

Welcome to ACCOR



OUR VISION

OUR HOSPITALITY ECOSYSTEM

OUR PEOPLE

OUR COMMITMENT

Our Vision



NETWORK

5,400+
hotels

802,000
rooms

PIPELINE

1,200+
hotels

215,000+
rooms



*As a percentage of total number of rooms of Accor managed and franchised hotels, as of December 31st, 2022.

We are Accor

A World Leading Augmented Hospitality Group

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

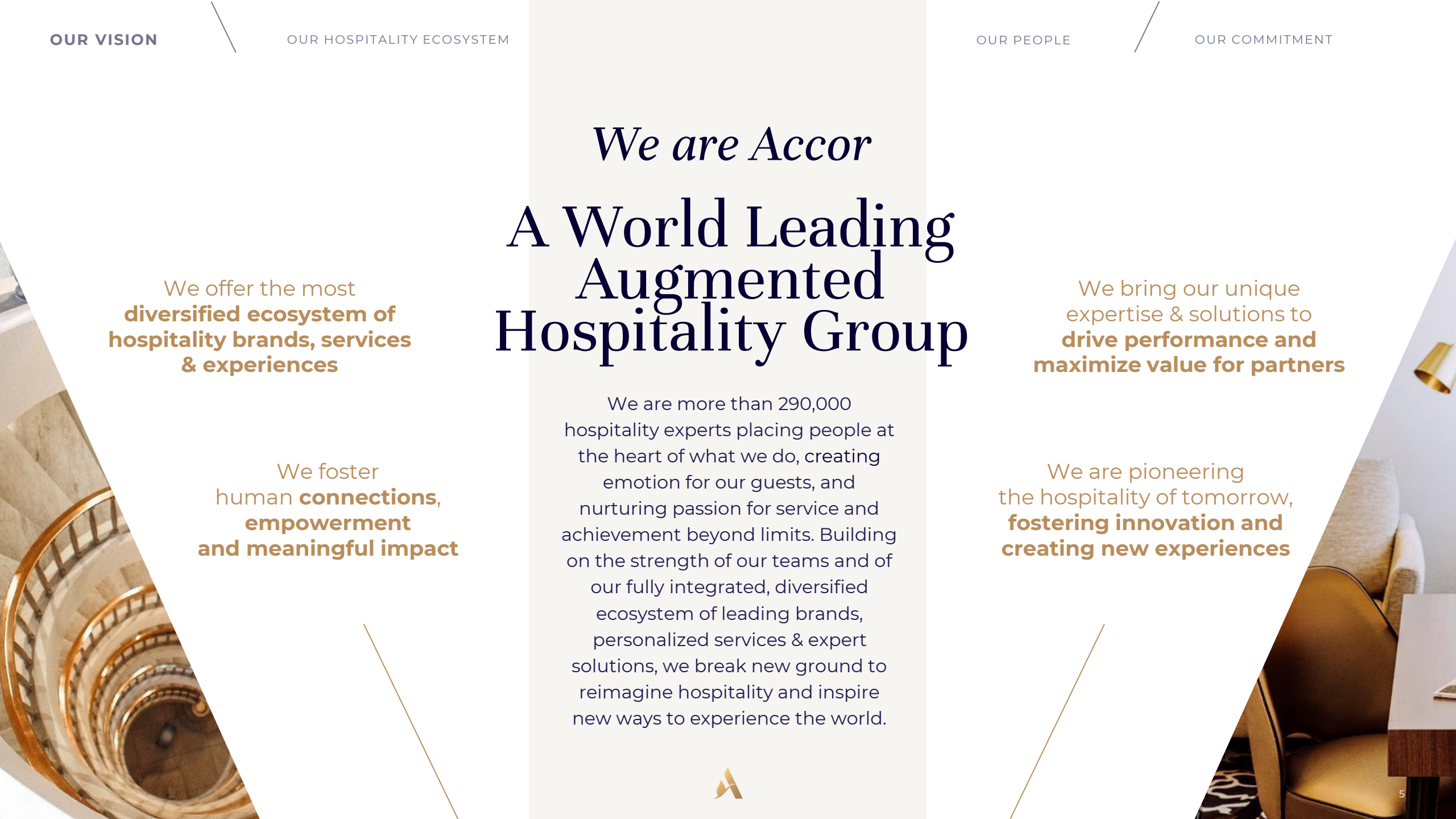
We foster
human **connections,
empowerment
and meaningful impact**

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 HOSPITALITY ECOSYSTEM

OUR PEOPLE

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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.

