



ALL NEW FOR ACCOR

“We are shaping a future where travel unlocks a life lived limitless. Where powerful brands deliver exceptional experiences and value, talent and passion deliver a welcoming human touch. Where innovation constantly expands boundaries and a commitment to sustainability gives back to one planet, many communities. That’s why we have created a holistic ecosystem around the consumer, and the innovative services and solutions to power it all. Accor – Live Limitless.”

We recently launched our new corporate logo with a return to the Accor name, signalling that we are now much more than a hotel operator. Accor has built an extraordinary ecosystem of complementary brands - the widest in the industry - and we wanted our name and logo to reflect this transformation and a loyalty programme that extends beyond the walls of our hotels providing infinite connected moments.

Our new Lifestyle Loyalty programme, ALL (Accor Live Limitless), will bring our augmented hospitality strategy to life.

By the end of 2019, Le Club AccorHotels and accorhotels.com will merge into ALL (Accor Live Limitless). That means our consumer-facing brand will be ALL, while our corporate B2B brand remains Accor.

The ALL brand will be available via a new app and website where customers

can browse and book a wealth of experiences — including hotels spanning over 30 brands (Live), co-working spaces (Work), and an unparalleled collection of bars, restaurants and nightclubs (Play).

The new ALL lifestyle programme will go live before the end of 2019, with new elite levels of Diamond (26,000 points+) and Black (by invitation only) along with a new suite of benefits and experiences including the opportunity to earn and burn on F&B even when not staying with us. We also announced significant partnerships in the dining; entertainment; and sporting arenas that will allow us to provide exceptional and unique moments for our guests.

Thanks to our investment in or acquisition of new brands including The House of Originals, Delano, Mondrian, LSL, Hyde, 21C, Mantis, Mövenpick, Orient Express, 25hours,



Mantra, Art series, Peppers, Breakfree and more, our loyalty programme will also provide the widest range of accommodation services.

ALL of these changes will allow us to engage with our guests more on an everyday level, whether to work, live or play. This will increase stickiness and loyalty to Accor and all its brands. We expect powerful growth and returns from our loyalty programme as a result. We look forward to sharing more on this vision in coming months.

Congratulations to all the winners for the International Women's Day contest!

International Women's Day is celebrated on March 8 every year. It is a focal point in the movement for women's rights. This year for International Women's Rights Day our hotels were asked to voice out our values in gender equality and diversity. More than 800 entries in photos, GIFs, videos and Boomerangs were made dedicated to the theme "Stop Sexism and Stereotypes".

Discover the hotels from Asia who were part of the TOP 10 globally!

International WOMEN'S RIGHTS DAY ♀ 2019



NOVOTEL MANILA ARANETA CENTER, PHILIPPINES



👍 207 likes

GRAND MERCURE PHUKET PATONG, THAILAND

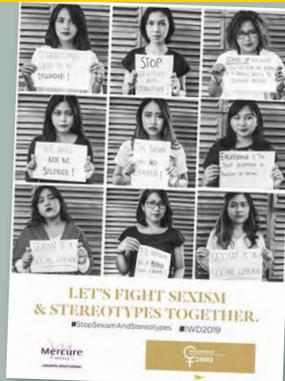


👍 63 likes

MERCURE CONVENTION CENTRE ANCOL, INDONESIA



MERCURE JAKARTA SIMATUPANG, INDONESIA



IBIS STYLES YOGYAKARTA, INDONESIA



What is the MOST UNIQUE WOMEN'S DAY CELEBRATION your hotel has ever done?



At Grand Mercure Bangalore, it's not Women's Day but Women's Week as the celebration lasts for a week. The most unique celebration I have attended was in 2018 when the organisation emphasised on the safety and health of women, whilst making it interesting and fun as the General Manager met all the women in the restaurant for lunch and handed personalised gifts to each of us. We were given a full day workshop on self-defence and legal aspects related to prevention of workplace sexual harassment. We also enjoyed talks by women entrepreneurs. Last but not least, we participated in an energetic Zumba session.

Grand Mercure Bangalore Assistant Learning & Development Manager Umme Hani

The most memorable experience I have of our Women's Day celebrations last year was the hotel offering a beautiful long-stemmed red rose to all the female Heartists, together with a lovely bag. All the hotel's female guests were also honoured with a red rose.

Raffles Hotel Le Royal Housekeeping Clerk Darien Muth



One of the most unique experiences I ever had on Women's Day was when I was appointed as one of the representatives of the Women's Day photo session to create the most creative photo. My team and I made a photo around the theme of "Traditional Wedding Dress Lampung". In my opinion, this was also a great opportunity to share and present this to the public.

