



Press release

MARCH 24, 2020

Covid 19: Mobilization of Accor Group

INTRODUCTION OF A NATIONAL PLATFORM TO PROVIDE HEALTHCARE PROFESSIONALS AND DISADVANTAGED PEOPLE WITH ACCOMMODATION SOLUTIONS IN THE GROUP'S HOTELS

Accor has been prioritizing the safety and wellbeing of its customers and employees on a daily basis for more than 50 years. France currently faces a health crisis and the Group has decided to make its services available to front-line medical staff, to all French people engaged and mobilized in the fight against the spread of Covid-19, and to the most vulnerable populations.

The CEDA telephone helpdesk – Coronavirus Emergency Desk Accor – has been created in order to centralize needs and provide accommodation solutions across France in collaboration with Accor Group's hotel owners and the relevant authorities. As a result, requests can be sent directly by email to ceda@accor.com. This platform means we can respond quickly to needs and emergency situations.

So far, more than 40 hotels (hotelF1, ibis budget, ibis, ibis styles, Mercure and Novotel) are offering a total capacity of 1,000 to 2,000 beds to accommodate homeless people throughout the country. Accor is continuing to work in conjunction with the Minister for Cities and Housing, Julien Denormandie, and Samu Social (emergency service for the homeless) to continue to identify additional needs and respond as effectively as possible to requests nationwide.

At the same time, the Group has decided – in collaboration with the AP-HP university hospital trust and its partners – to open this service to all medical staff involved in the fight against Covid-19. They will therefore be able to access accommodation near their place of work via the CEDA platform.

In addition to these initiatives, the CEDA platform will make it possible to centralize all accommodation requests from public authorities and professional associations and to provide them with rapid and tailored responses in accordance with needs.



"Welcoming, protecting and taking care of others is at the very heart of what we do. The dedication of our owners and our teams during this period has been exemplary and we are doing everything we possibly can to meet accommodation needs as effectively as possible. As our country battles to contain this unprecedented health crisis, Accor stands side by side with those who need to be protected and those on the front line who are protecting us", said Sébastien Bazin, Chairman and CEO of the Group.

ABOUT ACCOR

Accor is a world-leading augmented hospitality group offering unique and meaningful experiences in 5,000 hotels, resorts, and residences across more than 110 destinations. With an unrivalled portfolio of brands from luxury to economy, Accor has been providing hospitality savoir-faire for more than 50 years.

Beyond accommodations, Accor enables new ways to live, work, and play with Food & Beverage, nightlife, wellbeing, and co-working brands. To drive business performance, Accor's portfolio of business accelerators amplifies hospitality distribution, operations, and experiences. Guests have access to one of the world's most attractive hotel loyalty programs. Accor is deeply committed to sustainable value creation, and plays an active role in giving back to planet and community. Planet 21 – Acting Here endeavors to act for "positive hospitality", while Accor Solidarity, the endowment fund, empowers disadvantaged people through professional training and access to employment.

Accor SA is publicly listed on the Euronext Paris Stock Exchange (ISIN code: FR0000120404) and on the OTC Market (Ticker: ACRFY). For more information visit [accor.com](https://www.accor.com), or become a fan and follow us on [Twitter](#) and [Facebook](#).

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