

*Responsible
Procurement Charter*



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Message from ACCOR Group Procurement Department

“Pioneering the art of responsible hospitality, connecting cultures with heartfelt care”

This is the Purpose of the Accor Group and underpins everything we do.

For many years, we have dedicated ourselves to social and environmental causes. As a pioneer in the hospitality industry, we consistently embrace our social, societal and environmental responsibilities.

We enhance our commitment to sustainability by launching a new development strategy with ambitious targets for the coming years, to include, by way of a quick insight:

- eliminating all single use plastic products across our 26 brands in 115 countries;
- reducing hotel carbon emissions; and
- ensuring the fair treatment and respect of individuals that work both under the Group umbrella and within our wider value chain.

Our Procurement and Purchasing teams play a major role in the Group’s sustainable development strategy, contributing positively to our overall performance.

To further enable this, the positive involvement and performance our entire value chain is essential. For example, in the transition to a low-carbon economy, efforts to decarbonise products, services and operations is only achievable through measures that are put in place by all within our value chain.

This Charter therefore reflects our intention to share our principles and commitments with our value chain. It also formalises the assumptions, expectations and principles we place on all companies with whom we enjoy direct and indirect business relationships.

We and our employees are committed to respecting and ensuring adherence to these principles.

This Charter therefore forms the cornerstone of our sustainable commercial relationships and is intended to be systematically associated with all procurement and listing contracts and engagements we enter into.

Caroline Tissot
Accor - Group Chief Procurement Officer



WHO DOES THIS CHARTER APPLY TO ?

Alongside our partners, we share the responsibility to address the difficulties and challenges associated with sustainable development faced by the entire hospitality industry.

This Responsible Procurement Charter (the "Charter"), derives from the [Accor Group's Ethics & Corporate Social Responsibility Charter](#) (the "Ethics & CSR Charter") and the Group's [Human Rights policy](#), formalising the commitments we expect from all suppliers, service providers and subcontractors who are in any way associated with or involved in our value chain (for the purposes of this Charter, "Business Partners"), specifically in terms of:

- ethics;
- respect for human rights;
- protection of labour force;
- respect for the environment; and
- compliance with applicable laws and regulations.

Regardless of their location, the volume of business they generate and the nature of their business, we require all Business Partners, to comply with the purpose and principles of this Charter.

Business Partners that wish to do business with us must undertake to meet our same high and exacting standards on the issues flagged in this Charter, wherever they operate. This includes only engaging with suppliers, service providers and subcontractors that are willing and able to follow the same approach.

The approach requires the continuous commitment of all and will, over time, strengthen relationships and the bonds of trust we establish with our partners and hotels, ultimately creating value for all.

In a sign of adherence to our approach and as a condition of entering a business relationship, all Business Partners are required to sign this Charter, pledging to:

- **respect its purpose and principles;**
- **ensure, where they are able, that their own suppliers, service providers and subcontractors respect the purpose and principles of it;**
- **provide to us, on demand, with an exhaustive list of their own suppliers, service providers and subcontractors with a direct or indirect association with us;**
- **participate in assessments and audits carried out by third-party organisations commissioned by us to measure their level of performance and ensure proper respect of the Charter;**
- **accept that their performance results may be shared with Accor's hotel clients to ensure transparency and continuous improvement; and**
- **implement any action plans that may be required under the conditions set out.**

This Charter is deemed to be included as an appendix to any purchase or listing contract we enter into and adherence to the above pledge is therefore considered to be a contractual obligation.

WHAT ARE THE SANCTIONS FOR NON-COMPLIANCE WITH THIS CHARTER?

Business Partners acknowledge that respecting the principles and purpose of this Charter is an essential element of their commercial relationship with us.

Failure to respect this Charter of any principles of it may constitute grounds for termination of the commercial relationship.

Where a Business Partner fails to adhere to any part of this Charter or otherwise finds itself in breach of the above pledge, it must inform us immediately to enable appropriate corrective measures to be implemented.

Where non-compliance with this Charter is identified or reported, we reserve the right to check whether the Charter is being respected by a Business Partner's own suppliers, service providers and subcontractors.



1

Values & commitments



Accor's 6 general values

Along with our Purpose, and beyond people, professions, countries and cultures, **our values uphold and promote the sense of hospitality and service which is our strength and contributes to our success around the world.**

GUEST PASSION

We obsess over our customers. Our guests are the driver of our decisions and our actions. We put them first, we care for them. We go the extra mile for them. We enjoy doing it.

