

ACCORINVEST

London, 28 June 2021

SECTION 172 STATEMENT

This section describes how the directors have had regard to the matters set out in section 172(1)(a) to (f) Companies Act 2006 in exercising their duty to promote the success of the Company for the benefit of its members as a whole. When making decisions, AccorInvest Committee always considers the interests of any key relevant stakeholders, including employees, suppliers, customers, the community and the environment.

We invest in, own and operate sustainable hospitality locations. Our mission is to drive the performance of our hotel portfolio and our teams to delight both guests and investors.

As investors, we carefully select real-estate assets based on their potential in terms of attractiveness, sustainability and development, with the aim of opening these places to the many. Working alongside our ecosystem of partners, we enhance the long-term value of these gathering places by expanding our focus in order to make a positive impact on the communities where we operate.

As an owner, every day we work with our ecosystem of partners to design, create and renovate vibrant spaces and support our local environment over the long term. We form close-knit ties with public authorities and combine the best skills to devise solutions that are local, optimal, integrated and sustainable. We take a holistic approach to hotel design that embraces our guests' diversity and achieves a minimal environmental footprint, while establishing a connection with cities and their residents. AccorInvest group follows a set of principles and commitments to be a responsible company with our environment and community. For AccorInvest Group the partnership with the Energy Observer is a fantastic way to actively participate in the energy transition. Accessing to innovations, apprehending and testing them should allow faster transposition and integration of technologies in hotels than the traditional cycle.

As an operator, we recruit, guide and develop the talented individuals who will reshape the future of hospitality. Together, we seek to invent new ways to care for the people who arrive in our 90 hotels, while also extending our longstanding values of hospitality beyond the walls of our establishments. We strive to continually improve our employees' quality of work, while offering them unique development opportunities at an organisation that promotes entrepreneurial culture, care for others, and solidarity.

The AccorInvest Group regularly measures the engagement of its employees via a global engagement survey, the results of which contribute to global and local action plans.

Local action plans are produced with the employees of each business unit (each support office and each hotel) to make sure we answer to our employees' concerns in terms of working conditions, wellbeing, internal communication.

Regular meetings between management and employees are also taking organised in order to allow exchanges of information and ideas, including in the form of open table sessions and provide information on AccorInvest performance at a group, regional and local level and invite questions.

Likewise, for AccorInvest Group is extremely important our suppliers, customers and the community we work with.

Supported by AccorHotels, the manager of our hotels, suppliers and customers are extremely important for us. Guest satisfaction surveys are carried out in order to get a valuable customer feedback, but more importantly our staff is trained to engage with our customers during their stay in our properties and to create memorable experiences.

There are in place some strict process established jointly with AccorHotels in order to select the suppliers, to make sure that they comply with all the regulatory requirements, and they all are in line with our minimum standards.