*Our Diversified
Ecosystem of Hospitality*



Luxury & Lifestyle

ORIENT EXPRESS RAFFLES	Fairmont	EMBLEMS SOFITEL
FAENA	BANYAN TREE	
Partner brands		
2iC HYDE	25h JOE SOC MAMA SHELTER TRIBE	DELANO MONDRIAN
ENNISMORE	GLENEAGLES the hoxton	PARIS SOCIETY RIXOS
working from ...		

Premium, Midscale & Economy

pullman	swissôtel	MÖVENPICK
Handwritten	NOVOTEL	MERCURE
ibis	ibis STYLES	ibis budget
Regional brands		
mantis	Art Series	GRAND MERCURE
mantra-	BreakFree	greet
		PEPPERS
		THE SEBEL
		hotelF1

Residential & Private rental	Workspitality	Entertainment	Business Boosters
ACCOR ONE LIVING onefineStay	wojo worklib	lido 2 PARIS Potel & Chabot SAINT CLAIR	ASTORE edge GEKKO VERYCHIC JOHN PAUL

We are The Most Diversified Hospitality Ecosystem

**OF HOSPITALITY BRANDS,
TAILORED SERVICES &
EXPERIENCES**

Accor's unique and fully integrated ecosystem of leading brands, personalized services & expert solutions, and powerful loyalty program allows us to constantly reinvent unique & personalized experiences and services for our clients in line with their evolving needs and new ways of living, traveling and working, from hotel stays to restaurants to working and meeting. For our partners, we also maximize performance and value, thanks to our complete range of business solutions and expertise.

40+
hotel brands

10,000+
restaurants & bars

18,500+
meeting rooms

600+
hotel spas



Sofitel Shanghai North Bund – Coming late 2023



Raffles & Fairmont Doha - Opened in 2022

Luxury A Global Leader in Luxury

ORIENT EXPRESS \ RAFFLES \ FAENA
BANYAN TREE \ FAIRMONT
EMBLEMS \ SOFITEL



Accor has curated one of the most extraordinary luxury portfolios in the world. Counting iconic names such as Raffles, Fairmont and Sofitel, the Group's luxury brands consistently surpass the expectations of guests, providing transformative experiences and thoughtful, high-touch service.

7
brands

270+
hotels

73,000+
rooms

Raffles London at The OWO – Opening summer 2023





Pullman Suzhou Taicang – China – Opened in January 2022

Premium

Diverse Guest Experiences for Every Type of Traveler

MGALLERY \ MANTIS \ ART SERIES \ PULLMAN
 SWISSÔTEL \ MÖVENPICK \ GRAND MERCURE
 PEPPERS \ THE SEBEL



Our premium brands are known for their distinctiveness and unique character. From the storied portfolio of MGallery Hotel Collection to the culinary brilliance of Mövenpick; Pullman’s energy to Swissôtel’s vitality, each brand provides a custom-made guest experience unlike any other.

9
brands

560+
hotels

122,900
rooms



Hotel Maison Sofia – MGallery – Bulgaria - Opened in April 2022



Midscale
**A Vanguard
of Power
Brands**

MANTRA \ HANDWRITTEN \ NOVOTEL
MERCURE \ ADAGIO



Accor's 50+ year history began in France with leading edge concepts in hospitality, bringing leisure travel and hotel stays to the broader public with innovative brands such as Novotel and Mercure, which make Accor a global leader in the midscale segment. The Group recently diversified its offering with the launch of Handwritten Collection.

