Act on animal welfare by offering eggs from cage-free hens

Right from 2016, Accor pledged to offer free-range eggs or eggs from cage-free hens (shell and liquid forms) in its restaurants.

This commitment was expected to be achieved by end-2021 in areas where the supply chains are developed (Europe, Pacific, North America) and by 2025 on markets where supply chains are still in development (Southern Asia…). In France, Group hotels had already been getting a significant part of their egg supply from cage-free hens.

Since mid-2021, the Accor procurement platform in France, Italy, Spain and Portugal offers only eggs (shell and liquid) that are free range, cage-free or organically farmed to hotels in the Accor network.

Percentage of hotels stating that they only offer free-range or cage-free eggs hens - end 2024 (shell and liquid forms)

	Commitment for 2021	**Commitment for 2025**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Europe	√		**99%**	**71%**	2168	2150	3048
Middle East		√	**83%**	**67%**	196	162	242
Africa		√	**85%**	**61%**	117	99	163
North America	√		**98%**	**68%**	59	58	85
Latin America		√	**88%**	**52%**	273	239	464
China		√	**81%**	**13%**	112	91	715
Asia Pacific		√	**88%**	**53%**	550	484	908
Total			**94%**	**58%**	3475	3283	5625

To implement cage free eggs in hotels, the priority is to increase the number of hotels responding in the reporting tool.
Here are the action plans planned in 2025:

- **Accor**: Achieving compliance with cage-free eggs is a top priority at Accor. It is a key component of the 2025 roadmap for sustainable food projects. The Sustainability, Procurement, and F&B teams are working together to implement the transition across all regions. To meet our target of transitioning to cage-free eggs by the end of 2025, teams are currently prioritizing physical supply. In areas experiencing availability challenges, teams are assessing the impact of using egg credits as an alternative.
- **Europe**: Actions will be launched to remind Accor's commitment to providers, and to hotels & operational teams (during internal meetings and in internal newsletters).
- **Americas**: The teams will continue expanding supplier coverage, launching actions to reinforce Accor's commitment. An action plan with NGOs will be implemented, including development initiatives such as training sessions and webinars to raise awareness. Additionally, promoting the use of plant-based products will be continued. Communication with all hotels will also be strengthened.
- **Pacific**: Australia is challenged by a supply issue of cage free eggs a result of a major bird flu outbreak in 2024 that has severely restricted availability cage free and caged eggs at both a retail and wholesale level. The Procurement team is working with suppliers to access supply as soon as it is available at scale however

this is unlikely until 2027. In the interim the teams are undertaking the following actions – increasing hotel response rates to ensure data accuracy and seeking alternate localized supplier options (in place of global deals). In New Zealand, the results are currently at 100% cage free eggs (based on the responding hotels).

- **Asia:** Teams are working on the following: increasing hotel response rates, reviewing available procurement solutions, aligning hotels that are currently non-compliant with solutions, mapping countries where supply or certification is a concern, having NFP accredit suppliers where possible, challenging hotels to engage solutions where supply and cost are at an acceptable level, and looking for alternative solutions for impacted regions.
- **Middle East & Africa**: Teams are working on the following: increasing visibility on hotel compliance by boosting the hotel response rate in Accor's reporting tool, identifying challenges such as supply shortages in each location and mapping countries where supply or certification is a concern, reviewing available procurement solutions, aligning non-compliant hotels with the commitment through procurement support, having NFP accredit suppliers where possible, challenging hotels to engage solutions where supply and cost are at an acceptable level, and looking for alternative solutions for impacted regions.
- **Greater China**: The cage-free eggs priced 40% higher is still an issue to be solved. The teams are collaborating closely with procurement to find cost-effective solutions and improve supplier engagement in all provinces. They are focused on enhancing supplier relationships and ensuring compliance with Accor's sustainability and ethical sourcing practices. Efforts are being made to boost hotel response rates within the reporting framework and identify alternative local suppliers where necessary.
- **Fairmont & Raffles**: The topic is targeted by continuing to identify new suppliers and by monitoring compliance through spending reports (where data is available). Where the supply is not available, the Accor Procurement teams conduct regular reviews of the market.
- **Ennismore**: Hotels have had the importance of this topic communicated to them, alongside reiterating how crucial it is to report their compliance into Accor's reporting tool. The data in Accor's reporting tool will allow to identify regions where supply is challenging and work with the Accor Procurement team to find solutions.
- **Sofitel & MGallery**: This topic is part of the priority roadmap on sustainable food for 2025, it is included in the F&B guidelines for each brand and has been heavily pushed in the hotels' communication. Hotels are requested to report into Accor's reporting tool to identify specificities by location. Sofitel & MGallery are centrally working along with procurement on solutions available in each destination.

