

SEPTEMBER 2025

Bedding Guidelines

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BACKGROUND & PROGRAM OVERVIEW

01 - Background

At Pullman, sleep is at the heart of our guest experience – it’s our business.

We have identified an opportunity to **elevate the quality** of our bedding products to enhance guest comfort, while continuing to champion our commitment to sustainability. We recognise that a deep and unique night’s sleep is essential to our guests, and we’re continually evolving to deliver exceptional comfort in Pullman hotels and resorts worldwide.

Our upgraded bedding has been tested across properties in each region, ensuring that the enhancements resonate globally. In addition, we’ve implemented a robust product lifecycle to guarantee lasting quality and consistency. By prioritising these guest-approved enhancements, we can ensure that we deliver superior comfort while maintaining operational efficiency and feasibility – highlighting the strength of the Pullman brand in **driving value for both guests and owners**.

GOALS

-  Elevate quality, comfort and sleep experience inline with guest expectations and our competition
-  Simplify and reduce specifications, allowing for stronger Brand Standards compliance on product life cycle
-  Strengthen eco-label certifications



SCOPE

HARD BEDDING	SOFT BEDDING
• Bed Base • Mattress • Mattress Protector	• Duvet • Soft Topper • Pillows • Pillow Protector

✦ Linen Request For Proposal (RFP) to be initiated

BACKGROUND & PROGRAM OVERVIEW

Program on a Page

The **Pullman Bedding Guidelines** is designed to guide hotel teams in specifying, sourcing, and maintaining the approved bedding package (mattress/bed base, soft toper, pillows, duvets, protectors, linens), ensuring alignment with brand standards for comfort, hygiene, and durability.

- **Housekeeping:** Manage daily bed presentation and hygiene; run laundering cycles and stain treatment; maintain par levels; rotate pillows/duvets; inspect/replace worn items; uphold allergen protocols and rejection criteria.
- **Front Office / Guest Experience:** Capture guest preferences (pillow menu, firmness, hypoallergenic); handle special requests and accessibility needs; monitor feedback and escalate issues.
- **Engineering / Facilities:** Maintain bed frames/bases; schedule mattress rotate/flip per spec; ensure protector fit and seal; support rollaway/sofa beds; ensure health, safety and environment (HSE)/fire-retardant compliance and routine pest-prevention inspections.

HOTEL APPLICABILITY

Application of the bedding guidelines is a mandatory brand standard.

- ✓ Managed
- ✓ Franchised

CONTACT & RESOURCES

Accor Procurement team: [Click here](#)



KEY TIMINGS & NEXT STEPS

02 - Key Timings

HARD BEDDING

Rules : Need to change every 7 years
Deployment in progress since Q1 2025

SOFT BEDDING

Rules : Need to change every 2 years (synthetic filling) OR 5 years (natural filling)
New openings, conversions and renovations: deployment as of Q3 2025
Existing hotels: deployment as of Q1 2027 to align with upcoming linen RFP (also possible to order as of Q3 2025)

Review the brand standard

Carefully review brand bedding standards to ensure consistency, alignment, and compliance across all rooms.

See page
23, 24

Audit current inventory

Conduct a detailed audit of current bedding inventory to assess, condition, and availability.

See page
18

Engage Key teams

Engage Housekeeping, Operations early to ensure smooth coordination and clear responsibilities.

See page
18

Identify replacement needs

Identify bedding replacement needs based bedding compliance and lifecycle.

See page
6 to 13

Choose your supplier

By requesting regional procurement support.
Bedding ordering guide tool to come.

Coordinate with chosen suppliers

Order beds.

See page
14 to 17

Plan delivery & rotation

Plan delivery and rotation schedules to minimize disruption, optimize usage, and maintain guest satisfaction.



BEDDING OVERVIEW & SPECIFICATIONS

03 - Bedding Overview

- 1 4 Generously-sized pillows**
Synthetic Soft and Natural Firm (2 soft, 2 firm)
- 2 Comfortable Duvet**
Synthetic or Natural Fill (standard or light options)
- 3 Soft Topper**
Synthetic Fill
- 4 Mattress**
Composed of a platform, a core and a zipped topper
- 5 Bed base**
Composed of a rigid platform and the ability for decorative “frame” or “encasement” to be defined with the interior designer.
- 6 Feet**
Can be hidden via the upholstered reinforced wooden frame of the bed base or use a choice of feet finishing (round or square with color options to suit the décor).

