

GRI STANDARDS

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
GENERAL DISCLOSURE		
Organizational profile		
102-1	Name of the organization	372
102-2	Activities, brands, products, and services	11-19
102-3	Location of headquarters	372
102-4	Location of operations	20-21
102-5	Ownership and legal form	22-23; 372
102-6	Markets served	20-21
102-7	Scale of the organization	95; 28-29; 20-26
102-8	Information on employees and other workers	93-96
102-9	Supply Chain	119-122
102-10	Significant changes to the organization and its supply chain	30
102-11	Precautionary Principle or approach	Information unavailable
102-12	External initiatives	78
102-13	Membership of associations	86; 89
Strategy		
102-14	Statement from senior decision-maker	3
102-15	Key impacts, risks, and opportunities	48-49; 53-67
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	51-52
102-17	Mechanisms for advice and concerns about ethics	78-80 + Ethics CSR Charter
Governance		
102-18	Governance structure	78-80; 164-190
102-19	Delegating authority	78-80
102-20	Executive-level responsibility for economic, environmental, and social topics	78-80
102-21	Consulting stakeholders on economic, environmental, and social topics	48-49; 91-93
102-22	Composition of the highest governance body and its committees	164-190; 241
102-23	Chair of the highest governance body	164-165
102-24	Nominating and selecting the highest governance body	184-188
102-25	Conflicts of interest	184-185; 237-238
102-26	Role of highest governance body in setting purpose, values, and strategy	164-165; 78-80
102-27	Collective knowledge of highest governance body	164-183; 78-81
102-28	Evaluating the highest governance body's performance	187; 103
102-29	Identifying and managing economic, environmental, and social impacts	78-83; 91-92; 48-49
102-30	Effectiveness of risk management processes	53-54
102-31	Review of economic, environmental, and social topics	78-80; 53-54
102-32	Highest governance body's role in sustainability reporting	78-80
102-33	Communicating critical concerns	78-81

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
102-34	Nature and total number of critical concerns	321-322
102-35	Remuneration policies	190-204
102-36	Process for determining remuneration	190-204
102-37	Stakeholders' involvement in remuneration	Information unavailable - "The Company's compensation policy for its executive officers is determined by the Board of Directors, acting on the recommendation of the Appointments & Compensation Committee." RD page 190; General Meeting 2017
102-38	Annual total compensation ratio	Information unavailable
102-39	Percentage increase in annual total compensation ratio	Information unavailable
Stakeholder engagement		
102-40	List of stakeholder groups	91-93
102-41	Collective bargaining agreements	Not applicable - "In 2016, for greater relevance, coverage on collective agreements signed is reported by number of agreements signed and hotels covered by an agreement and not by percentage of employees covered." RD page 145 Table showing the number of collective agreement signed in 2016, by country, and the issues covered page 99 of the RD.
102-42	Identifying and selecting stakeholders	50
102-43	Approach to stakeholder engagement	91-93
102-44	Key topics and concerns raised	91-93
Reporting practices		
102-45	Entities included in the consolidated financial statements	324-329; 273-276; 360-363
102-46	Defining report content and topic Boundaries	48-49; 146; 144
102-47	List of material topics	48-49
102-48	Restatements of information	273; 144-147
102-49	Changes in reporting	144-147
102-50	Reporting period	144-147
102-51	Date of most recent report	144-147
102-52	Reporting cycle	144-147
102-53	Contact point for questions regarding the report	385
102-54	Claims of reporting in accordance with the GRI Standards	157
102-55	GRI content index	Website FR Website ENG
102-56	External assurance	153-155
MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its Boundary	48-49
103-2	The management approach and its components	93-111; 111-118; 85-89
103-3	Evaluation of the management approach	93-111; 111-118; 85-89