Novotel Lampung Account Payable Retno Arsi



For female guests, an exclusive Inspired by Her Cocktail and Cookies corner was prepared upon check-in. Courtesy of our amazing French pastry chef, we created a unique Inspired by Her amenity set, placed in rooms much to the delight of our in-house guests. We also had a lunch event at the Sea restaurant, where we invited Pattaya's top female influencers, Le Club guests and senior level managers to thank them for their contributions and loyalty. The Complex General Manager, Jagan Lacsher, along with senior level male managers, put on their chef hats and aprons to prepare, cook and serve Thai food to our beautiful women. From live cooking dishes to their taste, to servicing and serving them at the table, we made sure the women had a great time and were well looked after!

Hotel Baraquada Pattaya MGallery by Sofitel



The hotel published a few wonderful women's achievements in our hotel through the website sharing that the organisation appreciates the hard work of female talent and supports gender equality between men and women. The hotel even created a short clip of common issues women face these days, which was screened at the canteen. It made us feel a sense of belonging and togetherness as it shows that we are not alone and all women feel the same. Our male superiors served a great selection of food in the canteen to show their gratitude and thankfulness for our hard work. We were given a customised cupcake with a letter of encouragement.

Pullman Jakarta Central Park Sales Coordinator Banquet & Event Syierren Susanto

Last year's celebration was especially memorable for me. All female team members received mini-cactuses distributed by our male colleagues. To accompany the sumptuous lunch spread in Café 1 (our staff canteen), our General Manager Rainer Tenius and all the male HODs – guided by our Bar Manager, prepared and served mocktails "Girl Power" and "Lady Marmalade" during the lunch hour. It was an entertaining Women's Day!

Swissôtel Merchant Court Talent & Culture Executive Chen Yihui



A memorable Women's Day celebration for us was when the female Heartists enjoyed taking photos in the hotel and gardens. They had a lot of fun posting those photos on social media in honour of International Women's Day.

Raffles Grand Hotel d'Angkor Guest Relations Agent Im Saroun

Last year, Swissôtel Bangkok Ratchada celebrated International Women's Day by hosting the 3rd Festival du Féminin@ Bangkok. The event comprised of a host of well-attended workshops "by women for women". All were devoted to body-mind experiences, women's personal growth, the healing arts and spirituality. As such, they united women with opportunities to meet, share, honour and celebrate precious moments in their lives and inner paths. We will be hosting the festival again this year. We look forward to meeting more locally and internationally renowned and recognised women facilitators and panelists who will be leading the activities.

Swissôtel Bangkok Ratchada



The women at Accor are always celebrated and rising with us. Last year, all team members participated to praise their female colleagues and make Women's Day special for them. An adventurous guided tour of historical rock formations was organised for all female employees. Executive Committee members personally made and served a delicious breakfast spread for them when they returned to the hotel. The day continued with many other activities and games, which kept our female squad engaged the whole day.

Novotel Hyderabad Convention Centre & Hyderabad International Convention Centre General Manager Manish Daya



AccorHotels, CIMB Niaa and Mastercard launch co-brand credit card

PT Bank CIMB Niaga Tbk (CIMB Niaga) together with Accor and Mastercard announced its very first co-branded credit card in Indonesia "CIMB Niaga Le Club AccorHotels Card" in Jakarta. This new credit card complements the lifestyle of members who travel for both leisure and business. Two types of credit cards were launched:

Platinum is for emerging consumers and World for frequent travellers. This credit card will enable customers to pay at over 4,600 Accor properties in over 100 countries globally. Every transaction using this credit card will earn reward points that can be exchanged for free stays in Accor worldwide. Both cards also come with welcome bonuses, exclusive offers, as well as access to Accor events and travel privileges.

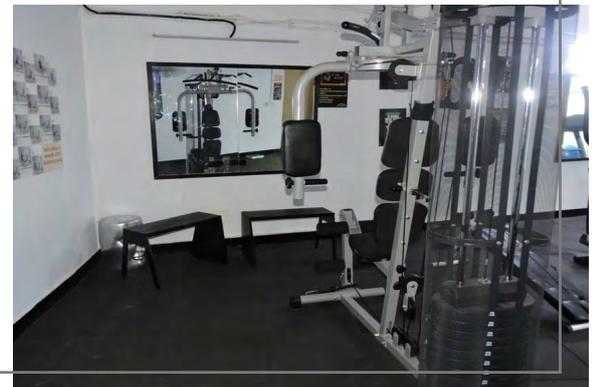
For travel conveniences, credit cardholders can

enjoy free access to the airport lounge; insurance protection for purchases, accidents and travel mishaps; fixed-installment facilities with a light interest of 36 months; and competitive currency value.