SUSTAINABLE PERFORMANCE

We believe that hospitality has the power to unlock a better tomorrow. We act for good to support & empower the communities in which we live and protect the planet that you visit.

RESPECT

We are connected with the world, and to others. We enjoy the mix of cultures. We are proud of our differences. We put you first and we value you, whoever you are. We care for the planet.

SPIRIT OF CONQUEST

Our guests are globetrotters, and so are we. We want to be where they want to be. We explore, we initiate, and we develop. We are ambitious for our guests. We make the impossible possible, we have fun doing it.

INNOVATION

We dare to challenge the status quo. We embrace innovation and challenge ourselves to do things better and faster. We take risks, dream the impossible and make it possible...

TRUST

Hospitality is a team sport, and we're stronger when we trust and support each other. We believe in natural kindness, respect our differences and value all voices. We work as one team, to say what we do, and do what we say.



Accor commitments

Our ambition? To open up new avenues for positive hospitality wherever we are.

We strive to open up new avenues for positive hospitality wherever we are.

In mind of that, we commit to:

- **Always adhere to applicable laws and regulations and to implement and share an ethical approach to business with our entire supply chain.**
- **Seal a sustainable relationship with our partners, whom we expect to share our commitments, working alongside us to develop innovative solutions with a positive impact.**
- **Work closely with local communities, because our commitment does not stop at the door of Accor-branded hotels and venues.**
- **Be an inclusive company and ensure the well-being of those we employ.**
- **Engage customers of Accor-branded hotels and venues to reinforce the positive effects and implications of our actions.**

Additionally, with environmental pressures becoming stronger and prevalent (and adopted as development priorities for the Accor Group), we have chosen to pay particular attention to the following specific issues:

- **The offer of healthy and sustainably-sourced food and reduction of food waste.**
- **The elimination of single-use plastic products in our corporate offices and in properties operating under an Accor brand.**
- **Associating only with developments that fit in with a carbon-neutral path.**

This Charter also includes additional commitments to which we, and those who we direct and control, will continue to adhere.



REPORTING UNETHICAL OR ILLEGAL CONDUCT

ACCOR INTEGRITY LINE

We encourage Business Partners to establish a clear process for their employees, suppliers, contractors, subcontractors and others to raise concerns or questions, including ethical concerns, without prejudice to the person raising the concern.

To assist with reporting on illegal or inappropriate conduct, and to uphold our values, we have developed a whistle-blowing platform called the '**Accor Integrity Line**'. This facility enables any person who witnesses illegal or inappropriate conduct to report such conduct to us for investigation and appropriate remedy.

The service, which provides a safe, secure and confidential means of alerting us to illegal or inappropriate conduct witnessed in any part of our business activities, is open to all, including those with whom we associate commercially and their own supply chain.

Reporting through the Accor Integrity Line guarantees not only the confidentiality of the reporting party, but also the confidentiality of those that are the subject of an alert and the information gathered.

The Accor Integrity Line is available at the following address:

www.accor-integrity.com

ADDITIONAL ASSISTANCE AND DIRECTIONS

Any person with any contact with us, or any Business Partner that is involved with any aspect of our business activities, may have concerns or questions about certain practices and may need help or advice.

In such circumstances, please contact our Compliance Team in the first instance on the email address below:

compliance.team@accor.com



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Our Business partners as responsible companies*

Compliance with laws and regulations
Compliance with commercial rules and ethics
Respect for property and data



2.1 COMPLIANCE WITH LAWS AND REGULATIONS

GENERAL

The Accor Group commits always to adhere to applicable laws and regulations and to implement and share an ethical approach to business across our entire supply chain.

In recognition of our general commitment and in addition to specific pledges below, in receiving this Charter and entering into a commercial arrangement with us,

Business Partners pledge to:

- **comply with all applicable laws and regulations relevant to the activities they perform;**
- **implement appropriate commercial practices to ensure compliance with applicable export and import laws and regulations; and**
- **where applicable, provide on demand, all documentation that relates to any goods and services supplied, including anything required to obtain export or import licences or agreements.**

SAFETY AND HYGIENE

The safety, of guests, visitors and staff, is one of the fundamental principles of the hotel business. Regardless of the hotel, its brand, its size, its location or the country in which it is situated, safety is paramount.