Image provided for illustrative purposes only



BEDDING OVERVIEW & SPECIFICATIONS

Hard Bedding Matrix



Bed Base

Size: 17 cm (height)

Weight: Approx 40kg

Feet Dimensions: 15/20cm

Select from square or cylindrical, in natural wood, black or silver

Material: Fixed slats and wood structure.

Top: Cotton/Jacquard Ticking

Sides: choose from a range of upholstery fabric to suit room decor

Sustainability:

- Recycled materials recommended
- Issued from protected forests, anti-bugs treatment



Mattress

- Size:**
- 90x200cm
 - 140 x 190cm
 - 160 x 200cm
 - 180x200cm
 - 200x200cm

Mattress (including topper) height: 30cm

Weight: Less than 40kg

Height: 29-30cm

Fabric Cover:

- Upper Side: Stretch or Cotton Stretch
- Bottom & Edges: Stretch, Cotton
- Stretch or Cotton

Core Composition: Around 600 Pocketed Springs

Sustainability:

- Textiles with recycled part
- Fabrics with ecolabel, Anti dust mite treatment



Soft Topper

Size: To match mattress

Filling: Clusterball fibre 1030gsm

Fabric: 233TC 100% Cotton Cambric

Finish: 7.5cm wall / Box construction, Double Stitched Edging Pad Style, Anchor Straps
Anti Microbial Treatment





BEDDING OVERVIEW & SPECIFICATIONS

Soft Bedding Matrix



Duvet

GENERAL INFORMATION

Sizes: 140x200cm, 160x220cm, 180x220cm, 220x220cm, 240x220cm, 260x240cm, 280x240cm *(other sizes available on request)*

How to choose size:

- Width of mattress + visible height of mattress + 1/3 of bed frame.
- Only applies to 3 sides of the bed. Head part even with mattress edge.

Case Composition:

- 100% Cotton Cambric
- Antimicrobial Treatment
- Twin Needle White Piped Edge – White

Eco Labels: BCI, RDS, OEKO TEX 100

SYNTHETIC

Synthetic Filling:

- Standard : 300g/m2
- Light : 200g/m2
- Filling Composition: 100% Polyester Microfibre

NATURAL

Natural Filling:

- Standard : 220g/m2
- Light: 170 g/m2
- Filling composition: 90% White duck down / 10% Feather



Pillows

Sizes : 50x90 cm, 50x75cm

How to choose size:

- Choose 50x90cm for beds of 90x200 and 180x200, 200x200
- Choose 50x75cm for beds of 150x200 and 160x200

Case Composition:

- 100% Cotton Cambric
- Antimicrobial Treatment
- Twin Needle Colour Piped Edge – White for Firm, Grey for Soft

Eco Labels: BCI, RDS, OEKO TEX 100

Synthetic Filling 50x90cm:

- Soft : 1100g, 100% Polyester Microfibre

Synthetic Filling 50x75cm:

- Soft : 800g, 100% Polyester Microfibre

Natural Filling 50x90cm:

- Firm: 1700g, 85% Duck Feather / 15% White Down
- Soft: 1100g, 70% Duck Feather / 30% Down

Natural Filling 50x75cm:

- Firm: 1400g, 85% Duck Feather / 15% White Down
- Soft: 800g, 70% Duck Feather / 30% Down

BEDDING OVERVIEW & SPECIFICATIONS

Bed Linen

Bed linen is 100% white, with subtle tone-on-tone stripes reminiscent of the Pullman logo. Centium technology provides an unprecedented combination of enhanced strength and extended service life.

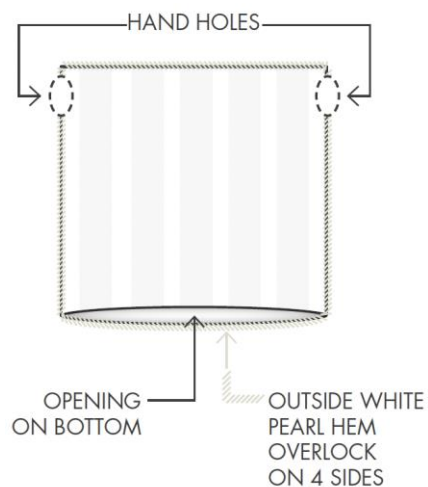
Mix of cotton & polyester

- 70% cotton
- 30% polyester

This is the minimum requirement. A higher quality material can also be provided (up to 100% cotton) to meet local practices.

