

**Re: Reminder: Accor in our Weekly Update - Invitation to respond**

Dear Isobel,

Thank you again for giving us the opportunity to respond to the Guardian article that you have posted on your website. Accor is among the top hotel management companies in the world and our business succeeds only through well-trained, well cared for teams who in turn take care of our guests.

Without going into details regarding the article, we can confirm that the hotel follows official guidelines and local legislation relevant to the jurisdiction in which it operates. In addition, we ensure that support is provided to any employee affected by the current circumstances, which includes rent-free accommodation and meals. Due to the current travel restrictions which have been imposed, at this time it is not possible to repatriate those team members that have unfortunately been furloughed, however the hotel continues to provide for their accommodation and meals to support them during this time.

Furthermore, Accor is directly assisting frontline healthcare workers treating those infected through a number of local initiatives and globally we have created the ALL Heartist Fund, a €70m-dedicated grant program to ensure that no employee of an Accor hotel, worldwide, is without needed health care or financial support during the COVID19 crisis. More details about the ALL Heartist Fund are available at [www.accor.com](http://www.accor.com)

Our industry is being particularly devastated by the current COVID19 crisis and as a result many hotels are temporarily closed impacting some of our team members, however we are ensuring to do everything we can to further support them.

Best regards,

Craig



**Craig Cochrane**

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