Focus on Europe, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Europe	**France**	**100%**	**71%**	1208	1205	1696
Europe	**Germany**	**100%**	**73%**	224	223	305
Europe	**Belgium**	**96%**	**65%**	57	55	85

Europe	**United Kingdom**	**98%**	**69%**	179	176	255
Europe	**Hungary**	**100%**	**44%**	12	12	27
Europe	**The Netherlands**	**98%**	**77%**	45	44	57
Europe	**Austria**	**100%**	**84%**	32	32	38
Europe	**Poland**	**100%**	**85%**	71	71	84
Europe	**Switzerland**	**99%**	**87%**	69	68	78
Europe	**Ireland**	**100%**	**100%**	1	1	1
Europe	**Portugal**	**100%**	**68%**	25	25	37
Europe	**Greece**	**100%**	**43%**	3	3	7
Europe	**Italy**	**100%**	**49%**	37	37	76
Europe	**Luxembourg**	**100%**	**86%**	12	12	14
Europe	**Russia**	**93%**	**69%**	41	38	55
Europe	**Spain**	**99%**	**76%**	75	74	97
Europe	**Czech Republic**	**100%**	**60%**	6	6	10
Europe	**Lithuania**	**100%**	**100%**	6	6	6
Europe	**Monaco**	**100%**	**100%**	2	2	2
Europe	**Romania**	**100%**	**61%**	14	14	23
Europe	**Sweden**	**100%**	**100%**	1	1	1
Europe	**Georgia**	**90%**	**75%**	10	9	12
Europe	**North Macedonia**	**100%**	**50%**	1	1	2
Europe	**Ukraine**	**100%**	**89%**	8	8	9
Europe	**Malta**	**100%**	**25%**	1	1	4
Europe	**Serbia**	**100%**	**33%**	1	1	3
Europe	**Estonia**	**100%**	**33%**	2	2	6
Europe	**Kazakhstan**	**86%**	**46%**	7	6	13
Europe	**Slovenia**	**100%**	**50%**	1	1	2
Europe	**Azerbaidjan**	**100%**	**75%**	3	3	4
Europe	**Andorra**	**0%**	**0%**	0	0	2
Europe	**Slovakia**	**0%**	**0%**	1	0	1
Europe	**Armenia**	**100%**	**100%**	1	1	1
Europe	**Bulgaria**	**100%**	**50%**	3	3	6
Europe	**Albania**	**100%**	**50%**	1	1	2
Europe	**Latvia**	**100%**	**50%**	2	2	4
Europe	**Bosnia-Herzegovina**	**100%**	**25%**	1	1	4
Europe	**Croatia**	**100%**	**50%**	2	2	4
Europe	**Kyrgyzstan**	**0%**	**0%**	0	0	1

Europe	**Denmark**	**0%**	**0%**	0	0	3
Europe	**Kosovo**	**0%**	**0%**	0	0	1
Europe	**Moldova**	**0%**	**0%**	0	0	2
Europe	**Montenegro**	**0%**	**0%**	0	0	2
Europe	**Uzbekistan**	**100%**	**100%**	3	3	3
Europe	**Cyprus**	**0%**	**0%**	0	0	3

Focus on Middle East, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Middle East	**United Arab Emirates**	**67%**	**56%**	69	46	82
Middle East	**Bahrain**	**57%**	**50%**	7	4	8
Middle East	**Kuwait**	**75%**	**75%**	4	3	4
Middle East	**Saudi Arabia**	**92%**	**79%**	37	34	43
Middle East	**Turkey**	**98%**	**70%**	52	51	73
Middle East	**Jordan**	**88%**	**78%**	8	7	9
Middle East	**Oman**	**100%**	**100%**	4	4	4
Middle East	**Qatar**	**82%**	**69%**	11	9	13
Middle East	**Lebanon**	**100%**	**50%**	1	1	2
Middle East	**Israel**	**100%**	**75%**	3	3	4

Focus on Africa, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Africa	**Senegal**	**75%**	**75%**	4	3	4
Africa	**Ivory Coast**	**67%**	**50%**	6	4	8
Africa	**Algeria**	**75%**	**50%**	8	6	12
Africa	**Mauritius**	**100%**	**100%**	2	2	2
Africa	**Benin**	**100%**	**67%**	2	2	3
Africa	**Morocco**	**94%**	**40%**	17	16	40
Africa	**South Africa**	**70%**	**70%**	10	7	10