126 g/m²**Quality Comfwill**

8mm

**Duvet Cover** designed with hand holes.

BEDDING OVERVIEW & SPECIFICATIONS

Bed Lifts - ONLY ENA

2 BED LIFT TYPES

DISTRIBUTION	GENERATION	FEATURES
Before 2014	Old generation – Grey in colour	Foot or manual release Standard lift height
After 2014	New generation – Black in colour	Foot, manual or remote-control release Adjustable lift height

COMPATIBILITY

BED BASE	The 2 types of bed lifts are compatible with all types of bed bases (including current and new ones).
BED FEET	New-generation bed lifts require a minimum feet height of 21 cm. This can be requested from the hard bedding supplier.

Contact your Local Procurement team for support



Improves the daily lives of our room attendants

Bed lifts can be discretely installed within the bed base, ensuring the bed can be effortlessly raised and lowered to position the bed at an appropriate working height for bed-making and cleaning.

Bed lifts are:

- Available in both manual and electric options
- Compatible with old & new bed bases.

NOTE: Feet height requirements of 21cm are needed for new generation lifts

BED MAKING STANDARD

04 - Bed Making Standard Overview

1 Pillows

4 pillows propped against the headboard

2 Duvet

Oversized duvet, envelops the mattress and slightly overhangs the bed base. Folded back (per image) and tucked only at the foot of the bed.

i In line with our brand standards – there are no decorative additions to the bed such as bed coverlets and décor cushions.



BED MAKING STANDARD

Recommended Bedding Matrix

	SOFT BEDDING			LINEN		
Mattress size	Pillow	Duvet	Soft Topper	Pillowcase	Duvet Cover	Flat Sheet
100 x 200/210cm 90 x 200/210cm	50 x 90cm	160 x 220cm	Same as mattress size	60 x 110cm	200 x 280cm	200 x 320cm
150 x 200/210cm	50 x 75cm	260 x 240cm		60 x 95cm	280 x 280cm	280 x 320cm
160 x 200/210cm	50 x 75cm	260 x 240cm		60 x 95cm	310 x 280cm	280 x 320cm
180 x 200/210cm	50 x 90cm	280 x 240cm		60 x 110cm	310 x 280cm	295 x 320cm
200 x 200/210cm	50 x 90cm	290 x 240cm		60 x 110cm	320 x 280cm	295 x 320cm



IMPACT ON LINEN

05 - Impact on Linen Overview

Pillow dimensions have evolved

Removal of square pillows
Introducing King size pillows (50x90cm), including recommended pillow protectors

Soft Topper has been added

Possible increase in the sizing of the flat sheet and duvet cover required to properly present the bed

These changes may imply additional cost evolution where replacement linen is required

Action plan

Case 1
Out-sourced laundry with rented linen

Contact launderer
to increase stock of rectangular pillowcases

Case 2
In-sourced laundry with owned linen

Contact linen supplier
to increase stock of rectangular pillowcases

Discuss and plan any residual value with your launderer where a change of linen is required

[Contact your Local Procurement team](#) for support



SUPPLIER PANEL

06 - Hard Bedding Suppliers (ENA)

Supplier	Manufacturing Sites	Coverages Zones
 Groupe Cofel	France	ENA excluding UK <i>(Certifications ongoing for Italy)</i>
	Belgium, Poland, Spain, Croatia, Italy	ENA <i>(Certifications ongoing for Italy and UK)</i>
	Portugal	ENA excluding UK and Italy
	Turkey	Turkey, Eastern Europe & CIS
	UK	UK
	France	ENA, excluding UK and Italy

ENA Procurement Team (Hard Bedding): Claudiu.Paulescu@accor.com



SUPPLIER PANEL

Soft Bedding Suppliers (ENA)

Supplier	Manufacturing Sites	Warehouse Locations	Coverages Zones
	France	France	ENA
	China	Netherlands & UK	ENA
	China	Germany & UK	ENA



ENA Procurement Team (Soft Bedding):
Alvaro.GARRIDO@accor.com
David.TAYLOR@accor.com

SUPPLIER PANEL

Bed Linen Suppliers

Supplier	Coverage zones
standardtextile 	North America Canada, USA, Mexico
standardtextile 	Asia Pacific <i>(incl. Greater China)</i>
standardtextile 	Europe
standardtextile 	Middle East Africa