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
ECONOMIC PERFORMANCE		
Management approach disclosures		
Topic-specific disclosures		
201-1	Direct economic value generated and distributed	264-325
201-2	Financial implications and other risks and opportunities due to climate change	59-60; 129-130
201-3	Defined benefit plan obligations and other retirement plans	287-290
201-4	Financial assistance received from government	264-325
MARKET PRESENCE		
Management approach disclosures		
Topic-specific disclosures		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Information unavailable
202-2	Proportion of senior management hired from the local community	Information unavailable
INDIRECT ECONOMIC IMPACT		
Management approach disclosures		
Topic-specific disclosures		
203-1	Infrastructure investments and services supported	30-47; Environmental Footprint Study
203-2	Significant indirect economic impacts	Environmental Footprint Study
PROCUREMENT PRACTICES		
Management approach disclosures		
Topic-specific disclosures		
204-1	Proportion of spending on local suppliers	<p>Purchases are classified as “nominated” if they are sourced by hotels and head offices from suppliers that have signed a contract with an AccorHotels Procurement Department. They are overseen directly by AccorHotels teams, who manage and optimize the contracts and the sourced products or services and control the supply chain by taking care to offer solutions that best fit the needs expressed. Purchases from nominated suppliers are estimated to be 57% of the Group’s total purchases.</p> <p>Purchases are classified as “non-nominated” if they are sourced directly by the hotels and head offices from suppliers that have not signed a contract with an AccorHotels Procurement Department. RD page 120</p>

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
ANTI-CORRUPTION		
Management approach disclosures		
Topic-specific disclosures		
205-1	Operations assessed for risks related to corruption	Confidentiality constraints - Information concerning corruption risks page 64 of the RD. Information concerning the perimeter of the internal control and risk management procedures pages 70-72 of the RD.
205-2	Communication and training about anti-corruption policies and procedures	Ethics CSR Charter
205-3	Confirmed incidents of corruption and actions taken	64
ANTI-COMPETITIVE BEHAVIOR		
Management approach disclosures		
Topic-specific disclosures		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Information unavailable
MATERIALS		
Management approach disclosures		
Topic-specific disclosures		
301-1	Materials used by weight or volume	Information unavailable
301-2	Recycled input materials used	Information unavailable
301-3	Reclaimed products and their packaging materials	Information unavailable
ENERGY		
Management approach disclosures		
Topic-specific disclosures		
302-1	Energy consumption within the organization	130-135
302-2	Energy consumption outside of the organization	Environmental Footprint Study
302-3	Energy intensity	130-135; 144-147
302-4	Reduction of energy consumption	13-135; 144-147
302-5	Reductions in energy requirements of products and services	Information unavailable
WATER		
Management approach disclosures		
Topic-specific disclosures		
303-1	Water withdrawal by source	130-135; 144-147; Environmental Footprint Study
303-2	Water sources significantly affected by withdrawal of water	130-135; Environmental Footprint Study
303-3	Water recycled and reused	130-135; 144-147; Environmental Footprint Study
BIODIVERSITY		
Management approach disclosures		
Topic-specific disclosures		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Information unavailable

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
304-2	Significant impacts of activities, products, and services on biodiversity	156; 140-142; Environmental Footprint Study
304-3	Habitats protected or restored	Information unavailable
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Information unavailable
EMISSIONS		
Management approach disclosures		
Topic-specific disclosures		
305-1	Direct (Scope 1) GHG emissions	130-135; 144-147; Environmental Footprint Study
305-2	Energy indirect (Scope 2) GHG emissions	130-135; 144-147; Environmental Footprint Study
305-3	Other indirect (Scope 3) GHG emissions	130-135; 144-147; Environmental Footprint Study
305-4	GHG emissions intensity	130-135; 144-147; 156; Environmental Footprint Study
305-5	Reduction of GHG emissions	130-135; 144-147; 156; Environmental Footprint Study
305-6	Emissions of ozone-depleting substances (ODS)	144-147; Environmental Footprint Study
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Information unavailable
EFFLUENTS AND WASTE		
Management approach disclosures		
Topic-specific disclosures		
306-1	Water discharge by quality and destination	Environmental Footprint Study
306-2	Waste by type and disposal method	135-137
306-3	Significant spills	130-137 + Environmental Footprint Study
306-4	Transport of hazardous waste	Information unavailable
306-5	Water bodies affected by water discharges and/or runoff	Information unavailable
ENVIRONMENTAL COMPLIANCE		
Management approach disclosures		
Topic-specific disclosures		
307-1	Non-compliance with environmental laws and regulations	321-322
SUPPLIER ENVIRONMENTAL ASSESSMENT		
Management approach disclosures		
Topic-specific disclosures		
308-1	New suppliers that were screened using environmental criteria	119-122
308-2	Negative environmental impacts in the supply chain and actions taken	119-122
EMPLOYMENT		
Management approach disclosures		
Topic-specific disclosures		
401-1	New employee hires and employee turnover	95
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	100-104
401-3	Parental leave	Information unavailable