Reflecting this, we will at all times respect all applicable laws, regulations and guidance of global, regional and local relevance, as augmented and supplemented by our own policies and processes.

In addition, we will maintain transparent and honest relations with the public authorities that are responsible for ensuring compliance with food safety and hygiene rules.

In recognition of our commitments to safety and hygiene, in receiving this Charter and entering into a commercial arrangement with us,

Business Partners pledge to:

- **prevent exposure of any guest, visitor or member of staff to anything within its control that is unhygienic or could compromise that individual's safety;**
- **comply with all applicable laws and regulations, as may be supplemented by our own rules, to ensure compliance with food safety and hygiene rules; and**
- **ensure all food and other consumable products are prepared and stored in a safe and hygienic manner.**



2.2 COMPLIANCE WITH COMMERCIAL RULES AND ETHICS

For additional clarity on the below issues, themes and definitions, Business Partners are directed to the Accor Group's Ethics & CSR Charter.

2.2.1 COMBATting BRIBERY, CORRUPTION AND INFLUENCE PEDDLING

Bribery, corruption and influence peddling, in all forms, are criminal offences, with heavy penalties levied on any company and individual that participates in the conduct, even indirectly.

In accordance with laws applicable to the prevention of corruption and influence peddling, and in particular the French Sapin 2 law¹, the UK Bribery Act and the US FCPA², we have put in place measures to detect and receive alerts about any act of corruption, bribery or influence peddling throughout the Accor Group.

We adopt a zero tolerance towards such conduct and shall pursue disciplinary action against perpetrators, leading, invariably, to dismissal and, potentially, the commencement of legal proceedings.

We have created an Anti-Bribery & Corruption Policy, providing clarity on the duties and obligations expected of all that operate within the Accor Group³.

In recognition of our commitments to combatting bribery, corruption and influence peddling, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **conduct their activities in accordance with the principles of honesty and fairness, as well as applicable anti-bribery laws and regulations, and reject all forms of corruption in the performance of their activities;**
- **in the context of their activities, take all necessary measures to avoid any breach of anti-bribery and corruption laws;**
- **ensure that the negotiation and fulfilment of any contract shall never give rise to behaviour or actions that could be classified, directly or indirectly, as bribery, corruption or influence peddling; and**
- **ensure that no remuneration, facilitation payment⁴ or any other benefit is paid or given, directly or indirectly, to any Public Official or elected representative.**

2.2.2 GIFTS AND INVITATIONS

In further recognition of our commitment to combatting bribery, corruption, influence peddling and conflicts of interest, all that work within the Accor Group are trained to reject and refuse offering and receiving improper gifts, invitations and other benefits in the context of a business relationship.

Only gifts, invitations and other benefits that comply with the Accor Group's Gifts and Invitations Policy (or any other more restrictive applicable policy or regulation) are permitted.

In recognition of our commitments to the treatment of gifts and invitations given and received in a professional context, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge never to request, receive or offer any improper gifts, benefits or invitations in the context of their existing or potential business dealings.**

¹ Law no. 2016-1691 of 9 December 2016 on transparency, combatting corruption and the modernisation of economic life.

² FCPA: Foreign Corrupt Practices Act.

³ being employees of any Accor entity worldwide and, to the full extent practicable, to employees of hotels and properties operated under Accor brands.

⁴ a facilitation payment refers to improperly remunerating, directly or indirectly, a public official for carrying out administrative formalities or actions that fall within the scope of their duties.



2.2.3 COMBATTING MONEY LAUNDERING AND TERRORIST FINANCING

Money laundering is a criminal offence and concerns holding or using money derived from fraudulent activity, including, but not limited to, acts of corruption, tax fraud and various forms of trafficking.

Terrorist financing is a criminal offence involving the provision or collection of sums of money intended for financing terrorist organisations.

We undertake to exercise vigilance with regard to financial flows that may have a criminal or illegal origin or destination.

In recognition of our commitments combatting money laundering and terrorist financing, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to exercise vigilance with regard to financial flows that may have a criminal or illegal origin or destination.**

2.2.4 COMPLIANCE WITH COMPETITION AND ANTI-TRUST LAWS RULES

Competition and anti-trust laws ban anti-competitive practices in two ways, by prohibiting:

- any agreement and exchange of sensitive information between competitors, in particular on price fixing or customer allocation;
- any abuse of a dominant position which impedes the maintenance of fair and healthy competition.