[Contact your Local Procurement team](#) for support

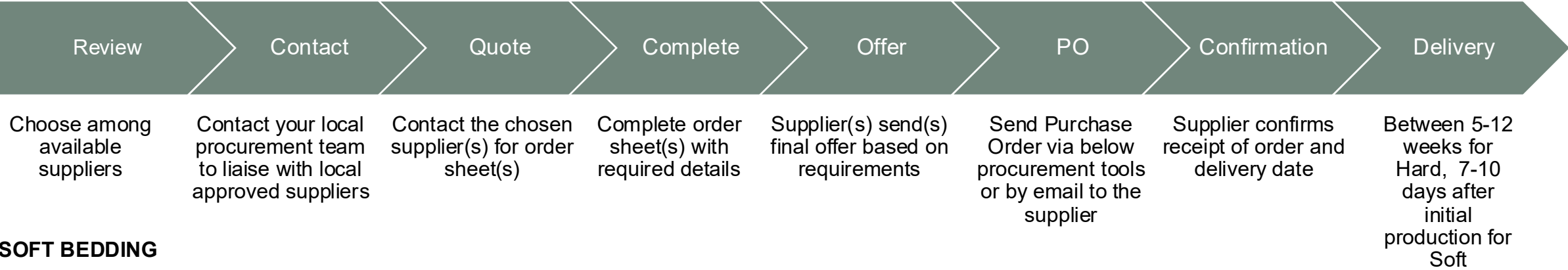


PURCHASING PROCESS

07 - Purchasing Process Overview

HARD & SOFT BEDDING

Current Process [Offline]



SOFT BEDDING

Future Process [Online, in addition to the offline process]

ENA (8 countries)

ASTORE SHOP

MEA + ASIA

FUTURELOG

CHINA

Shiji

PACIFIC

PurchasePlus

BRAZIL

mercado eletrônico

[Contact your Local Procurement team](#) for support



08 - Operational Tracking Overview

We are introducing a new optional tool to facilitate bedding tracking.

The tool will enable real-time visibility into inventory and bedding condition, making sure that our high standards are maintained consistently. Benefits include optimizing efficiency in the room allocation process for front of house teams, helping housekeeping teams reduce guest wait times, and ensuring a seamless check-in experience - improving overall service quality as well as in-room experience.



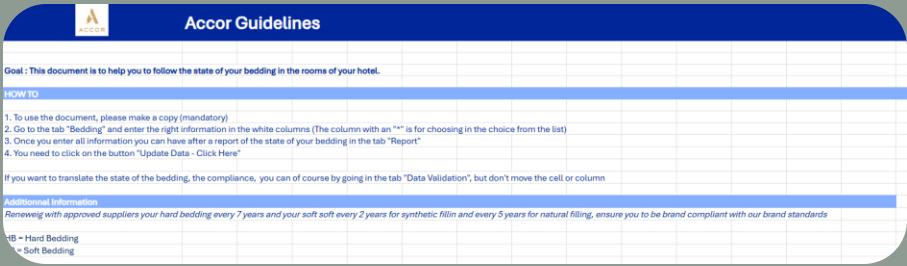
Facilitate bedding state tracking

Gain an accurate view of bedding condition by floor and by room.



Improve room allocation for front of house team

Build operational efficiency to dedicate more time to guests.



Guidelines to help you to use the document

FLOOR		Room		Changed in Year 2022		Alert if > 7 years (H)		State HB*		Comment		Changed		Type*		Alert if > 7 years (SB)		State SB*		Comment		Compliant Brand Standard*	
3	301	2025	OK	Good								2025	Synthetic	OK	Good			Good				Yes (Hard + Soft)	
3	302	2015	Urgent	Medium								2015	Natural	Urgent	Good			Good				No	
3	303	2012	Urgent	Bad								2025	Natural	OK	Good			Good				Only Soft bedding	
3	304	2009	Urgent	Bad								2019	Synthetic	Urgent	Bad			Good				No	
3	305	2023	OK	Good								2024	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	306	2025	OK	Good								2012	Natural	Urgent	Medium			Good				Yes (Hard + Soft)	
3	307	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	308	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	309	2012	Urgent	Good								2012	Natural	OK	Good			Good				No	
3	310	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	311	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	312	2025	OK	Good								2022	Natural	OK	Good			Good				Only Hard Bedding	
3	313	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	314	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	315	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	316	2025	OK	Good								2018	Natural	Urgent	Bad			Good				Yes (Hard + Soft)	
3	317	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	318	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	319	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	320	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	321	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	322	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	323	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	324	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	
3	325	2025	OK	Good								2025	Natural	OK	Good			Good				Yes (Hard + Soft)	

