



'ALLSAFE' CLEANLINESS & PREVENTION LABEL



ENDORSED BY BUREAU VERITAS
& AUDITED BY EXPERTS
TO ACHIEVE THE ALLSAFE LABEL

Accor has now established some of the most stringent cleaning standards & operational procedures in the world of hospitality to ensure guest safety as hotels reopen around the world.

These standards have been developed with and vetted by Bureau Veritas, a world leader testing inspections & certification. All hotels must apply these standards and every Accor hotel will be audited either by Accor operational experts or third-party auditors to achieve the new ALLSAFE label.

The ALLSAFE label will help guests understand when these standards have been met in our hotels. Guests will be able to verify hotels that are certified compliant with ALLSAFE standards on hotel property websites, through our customer contact centres as well as on property.



BUREAU
VERITAS

BUREAU VERITAS



BUREAU VERITAS IS A RECOGNIZED WORLD LEADER IN TESTING, INSPECTIONS AND CERTIFICATION SERVICES (TIC).

Bureau Veritas is a world leader in Testing, Inspection and Certification founded in 1828.

Bureau Veritas is present in 140 countries through a network of over 1,500 offices and laboratories, and more than 78,000 employees. Their mission is at the heart of key challenges: quality, health and safety, environmental protection and social responsibility.

Bureau Veritas has vetted and supported Accor to define the new cleanliness standards and operating procedures developed in response to Covid-19.

Bureau Veritas will also be responsible for auditing thousands of Accor hotels to ensure they comply with the ALLSAFE cleanliness standards.



ENHANCED CLEANLINESS PROTOCOLS



New stringent cleanliness standards will be implemented and monitored across all Accor hotels and will include a reinforced cleaning program with frequent disinfection of all high-touch areas like elevators and public restrooms.

An enhanced in room cleaning program using hospital grade cleaning materials will now be a standard across all Accor hotels.

Regular deep cleaning will be carried out on upholstery and carpets and all bedding will be washed and treated at high temperatures.



ENHANCED STAFF TRAINING

Training & Education of employees around the world is a critical aspect of health & safety and will be included in the ALLSAFE label.

Accor will launch a new comprehensive safety & hygiene training program to ensure all employees worldwide have the skills and education necessary to protect themselves and our guests.

Online training as well as classroom training at each property has been mandated prior to any Accor hotels reopening.



NEW GUEST CONTACT MEASURES



To ensure all guests remain safe during their stay, Accor is implementing new standards to ensure social distancing measures throughout the hotel and specifically in hotel public areas.

- ▮ All restaurants and bars and seating in public areas will comply with government specified distancing measures.
- ▮ Guests will be able to purchase individual sanitizer, wipes and masks and signage will be utilized throughout guest touchpoints to advise guests of the necessary restrictions.
- ▮ Accor will also implement partitions at front desks to provide additional protection for all guests and staff.
- ▮ In addition further hygiene will be ensured with the use of contactless payment solutions and desk-free check in wherever possible.



ENHANCED FOOD SAFETY STANDARDS



At Accor, we care deeply about the safety, quality and environmental impact of our food. Since 2016, we have taken a stand and made pioneering commitments through our healthy and sustainable food charter ([link](#)).

Accor is extending this charter to go further on the commitments that we have made in recent years. We have established new Covid-19 protocols and standards as we reopen our bars and restaurants which exceed government and local regulations.

This includes commitments such as maintaining 1.5m distance across tables and maximum 8 per table/group, all employees to wear masks and gloves in kitchens, sanitation gel products available in public restaurant areas, new procedures for buffet service once restrictions permit as well as enhanced employee training on awareness and cleanliness procedures.