Meanwhile, CIMB Niaga World Le Club AccorHotels cardholders will be able to fast-track to Silver status membership with Accor Plus, the Group's hotel, dining and lifestyle programme, which includes a free night at selected Accor properties in Asia Pacific and 50% discount privileges in over 1,100 restaurants.

Gym inauguration at ibis and Novotel Bengaluru Outer Ring Road

Physical fitness is not only one of the most important keys to a healthy body, it is the basis of dynamic and creative intellectual activity. In pursuit of this goal for our employees, the Talent and Culture team of ibis and Novotel Bengaluru Outer Ring Road initiated a gym dedicated to the hotels' team members. The gym is open 24 hours and offers a variety of health and fitness equipment for the employees such as the stability ball, treadmill, and multi-home exercise square pipe. To ensure they feel, stay and live better, employees are encouraged to visit the gym regularly.



ibis Pune Viman Nagar launches cycles for the guests

Pune city is currently one of the largest and polluted cities in India. As a small step towards reducing emissions, ibis Pune Viman Nagar and ibis Pune Hinjewadi have introduced cycles at their hotel premises to encourage guests to choose an eco-friendly commute option, which is also a fitness-friendly opportunity. This great initiative has successfully commenced in both hotels and is hugely appreciated by guests, with win-win benefits: a great fitness activity for leisure as well as a small contribution to reduce vehicular emissions on Pune's environment. It turns out guests are more than happy to lend a hand towards creating awareness and helping to transit Pune from a polluted to a greener city.

Accor is expanding its portfolio even further by launching a new lifestyle brand in the midscale segment: introducing **TRIBE**, a totally redesigned hospitality concept



Accor continues to establish itself in the lifestyle sector in order to offer an ever-greater range of experiences. Tribe was created in response to travellers' desire to seek a high-quality hotel experience at an affordable price. Aimed at surprising travellers with an original, exciting and carefully curated offer that focuses on style rather than price, Tribe is reshaping the traditional hotel experience, enabling guests to live, work and play in contemporary interiors. With a flexible and unique model, the new "TRIBE" concept targets an international clientele of frequent travellers, for business or leisure purposes. The Tribe community is just like today's men and women: independent, curious and adventurous.

The design is sleek – the hotel's common areas, as well as the guest rooms, create a feeling of greater space by opening out onto the exterior. Several creative areas are also available to guests. Working, arranging a meeting or enjoying a drink, everything is possible. As welcoming as a hotel, as laid-back as a trendy urban hub and as relaxing as a home, Tribe is constantly reinventing itself.

Bicycle rental services, fitness center, co-working areas, as well as great city deals will be available at an affordable price.

Tribe currently consists of one address (with 126 rooms) just a stone's throw away from the botanic garden at Kings Park, Perth, Australia – one of the largest inner-city parks in the world. Ten other openings are already scheduled to take place by 2022 in Europe and Asia Pacific, totaling more than 1,700 rooms.

Tribe has been designed to appeal not only to guests, but to owners and investors, with a product that guarantees superior financial returns, thanks to improved customer perception.

Gaurav Bhushan, Global Chief Development Officer at Accor, said, "The pipeline of over 50 hotels currently being negotiated for the coming years leads us to believe that the Tribe brand will achieve significant growth all over the world including in gateway locations such as Paris, London, Singapore, Dubai, Bangkok... It will be making its debut in 150 international destinations by 2030."



At Tribe properties, we will offer guests vibrant living spaces, centered around a welcoming lobby area, with guest rooms offering the utmost comfort and the latest technologies.

• Smart design

Tribe design finds its expression beyond the details. In each living space and for every service, particular attention has been paid to user-friendliness without overlooking either style or comfort. Everything has been designed to increase the sense of space, enhance the decor and improve the customer perception.

• An artistic collection

The modern style is complemented by artfully designed objects giving the perception of an upscale space. Moroso chairs, an array of Jean-Paul Gaultier cushions, lamps provided by the renowned British designer Tom Dixon, etc. From the lobby to the guest rooms, and encompassing the common areas, each Tribe object has been carefully crafted, selected and installed in order to bring a distinctive decor to the hotel.