A tracking tool of the state of your bedding

FLOOR NUMBER		ROOM NUMBER		URGENT BEDDING (Hard + Soft)		URGENT ONLY Hard Bedding		URGENT ONLY Soft Bedding		BAD BEDDING (Hard + Soft)		BAD ONLY Hard Bedding		BAD ONLY Soft Bedding		Compliance Score (Hard + Soft)	
NB	NB	Nb	%	Nb	%	Nb	%	Nb	%	Nb	%	Nb	%	Nb	%	NB	%
1	25	4	16%	0	0%	0	0%	0	0%	1	4%	0	0%	0	0%	2	8%
DETAILS by room																	
Update Data - Click Here		FLOOR	Alert if > 7 years (HB)	State HB*	Alert if > 7 years (SB)	State SB*											
		3	Urgent	Bad	Urgent	Good											
		100%	OK	Good	OK	Medium											

An automatic report

Link to the Accor document for operational tracking is available [here](#)



CLEANING & CARE

09 - Cleaning & Care (Bed Base & Mattress)

Bed base



Cleaning

Use a soft brush or a vacuum cleaner. Do not use liquids or cleaning agents.

For the base and legs, use a damp cloth to remove any stains and make sure it is completely dry before putting the mattress back

Care

If you have a **metal linking system, connect them carefully** to avoid damage

Use the **grip** for ergonomic handling of the box

Mattress



Cleaning

Use a **soft brush** or a **vacuum cleaner**. Do not use liquids or cleaning agents.

Care

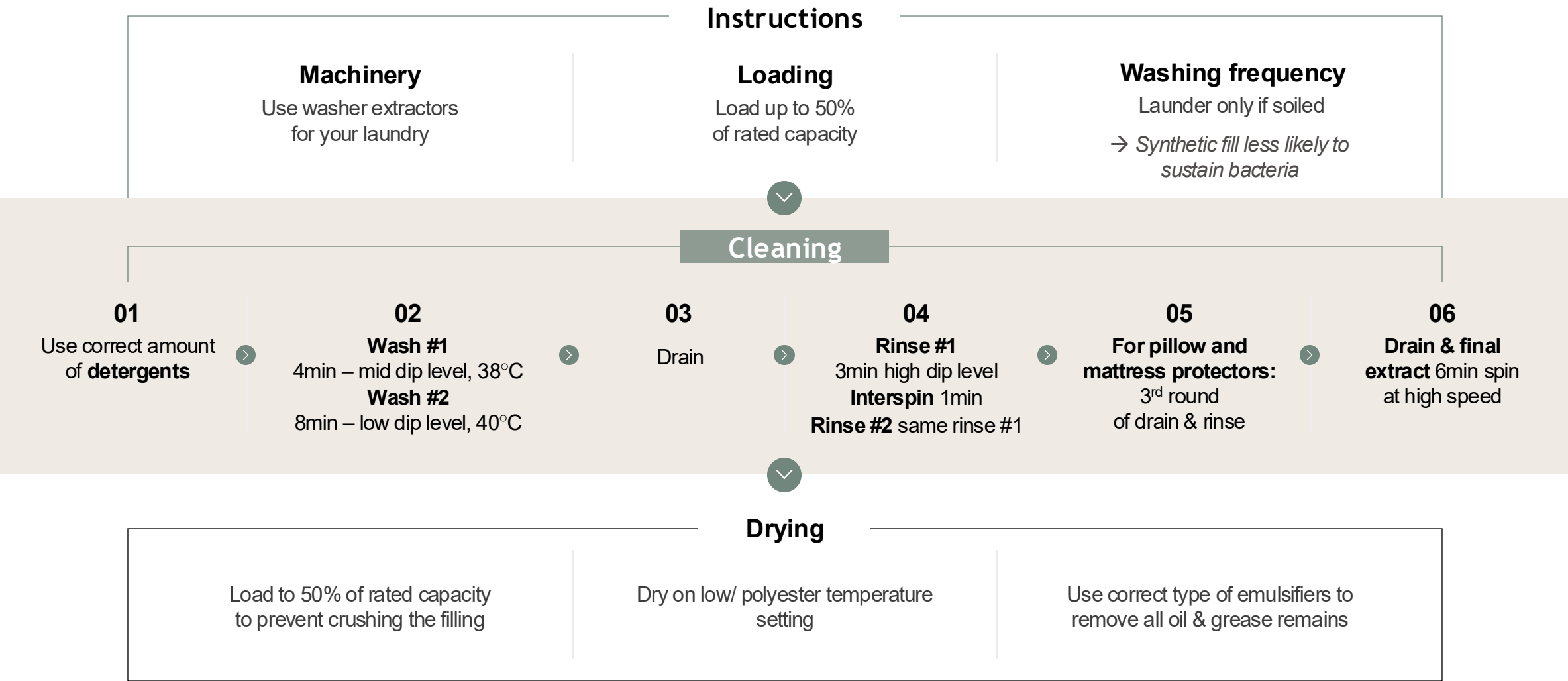
Turning label contains instructions to turn the mattress each quarter of the year, for reasons of hygiene and life span.

