

Social CHARTER

ACCORINVEST 

INTRODUCTION



Through this social charter, AccorInvest Group intends to embody its values, as described by its 'ethical charter', in labour relations and social dialogue. The principles set out in this charter structure the social model of AccorInvest Group. They are also a vehicle for social progress as well as economic performance.

To ensure the effectiveness of the rights and principles set out in the social charter, the involvement of each stakeholder (management, providers, employees and their representatives) is decisive.

This charter is intended to apply to all subsidiaries of AccorInvest Group, understood as all companies operating hotels directly or in which the AccorInvest Group directly or indirectly owns the majority of the share capital or voting rights.

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1) REFERENCE FRAMEWORK



AccorInvest Group is committed to operating in strict compliance with the regulations, particularly relating to social rights, which govern its activity, regardless of the country in which the Group is called upon to intervene.

Moreover, AccorInvest Group intends to promote, as part of its social policy, the provisions of the ILO Conventions, its declaration on fundamental principles and rights of labour and the social charters adopted by the European Union.

Strict compliance with the law is likely to ensure the protection of the interests of all stakeholders (shareholders, partners, suppliers and subcontractors, employees and civil society as a whole).

Through this charter, AccorInvest Group also intends to reaffirm its commitment to fundamental human rights, especially those of the person involved in a subordinate working relationship.

In this regard, the management of AccorInvest Group is given a stronger responsibility. Given the potential complexities and local specificities of this environment, the manager must question the legal department if he has any doubt concerning the rules to apply.

2) CORE PRINCIPLES



2.1 PROHIBITION OF CHILD LABOUR

Child labour includes all forms of economic activity by children, depriving them of their dignity and impairing their normal, physical and psychological development.

In particular, AccorInvest Group is committed to:

- *strictly respect the limit age set in the legislation of each country in which it operates and never employ a child under the age of 14 in any country;*
- *be vigilant in choosing suppliers and providers to prevent any violation of the rights of the child;*
- *refuse to work or immediately stop working with those who employ children.*

2.2 PROHIBITION OF FORCED WORK

Forced labour, prohibited by international conventions, is characterized by any activity carried out under duress or threat. It is a vehicle for the exploitation of individuals who, against their will, are forced to pay work or be prevented from leaving their jobs.

In particular, AccorInvest Group is committed to:

- *be vigilant in choosing its suppliers and service providers to prevent the use of forced labour;*
- *refuse to work or immediately stop working with those who resort to forced labour.*

2.3 PROHIBITION OF ILLICIT WORK

Illicit work consists, for an employer, of evading obligations to report employee activities to public authorities. Under local law, concealed labour can be criminally criminalized. In all cases, the concealment of a wage-earning activity is likely to infringe the social rights of the individual and the interests of the community.

In particular, AccorInvest Group is committed to:

- *implement all internal audits within the Group to prevent covert work;*
- *be vigilant in choosing its suppliers and service providers to prevent any concealment of wage-earning activity;*
- *refuse to work or immediately stop working with those who conceal paid-on work.*

2.4 NON DISCRIMINATION PRINCIPLE

Discrimination, prohibited by international standards, consists of unequal treatment, direct or indirect, based on one or more prohibited criteria, notably such as origin, sex, disability, skin colour, religion or sexual orientation. Discrimination is particularly prohibited in working relationships.

In particular, AccorInvest Group is committed to:

- *to make every effort, in accordance with local laws, to prevent discriminatory situations, including ensuring that all its establishments guarantee equal access to infrastructure and services;*

— to value the cultural and individual diversity of its clients and employees and condemn any form of discrimination, including by punishing, in accordance with legal requirements, any employee who has engaged in discriminatory practices.

2.5 FREEDOM OF ASSOCIATION

Freedom of association and right to representation, enshrined at the international level, enable employees to set up representative bodies, if necessary to join them in order to be able to collectively enforce and defend their interests within the group.

In particular, AccorInvest Group is committed to:

— cultivate a respectful and constructive social dialogue, a vehicle for performance for the Group but also for social innovation and cohesion;

- not to obstruct the establishment of an internal representation body for the employee community and to respect the prerogatives of the representative bodies;

— ensure that employees can freely exercise their rights attached to the principle of participation through their delegates

3) ACTIONS CARRIED OUT FOR EMPLOYEES



3.1 DIALOGUE

The dialogue between the group's stakeholders is a guarantee of its performance and agility. Without prejudice to the prerogatives of staff representatives, this dialogue involves exchanges of information as well as mechanisms for consultation and mediation. It must allow everyone to be able to express their point of view and to advance their interests.

