

Accor ALLSAFE Label Foundation Standards

*We showed great solidarity & emotion
when closing our hotels
We want to re-open them
with even greater care & passion
Welcoming back our Heartists and Guests
with re-assuring global common commitments*

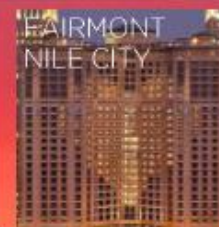
*Please find Accor 16 Standards at the heart of
our Covid19 recovery sanitary strategy.*



IBIS
AMERICANA
SAO PAULO



FAIRMONT
FRONTENAC



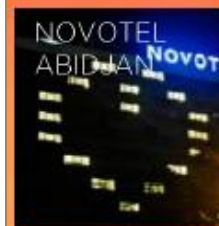
FAIRMONT
NILE CITY



GRANDPLAZA
MÖVENPICK



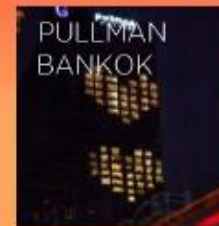
MÖVENPICK
AMSTERDAM
CITY
CENTER



NOVOTEL
ABIDJAN



NOVOTEL
MELBOURNE
SOUTH WHARF



PULLMAN
BANGKOK



RIXOS PREMIUM
DUBAI



/SO
BANGKOK



Accor #ALLSAFE Label Standards

Guests

Care & Reassurance



- **Guests** provided with **individual sanitiser, wipes and mask** at arrival (Luxury/Premium) or on request

- **Guests** access to **medical professionals**



- **ALLSAFE Officer 24/7**



- **Heartists** provided with appropriate **mask and sanitiser solutions**



- **Heartists** given comprehensive **safety & hygiene training**

Heartists
Care & Train



- **Guests temperature control system** available and temperature taken at hotel entrance(s) if legally required



- **Guests** dedicated **customer hotline** to best prepare their stay



- Reinforced **food safety** standards & limited buffet



- **Safe room service provided** at no extra charge in case of restaurant closure



Offers & Services

Reengineered processes

- Promote **contact less** check-in, check-out and payments whenever possible



- **Social distancing** enforced in all common areas



- **Room Extra disinfection** of high touch room & bathroom areas (door knob, TV remote...)



- **Reinforced cleaning program in public areas** with frequent disinfection of high touch areas



- **Reinforced cleaning program in heart of house** with frequent disinfection of high touch areas



- **Heartists** Regular **health checks** conducted

Hygiene & Sanitary

Increased measures

