



ACCOR CLEANLINESS AND PREVENTION OVERVIEW



Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. **The health, safety and well-being of our staff, guests and partners remains our top priority** as the world goes through this unprecedented crisis.

For us, knowing how to best care for our guests and reassure them that they will receive a safe welcome in our hotels is part of our DNA and comes naturally: Accor has been prioritizing the safety and wellbeing of customers and employees on a daily basis for more than 50 years. High standards of hygiene and cleanliness are already a given in all our brands, all over the world.

But as our hotels re-open, **we will go even further with the implementation of additional hygiene and safety measures** that draw on our long-standing experience and best practices. Accor's history and its geographical reach, including our operations in regions affected by previous outbreaks of infectious disease, means we have a **strong track record and expertise** that enables us to seamlessly adapt to new guest expectations.

Our mission is protect guests and staff, make sure **travelers know they will feel safe**, and by doing so revive guests' interest in travel and **we can't wait to welcome you back soon.**

SGS

« ALLSAFE » CLEANLINESS & PREVENTION LABEL



THE #ALLSAFE GUIDELINES HAVE BEEN
SPREAD IN ALL COUNTRIES AND ARE VERIFIED BY
EXPERTS TO ACHIEVE CERTIFICATION *



SGS

2020

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.

SGS, global leader in health & safety labels, has been appointed by Italy, Greece, Spain and Portugal, to audit and certify our hotels that **must adhere to these standards** to successfully pass the audit and receive the **#ALLSAFE label**.

A **QR Code** will be released to all **certified hotels** for clients and guests to **check when required**.



* The auditing companies may vary from country to country, For more information, please contact your Accor Global Sales Office.

SGS



GLOBAL LEADER in health and safety inspections & audit	Global team capable to keep up with demand (30 pax dedicated)	Over 65 years experience accrued in the last 5 years
Operating in 65 countries with: 110 Labs 165 sampling facilities 80 office locations	➤ 6,500 Environmental Specialists <ul style="list-style-type: none">• Environmental engineers• Geologists• Chemists• Hygienists• Technicians	



Novotel Athenes have been certified with #ALLSAFE Label as from July 2020



TALENT 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 trainings as well as classroom trainings at each property has been mandated prior to any Accor hotel reopening.

In all Accor properties there will be the appointment of a **hotel #ALLSAFE officer** whose mission will be H&S adherence and compliance.



GLOBAL MEDICAL SUPPORT FOR GUESTS



Accor, a global hospitality leader, and AXA, a global leader in insurance, announced an innovative strategic partnership to provide medical support to guests across the 5000 Accor hotels worldwide.

As soon as July 2020, this partnership will enable Accor guests to benefit from the highest level of care thanks to the expert medical solutions of AXA Partners, AXA's international entity specialized in assistance services, travel insurance and credit protection.

Accor guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations. Guests will also get access to AXA's extensive medical networks with tens of thousands of vetted medical professionals. This will allow hotels to make the most relevant referrals (e.g language, specialty, etc..) to their guests in the 110 destinations where Accor is present.



AXA – A WORLD LEADER IN INSURANCE & ASSISTANCE

The **AXA Group** is a worldwide leader in insurance, with 160,000 employees and partners serving 108 million clients in 57 countries.

AXA delivers **insurance** and **assistance products** to both people and businesses, as well as life and savings solutions and asset management services with the ambition to protect what matters most.

As a global insurer, AXA creates value for customers and stakeholders while contributing to social stability and economic growth. AXA's payer to partner strategy aims **to provide innovative services to its customers, notably in health**, one of its areas of growth in its Ambition 2020 plan.

Accor and AXA have announced a ground breaking **global partnership to provide medical support across all Accor hotels worldwide should guests need medical assistance during their stay.**

NOVOTEL ATHENES GUEST WELCOME PROTOCOL POST COVID -19

Version 3 / 10° September 2020



This document has been created in agreement with the OMS guidelines and local legislation. Any measures put in place by the local authorities override the recommendations we are about to present.

