



# ACCOR HOTELS

Feel Welcome

## At a glance

At AccorHotels, hotels are in our name and our DNA. Which is why we will always offer a full range of hotel experiences to suit all our guests' budget and needs, ensuring that 24 hours a day, 365 days a year, they are always feel welcome. And we go further by providing personalized services, organizing high-end events, producing e-commerce solutions. With augmented hospitality, we do more than just look to the future, we create it.

TO WELCOME OUR GUESTS

**250,000**

EMPLOYEES IN ACCORHOTELS BRANDS

HOTEL NETWORK

**4,300** HOTELS

NEARLY **620,000** ROOMS

**100** COUNTRIES

HOTEL PORTFOLIO

**25** HOSPITALITY BRANDS

FROM LUXURY TO ECONOMY

NEW BUSINESSES

PRIVATE RENTAL - COWORKING -  
CONCIERGE - DINING & EVENTS -  
DIGITAL SOLUTIONS

**4%\***  
**North America**

80 HOTELS  
27,700 ROOMS

**23%\***  
**France**

1,585 HOTELS  
143,900 ROOMS

**29%\***  
**Europe**  
1,250 HOTELS  
176,400 ROOMS

**8%\***  
**South America**

330 HOTELS  
51,700 ROOMS

**8%\***  
**Africa,  
Middle East**  
205 HOTELS  
47,900 ROOMS

**27%\***  
**Asia-Pacific**  
835 HOTELS  
168,400 ROOMS

\* As a percentage of total number of rooms of AccorHotels managed and franchised hotels



Luxury & Upscale



ACCORHOTELS.COM LE CLUB ACCOR HOTELS

Midscale & Economy



Private Rental

onefinestay

Coworking

nextdoor  
MMAWORKS

Concierge

JOHN PAUL  
ACCOR LOCAL

Dining & Events

POTEL CHABOT  
NOCTIS

Digital Solutions

availpro  
FASTBOOKING  
GEKKO  
VERYCHIC

HOSPITALITY EXPERIENCES



# AT THE HEART OF THE GUEST EXPERIENCE



## RESTAURANTS & BARS, Seeking excellence and authenticity



**Over 9,000**  
Restaurants & bars

**80,000**  
Talented employees

**200**  
Million meals a year

At AccorHotels, we have a mission to make restaurants and bars the heart and soul of our hotels. So we are thinking like restaurateurs, delivering food and drink experiences that are excellent, relevant and authentic.

## A COMMITTED, RESPONSIBLE AND CARING GROUP

"A pioneer company, AccorHotels has built its history on a deep dedication to forging ties. As a leader, it has always cared about upholding a high level of commitment to our employees, our guests, our partners and to our host communities where we live and work in 100 countries". **Sébastien Bazin**, *Chairman and CEO of AccorHotels*

### Sharing

OUR PASSION FOR HOSPITALITY

- 18 ACCORHOTELS ACADÉMIES
- AN INTERNATIONAL NETWORK OF CERTIFIED TRAINERS.
- ACCORHOTELSJOBS.COM: 28,300 OFFERS
- 77% EMPLOYEE ENGAGEMENT RATE

### Acting

FOR POSITIVE HOSPITALITY

- 1 TREE IS PLANTED EVERY MINUTE WITH OUR REFORESTATION PROGRAM.
- +90% OF HOTELS IMPLEMENT OUR PROGRAM AGAINST CHILD SEXUAL EXPLOITATION.
- -30% OF FOOD WASTE BY 2020.
- 1,000 URBAN VEGETABLE GARDENS BY 2020.
- 100% OF RENOVATED OR NEW HOTELS ARE LOW-CARBON BUILDINGS BY 2020.



### Spreading

HOSPITALITY OF THE HEART

**solidarity**  
ACCORHOTELS

- +300 PROJECTS SINCE 2008 IN 44 COUNTRIES
- 20,000 EMPLOYEES INVOLVED
- 220,000 DIRECT AND INDIRECT BENEFICIARIES