



2023

Beatriz Balbin  
Head  
Special Procedures Branch  
OHCHR

Ref: AL OTH 2/2023

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### **Joint Communication of Special Procedures dated 14 February 2023**

Dear Ms Balbin

We refer to your letter dated 14 February 2023 (the “**Letter**”), which follows our response letters to the Special Procedures Branch dated 24 August 2021 and 9 May 2022 (“**Our Previous Letters**”).

Accor acknowledges that the information and allegations set out in the Letter are deeply concerning and that, yet they relate to the alleged actions of other parties.

As highlighted in Our Previous Letters, it should be reminded that the Mandalika Urban & Tourism Development Project is not under the responsibility of Accor. Nonetheless we confirm that Accor continues to monitor the situation closely and as set out below, is focused on taking actions that positively support local communities from economic, social and environmental aspects, and to mitigate the impacts that the operation of the Pullman Lombok Mandalika Beach Resort (“**Pullman Lombok**”) may have on the local communities.

#### ***Recruitment of local hotel staff***

As mentioned in Our Previous Letters, Accor has pledged to encourage the recruitment of local hotel staff.

We confirm that, since the Pullman Lombok opened to the public in October 2022, as at 28 February 2023, 98.6% of its staff are from Indonesia, out of which:

- 23% of the staff are from Pujut (i.e. the district in which the Pullman Lombok is located); and
- 61% are from the wider Lombok region.

We also confirm that in the Novotel Lombok Resort and Villas (“**Novotel Lombok**”), 141 out of 150 employees (i.e. 94%) are from Lombok.

We are pleased to inform you that several local employees from the Lombok region have also been placed in management positions or other senior positions within the Pullman Lombok, such as Front Office Manager, Chief Accountant, Reservation Manager and Chief of Security. The incoming General Manager and the Executive Chef are from Indonesia as well.

Accor is committed to helping these employees reach their full potential in their careers.



### ***Educating and developing the local community***

Accor has also pledged to offer training programmes to develop the skills and employability of local employees.

We are pleased to note that the Pullman Lombok has set up the “Pullman Training Center”, which holds quarterly classes targeted to develop the local community - particularly fresh graduates from the Lombok and Kuta regions. The Pullman Training Centre focusses on sharing industry knowledge and training on the life of a hotelier, as well as grooming, etiquette and service standards of premium hotels, and even basic English classes. Certificates of completion are issued to attendees of these classes, which have proven to be extremely popular with the local community.

### ***Social and Environmental Activities***

Accor has continued to support local community projects that promote social responsibility.

The Pullman Lombok recently, in December 2022, held a blood donation drive in cooperation with PMI Lombok Tengah (the Indonesian Red Cross Society), a humanitarian organisation and member of the International Federation of Red Cross and Red Crescent Societies. Accor is pleased to share that approximately 70 donors participated in this blood donation drive.

Accor actively supports and promotes general equality through its international network known as “RiiSE”, which strives to combat stereotypes, everyday sexism, and sexual harassment, through communication campaigns, conferences and awareness-raising workshops. For example, in October 2022, the Pullman Lombok carried on promoting awareness in these areas, by holding basic self-defense classes for its female employees. Accor is also an ardent advocate for female empowerment in the workforce, and is proud to share that 33% of senior management positions in the Pullman Lombok and the Novotel Lombok are held by women, including three out of eight Head of Department positions.

Accor has continued to play an active role in giving back to the planet through various initiatives including its “Planet 21 – Acting Here” program. The Pullman Lombok specifically, has sought to protect the local natural ecosystems, including through organising activities such as regular beach cleaning once every two weeks, involving all of its staff.

In addition - as part of its contribution to the overall welfare and health initiatives, the Pullman Lombok organises weekly sport activities such as futsal, open to both its staff and several local peoples in the surrounding community areas.

The Pullman Lombok has continued to support the local community by purchasing and promoting local products, for example, by using small and medium enterprises as the suppliers of food in the hotel’s staff canteen. These food suppliers are responsible for providing the daily meals at the hotel’s staff canteen, which generates approximately IDR 90 million to IDR 100 million in monthly revenue for these suppliers.

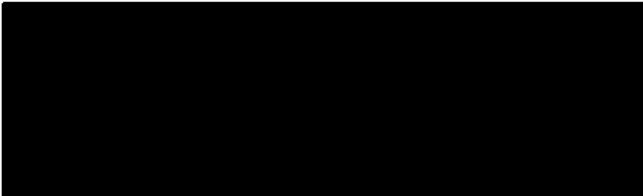
Lastly, the hotel staff of the Pullman Lombok and the Novotel Lombok actively contribute to Accor’s signature CSR in Indonesia known as “A Trust for a Child” (“ATFAC”), which is designed to help underprivileged children obtain access to after-school learning, sports, and social activities. ATFAC currently provides scholarships to beneficiaries, organises English and computer courses, distributes nutritious meals to beneficiaries on a regular basis, and provides health education and free medical check-ups to beneficiaries. ATFAC is committed to empowering its beneficiaries to thrive in the workforce, by equipping them with the relevant life skills and knowhow. Accor is proud to share that,



as at 2022, a total of 86 beneficiaries have benefited directly from the program, including 14 such beneficiaries who are currently employed at Accor hotels.

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In light of the above, Accor is confident that its close involvement with the local community has made significantly positive contributions, and will continue to do its part in mitigating any human rights risks in its operations. Please be assured that our teams will continue to work with stakeholders to preserve and enhance the well-being of the people and communities in the Mandalika region.



Sébastien Bazin  
Chairman and CEO, Accor

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