



Human Rights Policy





Foreword



At Accor, we know that the hospitality of tomorrow depends on the sustainable foundations we create today. This is why we strive to have a positive impact, giving back more than we take, both globally and locally.

As a world leader in augmented hospitality, we ensure that our business partners – suppliers, service providers, and subcontractors – are part of that collective responsibility too.

Welcoming, serving, caring for and connecting people is our reason for being. It is therefore our duty to be extremely mindful of our human rights commitments.

Our Ethics and Corporate Social Responsibility Charter, the bedrock of our culture of business ethics and integrity, outlines our promises when it comes to upholding the human rights of everyone involved in or affected by our global operations. This Human Rights Policy is designed to clarify and reaffirm these commitments. It also describes what we expect from our business partners and how we incorporate these commitments into our corporate culture.

I know I can count on you to embrace it and bring it to life day after day to ensure that we deliver on our vision of growing in a way that is both sustainable and rewarding to us all.

My thanks to each and every one of you for your dedication.

Sébastien Bazin
Group Chairman & CEO



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CREDITS

Unsplash / Art Huntington (left) / Markus Spike (right)

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Goals and scope

The **Accor Human Rights Policy** (“the Policy”) is part of Accor’s commitment to upholding human rights and recognizing their importance and universality.

The Policy proceeds from the Accor Ethics and CSR Charter (“the Charter”). It details Accor’s commitments and identifies the actions we take to protect human rights.

The standards, principles and rules of conduct set out in the Policy are based on the recommendations of the United Nations Guiding Principles on Business and Human Rights and the OECD¹ Guidelines for Multinational Enterprises.

Employees

This policy applies to:

- **Group employees**

All Accor Group employees worldwide working at Accor subsidiaries and companies under its control, i.e.:

- Permanent and temporary employees
- Agents and representatives of Accor

- **Hotel employees**

- Permanent and temporary employees of hotels and properties managed under an Accor brand

Franchisees

Accor requires franchisees to comply with applicable laws and regulations and expects them to conduct their business in compliance with both the Charter and the Policy. Accor makes training and guidance available to assist franchisees in meeting these expectations and is committed to working with them to identify, prevent, mitigate and address adverse impacts on human rights.

Business partners

Accor expects its nominated suppliers, service providers and subcontractors to comply with the Group’s Responsible Procurement Charter and to ensure that their own suppliers, service providers and subcontractors comply with it as well.

Furthermore, the rules outlined in the Policy also apply to all partners within their contractual relations with Accor.

¹ Organization for Economic Co-operation and Development

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Our commitments

Accor is committed to upholding internationally recognized human rights, as defined by international standards, wherever it operates.

Accor has been a member of the United Nations Global Compact since 2003 and the industry-wide Sustainable Hospitality Alliance initiative since 2021.



IN ACTION

Accor adheres in particular to:

▄▄▄▄▄ *The International Bill of Human Rights, including:*

- The 1948 Universal Declaration of Human Rights
- The 1966 International Covenant on Civil and Political Rights
- The 1966 International Covenant on Economic, Social and Cultural Rights

▄▄▄▄▄ *The fundamental Conventions of the International Labour Organization (ILO)*

Accor ensures that its operations comply with the highest standards of protection and, at a minimum, with the provisions of these international human rights standards. In the event that standards conflict, it will strive to adhere to the spirit of international standards without contravening national laws.

Accor is particularly attentive to vulnerable people² and upholding human rights in countries or regions at risk, in particular in conflict zones.

² Certain categories of people, such as women, children, people with disabilities, migrant workers and minorities, are considered by the United Nations to be at greater risk of human rights violations and discrimination and are therefore protected by specific conventions.

//// EMPLOYEES

Accor is committed to upholding the fundamental rights of its employees and offering them dignified, fair, and favorable working conditions.³

Freedom of association

| *Accor recognizes freedom of association and the right to collective bargaining.*

The Group commits to adhering to the provisions of ILO Conventions 87 and 98 on freedom of association and the right to collective bargaining.

- It recognizes that its employees are free to form and/or join an employee organization of their choice and does not interfere with this right.
- It prohibits any intimidation, harassment, punishment or discrimination against an employee because of their trade union activities. It does not discourage employees from joining organizations of their choice.
- It supports the right to collective bargaining and the role of employee organizations in this process and is committed to bargaining in good faith.

More generally, the Group is committed to upholding the individual freedoms of employees provided that these freedoms are consistent with the employer/employee relationship.