• A service focused on the essentials

Echoing this smart design, Tribe is going back to basics to give customers what they want, and nothing else. In their rooms, guests will benefit from under-bed storage, have the opportunity to unwind in front of the Smart TV or enjoy a refreshing shower using Kevin Murphy professional products. Nespresso coffee capsules and T2 teabags are provided free of charge in place of a pricey minibar. A Grab & Go station is also available 24/7.

• Experiences and expectations

United by a love of design and technology, Tribe customers will enjoy a high-quality hotel experience in non-standardised properties. In partnership with local producers, Tribe hotels combine authentic and responsible cuisine and are committed to using seasonal products. Regardless of the time of day or night, the Tribe Foods area – a café by day, a bar by night – will satisfy all tastes.

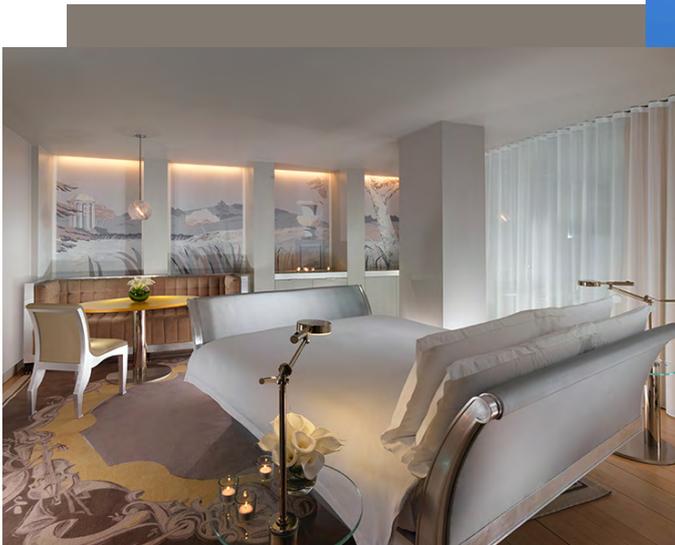




Sustainable event venue and repurposed materials at Joy-Nostalg Manila

The Joy-Nostalg Hotel & Suites Manila recently opened a pop-up bar and rooftop event space – The Roof. The Roof design concept focuses on sustainability and the space is made of upcycled and repurposed material - old barrels turned into functional cocktail tables, hanging planters serve as drop lights, an old bathtub turned into a king sized drink cooler, old water pipes and shower heads refashioned into lamps.

Also located at The Roof, is a private room transformed into a green space, which is very much lacking in Manila. This greenhouse's walls are made of recycled styrofoam materials, coated with cement and sculpted into a brick wall. The overall design is themed around plant life and plans include tabletop potted herbs, a hanging garden and a fishpond. The venue caters to corporates and groups looking for a more relaxed, communal experience for hosting functions or celebrations.



sbe announces the launch of a new luxury global lifestyle hotel brand: THE HOUSE OF ORIGINALS

The House of Originals is a luxury collection of properties from sbe featuring a bold spirit that challenges and inspires. sbe is thrilled to launch this new hotel brand collection which will include the already iconic Sanderson and St. Martins Lane in London, 10 Karakoy in Istanbul, and the Shore Club in Miami Beach.

The House of Originals combines the best of what sbe has to offer. This new brand will create a community for its guests, revolving around luxury experiences and sbe's iconic culinary and mixology offerings. Accor's support will be instrumental in establishing the brand internationally by offering sbe customers and partners access to an unparalleled global distribution and procurement infrastructure.

Gaurav Bhushan, Global Chief Development Officer Accor, states: "The House of Originals is the perfect combination of sbe's know-how in entertainment and F&B, and will benefit from Accor's global platform, particularly in terms of distribution, loyalty and network development. With already 5 new hotels in the works and an exciting pipeline underway in key gateway cities such as Dubai, London and Paris, this brand brings a new lifestyle flavour into the Accor portfolio."