If you have **Zip & Link mattresses**, make sure that both zippers -upper and lower- are well connected.



CLEANING & CARE

Cleaning & Care (Synthetic Pillow, Duvet & Soft Topper)



Additional instructions can be requested from your chosen supplier

[Link to Guidelines](#)



CLEANING & CARE

Cleaning & Care (Natural Pillow, Duvet)

Instructions

Machinery

Use washer extractors for your laundry. Not suitable for laundering in continuous batch washers as blockages can occur.

Loading

Load up to 50% of visual capacity

Washing frequency

Feather/down filled goods may require washing once to twice per year as the natural filling can support the growth of bacteria. Correct laundering is key to ensure an adequate lifespan.

Cleaning

01

Products containing natural fill require specialist processing. Advice from the detergent manufacturer is essential.

02

Wash #1

4min – medium dip level, 38°C

Wash #2

8min – medium dip level, 40°C

03

Drain

04

Rinse #1

3min high dip level

Inter-spin 1min

Rinse #2 same rinse #1

05

For pillow and mattress protectors: 3rd round of drain & rinse

06

Drain & final extract 8min spin at high speed

Drying

Load to 50% of capacity to prevent crushing the filling. The fill needs adequate room to move freely and dry properly. Improper drying of the filling can lead to mildew odours due to the formation of damp clumps.

Dry on the cotton temperature setting to reduce the overall drying time and reduce physical damage to the feathers.

To prevent clumping of the filling or if clumping occurs, add soft heavy rubber balls in the tumble dryer to help break up and distribute the filling. This will also help the fill to dry.

PRODUCT LIFE CYCLE & DISPOSAL OPTIONS

10 - Product Life Cycle Disposal Options



You've just ordered new soft or hard bedding, **now is the time to ensure a new life to your old bedding items.**

Remember, **donate is always better than recycling!** And both are better than throwing things away, creating more waste and garbage!



Follow suppliers' wash & care guidelines to **maximise product life cycle**

Soft bedding



Duvet



Pillow



Soft Topper

Hard bedding



Mattress



Bed base

Renewal frequency (Will be audited)

Natural:
Maximum 5 years

Synthetic:
Maximum 2 years

**Maximum
7 years**

Bedding Disposal options

1



Please **proceed with the disposal of your bedding** by following the guidelines provided via the link below

[Click here](#)

2



Once your bedding has been disposed of, please **complete this file to help other hotels with this process**

[Click to share](#)



BRAND STANDARDS AUDIT

11- Brand Standards Audit Overview

Compliance rules

Renewal guidelines
in **Brand Standards**

Pillow, duvet, soft topper
Renewal every *2 years for
synthetic, 5 years for natural
fibers*