Child labor

| *Accor rejects all forms of child labor.*

The Group commits to upholding the provisions of ILO Conventions 182 on the prohibition of child labor and 138 on the minimum age for admission to employment, which sets out the following principles:

- The minimum age for work should not be below the age for finishing compulsory schooling and in any case not less than 15.
- Any work which is likely to jeopardize a child's physical, mental or moral health, safety or morals should not be done by anyone under the age of 18.

³ *The right of everyone to the enjoyment of just and favorable conditions of work is recognized in Article 7 of the International Covenant on Economic, Social and Cultural Rights. It is similar to the contents of the International Labour Organization's standards on fundamental rights and working conditions described in this document.*

Forced labor

| *Accor rejects all forms of forced labor and upholds the rights of migrant workers.*

The Group commits to adhering to the provisions of ILO Conventions 29 and 105 on the abolition of forced labor.

- It ensures that it has the free and informed consent of its employees to perform their duties and upholds their right to leave their employment, subject to reasonable notice, at any time and without penalty.
- It guarantees that all employment contracts are transparent, written in a language that employees understand and that the tasks described in them are clearly and fully explained and delimited.
- It upholds workers' freedom of movement and commits to not retaining identity documents.
- It gives specific attention to vulnerable workers, especially migrant workers.
- It ensures that the recruitment agencies and intermediaries it uses never engage in practices that may lead to forced or compulsory labor.

Working conditions

| *Accor adheres to ILO international standards on working time.*

Employees shall have at least one day off for every seven days worked, except in cases of emergency or extraordinary situations.

Accor recognizes that excessive working hours are detrimental to employee health and safety. Accordingly, it ensures compliance with national legislation on working hours and strives to follow the recommendations of the ILO on working hours and overtime.

Maternity leave lasts a minimum of 14 weeks.

Accor offers employees a minimum of three days of parental leave.

Discrimination

| *Accor rejects all forms of discrimination.*

The Group commits to upholding the provisions of ILO Conventions 111 and 100 on non-discrimination and equal remuneration.

- It prohibits any distinction, exclusion or preference, whether based on supposed race, color, sex, age, religion, political opinion, national origin, social origin, disability, family situation, sexual orientation or gender identity.
- It guarantees equal pay for equal work.
- It is committed to supporting equal opportunity for every employee or job applicant and promoting diversity.

Health and safety

Accor is committed to upholding the highest health and safety standards, including in the area of psychosocial risks, at the workplace.

The Group commits to upholding the provisions of ILO Conventions 155 and 187 on occupational safety and health.

- It guarantees a safe working environment for its employees.
- It implements a system for managing health and safety risks to prevent them and, if necessary, remedy adverse situation.
- It provides the appropriate training and tools to reduce work-related accidents and illnesses related to professional activity.
- It ensures that employees benefit from decent housing or accommodation conditions that comply with ILO standards when the employer provides their housing.

Accor is committed to prohibiting all behavior likely to undermine a person's dignity. The Group applies a zero-tolerance policy with regard to harassment and sanctions such behavior.

Accor makes every effort to end violence against women a priority wherever the Group has a presence.

It is a member of the Generation Equality program founded by UN Women. In addition, it is officially part of the Gender-based Violence Coalition to take concrete action to combat sexism, sexual harassment and domestic violence.

Privacy

Accor is committed to upholding employees' privacy and allowing them an optimal balance between their private and professional lives.

It is committed to accommodating the major life events of its employees, organizing work to alleviate the pressures and stresses of atypical hotel and restaurant schedules and, where the position permits, providing a viable employment solution for employees with commuting difficulties.

OUR GUESTS

Accor is committed to upholding the rights of its guests at its hotels, particularly their right to non-discrimination, privacy, health and safety.

OUR COMMUNITIES

Human trafficking and sexual exploitation

Accor condemns and prohibits any form of human trafficking, including sexual exploitation.

It does not in any way encourage, organize or profit from human trafficking (including sexual exploitation) and is committed to bringing any information related to reprehensible acts in this regard to the attention of the competent authorities.

Accor is committed to exercising the utmost vigilance to ensure that, in the course of its activities, minors are not exposed to acts of pedophilia and that its premises cannot be used for pedophilic activities or to connect, produce, disseminate or store images or other materials of a pedophilic nature.

Accor has developed a specific program, WATCH (We Act Together for Children), and formed a partnership with ECPAT International, which works to end child prostitution, child pornography and the trafficking of children for sexual purposes.