These exchanges, especially with local managers, can help to identify possible corrections to be made to certain situations found on the ground.

In particular, AccorInvest Group is committed to ensuring the flow of information and to ensuring the conditions for dialogue with its employees, including:

- allowing everyone to access clear, accessible and locally appropriate information, the functioning of the group and its activity, as well as their rights and duties;*
- favouring exchanges, both collective (e.g. open tables) and individual (e.g., annual evaluation interview);*
- by regularly carrying out objective measures of the social climate within the group (engagement survey).*

3.2 EMPLOYABILITY

The development of employees' skills, particularly through professional training, is a major challenge for the Group's performance. This development is, in fact, necessary to offer, to all stakeholders of the Group's activity, a high level of quality of service and professionalism.

AccorInvest Group is committed to:

- develop a induction path for employees allowing them to understand in the best conditions the environment in which they carry out their professional activity;*
- develop a training policy in line with the Group's needs and challenges;*
- to offer its employees career opportunities and a constant development of skills with the aim of improving individual employability.*

3.3 COMPENSATION POLICY

Apprehended as a mean of engaging and uniting employees around AccorInvest project, the remuneration policy deployed by the Group revolves around a plurality of schemes (variable remuneration, employee shareholding, etc.), including some are intended to reward performance.

In particular, AccorInvest Group is committed to:

- *apply a remuneration policy connected to local labour markets;*
- *to value, in accordance with a principle of fairness, the individual and collective performance of its employees in determining their salary elements;*
- *ensuring equal pay for men and women in the Group.*

3.4 WORK/LIFE BALANCE

Consideration of the balance between the imperatives derived from the private lives of employees and their professional obligations is likely to promote the quality of their activity within the group and, more generally, the quality of their life at work.

In particular, AccorInvest Group is committed to:

- *encouraging local regulations to ensure a balance of life time, particularly in terms of working hours (predictability of working hours, organization to free up free time in a fair way, telework, etc.);*
- *encourage local regulations to take into account, in the organization of work, the major stages of the employee's private life (union, marriage, death of a loved one...).*

3.5 DIVERSITY

The diversity of the Group's employees promotes its innovation, its agility and, consequently, its performance. The effectiveness of this diversity implies a variety of employee profiles - regardless of the source (without completeness, origin, place of residence, culture, age, sex, physical appearance, disability, sexual orientation...) - such as the recognition and enhancement of this variety.

In particular, AccorInvest Group is committed to:

- *Initiate recruitment and professional development procedures that ensure equal treatment between candidates and prohibit selection based on non-professional motivations;*
- *Prioritize diverse profiles in recruitment and, where possible, ensure gender parity in job applications;*
- *Train management on the principle of non-discrimination.*

3.6 COMBATING VIOLENCE AT WORK

Moral or sexual harassment, prohibited by Article 5 of the Universal Declaration of Human and Citizen Rights and certain national laws, manifests itself in repeated and hostile behaviours, words and acts that undermine dignity or integrity of the employee.

In particular, AccorInvest Group is committed to:

- *Apply a zero-tolerance policy towards sexist language and any behaviour characteristic of sexual harassment;*
- *Establish internal procedures to prevent and address proven situations of moral or sexual harassment.*

4) IMPLEMENTATION MODALITIES



4.1 APPLICATION AND DISSEMINATION OF THE GROUPE SOCIAL CHARTER

The group's companies adhere to the principles set out in this charter. When a change in ownership results in the ousting of a company from the Group's perimeter, the charter ceases to be applicable. On the other hand, when a new company joins the Group's scope, its leader will be asked to join the charter.

The principles enshrined in this charter are as much as decent for all executives as they are for all AccorInvest employees. These principles serve as a guide to the professional conduct that each of the Group's employees must adopt.

Each employee must be able to read this charter, via the channels adapted in particular on the various intranet sites of the Group

If necessary, in view of the regulatory environment of each country, this charter may be presented to the staff representative bodies.

4.2 INTERNAL CONTROL

AccorInvest Group is committed to implement internal control procedures to ensure that the principles set out in the charter are respected in the course of its activities.

4.3 REPORTING BEHAVIOUR THAT DOES NOT CONFORM TO THE SOCIAL CHARTER

AccorInvest establishes a whistleblowing line to collect reports of any practices or behaviour that may constitute a violation of charter principles in the conduct of the Group's activities.

To ensure alert line effectiveness, reports are received in the language of the countries where AccorInvest operates.

In any case, the alert system is articulated with the other reporting levers available to the employee (hierarchy, human resources department, staff representatives) without replacing these levers. The employee uses the ethical alert line when he considers that the circumstances warrant it.