



ACCOR CLEANLINESS AND PREVENTION OVERVIEW





Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. The health, safety and well-being of our staff, guests and partners remains our top priority as the world goes through this unprecedented crisis.

For us, knowing how to best care for our guests and reassure them that they will receive a safe welcome in our hotels is part of our DNA and comes naturally: Accor has been prioritizing the safety and wellbeing of customers and employees on a daily basis for more than 50 years. High standards of hygiene and cleanliness are already a given in all our brands, all over the world.

But as our hotels re-open, we will go even further with the implementation of additional hygiene and safety measures that draw on our long-standing experience and best practices. Accor's history and its geographical reach, including our operations in regions affected by previous outbreaks of infectious disease, means we have a strong track record and expertise that enables us to seamlessly adapt to new guest expectations.

Our mission is protect guests and staff, make sure travelers know they will feel safe, and by doing so revive guests' interest in travel and we can't wait to welcome you back soon.

'ALLSAFE' CLEANLINESS & PREVENTION LABEL



ENDORSED BY BUREAU VERITAS
& AUDITED BY EXPERTS
TO ACHIEVE THE ALLSAFE LABEL

Accor has now established some of the most stringent cleaning standards & operational procedures in the world of hospitality to ensure guest safety as hotels reopen around the world.

These standards have been developed with and vetted by Bureau Veritas, a world leader testing inspections & certification. All hotels must apply these standards and every Accor hotel will be audited either by Accor operational experts or third-party auditors to achieve the new ALLSAFE label.

The ALLSAFE label will help guests understand when these standards have been met in our hotels. Guests will be able to verify hotels that are certified compliant with ALLSAFE standards on hotel property websites, through our customer contact centres as well as on property.



BUREAU

VERITAS

BUREAU VERITAS



BUREAU VERITAS IS A RECOGNIZED WORLD LEADER IN TESTING, INSPECTIONS AND CERTIFICATION SERVICES (TIC).

Bureau Veritas is a world leader in Testing, Inspection and Certification founded in 1828.

Bureau Veritas is present in 140 countries through a network of over 1,500 offices and laboratories, and more than 78,000 employees. Their mission is at the heart of key challenges: quality, health and safety, environmental protection and social responsibility.

Bureau Veritas has vetted and supported Accor to define the new cleanliness standards and operating procedures developed in response to Covid-19.

Bureau Veritas will also be responsible for auditing thousands of Accor hotels to ensure they comply with the ALLSAFE cleanliness standards.

ENHANCED CLEANLINESS PROTOCOLS



New stringent cleanliness standards will be implemented and monitored across all Accor hotels and will include a **reinforced cleaning program** with frequent disinfection of all high-touch areas like elevators and public restrooms.

An **enhanced in room cleaning program** using hospital grade cleaning materials will now be a standard across all Accor hotels.

Regular deep cleaning will be carried out on upholstery and carpets and all bedding will be washed and treated at high temperatures.