Safety measures applied at all times

And in each touchpoint of the customer journey



General Health & Safety

We have adapted and prepared our Hotels to a new normality



We have provided our hotel with **precise and efficient guidance** and **protocols** that must be followed at all times, this include:

- Protective **Masks** for all employees + additional **PPEs** when required.
- **Plexiglass barriers** where applicable.
- Maintaining **social distancing** at all times thanks to strategically positioned **signage**.
- **Hand Sanitizers** available for everyone to use in public areas.
- New standards of **cleanliness of public areas** following **OMS guidelines** and **#ALLSAFE label**
- **New Job descriptions** for employees and additional training for all operations & back office teams with prime **focus on Housekeeping**.
- Appointment of a **hotel #ALLSAFE Officer**, whose mission will be H&S adherence and compliance.



Check-in and check-out

From the moment you step into the hotel, every little detail is prepared to guarantee for your safety



- **Online check-in** will be preferred to avoid unnecessary contact.
- **Maximum number of guests** in the lobby depending on area width.
- **Guests will be informed** upon check-in of the new sanitary measurements taken.
- **Reception** team members will be **wearing PPEs** at all times
- A **distance of 1,5m** minimum will be **kept** at all times between guests and employees and amongst hotel staff
- **Room keys** will be **disinfected** at each usage.
- **Reception** will **sanitize the desk** after each check in
- **Lifts** will be used **one person** at a time.
- **Fast check out** will be preferred and e-invoices will be sent



Bedrooms

From the moment you step into the hotel, every little detail is prepared to guarantee for your safety



- **New standard** of bedroom **cleanliness** have been issued: particular attention will be taken for door handles, switches, remote controls.
- **Full change** of welcome items after **each guests' departure** although not used.
- **Elimination** of **accessory items** in rooms such as pens, menus, brochures, etc.
- Should the guest feel ill during their stay, reception must be contacted remotely to **avoid unnecessary contact** and to be better assisted.
- If **technical assistance** is required, guests must leave the room until assistance is provided and guestroom is **sanitized**.



Public Areas

How to make shared areas compliant to the new standards



- The furniture has been spaced **to ensure a safe distance.**
- **All non-essential items** have been removed from the lobby and corridors (e.g. candies, brochures, newspapers, etc.).
- **All doors**, where possible, will always remain open
- **Signage and guided routes** to respect the distance between guests and between staff and guests.
- **Hydro alcoholic gel available** in all common areas
- Reinforced **cleaning service** in all common areas with particular attention to areas of frequent contact.
- Cleaning of the **air conditioning filters** has been intensified and the level of ventilation increased



F&B outlets

How to make shared areas compliant to the new standards



- All **sanitary measures** are **applied** and **reinforced** in all public areas including the Food and Beverage ones
- Specific **protocols** to **receive goods** are applied
- **Seating capacity revised to guarantee safety distancing in all F&B areas**
- A **MAX number of guests** will be allowed per F&B area to ensure correct distance is respected at all times, following governments regulations
- **Hand Sanitizer** is available at all times
- A **distance of 1,5m** will be maintained **between tables**
- **Mask is compulsory for our staff to wear.** Guests must wear a mask at all times when not sitting at the table
- **Clear signage** displayed on the floor in order to keep distances
- **Protective barriers** might be set up at the till with suggestion for **guest to pay with credit or debit card** as opposed to cash payments



Meeting & Events

How to make shared areas compliant to the new standards



REFERING TO NATIONAL AND REGIONAL LEGISLATION ABOUT MEETING AND EVENTS.



- Hotel staff wearing masks and fully trained on all sanitary measures
- **Signals will be in place to highlight barrier gestures and rules**
- **Plexiglass** on the welcome desk
- Removal of pencil, notebooks...
- **Hand sanitizers** available for all delegates to use in common areas
- Promote **outdoor breaks** (depending on capacity, weather conditions). Where not possible the break will be served by our staff
- No parties can be organised

Sanitary measures

- **Sanitizing products** in all meeting rooms
- **Open doors:** toilets, meeting rooms and break space, air ventilation
- **Daily cleaning:** during breaks and at the end of each meeting
- **Disinfection of:** switches, door-handle, chairs, tables, floor



Wellness

How to make shared areas compliant to the new standards



Gym and Swimming Pool are open based on local legislation and we have defined the following procedures:

- In all wellness areas there will be **specific rules to be followed** that will be displayed outside the relevant area
- **Staff** will be supplied with a **protocol** to be followed for **gym**
- Specific hygiene recommendations for **changing rooms** and **communal showers**
- Guidelines for **swimming pool**
- **Booking** will be **required** to access Gym area
- **Protocols** must be followed for all **treatments**