Our teams across the regions shone in their respective country's industry and national awards. Congratulations to the winners:



Gujarat Tourism Awards 2018

- a) Best Business Hotel in Gujarat: Novotel Ahmedabad
- b) Best Multi-Cuisine Restaurant in Ahmedabad: The Square, Novotel Ahmedabad



Best of the Best Awards

- Lifestyle Hotel of the Year: Hôtel des Arts Saigon



Ministry of Tourism, Arts and Culture Malaysia

- 5-star: SO Spa, Sofitel Kuala Lumpur Damansara



G-Green Hotel Award

- Environmental Friendly Hotel: Novotel Phuket Resort

General Manager, Sofitel Bali Nusa Dua Beach Resort

SYLVAIN PASDELOUP



My mum and my nana both pushed me when I was almost 20 to study English, leave my home, study abroad and get a career out there. My mum does not tolerate being in your comfort zone. I remember them collecting the money to pay my first airline ticket to Malaysia. It was an open one — I never used the return. I owe them a lot and they are in my thoughts and heart daily.

What's a typical work day for you?

No day is typical for me – every day is different. There will always be new challenges and each day brings an opportunity in one way or another, always learn and build from it — and that's how I like it!

Being in a resort surrounded by some of the world's top hotel brands means we need to fight fiercely to stay at the forefront which requires us to be creative and innovative at all times.

Promoting our hotels in Bali is among our top priorities. But most importantly, promoting our island as the destination in the first place is one great mission. Sadly Bali has been tarnished by several events and fake information on social media, which has greatly impacted us as an island community. All GMs have a mission to share with the world that Bali remains a beautiful and safe destination. We are responsible for thousands and thousands of people working directly and indirectly with us and such negative imaging cannot be taken lightly.

You have been with Accor for several years now. What would you say has/have been your career highlight(s) within the Group?

I have had several highlights in my career. These include the constant change and developments in our region which is what makes the ride so exciting. APAC as a region is so close to my heart and I consider the team my family.

Highlights have included the APEC and IMF meetings at Sofitel Bali. Handling the two last presidents and all the ministers on a regular basis was such an honour, as were with recent iconic personalities like Christine Lagarde whom I admire for her engagement in women's causes all over the world. It was such a great experience to be able to discuss with her about our company commitments and philosophy.

What is your advice for someone just starting their career and aspiring to reach a General Manager position such as yours one day?

Keep the end in mind if you have one and don't get distracted by people – don't let your passion be consumed by the challenges that will come along the way. Always be ethical and remember who within the company helped to nurture you. Always try to do more than what is being asked of you and be grateful every day. Make sure to look after your health and know that you have a purpose every day.

If you were not in your current position, what would you be doing and/or who would you dream to be?

Honestly, I love my job and I can't imagine a better one. The interaction with our clients, our owners, our teams is such a great part of it. Seeing your friends and colleagues moving and growing around you throughout the years, and getting to know all kinds of people from all over the world is what makes this job so wonderful. If I have to really think twice, I would either be a lawyer or work in development. I love interacting with people and I like making deals so that would excite me too.

In such a large property, how do you manage to make the guests feel like they are one and only and maintain a personalised service?

We are a team, and without any arrogance, I think the team around me is strong and shares the same mindset. Of course, I cannot welcome every single guest, but thanks to our Heartist approach, we try to customise every welcome and experience, and small things really do make the difference. Small attention to details in the room or in the interaction make our guests feel comfortable and at home. Understanding our guests' different cultures and origins help us to define their expectations and the special attention they require.



Trees for the future

Sofitel Krabi Phokeethra Golf and Spa Resort gathered all employees to plant a mangrove at Ao Tueng, Krabi province, the southern part of Thailand. The aim of this CSR activity was to protect the trees, raise awareness and save the future of our environment.



Novotel Kolkata Hotel and Residences CSR activity

Through the "Fit4Life Corporate Challenge Program" **Novotel Kolkata Hotel and Residences** endeavour to join hands with like-minded organisations and corporates to promote physical fitness and well-being. The purpose of this event is twofold: to create awareness among professionals on physical fitness, and to raise funds for charity. Tata Medical Centre is the charity partner for this year's event.



Green area at ibis Surabaya City Center

Since the renovation of the hotel green area a few months ago, **ibis Surabaya City Center** team finally harvested their first vegetables, bitter melons. The excitement grew further with the second harvest for cucumbers, chayotes and red onions. These organic vegetables will be used for their buffet breakfast harvested from their own green land, free of chemicals and pesticides as part of the Planet 21 Accor Programme.

Pinkathon 2019 with ibis and Novotel Bengaluru Outer Ring Road
The RiISE women of **ibis and Novotel Bengaluru Outer Ring Road** recently participated in the 5K race at Pinkathon, organised to encourage a healthier and fit lifestyle, and to raise awareness on the subject of breast cancer. The women gathered at Bangalore's Kanteerava Stadium, where they started with a fun Zumba warm-up session with Milind Soman, the founder of Pinkathon and a popular Indian supermodel, and a strong proponent of fitness. The participants were excited to take part in the high-energy event and share their support of moving towards a healthier population.