5
brands

1,700+
hotels

265,000+
rooms





ibis Styles Roma Aurelia Italy – Opened in April 2022

Economy
**Easy-going
 Style
 and Excellent
 Value**

BREAKFREE \ IBIS \ IBIS STYLES
 GREET \ IBIS BUDGET \ HOTELFI



Our economy brands provide spirited, easy-going and fun travel experiences with great value guaranteed. The hotels are as popular with traveling guests as they are with locals, due to their strong brand markers, welcoming styles and strong ties to local communities. Accor is a market leader in the economy segment.

6
brands

2,790+
hotels

314,000+
rooms



Greet Colmar – France – Opened in May 2022



17

Brands

135

Hotels & Resorts

160+

Pipeline

76

Iconic Venues

290

Restaurants & Bars

The fastest-growing
lifestyle hospitality
company.

Ennismore is a *global collective* of *entrepreneurial* and *founder-built* brands with *creativity & purpose* at their heart. Ennismore curates and manages *unique properties* and *experiences* in some of the most *exciting destinations* around the world.



SO/ Paris



The Hoxton, Poble Nou

Lifestyle Collective: 21c Museum Hotel, 25hours, Delano, Gleneagles, Hyde, JO&JOE, Mama Shelter, Mondrian, Morgans Originals, SLS, SO, The Hoxton, TRIBE, Working From_
Immersive Resorts: Rixos | *Iconic Venues:* Paris Society





Exclusive Travel Experiences

Symbol of Luxury Travel & Timeless Refinement



Artisan of travel since 1883, Orient Express sublimates the Art of Travel with its luxury trains, unique experiences, and collections of rare objects. And coming soon, in addition to its first hotels in Rome and Venice: Orient Express La Dolce Vita will welcome its first passengers on board its luxury trains in 2024. The legendary train is also heading out to sea with the world's largest sailing ship Orient Express Silenseas to set sail in 2026.

Orient Express Silenseas, the world's largest sailing ship setting sail in 2026





INK Hotel Amsterdam – MGallery - Netherlands



Hotel Les Capitouls Toulouse Centre, Handwritten Collection - France - Opening May 2023

Collection Brands Meeting the Needs of Independent Hoteliers

3

brands

3

segments

Accor responds to the growing desire for authenticity and personal experiences with 3 global collection brands across 3 segments: MGallery in the upper upscale space, Emblems Collection in the luxury category, and the newly launched Handwritten Collection in the midscale segment. Designed with the needs of independent and boutique hotel owners in mind, each property within an Accor collection brand respects the hotelier's vision, which is paramount, with the original character of the hotel continuing to shine.



Emblems Collection hotel at the West Lake of Hangzhou



Extended stay hotels & branded private residences

Accor offers the industry's most comprehensive portfolio of extended stay and branded residences, ranging from high-end luxury market to premium and midscale offerings, and an increasing number of highly compelling lifestyle-driven communities.

30

*extended stay &
branded private residences
global brands*

onefinestay

*The finest homes, villas and chalets
in the most desirable destinations*

Accor One Living

*An industry-first platform focused on
the development, design and
operation of mixed-use projects and
branded living communities*

apartmentsandvillas.accor.com

*Website dedicated to rentals and stays
of up to 120 days in more than 60,000
apartments, villas and chalets*



A World-class Network of Leisure Destinations

Accor has a strong expertise and resort network across all segments and destinations. With a wealth of offerings in restaurants & bars as well as entertainment, wellness, sports and family activities, our hotels are fully equipped to offer the best incentive experiences to our guests.

450+

resorts

27

brands

resorts.accor.com
a dedicated platform
for resort showcase
and booking



Meeting & Working Solutions



Embracing Evolving Needs in Ways of Working

Further reinforced by the health crisis, remote working & new ways of meeting are here to stay.

And Accor is well equipped to welcome professionals with workspace solutions and services - coworking, office spaces, meeting solutions - for individual workers as well as for companies, both close to home and during travels.