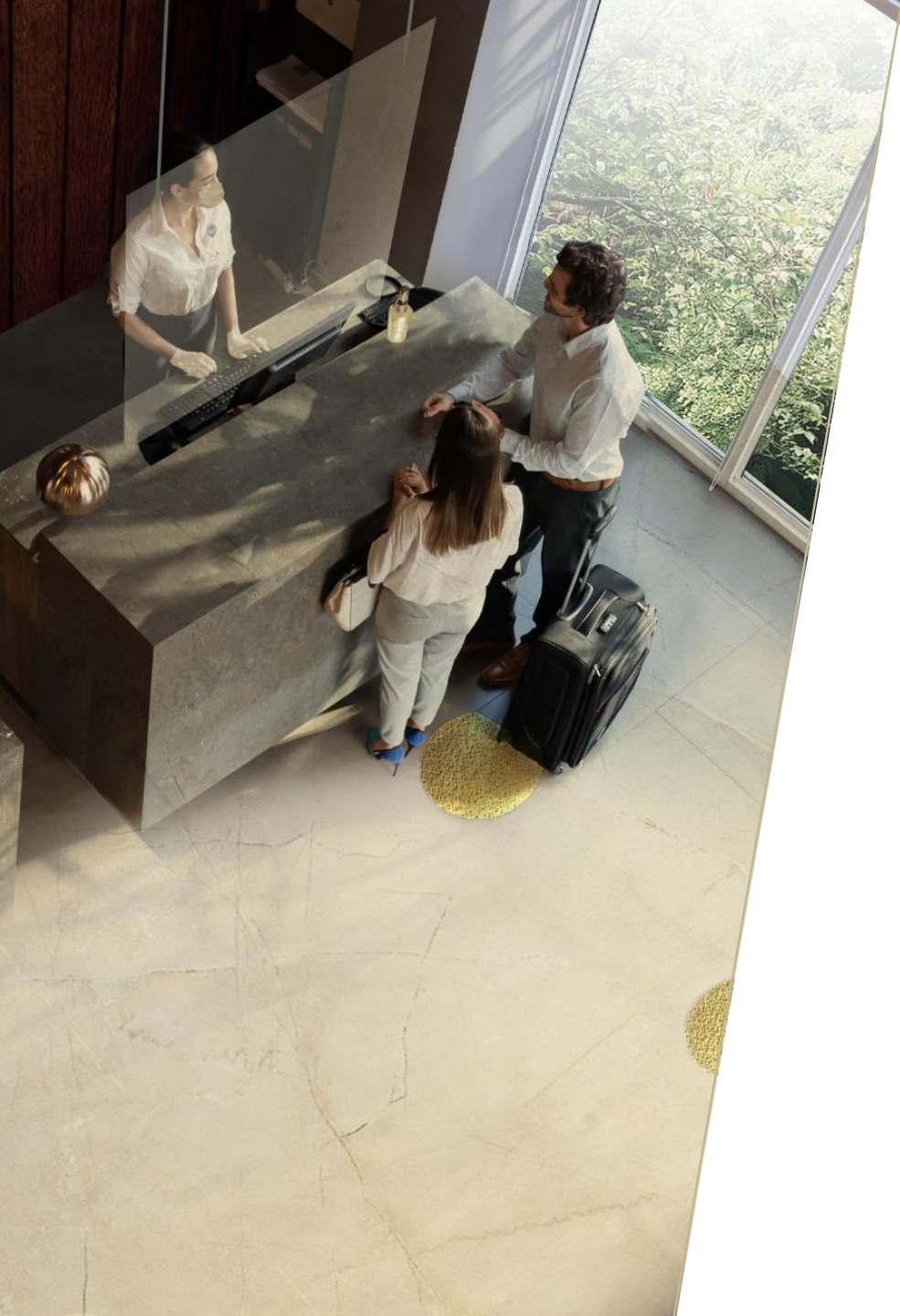
ENHANCED STAFF TRAINING



Training & Education of employees around the world is a critical aspect of health & safety and will be included in the ALLSAFE label.

Accor will launch a **new comprehensive safety & hygiene training program** to ensure all employees worldwide have the skills and education necessary to protect themselves and our guests.

Online training as well as classroom training at each property has been mandated prior to any Accor hotels reopening.



NEW GUEST CONTACT MEASURES



To ensure all guests remain safe during their stay, Accor is implementing new standards to **ensure social distancing measures** throughout the hotel and specifically in hotel public areas.

- All **restaurants and bars** and **seating in public areas** will comply with government specified distancing measures.
- Guests will be provided with **individual sanitizer, wipes and masks** and signage will be utilized throughout guest touchpoints to **advise guests of the necessary restrictions**.
- Accor will also implement **guest temperature measurement practices, disinfectant mats** at the hotel entrance as well as **partitions at front desks** to provide additional protection for all guests and staff.
- In addition further hygiene will be ensured with the use of **contactless payment solutions** and **desk-free check in** wherever possible.



ENHANCED FOOD SAFETY STANDARDS



At Accor, we care deeply about the **safety, quality and environmental impact of our food**. Since 2016, we have taken a stand and made pioneering commitments through our healthy and sustainable food charter ([link](#)).

Accor is extending this charter to go further on the commitments that we have made in recent years. We have established **new Covid-19 protocols and standards** as we reopen our bars and restaurants which exceed government and local regulations.

This includes commitments such as maintaining 1m distance across tables & maximum 8 per table/group, all employees to wear masks and gloves in kitchens, sanitation gel products available in public restaurant areas, new procedures for buffet service as well as enhanced employee training on awareness and cleanliness procedures.



GLOBAL MEDICAL SUPPORT FOR GUESTS



Accor, a global hospitality leader, and AXA, a global leader in insurance, announced an innovative strategic partnership to provide medical support to guests across the 5000 Accor hotels worldwide.

As soon as July 2020, this partnership will enable Accor guests to benefit from the highest level of care thanks to the expert medical solutions of AXA Partners, AXA's international entity specialized in assistance services, travel insurance and credit protection.

Accor guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations. Guests will also get access to AXA's extensive medical networks with tens of thousands of vetted medical professionals. This will allow hotels to make the most relevant referrals (e.g language, specialty, etc..) to their guests in the 110 destinations where Accor is present.

AXA – A WORLD LEADER IN INSURANCE & ASSISTANCE



The AXA Group is a worldwide leader in insurance, with 160,000 employees and partners serving 108 million clients in 57 countries.

AXA delivers insurance and assistance products to both people and businesses, as well as life and savings solutions and asset management services with the ambition to protect what matters most.

As a global insurer, AXA creates value for customers and stakeholders while contributing to social stability and economic growth. AXA's payer to partner strategy aims to provide innovative services to its customers, notably in health, one of its areas of growth in its Ambition 2020 plan.

Accor and AXA have announced a ground breaking global partnership to provide medical support across all Accor hotels worldwide should guests need medical assistance during their stay.