Bed base & mattress
Renewal every *7 years*

Mandatory to order
from approved suppliers

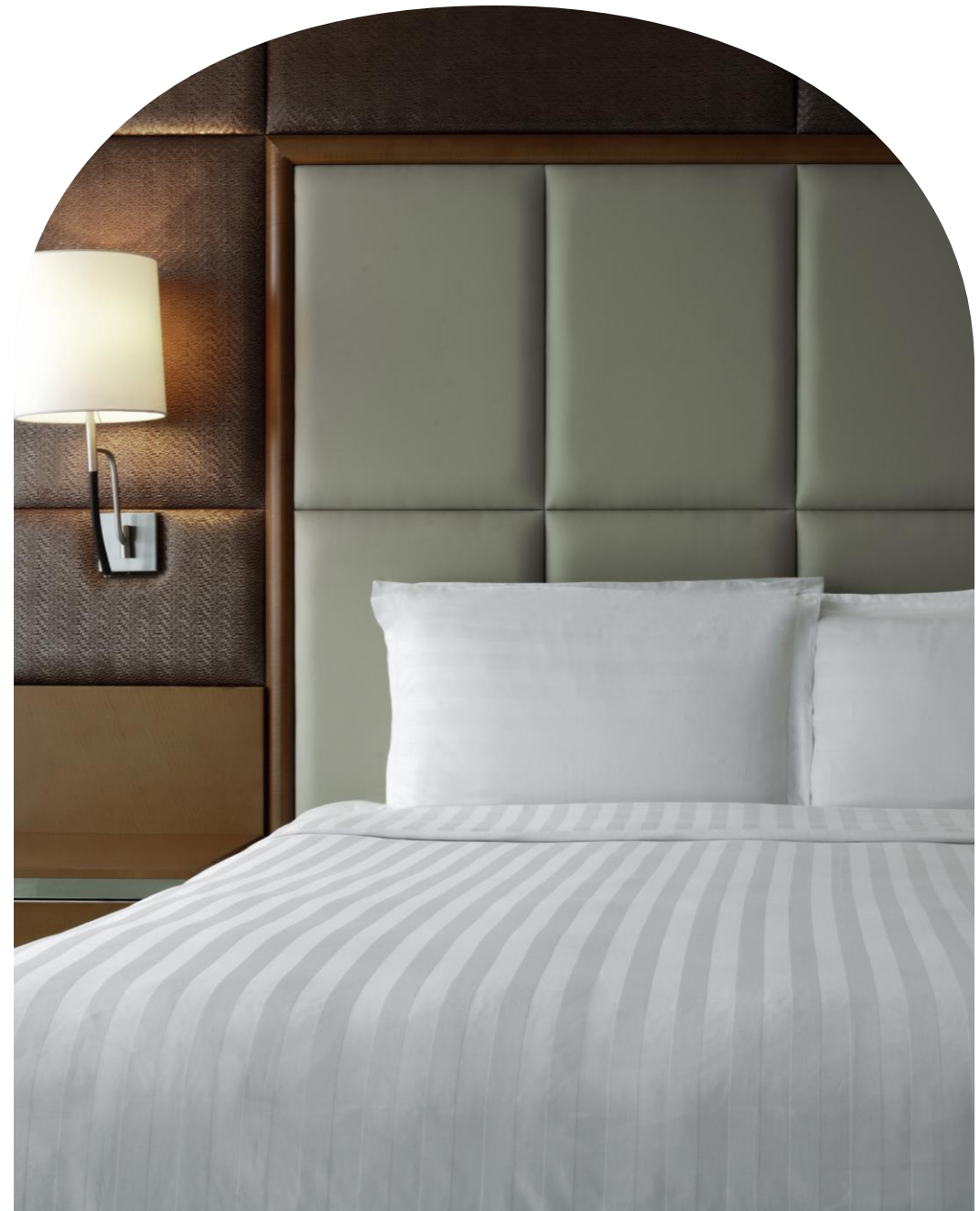
2 ways to check rules are applied

Brand audits
Self audits & LQA audits

**Product modernity
tracking tool**
Mandatory to update
bedding age yearly

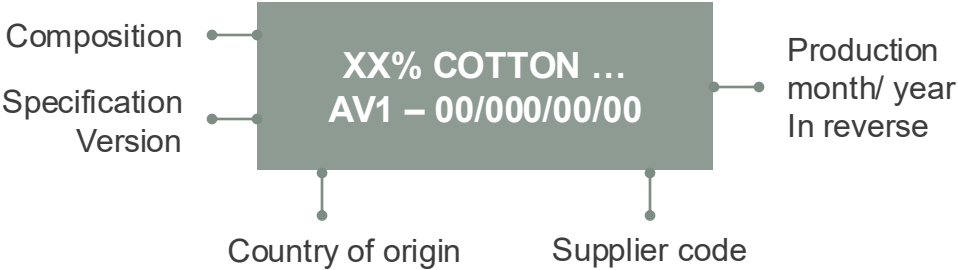
**Action plan to be defined if your
hotel is non-compliant**

(in collaboration with Vice President
of Operations)



11- Brand Standards Audit (Labels & Tags)

Labels



Advantages

1

Auditable:
All information needed to confirm **bedding standard compliance**

2

Standardisation:
Same label for hard & soft bedding, across all brands

Standards on bedding products

The bed base and mattress must comply with the Brand approved specification in the bedding guidelines. All hard bedding must be replaced every 7 years and the replacement of a mattress and bed base must happen at the same time. They must comply with the bedding guidelines and be sourced from an Accor-approved supplier.