It is in the interests of all businesses to operate in markets with genuine and healthy competition.

We recognise that the smaller the number of competitors within a given market, the greater the risks associated with anti-competitive conduct.

In mind of the above, we undertake to:

- comply with all applicable competition and anti-trust laws;
- apply the Accor Group's Policy on Combatting Anti-Competitive Practices;
- ensure all relevant personnel complete competition and anti-trust training;
- comply with all competition laws in our business relationships with our suppliers, customers as well as our competitors; and
- refrain from sharing commercially sensitive information with our suppliers and competitors.

In recognition of our commitments to fair competition, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **conduct their activities in compliance with all applicable competition laws and regulations in all markets in which they operate;**
- **promote and maintain healthy and effective competition within the markets in which they operate; and**
- **not request or transmit any information whose disclosure would constitute an infringement of competition law.**



2.2.5 CONFLICTS OF INTEREST

A conflict-of-interest situation arises when the personal or private interests of an individual influence, or merely appear to influence, a decision that the individual is able to take in the performance of their professional duties. The mere perception of a conflict of interest can be harmful.

Situations that could present an actual or perceived risk of interference between the interests of the Accor Group and the personal interests of any individual working for us and/or their family and friends (whether financial, professional, family or other relationships), should be avoided and/or managed as appropriate.

In recognition of our commitments to manage conflicts of interest, in receiving this Charter and entering into a commercial arrangement with us, Business Partners pledge, on becoming aware, to disclose any situation involving an actual or potential conflict of interest with our employees or their family and friends, so as to enable circumstances to be analysed on a case-by-case basis.

2.2.6 SUSTAINABLE BUSINESS RELATIONSHIPS

We are committed to promoting responsible and sustainable relationships with our suppliers and to reserving a portion of our contracts for small and medium-sized companies.

In recognition of our commitments to promote responsible and sustainable relationships with suppliers, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **ensure that the quality of relationships with their suppliers is maintained and take into account the specific features of small and medium-sized companies; and**
- **be aware that commitments made to small and medium-sized companies contribute to the development and preservation of local jobs.**

2.2.7 FRAUD

Fraud is generally characterised as being an act of intentional deceit to gain an unfair or illegal advantage, usually involving money or property.

A common behaviour associated with fraud is to present false, inaccurate, misleading or incomplete statements or documents, with the aim of improperly securing the collection, return or retention of funds or securing information.

We will always remain vigilant towards fraudulent activity and take necessary action to address instances where it is detected.

In recognition of our commitment to tackle fraud and fraudulent activity, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **strictly comply** with all applicable laws and standards, particularly in terms of accounting, taxation and customs;
- **comply** with the obligations incumbent on it by virtue of its headquarters and the market in which its securities are listed; and
- **take the necessary steps** to ensure all commercial and financial operations are properly and truthfully reflected in their financial statements, and maintained so as to enable their auditing within the legal framework.



2.3 RESPECTING CONFIDENTIAL INFORMATION, PERSONAL DATA AND INTELLECTUAL PROPERTY RIGHTS

2.3.1 CONFIDENTIAL INFORMATION AND PERSONAL DATA

We are committed to ensuring the confidentiality of non-public information communicated in the course of a business relationship.

In addition, data protection laws aim to protect data relating to directly or indirectly identifiable individuals and to define the conditions under which their data may be collected and processed. Personal data is protected under laws and regulations globally and we commit to ensure that the control and processing of personal data complies at all times with such laws and regulations.

In recognition of our commitment to protect personal data and confidential information, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **use any non-publicly available** information and personal data to which they may have access responsibly and reasonably and for no other purpose than that for which it was made available or provided;
- **strictly comply** with all applicable laws and regulations concerning the protection of personal data and with any official decisions or recommendations received from relevant data protection authorities; and
- **protect all confidential information**, including personal data, from unauthorised access, destruction, misuse, alteration and disclosure, using all appropriate technical and organisational security measures available.

2.3.2 INTELLECTUAL PROPERTY RIGHTS

Intellectual property rights concern proprietary rights in both tangible and intangible assets, for instance: trademarks, domain names, designs, patents, copyrights and related rights⁵.