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
LABOR MANAGEMENT RELATIONS		
Management approach disclosures		
Topic-specific disclosures		
402-1	Minimum notice periods regarding operational changes	97-99
OCCUPATIONAL HEALTH AND SAFETY		
Management approach disclosures		
Topic-specific disclosures		
403-1	Workers representation in formal joint management-worker health and safety committees	Information unavailable
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	101-102; 149
403-3	Workers with high incidence or high risk of diseases related to their occupation	101-102
403-4	Health and safety topics covered in formal agreements with trade unions	97-102
TRAINING AND EDUCATION		
Management approach disclosures		
Topic-specific disclosures		
404-1	Average hours of training per year per employee	108
404-2	Programs for upgrading employee skills and transition assistance programs	108-110
404-3	Percentage of employees receiving regular performance and career development reviews	109
DIVERSITY AND EQUAL OPPORTUNITY		
Management approach disclosures		
Topic-specific disclosures		
405-1	Diversity of governance bodies and employees	104-106
405-2	Ratio of basic salary and remuneration of women to men	Information unavailable
NON DISCRIMINATION		
Management approach disclosures		
Topic-specific disclosures		
406-1	Incidents of discrimination and corrective actions taken	Information unavailable
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
Management approach disclosures		
Topic-specific disclosures		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Information unavailable
CHILD LABOR		
Management approach disclosures		
Topic-specific disclosures		
408-1	Operations and suppliers at significant risk for incidents of child labor	119-122

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
FORCED OR COMPULSORY LABOR		
Management approach disclosures		
Topic-specific disclosures		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	119-122
SECURITY PRACTICES		
Management approach disclosures		
Topic-specific disclosures		
410-1	Security personnel trained in human rights policies or procedures	Information unavailable
RIGHT OF INDIGENOUS PEOPLES		
Management approach disclosures		
Topic-specific disclosures		
411-1	Incidents of violations involving rights of indigenous peoples	Information unavailable
HUMAN RIGHTS ASSESSMENT		
Management approach disclosures		
Topic-specific disclosures		
412-1	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	119-122
412-2	Employee training on human rights policies or procedures	Information unavailable
412-3	Operations that have been subject to human rights reviews or impact assessments	119-122
LOCAL COMMUNITIES		
Management approach disclosures		
Topic-specific disclosures		
413-1	Operations with local community engagement, impact assessments, and development programs	123-128
413-2	Operations with significant actual and potential negative impacts on local communities	Information unavailable
SUPPLIER SOCIAL ASSESSMENT		
Management approach disclosures		
Topic-specific disclosures		
414-1	New suppliers that were screened using social criteria	119-122
414-2	Negative social impacts in the supply chain and actions taken	119-122
PUBLIC POLICY		
Management approach disclosures		
Topic-specific disclosures		
415-1	Political contributions	Ethics CSR Charter
CUSTOMER HEALTH AND SAFETY		
Management approach disclosures		
Topic-specific disclosures		
416-1	Assessment of the health and safety impacts of product and service categories	114-116; 68
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	321-322

Disclosure Number	Disclosure Title	Source: Page of the RD 2017, link website or Reason for omission
MARKETING AND LABELING		
Management approach disclosures		
Topic-specific disclosures		
417-1	Requirements for product and service information and labeling	22; 41-42 119-122
417-2	Incidents of non-compliance concerning product and service information and labeling	Not applicable
417-3	Incidents of non-compliance concerning marketing communications	Information unavailable
CUSTOMER PRIVACY		
Management approach disclosures		
Topic-specific disclosures		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	118; 61; 68
SOCIOECONOMIC COMPLIANCE		
Management approach disclosures		
Topic-specific disclosures		
419-1	Non-compliance with laws and regulations in the social and economic area	321-322