Impacts on surrounding communities

Accor ensures that its activities comply with the rights of the communities around its hotels, including when it builds new infrastructures.

- It pays particular attention to the impact its activities have on their right to health and a healthy environment, as well as their property rights and right to an adequate standard of living (including water, food and housing).
- It adheres to international practices and standards regarding land-related issues.
- It considers the situation of the most vulnerable communities and, where appropriate, recognizes the rights of indigenous peoples.

Community security

Accor ensures that activities designed to ensure the security of its facilities and employees are carried out in compliance with human rights.

- It assesses all risks associated with its hotels and properties, as well as project security missions, including human rights risks.
- It introduces security rules, applies them at all its hotels and properties and monitors compliance using evaluations.
- It monitors the practices of private security providers via the responsible procurement program.
- It ensures that any infractions committed by or against the security teams of its hotels and properties are reported and processed.

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How we implement the Policy

To ensure compliance with its commitments, Accor is committed to implementing a monitoring process that consists of assessing and managing the negative impacts its activities may have with regard to human rights and engaging in dialogue with stakeholders that might be affected by its actions.

The Group is committed to doing everything in its power to collect and address, in a manner that upholds the rights of the individuals concerned, any report related to its activities and their possible negative impact in the area of human rights.

////// **GOVERNANCE AND ACCOUNTABILITY**

The Vigilance Committee is responsible for applying and monitoring this Policy under the supervision of the Group's Ethics, Compliance and Sustainable Development Committee.

The Vigilance Committee

The Vigilance Committee helps draft the vigilance plan and monitors compliance with it. It is composed of the following departments:

- Sustainable Development
- Talent & Culture
- Safety & Security
- Procurement
- Risk & Insurance
- Internal Audit
- Legal & Compliance

The Group's Ethics Committee

This committee is responsible for guiding the Accor Group as it upholds its ethics and compliance commitments and adheres to its social, societal and environmental responsibility. It meets quarterly and is composed of:

- The Group General Counsel
- The Chief Talent & Culture Officer
- The Chief Sustainability Officer
- A group of Accor executives representing the Group's various geographical regions and operations

The Executive Committees and the Management Board are responsible for ensuring that the Policy is implemented in all Group activities.

A dedicated Committee of the Board of Directors is regularly informed of the results of its implementation.

APPLYING RELEVANT POLICIES

Human rights commitments are part of the Charter and the framework agreement signed with the IUF⁴ in 1995.

Their implementation is supported by the Group's initiatives and programs in areas such as **ethics, corporate social responsibility (CSR), health and safety, anti-harassment, anti-gender-based violence, professional equality, anti-discrimination, inclusion & diversity and child protection.**

To ensure that its suppliers comply with the Group's commitments, the Group has set up a **responsible procurement program**, which includes supplier risk-mapping, a Responsible Procurement Charter, the inclusion of CSR criteria in calls for tenders and a system for monitoring the CSR practices of nominated suppliers (on-site evaluations and audits).

DISTRIBUTING THE POLICY

The Policy is distributed in all countries in which the Group operates and may be translated into local languages. It is supported by dedicated awareness and training initiatives.

ENGAGING IN DIALOGUE WITH STAKEHOLDERS

The Policy and the results of its implementation are presented annually to the European Works Council.

The Chairman & Chief Executive Officer and an IUF representative co-chair the European Works Council. It meets at least twice a year and deals with the Group's organization, strategy and results, as well as subjects of a transnational nature.

MONITORING POLICY IMPLEMENTATION

Measures for monitoring the Policy are incorporated into the Accor Internal Control Book and audited on-site during Internal Audit inspections.

This Policy is updated regularly.

ACCOR INTEGRITY LINE

Employees may, in all circumstances, report any concern, doubt or question about the application of the Policy to their line manager, the Ethics and CSR correspondents, their Compliance Officer or the Legal and Talent & Culture departments.

Stakeholders may also use the Accor Integrity Line to report any behavior or situation that infringes upon the commitments of the Charter, the Policy or any convention or legal or regulatory standard, in accordance with the Group's whistleblowing procedure. This reporting system is available on a website that is accessible 24/7 and offers its content in 29 languages: www.accor-integrity.com.

Accor prohibits any and all forms of retaliation against an employee who uses internal whistleblowing measures to express their concerns in good faith.

⁴ IUF stands for International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations.



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