We possess numerous intellectual property rights throughout the world, which we proactively and rigorously defend.

Intellectual property rights are protected by laws and regulations that are applicable globally and we are committed to respecting any third parties rights in the course of our business.

In recognition of our commitment to protect personal data and confidential information, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **provide products or services that do not violate or otherwise infringe upon any intellectual property rights of the Accor Group; and**
- **provide products or services that do not violate or otherwise infringe upon any intellectual property rights and personality rights of third parties.**

⁵ For the purposes of this Charter, such rights shall also encompass personality rights, such as image rights.



3

Our business partners as responsible employers*

Respect for working conditions
Promoting diversity and inclusion and respecting people

3.1 RESPECT FOR DECENT WORKING CONDITIONS

It is Accor's firm belief that everyone should be afforded the right to work in a safe, secure and healthy working environment and to receive from their employer what they are rightfully entitled to.

Whilst the provision of a safe and healthy workplace is primarily the duty of individuals appointed to manage risks, record and respond to incidents and implement appropriate remedial action plans, where necessary, it is the responsibility of all within an organisation to maintain those conditions.

Analyses must be carried out in advance to anticipate and reduce the short and long-term risks associated with each role, responsibility or activity.

Physical strain and over-exertion in the workplace must be avoided and appropriate training and awareness must be provided, wherever necessary and required.

In recognition of our commitment to healthy and safe working conditions, and to the proper and fair treatment of all within our value chain, **Business Partners pledge to:**

WORKING CONDITIONS

- **reject demeaning practices in the workplace, such as corporal punishment, moral and sexual harassment, or working under duress or threat;**
- **take the necessary steps to ensure that every person is treated with due consideration and dignity;**
- **require their appointed managers to alert the human resources department to attend to and prevent any situation of moral and/or sexual harassment of which they become aware; and**
- **exercise regular and vigilant checks over their supply chain, to identify any evidence of forced labour or any threat or duress imposed on any person, In circumstances where such evidence is identified, Business Partners commit to immediately cease any relationship with the offending party,**

WORKING TIME AND WAGES

- **comply with all applicable local legislation and directives concerned with working time, including overtime and rest days, in the absence of which, Suppliers shall apply ILO standards;**
- **comply with local legislation on minimum wages, state benefits and overtime pay. In the absence of national laws, ILO standards must be applied; and**
- **pay to employees their full wages and dues on a regular basis and provide clarity around payment conditions;**
- **ensure workers receive equal pay for equal work in line with the prohibition of discrimination,**

SOCIAL DIALOGUE

- **respect the rights of workers' freedom of association and collective bargaining, in particular, not obstruct workers from freely joining (or not joining) any association of their choosing. Where freedom of association is restricted under local legislation, offer alternative forms of organizing such as worker welfare committees;**
- **Prohibit any intimidation, harassment, punishment or discrimination against a worker because of their trade union activities.**

HEALTH AND SAFETY

- **provide legally compliant and acceptable health and safety conditions in the workplace**



through regular checks to the appropriateness of its facilities; and

- **ensure that their activities do not harm the health and safety of their staff, subcontractors or other parties involved in their value chain and users of its products,**

RELATIONSHIPS WITH SERVICE PROVIDERS OR SUBCONTRACTORS

- **provide legal health and safety conditions in the workplace (including relevant safety training and protective equipment) by regularly checking the compliance of its facilities;**
- **ensure workers, when provided with accommodation, have living conditions that are safe, clean, and decent;**
- **ensure that their activities do not harm the health and safety of their staff, subcontractors, other parties involved in the operation, neighbouring populations and users of its products,**

3.2 PROMOTING DIVERSITY AND INCLUSION AND RESPECTING PEOPLE

PROMOTING DIVERSITY AND INCLUSION

Diversity and inclusion, in a corporate context, refers to the variety of personal profiles that may exist within and organisation (including, but not limited to: country or region of origin, culture, age, gender, physical appearance, disability, sexual orientation, qualifications, etc.).

At management level, the application of diversity and inclusion results in an inclusive approach to recognising and valuing individual differences as genuine assets that positively contribute to performance.

In organisational terms, diversity and inclusion influences all company procedures and processes for implementing equal treatment and preventing discrimination.