MEETING SPACES

A range of modular meeting spaces supported by hybrid meeting solutions

SHARED COWORKING SPACES

Wojo Spots & Wojo Corners adapted to nomad and remote workers, with an alternative to working from home, or for stopping in for a few hours...

FLEXIBLE PRIVATE OFFICE SPACES

Use of guest rooms or meeting rooms as office spaces, both with flexible day offers and dedicated private office spaces





Meeting All Needs

With state-of-the-art equipment supported by innovative solutions, 3,500 of our hotels around the world reward clients when they plan a professional event, enabling seamless physical & virtual meetings, and providing instant online booking for groups. A unique combination that ensures that every business event is a success for our guests.

ALL CONNECT

An innovative solution for seamless physical & virtual meetings worldwide

ALL MEETING PLANNER

Loyalty program for event organizers

GROUPSYNC

Instant online booking for groups in our hotels

18,500+

meeting rooms





Wojo Spot - Pullman Paris Tour Eiffel - France

Co-working

Flexible Offices, Workspaces & Solutions

WOJO is one of the European leaders in flexible offices and workspaces. The brand offers spaces with a wide range of services available to remote workers and companies alike.

500

*Wojo locations within
the Accor network*

WORKLIB empowers every organization to easily design the hybrid workplace around people. Teams can book the right workspace and admins leverage the right insights.

5,000+

*workspaces across
8 countries*



Le Shack - Paris - worklib

10,000+

*restaurants
& bars*

100,000

*talented team
members in F&B*

RESTAURANTSANDBARS.ACCOR.COM

*A curated selection of attractive Accor
restaurants searchable and directly
reservable*

PARIS SOCIETY

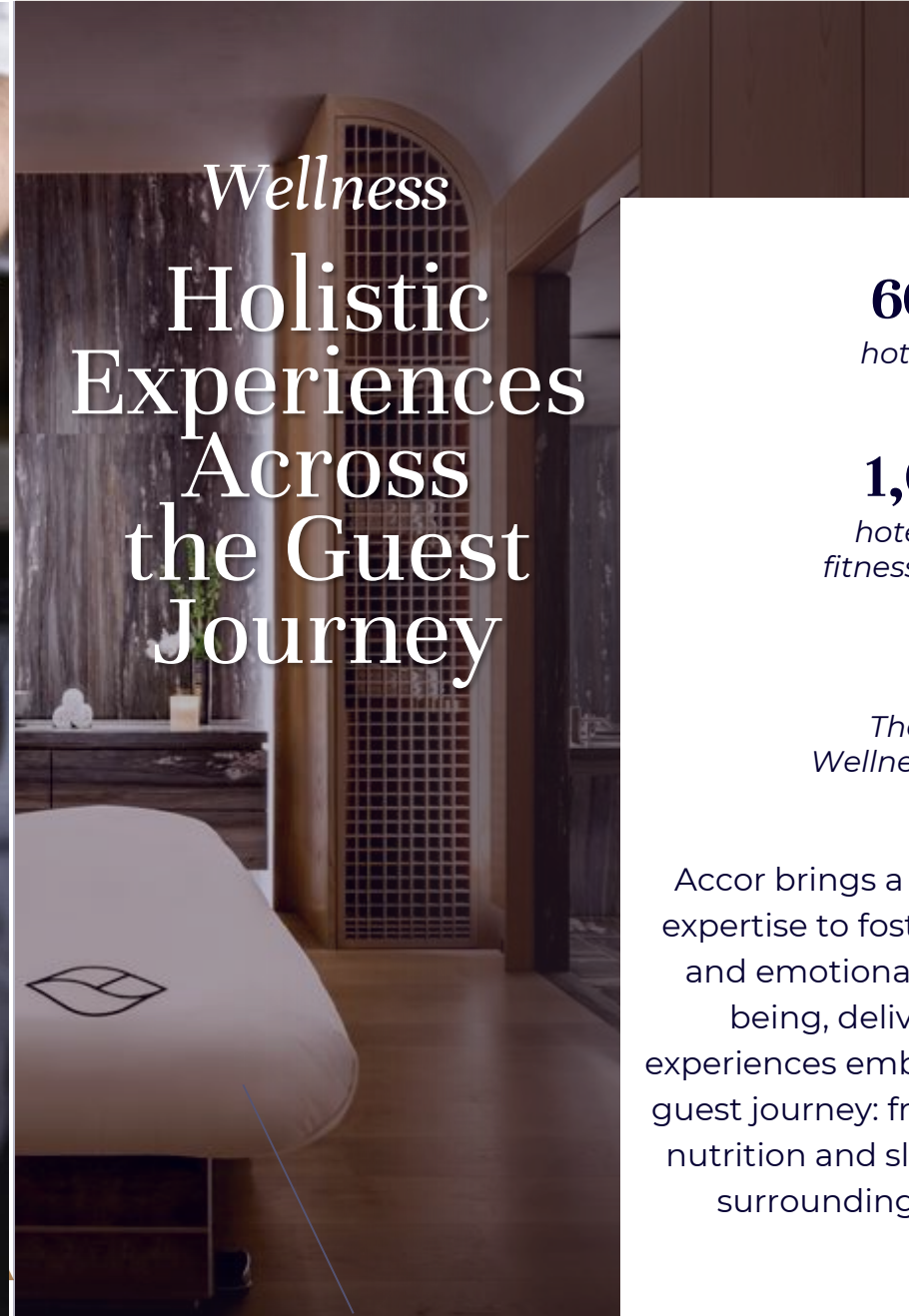
*Exceptional restaurants, laboratories
of a new art of dining*