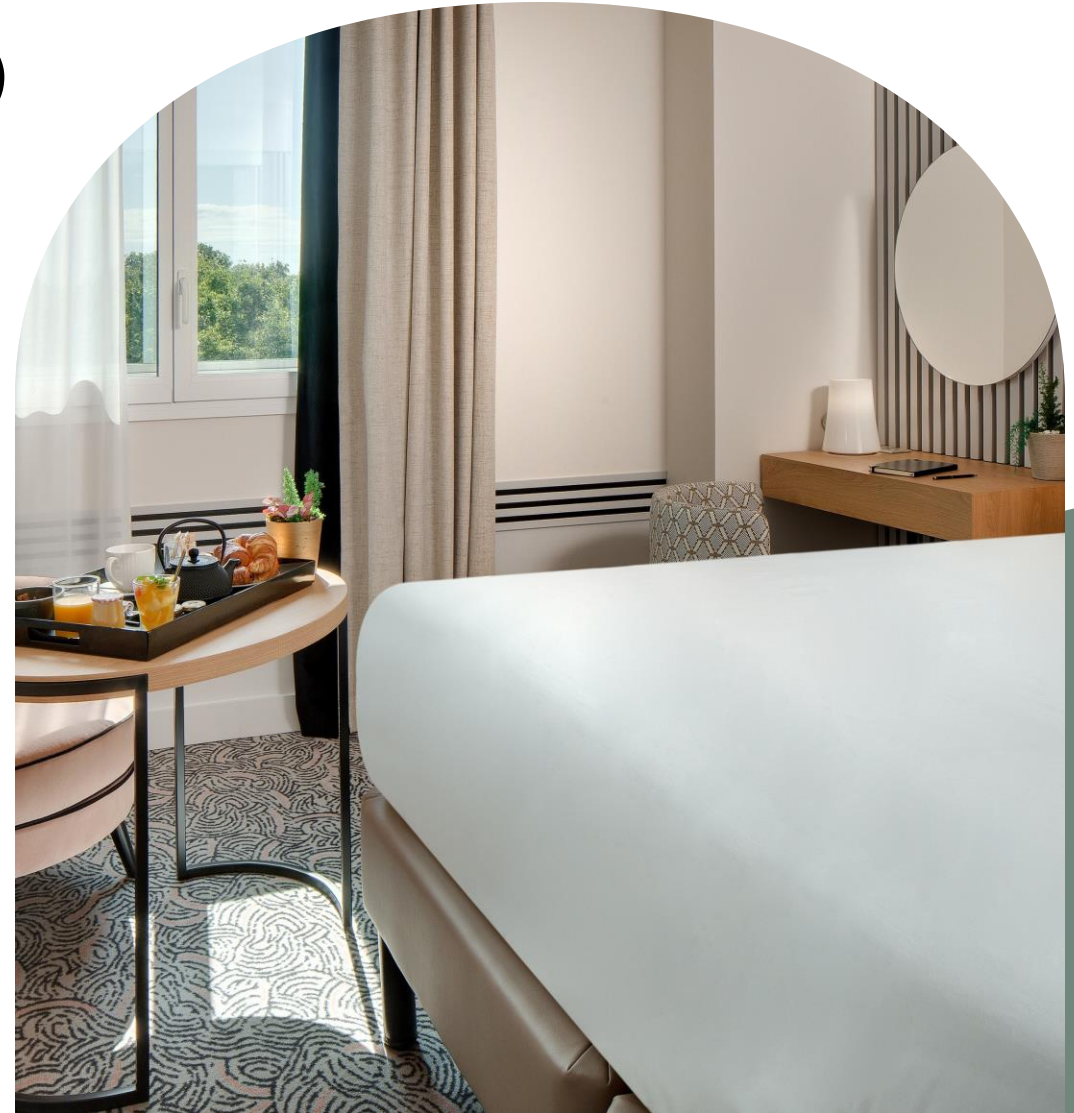
The bed must have duvet, pillows and soft topper complying with the Brand approved specification. Natural duvet and pillows must be replaced every 5 years. Synthetic topper must be updated every 2 years. They must comply with the bedding guidelines and be sourced from an Accor-approved supplier.

- Double bed must have 4 pillows
- Single bed must have 2 pillows.

QUESTIONS

12 - Frequently Asked Questions (FAQs)

Consult the Frequently Asked Questions
Document [here](#)



At Pullman we believe that sleep is the great invisible force, an essential tool to unlock everyone's progress.

That's why we have designed an elevated sleep experience, from the innovative neo-density mattress that guarantees optimal support through to softened angles of the bed base that create visual fluidity, every detail of the Pullman sleep experience has been reimagined.

Our progressive bedding blends eco-certified design and smart technologies to create a sleep experience that inspires and restores. Evolving to be more sustainable and more comfortable, reflecting the change we want for tomorrow.

pullman

HOTELS & RESORTS