The existence of a formalised and active diversity and inclusion policy is a positive aspect of the supplier selection process.

In recognition of our commitment to diversity and inclusion, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **reflect our commitment to diversity and inclusion; and**
- **combat all forms of discrimination.**

RESPECTING PEOPLE

Various laws aim to protect individuals employed by our direct partners and in some cases, those with whom we are in an indirect relationship (for instance, subcontractors).

Accor takes all necessary steps to prevent harassment and abuse of its people.

In recognition of our commitment to combatting harassment and abuse in the workplace, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **treat all members of their staff with respect and dignity; and**
- **refrain from and prohibit any and all forms (whether expressed through behaviour, actions, or gestures, or in writing) of: intimidation, humiliation, threats, abuse, violence, corporal punishment, and physical, sexual, verbal, or moral harassment.**



3.3 PROMOTION OF BASIC LABOUR RIGHTS

FORCED AND BONDED LABOUR

It encompasses situations where workers are coerced to work through violence or intimidation, or via debt, retention of identity papers, or threats of reporting to immigration authorities.

Vulnerable workers such as migrant workers, minorities, young workers and girls and women are more at risk of forced labour and should be brought particular attention to ensure their rights are respected.

In recognition of our commitment to combatting forced and bonded labour, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **never procure or facilitate the use of labour that is forced via threats or intimidation;**
- **never procure or facilitate bonded labour of any individual;**
- **guarantee that all employment contracts are transparent with clear terms and conditions and written in a language that employees understand;**
- **carry out vigilant checks on any of its suppliers and subcontractors who may be using any form of forced labour under threat or duress. Ensure workers can leave their employment freely subject to reasonable notice at any time and without penalty;**
- **respect the workers' freedom of movement and the non-retention of identity documents; and**
- **encourage their own suppliers and subcontractors to establish employment contracts;**
- **commit to responsible recruitment in their operations and prohibit the payment of recruitment fees by the worker. In case the workers had to pay such fees, they shall be reimbursed by the Supplier as soon as possible;**
- **ensure that recruitment agencies and intermediaries it uses do not adopt practices that may lead to forced or compulsory labour,**

UNDECLARED LABOUR

Undeclared labour concerns the failure to formally disclose to the relevant authorities the employment of an individual, contributing to the shadow economy. Undeclared labour not only has the potential to negatively impact upon that individual's social rights and protection, but also facilitates tax evasion and potentially money-laundering and child exploitation.

We will always ensure that all persons working for the Accor Group are properly declared and registered with the relevant authorities.

In recognition of our commitment to combatting undeclared labour, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **never use illegal, undocumented or any other form of undeclared labour within its workforce; and**
- **ensure that clear guidance to this effect is issued to and adhered to by all suppliers, service providers and subcontractors within whom they engage.**

CHILD LABOUR

Child labour includes any form of economic activity that is carried out by children below a certain age, depriving them of their dignity and damaging their normal, physical and psychological development.

Accor will never employ or otherwise engage under-age workers in any activity and will not tolerate child labour within its value chain.

In recognition of our commitment to combatting child labour, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**



- **strictly comply with the age limit set out in the legislation of each country where they operate and never employ any individual that has not completed compulsory schooling and in any case that is not less than 15 years old in any country whatsoever;**
- **be extremely vigilant in their choice of suppliers and service providers;**
- **refuse to work or immediately stop working with those who employ children under the legal age limit or who are under the age of 15 (whichever is higher).**



Our business partners as companies committed to society and the planet

4

Our business partners as companies
committed to civil society and the
planet*

Respect for the environment
Respect for local communities



* All suppliers, service providers and subcontractors who are in any way associated with or involved in our value chain

4.1 RESPECT FOR THE ENVIRONMENT

As a responsible global organisation, we undertake our activities with appropriate care and consideration for the planet. Our pervading presence and global recognition provide us with an opportunity to drive our business sectors towards more sustainable and environmentally-friendly solutions.

4.1.1 ENVIRONMENTAL MANAGEMENT

Our environmental policy is based on a Group-wide environmental study and on a management system that aims to overcome the major environmental issues we face, both during the construction of a hotel property and during its period of operation.