Food & Beverage

**A Key
Ingredient
in the
Hospitality
Experience**

Wellness
**Holistic
Experiences
Across
the Guest
Journey**



600+
hotel spas

1,000
*hotels with
fitness facilities*

10
*Thalassa
Wellness Resorts*

Accor brings a holistic vision and expertise to foster guests' physical and emotional health and well-being, delivering wellness experiences embedded across every guest journey: from spa & fitness, to nutrition and sleep, to design and surrounding environment...

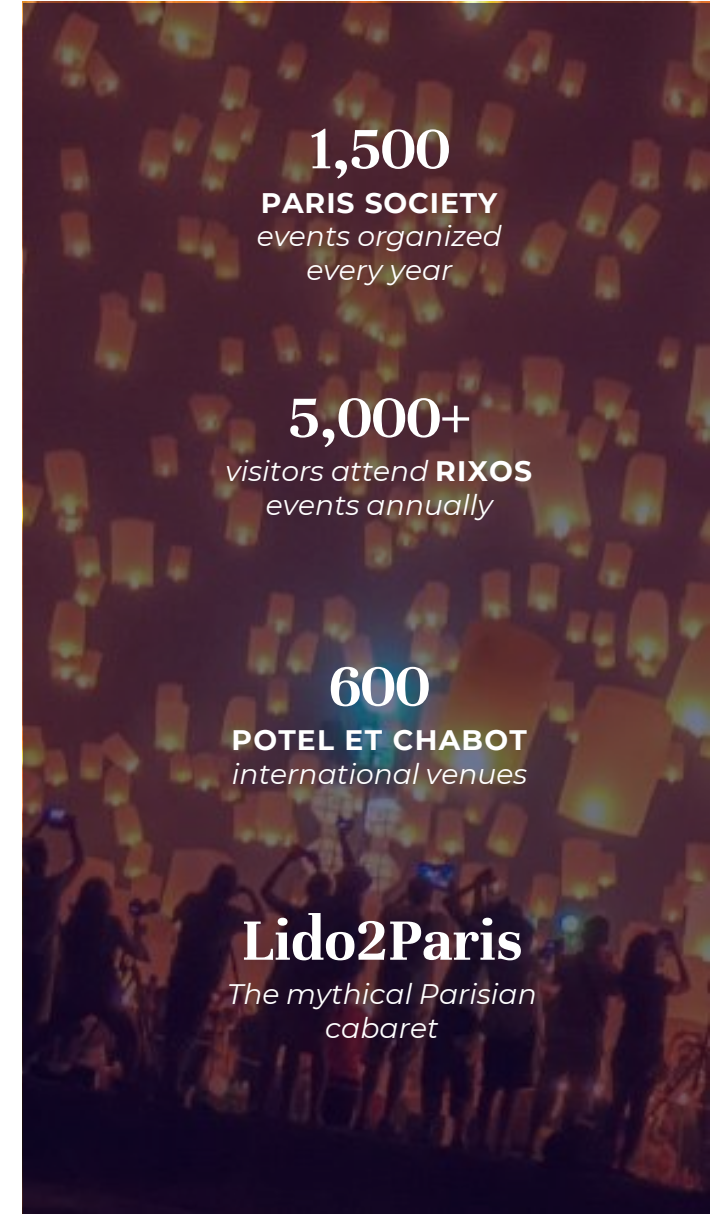


Lido2Paris

Entertainment & Nightlife

Making New Memories

In unforgettable places all over the world – from rooftop venues to underground clubs, breathtaking bars to remarkable restaurants – Accor offers the very best in entertainment all year round thanks to expert brands, as well as bespoke concepts & events launched by our hotel brands. We continue to make every guest experience truly exceptional by creating new ways of making memorable moments.



1,500

PARIS SOCIETY
