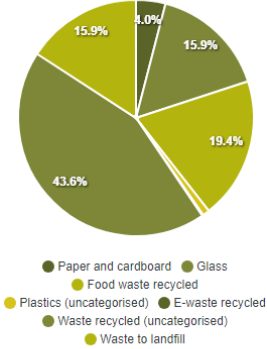
### Food waste recycled per bed night

In Kgs



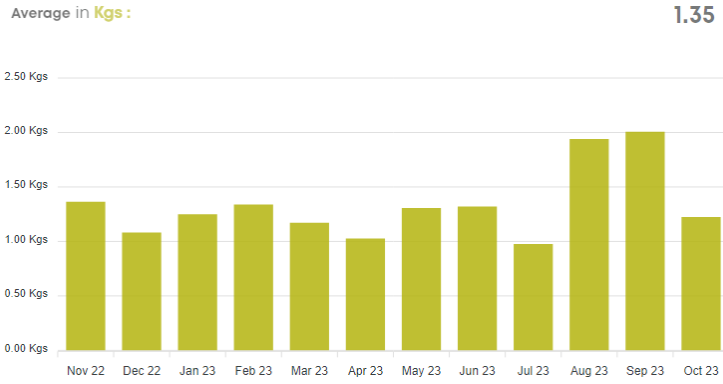
### Total waste produced

By waste type



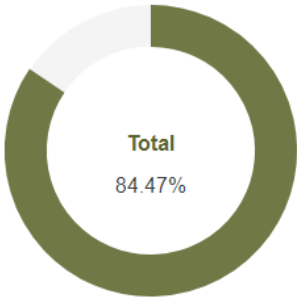
### Non-recycled waste produced per bednight

In Kgs



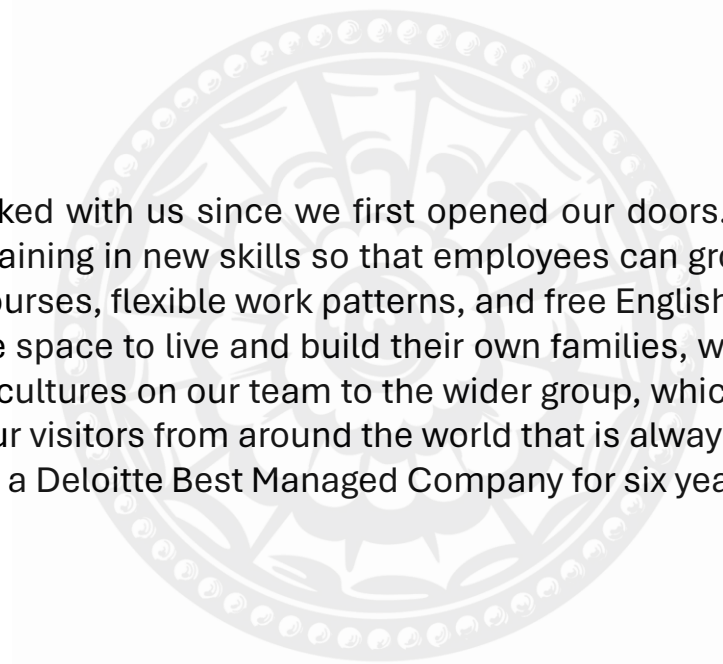
### Recycling rate

In total waste recycled



# Sustainability Performance

## *Many People*



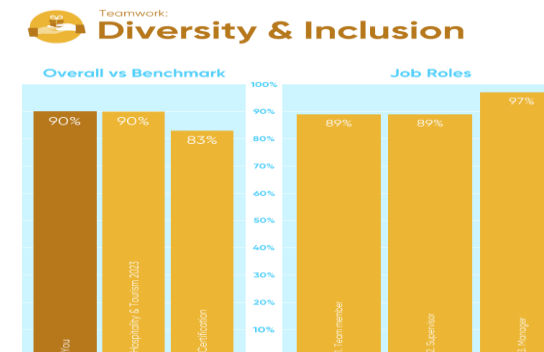
Our team at The Merrion are family. Many have worked with us since we first opened our doors. Our staff initiative, reward and supports programmes include the All About Me Programme, which offers training in new skills so that employees can grow with the hotel. Healthcare, dental cover and mental health 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



**Category 14 of 17**

Survey Statements	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