



Accor's operations and work in Uzbekistan

Accor has an asset-light profile and has a presence in more than 110 countries worldwide under +40 brands. The Group now operates 56% of its network under management contracts and 41% under franchise agreements. Franchise agreements are contracts whereby Accor offers hotel owners access to a brand, as well as distribution, sales, marketing and loyalty services. Hotels also have access to other services, including the Group's centralized purchasing system and Académie Accor for employee training for example.

In Uzbekistan, the first hotel was opened in December 2022 under a Franchise agreement. Today, the following hotels are opened and are operating under a Franchise agreement with local partners: Mercure Tashkent, Mercure Bukhara Old Town, Mövenpick Samarkand.

Out of the 269 talents working in these hotels, 47% are female. All are locals except 4 expatriates.

Talents in hotels have been trained on:

- Accor overview introduction
- Accor culture
- Brand Immersion & Service culture
- Loyalty Program - ALL Accor Live Limitless

All talents have access to the Accor digital learning platform, where physical & sexual abuse, exploitation & harassment and other CSR trainings are available.

Hotels also have access to Accor CSR reporting tools and report their actions (for example the single use plastic elimination actions)

Employees are provided with individual lockers as well as free meals in staff cafeteria.

Salaries are paid monthly at the Mercure Tashkent and Movenpick Samarkand and twice a month at Mercure Bukhara.

About Accor Ethics & CSR Charter

The **Accor Ethics and CSR Charter confirms Accor's commitment to respecting fundamental principles, particularly human rights, health and safety of individuals, and the environment.** It mentions the «WATCH» programme and its partnership with ECPAT International (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes).

This Charter guides employees on the behaviours to adopt and the actions to take in accordance with the Group's rules. It applies to all employees. Accor's Ethics and CSR Charter is rolled out in all of the active locations, it is available internally on the various Group Intranets and externally on the [Accor website](#).

Accor's Ethics and CSR Charter provides that any Group employee may, at any time, raise questions, concerns or doubts with their managers, or with the Talent & Culture or Legal Departments, or with the Compliance Officers. To expand access, enhance protection and encourage people to speak up, the Group also set up a worldwide whistleblowing line called Accor Integrity Line. This whistleblowing line can be accessed through the intranet and a link on internet. It is open to everyone, including Accor employees working at head offices, persons employed by hotels operating under the Accor brand, and all stakeholders and suppliers. This whistleblowing line is available 24/7 in 29 languages and is hosted by an independent external service provider. It is mentioned in key Group's documents, such as the



Ethics and CSR Charter, the Responsible Procurement Charter and sales contracts. The alerts received are processed by dedicated contacts from the Internal Audit, Talent & Culture and Legal & Compliance departments. The alerts are classified into the following categories: health and safety, human rights, environment, compliance and fraud.

Furthermore, the **Responsible Procurement Charter** develops on themes outlined in the Ethics and CSR Charter. It commits suppliers to respect working conditions, workers' rights, and the implementation of Accor's commitments to diversity and inclusion.

About Human Rights

In 2022, Accor worked to establish a formal human rights policy which will be rolled out in 2023, in line with commitment in [2022 Accor Universal Registration Document](#).

As mentioned in the 2022 Accor Universal Registration Document, Accor carries out a yearly human rights risk mapping with six key risks identified: health and safety, forced labor, discrimination, living and housing conditions, illegal activities, and child abuse / child labor. This mapping is conducted at Headquarters and the analysis is performed on a country-by-country level. This exercise results in detailed action plans, followed up on a regular basis by an internal Vigilance Committee.

To protect and respect human rights in its business and sphere of influence, Accor applies the internationally recognized principles set out in the following documents:

- United Nations Universal Declaration of Human Rights;
- International Labor Organization declaration on fundamental principles and rights at work and fundamental conventions;
- United Nations Guidelines on Business and Human Rights;
- United Nations Convention on Children's Rights.

A risk assessment has been conducted for Uzbekistan, as for every country the Group is implanted in. The hotels in the country don't hold trade union or affinity groups. The Integrity Line do not have any grievances on the record for 2022 and 2023.

As for operations management in Uzbekistan Accor has a third-party integrity due-diligence process, which must be completed before any signing of a new transaction with an hotel owner.

About Diversity & Inclusion

The policy is formalized in the Group's Diversity Commitment since 2011 and translated into more than a dozen languages. It is divided into eight commitments which serve as the foundation of Accor's diversity & inclusion policy:

- to combat all forms of discrimination related to ethnic, social or cultural origin, gender and gender identity, age, physical characteristics or disability, as well as religious beliefs, sexual orientation, family status, trade union activities or any other criteria prohibited by law;
- to provide all employees the opportunity to succeed by placing skills at the heart of managerial and human resource policies, with the objective of welcoming, nurturing, and developing all talent in an equitable way;
- to train employees and raise their awareness on diversity with the required tools and means to enable them to grasp the great value of their diversity, taking into consideration local situations;

As a part of our Diversity & Inclusion commitments, we protect our Heartists and welcome all Guests regardless their race, sexual orientation or abilities.



→ **Gender Based Violence**

As a natural extension of its business and activity: welcoming and caring for others, Accor has made prevention and fight against gender-based violence one of its priorities.

The Group collaborates with organizations committed in this fight: associations, governments, international or local organizations and coalitions. The Group acts to protect the dignity and safety of people, fundamental values for each Heartist®, thus demonstrating its ability to move the boundaries through several commitments and key actions:

- **UN Women Coalition:** In 2021, the Group joined one of the six Generation Equality Action Coalitions of UN Women Worldwide. **Accor is the global co-leader of the Gender-based violence coalition.** The aim is to take action against sexism, sexual harassment and domestic violence.
- **OneInThreeWomen:** In December 2022, Accor also joined the first European network of companies committed to fighting violence against women: OneInThreeWomen, referring to the following figure: one woman in three is a victim of violence in her lifetime
- **#StOpE:** In December 2018, Accor, EY and L'Oréal created #StOpE, Stop Ordinary Sexism in the Workplace, the first intercompany movement aiming to fight so-called "ordinary" sexism at work. Numerous initiatives have resulted from this within Accor, for example, the deployment of online training sessions and targeted awareness campaigns to change behaviour, and communication campaigns supported by an Accor guide on sexism. Today, 199 organizations and schools are part of the #StOpE movement in France.

To raise awareness among international teams, Accor launched an online training course on gender-based violence, covering sexism, sexual harassment and domestic violence. Initially launched at the Group's head office, this mandatory training for employees is one of the objectives for which a portion of the profit-sharing bonus is paid.

More than 90% of Accor head office employees in France had completed the training by December 31, 2022. It is available since January 2023 for all employees worldwide. The participation rate is measured regularly.

→ **Protecting children from abuse (P169 DPEF 3.5.4)**

Since 2001, Accor has been committed to the fight against child sexual exploitation and was the **first hotel group to enter into a partnership with the NGO End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes (ECPAT)**. The first training programs for employees were rolled out in 2002. The Sustainability and Talent & Culture Departments are responsible for the Group's child protection policy.

The Group policy is formalized in WATCH (We Act Together for Children) which was set up in 2012 to combat and detect risks of child sexual exploitation in its hotels. This mechanism draws on a set of tools and trainings made available to General Managers and employees. Hotel guests are also educated on how to detect and report at-risk situations. Some hotels also work with local associations to strengthen these actions. This program is supplemented by the Ethics and CSR Charter and the whistleblowing line which is open to all stakeholders.