In recognition of our commitment to reducing our negative impact to the environment, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **implement an environmental policy to assist with measuring and reducing their impact on the environment (for instance, reduction of greenhouse gas emissions, protection of the environment and biodiversity, fight against deforestation, pollution, energy waste and development of renewable energies);**
- **provide, on request, appropriate documentation and information to enable the Group to measure its wider environmental impact; and**
- **implement appropriate policies and processes to monitor environmental management.**

4.1.2 PRESERVATION OF NATURAL RESOURCES

ENERGY AND CARBON FOOTPRINT

As a leader in the hotel sector, we reaffirm our commitment to carbon neutrality through the signature of various initiatives (for instance: SBTi, UNTWO), with the purpose of redefining our carbon trajectory and aligning it with the targets on limiting global warming set by the Paris Agreement.

In recognition of our commitment to energy consumption and reducing our carbon footprint, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- **develop and implement an action plan with the purpose of radically reducing carbon emissions within their supply chain;**
- **measure and publish an annual carbon footprint analysis in accordance with an established standard such as the GHG Protocol Corporate Standard;**
- **make a significant commitment to reduce carbon emissions, in accordance with an established standard (for instance, the UNFCCC Paris Agreement or the Science Based Target initiative);**
- **respond to the annual reporting programme from CDP, EcoVadis and/or any other service provider commissioned by Accor for the purpose of measuring ESG risk and sustainability performance, and sharing the results of the questionnaire with us;**
- **control energy consumption through regular monitoring of their energy performance and the implementation of action plans to reduce their consumption.**

SUSTAINABLE MATERIALS AND PRODUCTS

Accor is committed to its Procurement practices, particularly in the choice of "sustainable" materials and products (such as eco-designed products, wooden products from sustainably-managed forests, etc.).



In recognition of our commitment to sourcing sustainable materials and products, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to (where relevant):**

- Offer a wider range of sustainable, certified and eco-designed product materials or services
- Source wood, cardboard and paper fibres that are not from deforestation (PEFC or FSC label)
- Encourage circular economy principles and eco-designed products
- Avoid palm oil unless it meets at least the RSPO-certified mass balance supply chain model
- Provide, on demand, information about the composition of its products in terms of recycled / reused materials, biological, technological materials as well as the total weight of the products and of their packaging
- **Comply and be able to demonstrate compliance with applicable regulations relating to the responsible sourcing of certain products**, such as the Regulation (EU) 2023/1115 on deforestation-free products (EUDR).

WATER PRESERVATION

The direct consumption of water by the Accor Group is vast, and we recognise that such consumption can occur within water-stressed areas around the world. To this end, the preservation of water resources is of major concern for us, with our concerns compounded when factoring into account the indirect consumption of water generated upstream by the needs of agricultural production.

In recognition of our commitment to water preservation, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to (where relevant):**

- **preserve water resources through regular monitoring of its consumption and the adaptation of actions and equipment that consumes less, especially within water-stressed areas; and**
- **promote agroecology and support farmers directly to adapt production techniques that are more respectful of water resources.**

POLLUTION, WASTE, FOOD WASTE AND RECYCLING

Accor's activities are likely to generate direct or indirect pollution. The quality of groundwater or air can be affected by organic matter, particles or chemical substances discharged via hotel waste. The running of our operations may result in certain nuisances (noise, visual, smell).

In recognition of our commitment to, wherever and however possible, limit pollution, waste and food waste and to encourage recycling, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to (where relevant):**

- **ensure the sound and legal management and processing of waste, chemicals and toxic substances;**
- **favour the use of eco-labelled products (for instance, cleaning, maintenance, gardening products, etc.), in an effort to limit the content of potentially harmful chemical substances present in waste it generates;**
- **favour environmentally-friendly suppliers for all services it receives (for instance, and in particular, laundry services);**
- **promote products made from reusable and sustainable materials and recycled and/or recyclable products;**
- **reduce waste generated by limiting packaging and other disposable products and favouring reusable, recycled and/or recyclable materials, limiting, where possible, overpackaging and packaging for transport and shipping;**
- **combat food wastage through the deployment of appropriate solutions;**



- **Increase the proportion of waste capable of being sorted and recycled by implementing processing streams for the main waste generated by their activities: selective collection, reuse, recycling or composting of bio-waste;**
- **control the impact of their waste-water discharges by ensuring that water it uses is properly and systematically processed; and**
- **implement environmentally friendly practices and operations, in particular by limiting any nuisances (noise, visual, smell) or air pollution.**

BIODIVERSITY

Biodiversity is critical for maintaining ecosystem balance, providing essential needs, such as clean air, water, and fertile soil. Protecting biodiversity ensures the resilience of ecosystems to adapt to changes and supports the well-being of all living organisms, including humans.

