

15th December 2014

**Business Human Rights Resource Centre – Myanmar Foreign Investment Tracking Project
Accor response**

1. Does your company have investments or operations in Myanmar or is it seriously considering investing or operating there? If so, please provide information on the nature of these investments, and which geographic areas and communities they will affect.

Ans.: Accor is a hotel management company, currently operating 2 hotels in Myanmar: The Lake Garden Nay Pyi Taw and Novotel Inle Lake Myat Min. We are contracted by the owners of these hotels to manage the operations, sales, marketing and distribution aspects of the hotels.

2. Do you have policies and procedures in place to prevent your business activities or investment from contributing to human rights abuse and social conflict in Myanmar (including, for example, human rights due diligence measures)? Please specify whether these policies and procedures apply to your company in general, or specifically to your Myanmar investment. If you have human rights policies and procedures regarding investing or operating in Myanmar, are you willing to share them for posting on our website? If so, please send them as a Word or PDF file, or, if available, as a hyperlink.

Ans.: In general, Accor complies with the principles of the 1948 Universal Declaration of Human Rights and the International Labour Organization's fundamental conventions, as stated in the Accor's Ethics and CSR Charter attached.

3. Who in your leadership is responsible for ensuring compliance with the policies and procedures in no. 2?

Ans.: At the local level, each hotel General Manager is responsible for ensuring compliance with Accor's Ethic and CSR Charter.

4. If you do not yet have human rights policies and procedures in place, do you have plans to develop them? If so, what efforts are you currently engaged in or plan to engage in on this regard?

Ans. We do, please see Accor's Ethic and CSR Charter

5. How does your company try to prevent or mitigate conflicts that affect its operations or the surrounding communities (including armed conflict, inter-communal conflict and violence, etc.)? Could you please list your policies, procedures or concrete activities in this regard, including community engagement and dialogue measures and revenue sharing agreements?

Ans. N/A

6. Who should communities or civil society groups contact if they have questions or concerns about your investment or operations in Myanmar? Please provide their contact information.

Ans.: Mr. Philippe Battle, Area General Manager for Accor Myanmar (Philippe.Battle@accor.com) or myself – Vasu Thirasak, Director of Communications for Accor Southeast and Northeast Asia (Vasu.Thirasak@accor.com)

7. We further invite you to respond to questions specific to your industry. Does your company have policies and procedures in place to address each of the following areas? If so, please provide details:
 - a. Freedom of association and collective bargaining – Yes, see Accor Ethics and CSR Charter
 - b. Living wages – N/A
 - c. Workplace health and safety – Yes, see Accor Ethics and CSR Charter
 - d. Child labour – Yes, see Accor Ethics and CSR Charter
 - e. Forced labour – Yes, see Accor Ethics and CSR Charter
 - f. Anti-discrimination (whether based on race, gender, religion, nationality, etc.) - – Yes, see Accor Ethics and CSR Charter
 - g. Environment – Yes, see Accor Ethics and CSR Charter
 - h. Land rights – N/A as we do not own the property/land
 - i. Relocation – N/A as we do not own the property/land