

Dear Mr. Fernandes,

Welcoming, safeguarding and taking care of others are at the very heart of what we do and who we are. For Accor, knowing how to care for our guests and reassure them that they will receive a safe welcome in our hotels is part of our DNA and comes naturally: Accor has been prioritizing the safety and wellbeing of customers and employees on a daily basis for more than 50 years. We are confident and proud to announce that all our MAF-ACCOR cluster hotels are certified with the strict safety and hygiene measures, in line with the local and international health and safety standards and protocols.

#### ACCOR ALLSAFE LABEL

High standards of hygiene and cleanliness are already delivered across all our brands globally. However, to ensure guest safety as hotels reopen, we have elevated those norms even further by launching the **ALLSAFE Label**, which represents some of the most stringent cleaning standards and operational protocols in the world of hospitality.

Accor has put in place a multi-layered program designed to maximize staff and guest safety. You can learn more about the ALLSAFE label and our elevated cleanliness & prevention standards below or through this [link](#).



#### BUREAU VERITAS – SAFEGUARD LABEL

Accor's global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. On-site audits are carried out in all our cluster MAF-ACCOR cluster hotels to ensure that procedures in place are implemented efficiently and all requirements are met. Bureau Veritas provides reassurance to customers with a dedicated global website showing all the labelled entities approved by auditors - <https://restartwith.bureauveritas.com/>



#### DUBAI ASSURED STAMP

To further strengthen all the necessary public health protocols for the prevention and management of COVID-19, a verification and validation process has been put in place by the Department of Tourism and Commerce Marketing (DTCM), Department of Economic Development and Dubai Municipality. The **DUBAI ASSURED** stamp reassures all our guests, visitors and clients that safety and hygiene measures prescribed by authorities are fully complied in all our cluster hotels.



#### ENHANCED CLEANING PROTOCOLS

New stringent cleanliness standards will be implemented and monitored across all Accor hotels and will include a reinforced cleaning program with frequent disinfection of all high-touch areas like elevators and public restrooms. An enhanced in room cleaning program using hospital grade cleaning materials will now be a standard across all Accor hotels.



#### NEW GUEST CONTACT MEASURES

To ensure all guests remain safe during their stay, Accor is implementing new standards to ensure social distancing measures, throughout the hotel, and specifically in hotel public areas. Guests will be provided with individual sanitizer, wipes and masks, and signage will be utilized throughout guest touch points to advise of the necessary restrictions.

#### ENHANCED FOOD SAFETY STANDARDS

At Accor, we care deeply about the safety, quality and environmental impact of our food. Since 2016, we have taken a stand and made pioneering commitments through our healthy and sustainable food charter ([link](#)). Accor is extending this charter to go further on the commitments that we have made in recent years. We have established new Covid-19 protocols and standards as we reopen our bars and restaurants which exceed government and local regulations.

Our mission is to protect guests and team members, to make sure travellers know they will feel safe, and by doing so revive guests' interest in travel.

Stay safe always,  
Kristine Cometa

Detailed precautionary measures on the below link:

[Pullman Dubai Creek City Centre](#)

[Pullman Dubai Creek City Centre Residences](#)

[Novotel Deira City Centre](#)

[Novotel Suites Mall of the Emirates](#)

[Ibis Deira City Centre](#)

[Ibis Al Rigga](#)

[Ibis Mall of the Emirates](#)