Africa	**Egypt**	**97%**	**73%**	31	30	41
Africa	**Nigeria**	**67%**	**50%**	3	2	4
Africa	**Tunisia**	**100%**	**71%**	5	5	7
Africa	**Democratic Republic of Congo**	**75%**	**60%**	4	3	5
Africa	**Ghana**	**50%**	**50%**	2	1	2
Africa	**Kenya**	**100%**	**89%**	8	8	9
Africa	**Equatorial Guinea**	**67%**	**67%**	3	2	3
Africa	**Rwanda**	**100%**	**100%**	4	4	4
Africa	**Cameroon**	**0%**	**0%**	1	0	1
Africa	**Tanzania**	**100%**	**100%**	1	1	1
Africa	**Namibia**	**40%**	**40%**	5	2	5
Africa	**Botswana**	**100%**	**100%**	1	1	1
Africa	**Zimbabwe**	**0%**	**0%**	0	0	1

Focus on North America, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
North America	**United States of America**	**100%**	**56%**	30	30	54
North America	**Canada**	**96%**	**89%**	26	25	28
North America	**Barbados**	**100%**	**100%**	1	1	1
North America	**Bermuda**	**100%**	**100%**	2	2	2

Focus on Latin America, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Latin America	**Brazil**	**86%**	**48%**	187	161	334
Latin America	**St Helena**	**100%**	**100%**	1	1	1
Latin America	**Colombia**	**87%**	**59%**	15	13	22
Latin America	**Argentina**	**100%**	**29%**	4	4	14
Latin America	**Mexico**	**89%**	**67%**	27	24	36

Latin America	**Chile**	**95%**	**77%**	21	20	26
Latin America	**Peru**	**89%**	**62%**	9	8	13
Latin America	**Panama**	**100%**	**50%**	1	1	2
Latin America	**Ecuador**	**0%**	**0%**	0	0	4
Latin America	**Uruguay**	**100%**	**80%**	4	4	5
Latin America	**Puerto Rico**	**0%**	**0%**	1	0	1
Latin America	**Paraguay**	**0%**	**0%**	0	0	1
Latin America	**Bolivia**	**100%**	**50%**	2	2	4

Focus on China, with end 2024 data on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels (**among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
China	**Mainland China**	**83%**	**12%**	105	87	707
China	**Hong Kong, SAR**	**57%**	**50%**	7	4	8

Focus on Asia Pacific, with end 2024 data per country on cage free eggs
(based on Accor's internal reporting tool)

Region	**Country**	**% of compliant hotels** (among responding hotels)	**% of compliant hotels** (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Asia Pacific	**Indonesia**	**77%**	**64%**	108	83	130
Asia Pacific	**Australia**	**99%**	**40%**	143	141	353
Asia Pacific	**French Polynesia**	**100%**	**100%**	1	1	1
Asia Pacific	**Thailand**	**86%**	**65%**	64	55	84
Asia Pacific	**French Guiana**	**100%**	**33%**	1	1	3
Asia Pacific	**Korea(South) - Republic**	**91%**	**74%**	22	20	27
Asia Pacific	**New Zealand**	**100%**	**72%**	33	33	46
Asia Pacific	**Vietnam**	**69%**	**58%**	36	25	43
Asia Pacific	**Cambodia**	**67%**	**44%**	6	4	9
Asia Pacific	**Singapore**	**62%**	**23%**	13	8	35
Asia Pacific	**Japan**	**85%**	**24%**	13	11	45

Asia Pacific	**Fiji**	**100%**	**75%**	3	3	4
Asia Pacific	**India**	**93%**	**82%**	57	53	65
Asia Pacific	**Philippines**	**100%**	**92%**	11	11	12
Asia Pacific	**Macau, SAR**	**0%**	**0%**	2	0	2
Asia Pacific	**Malaysia**	**100%**	**76%**	19	19	25
Asia Pacific	**Laos**	**100%**	**75%**	3	3	4
Asia Pacific	**Myanmar**	**100%**	**83%**	5	5	6
Asia Pacific	**Madagascar**	**100%**	**100%**	3	3	3
Asia Pacific	**Mongolia**	**100%**	**100%**	2	2	2
Asia Pacific	**Maldives**	**67%**	**40%**	3	2	5
Asia Pacific	**Seychelles**	**100%**	**100%**	1	1	1
Asia Pacific	**Pakistan**	**0%**	**0%**	1	0	2
Asia Pacific	**Bahamas (the)**	**0%**	**0%**	0	0	1
Asia Pacific	**Taiwan, China**	**100%**	**100%**	1	1	1