events organized every year

5,000+

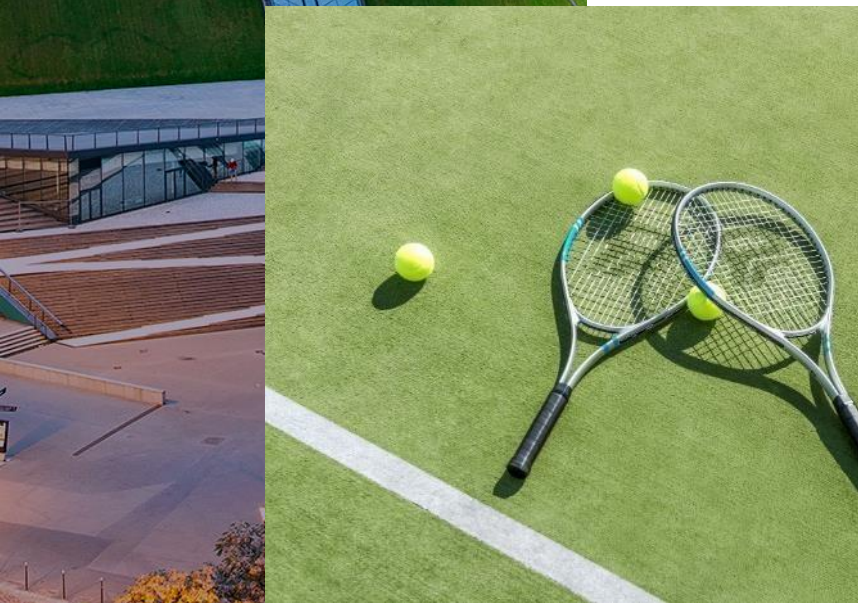
visitors attend RIXOS events annually

600

POTEL ET CHABOT
international venues

Lido2Paris

The mythical Parisian cabaret



Leisure & Sports Events

The Best of Iconic Events

Creating emotion is our passion.

It is therefore natural for us to associate our brands with exhilarating experiences and emblematic venues.

Through a range of international collaborations, we are creating inspired experiences all around the world, sharing our unique expertise with our partners.

FOOD

IMG

*Taste of Paris,
London & Sao Paulo*

La Liste

SPORT

Paris Saint-Germain

Roland-Garros

Rolex Paris Master

Rugby World Cup 2023

JO 2024, in France

Accor Stadium (Australia)

Australian Open

MUSIC

AEG

Accor Arena

British Summer Festival

Montreux Jazz Festival





*We
are*

Elevating Membership

**THE MOST AWARDED LOYALTY
PROGRAM BY TRAVELERS OVER
SUCCESSIVE YEARS AND OUR
ALL-IN-ONE BOOKING PLATFORM**

Hotels. Rewards. Experiences.

