

GSTC- Inclusivity in Tourism Accor



We are Accor A World Leading Augmented Hospitality Group

We offer the most
**diversified ecosystem of
hospitality brands, services
& experiences**

We foster
human **connections,
empowerment
and meaningful impact**

We are more than 290,000
hospitality experts placing people at
the heart of what we do, creating
emotion for our guests, and
nurturing passion for service and
achievement beyond limits. Building
on the strength of our teams and of
our fully integrated, diversified
ecosystem of leading brands,
personalized services & expert
solutions, we break new ground to
reimagine hospitality and inspire
new ways to experience the world.

We bring our unique
expertise & solutions to
**drive performance and
maximize value for partners**

We are pioneering
the hospitality of tomorrow,
**fostering innovation and
creating new experiences**



OUR VISION

OUR PEOPLE

OUR COMMITMENT

OUR HOSPITALITY ECOSYSTEM

5,400+
hotels

1,200+
hotels in the pipeline

802,000
rooms

215,000+
rooms in the pipeline

40+
hotel brands

290,000+
team members

300+
types of jobs

39%
women in management committees

20,000+
members of our gender equality network RiiSE

OUR NETWORK

OUR COMMITMENT

We are Accor At a Glance

OUR PEOPLE

OUR ECOSYSTEM

Net Zero
carbon emissions by 2050

97%
of HQ teams worldwide completed the School for Change e-training

84%
*of hotels with zero single-use plastic items**

10,000+
restaurants & bars

18,500+
meeting rooms

600+
hotel spas

1,000
hotels with fitness facilities

*except water bottles and few tolerances.



We are Heartists®

**OUR TEAMS ARE OUR
GREATEST STRENGTH**

Hospitality is fundamentally about people – welcoming them, connecting people and cultures, sparking emotion – and Accor's success relies on our Heartists® to deliver the best service, welcome and care for our guests. Their passion, creativity, individual personalities and differences are what make the Group truly unique and that's why we always place people at the heart of everything we do.

290,000+
*Heartists®
worldwide*

110+
countries

300+
type of jobs



We are Inclusive

WE WELCOME EVERYONE WITH OPENNESS

With team members in all four corners of the globe, diversity is at the heart of our DNA. We foster an open and inclusive culture that welcomes all personalities, empowers team members and cultivates individual & collective innovation and performance. Our ambition is to prevent inequalities & discrimination at work and give everyone unrestricted opportunities. At Accor, we believe in strength in unity, and power in diversity.

GENDER DIVERSITY & EQUALITY

Member of the Gender-based Violence Action Coalition - convened by UN Women

20,000+

Members of our gender equality network RiiSE

INCLUSION OF PEOPLE WITH DISABILITIES

Member of ILO's Global Business Disability Network & of The Valuable 500

RICHNESS OF SOCIAL, ETHNIC, RACIAL & CULTURAL DIVERSITY

Wealth of initiatives across our regions & hotels

WELCOMING THE LGBTQI+ COMMUNITY

Global partnership with IGLTA



01

❖ WORK TOWARDS

INCLUSION

❖ D&I STRATEGY

❖ GENDER DIVERSITY AND EQUALITY

❖ TOWARDS PARITY IN PAY
❖ equal pay

❖ REPRESENTATION OF WOMEN IN LEADERSHIP POSITIONS

❖ GENDER-BASED VIOLENCE

❖ Focus on sexism, sexual harassment and domestic violence

❖ RiISE D&I NETWORK

❖ Focus on empowerment & ending discrimination and violence

KEY PARTNERS/SUPPORTS



PEOPLE WITH DISABILITIES

BOOST INCLUSION CULTURE
Raise awareness for Heartists®

DEVELOP AND MAINTAIN EMPLOYMENT

Target of at least 2% of PwD employed per country

BE MORE INCLUSIVE
with guests with disabilities

PARIS 2024

KEY PARTNERS/SUPPORTS



❖ SOCIAL, ETHNIC, RACIAL AND CULTURAL DIVERSITY

❖ DEVELOP CONNECTIONS AND SUPPORT
❖ local communities

❖ TALENT POOL ACTIONS
❖ specific to countries

❖ SUPPORT REFUGEE INITIATIVES
❖ worldwide – Glocal

KEY PARTNERS/SUPPORTS



TENT

TENT PARTNERSHIP FOR REFUGEES

LGBTQI+

BE A REFERENCE IN THE HOSPITALITY MARKET
to welcome employees & guests

LGBTQI+ STEERING COMMITTEE
Animation & follow-up

SUPPORT LGBTQI+ ALLY GROUPS

PARTNERSHIP
with IGLTA

KEY PARTNERS/SUPPORTS



WORLDWIDE CELEBRATIONS FOR HEARTISTS & GUESTS

BE A PIONEER OF SOCIAL ELEVATOR



01

WHY SOCIAL ELEVATOR IS KEY

❖ CONTEXT: A BROKEN SOCIAL ELEVATOR IN ALL COUNTRIES



- It takes **4 to 5 generations** for the poorest households (top 10% poorest) **to access** their countries' **average salary**.
- Children whose parents didn't complete secondary school have **only a 15% chance to enter universities**, compared to a 60% chance for their peers with at least one parent who reached tertiary education.
- **Lack of upward mobility** means that many potential talents are missed out or remain underdeveloped.
- The economic **impact of the pandemic has been highly unequal** within and between countries. The crisis had a **higher impact on disadvantaged groups** in both emerging and advanced economies.

01

WHY SOCIAL ELEVATOR IS KEY

❖ WHY POSITIONING ACCOR AS A PIONEER ON SOCIAL ELEVATOR

Recruitment

Fulfill constant & important recruitment needs with a diverse workforce

Excellence

Develop know-how of excellence, valorize training and recruitment of talents

Brand positioning

Be considered as a best-in-class company regarding careers opportunities & chances equities

Monitoring

Monitor the impact of initiatives to capitalize on best practices



02

DEFINITION AND AMBITION

❖ ACCOR'S AMBITION RELIES ON 3 PILLARS



Social Elevator aims at promoting employment and dynamic career path for unprivileged populations.



01

DIVERSITY & INCLUSION

❖ 2023 PRIORITIES

1. ACCELERATE OUR ACTIONS ON

GENDER DIVERSITY AND EQUALITY

- **Women in Leadership:**
 - 40% women in leadership position
 - 34% women GM
 - 30% women in executive committee
- **Gender-based Violence** e-learning : 90% GMs trained on gender-based violence e-learning*
- **Equal Pay** : less than 5% gender pay gap

BE A PIONEER OF SOCIAL ELEVATOR

- Develop **Package Best Practices** worldwide
- Embark Regions and Brands on Social Elevator and trigger them to add more low qualified employees in career development programs

2. WORK TOWARDS INCLUSION

Integration of people with disabilities

- Paris 2024

Richness of social, ethnic, racial and cultural diversity

- Refugees programs

LGBTQI+ inclusion

- Progressive T&C tools/policies

3. PROTECT AND CARE FOR HEARTISTS®

- Deploy Human Rights policy & e-learning course

- **RAISE AWARENESS AND TRAIN HEARTISTS®**

- ✓ Gender-based Violence
- Human Rights
- Non-discrimination
- D&I and the four pillars
- Unconscious bias

- **INTERNAL AND EXTERNAL COMMUNICATIONS**

- **KEY CELEBRATIONS**





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