We aim to limit any detrimental impact our Group may have on biodiversity, nature and ecosystems, both at group level and at the level of our partners.

In recognition of our commitment to biodiversity and nature, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to (where relevant):**

- **ensure the careful integration of their physical premises into their surrounding ecosystem by taking into account the preservation of biodiversity from the moment any building is built;**
- **take into account and reduce the impact of their services or products, or those they use, throughout their full life cycle, from design and production to use and end of life;**
- **apply best practices associated with environmental protection, in particular to protect nature, maintain biodiversity and ecosystems, combat the depletion of natural resources; and**
- **promote the biodiversity protection actions and initiatives within their facility(ies), in their ecosystem and throughout their supply chain.**

ELIMINATING PLASTIC

Accor is committed to eliminate all single-use plastic products from its hotels.

In recognition of our commitment to the elimination of single-use plastics, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to (where relevant):**

- **Not offer Accor single-use plastic products;**
- **Offer alternative solutions to plastic;**
- **Promote products made from reusable and sustainable materials;**
- **Promote recycled and/or recyclable products.**

4.13 SUSTAINABLE FOOD

Accor is reinforcing its role in the transition from the conventional food model to a more sustainable model. The Group therefore commits to support a shift in the agricultural food production model to help protect biodiversity and water, bring sourcing closer to the places of consumption and result in less of an impact on the planet.

[The Accor 'Good Food' Policy](#) is structured around 7 key commitments to be achieved by 2030:

1. Offering 50% of vegetarian or plant-based dishes in menus
2. Offering low-carbon recipes



Our suppliers as companies committed to society and the planet

3. Serving only responsible coffee, tea and cocoa
4. Supporting organic agriculture and agroecological practices
5. Favouring local food suppliers and seasonal products
6. Banning endangered seafood species, and promote responsible fishing
7. Acting on animal welfare

In recognition of our commitment to using and offering sustainable food, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners that are involved in any way with the supply and provision of food products to the Accor Group pledge to:**

- Measuring & reducing the carbon footprint of food products to propose low-carbon offers, if possible
- Offering responsible food products: vegetarian, organic, certified, seasonal and/or local and respecting organic agriculture and agroecological practices with a third-party recognition.
- Offering only responsible coffee, tea and chocolate - at least for hot chocolate drinks and chocolate bars (certified Rainforest, FairTrade, Organic, or with a recognized third-party recognition on agroecological practices)
- Adopting animal welfare practices
 - Respecting regulations on animal welfare
 - Offering only eggs from cage-free hens
 - Offering in Europe broiler chicken aligned with the European Chicken Commitment
 - Offering in North America broiler chicken aligned with the Better Chicken Commitment
- Participating to ocean preservation:
 - Banning endangered fish species
 - Offering certified or responsibly sourced wild-caught species and aquaculture products (following the WWF guidelines written for Accor [here](#))
 - Enhancing traceability process within supply chain

4.2 RESPECT FOR LOCAL COMMUNITIES

Rooted in local communities, Accor contributes directly to a shared economic dynamic through direct and indirect employment. It protects what is most precious and fragile: in particular, children and the cultural richness of populations.

In recognition of our commitment to using and offering sustainable food and supporting local communities, in receiving this Charter and entering into a commercial arrangement with us, **Business Partners pledge to:**

- offer Accor products and services that consider and respect the impacts on local communities;
- promote local products according to the Accor 'Good Food' policy.



ACKNOWLEDGEMENT

On behalf of the Business Partner identified below, I recognise and accept that full adherence to and respect of this Responsible Procurement Charter is a condition of finalising and continuing any business or commercial engagement with the Accor Group.

Business Partner:	_____
Address:	_____
Representative Name:	_____
Representative Position:	_____
Representative Signature:	_____
Date:	_____
Company Stamp: (where available / applicable)	_____

WHO TO CONTACT IF YOU HAVE ANY QUESTIONS ABOUT THIS CHARTER?

For any questions, please send an email to Astore.Sustainability.Corporate@accor.com