ALL – Accor Live Limitless enhances the experiences provided by Accor’s diversified hospitality ecosystem, both during and beyond the hotel stay. It makes the lives of our clients and members easier, more exciting and more rewarding.

An industry-leading program that delivers a wide variety of rewards, services, partnerships, and unique experiences to both travelers and locals alike through the widest range of world-class brands.

A powerful booking platform and inspirational loyalty program: an all-in-one booking portal & app that provides easy access, the best prices, choice, seamless experiences and personalization.



We are Elevating Care for our Guests

ALLSAFE LABEL

95%

implementation
in the Accor
network

AXA

24/7

medical assistance

STAY WELL IN ALL OUR HOTELS

The COVID-19 pandemic brought us to elevate our standards of welcome even further; therefore, we launched the **ALLSAFE Label**, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry. The label has been developed with and vetted by Bureau Veritas, a world leader in testing, inspection and certification.

Accor has also taken its commitment further to bring innovative services and elevate the guest experience by partnering with **AXA** to provide 24/7 medical assistance across all our hotels worldwide, as well as to strengthen and complement our services, including customized travel insurance.



Our People





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





105,000+
funded applications

35.4M
euros allocated

460
student interns supported

We are Caring

SOLIDARITY IS AT THE HEART OF ACCOR

As the world faced unprecedented challenges due to the Covid-19 pandemic, the Group took proactive measures from April 2020 to support its team members and partners facing dire financial difficulties, by creating the €70M ALL Heartist Fund. Since then, the fund has broadened its scope of intervention supporting student internships, but also responding to exceptional events and supporting the most vulnerable people such as women victims of domestic violence.

Since the tragic escalation of events in Ukraine, the fund has been supporting NGOs assisting Ukrainian refugees and provides financial assistance to team members directly affected by the war.



Our Commitment





We are Paving the Way

**TO A MORE
SUSTAINABLE HOSPITALITY
ENGAGING ALL STAKEHOLDERS**

Hospitality is at the crossroads of many activities, making it an important vector for change. At Accor, we believe it's our role to shape a more sustainable future of travel. We are engaging a global transformation of all our operations, building a model where we contribute back more than we take, and embedding planetary boundaries across all our activities. And we are convinced that sustainability builds value for all stakeholders: Heartists®, owners, partners, guests and communities.



*We
are*

Putting People & Nature at Our Heart

**DRIVING OUR SUSTAINABILITY
STRATEGY TOWARDS A MORE
SUSTAINABLE MODEL**



Nature and tourism are deeply intertwined. At Accor, preserving nature and reducing our environmental footprint means resolute commitments and action. This involves not only moving to a low carbon model, but also using natural resources more responsibly, promoting a circular economy, protecting local ecosystems, and encouraging our hotels and guests to connect with local communities .

At the same time, Hospitality is a people business, and we are embarking all teams on this collective journey. Together, we will design the path to a more sustainable hospitality.

We're implementing change through three key operational pillars: Buildings, Food and our Local Ecosystem.

NET ZERO

*carbon emissions
by 2050*

**ELIMINATION OF
SINGLE-USE
PLASTIC IN THE
GUEST EXPERIENCE**

84%

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

**A PEOPLE
DRIVEN
INDUSTRY**

97%

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





We are in Solidarity with those in Need

SPREADING HOSPITALITY OF THE HEART

Accor Heartist Solidarity's mission is to fight economic and social exclusion of vulnerable people through social and professional integration. We support projects developed by local associations & NGOs and carried out by Heartists® working near the project site. At the request of our teams, the fund can also be mobilized to help populations hit by a humanitarian disaster by supporting post-emergency reconstruction projects.



IN 2022

28
projects supported

2,100+
direct beneficiaries

2
*responses to
emergency
situations*



ALL.ACCOR.COM

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