Heartists Day with Accor Manado

ibis Manado City Center Boulevard was chosen as the venue for the first session of Heartist Day in 2019. Other Accor Manado area – **Novotel Manado Golf Resort & Convention Center and Mercure Manado Tateli Beach Resort** collaborated to conduct a sharing session by Transformers about our identity "We are All Heartists" to the new talent. For this session, the newcomers had to blend in with the Touch of Heart, wearing a T-shirt with a pink or red love emblem. Before the session started, the General Manager of **ibis Manado City Center Boulevard**, Afif Khairi, gave a speech to welcome all talent. Sabar Sitompul, Executive Assistant Manager at **Novotel Manado Golf Resort & Convention Center**, also shared his experiences. The aim was to make all Heartists feel valued, feel sparkled, feel free and that we are one at Accor.



Pullman Phuket Arcadia celebrates its 6th anniversary with an exclusive sunset cocktail

Brett Wilson, General Manager of **Pullman Phuket Arcadia**, together with the management team and its Heartists, hosted a special sunset cocktail to mark the 6th anniversary of the resort. Guests witnessed stunning sunset and panoramic views of the Andaman Sea while enjoying specially-crafted cocktails, "Arcadia Royal Cocktail" and "Harney & Son Butterfly Gin". The celebration also included a tasty and well-decorated 30-pound carrot cake freshly baked from the bakery team. **Pullman Phuket Arcadia** was the first Pullman brand lifestyle resort in Phuket.



Mercure Jakarta Pantai Indah Kapuk first anniversary

Mercure Jakarta Pantai Indah Kapuk celebrated the hotel's first anniversary with more than 200 guests including team members, clients, media partners and guests. To appreciate the hard work which led to a successful first year, General Manager Alexander Poindl together with the HODs hosted a dinner party, cut tumpeng, an Indonesian rice tower, as well as a candle-blowing ceremony. At the same event, the hotel presented a donation to Cikal Cendekia Salsabila Foundation in Pluit, North Jakarta to help with school supplies.



Supporting the Morgan Community

Novotel Phuket Resort, Novotel Phuket Vintage Park and Mövenpick Myth Hotel Patong Phuket donated necessary items to the Morgan Community at Surin Island National Park in Kuraburi Phang Nga Province, which caught fire on 3rd February 2019. Food, medicine, water, shelter and clothes were needed as the medical center of the community was burnt down as well. The teams were part of the rescue and support resources.



Old calendars to be transformed into books

Novotel Phuket Resort collected and donated 2018 desk calendars for the Blind Association. These then will be transformed to braille books for the blind instead of being kept unused or thrown away. This has become a yearly donation tradition.

A special guest at Novotel Lampung

Novotel Lampung welcomed a special guest, Siti Hardiyanti Rukmana, or more commonly known as Mbak Tutut. She was one of the daughters of the second President of Indonesia, President Soeharto. Novotel Lampung talent greeted her arrival enthusiastically. A welcome drink and a birthday cake were prepared by the team to surprise and delight this very special guest.

WELCOMING FROM THE HEART

Lampung



Solidarity Week with Saigon's Smile Group

Hôtel des Arts Saigon, MGallery Collection celebrated Solidarity Week with a heart-warming weekend lunch with Smile Group – an organisation with the mission of bringing children infected by HIV, as well as their parents back into the community. The lovely children enjoyed their meals from the hotel, played group games and received their wishlist gifts. The hotel also successfully raised USD 500 for Soap for Hope and USD 1,200 for Smile Group. The purpose of the event was to advocate the "Feel Welcome" spirit of Accor and 2018 Solidarity Focus - Invisible Disabilities.

Sanggar Bedugul 3rd Anniversary

Accor Bali and Lombok celebrated the 3rd anniversary of Yayasan Peduli Tunas Bangsa (Sanggar Bedugul) as a joint effort by all Accor properties in Bali and Lombok and the local community in Bedugul, Tabanan. It is Accor's second A Tree For A Child (ATFAC) education centre for underprivileged children in the district. The celebration included dances and songs, created and performed by the children. Among them were the traditional Tari Wirayudha and Tari Sekar Jagat dances as well as a Pentas Dharmagita play. Accor's Talent & Culture team brought cheer to the kids with comedic balloon acts and fun and games such as a paper plate and water relay race.

The CSR event by Sofitel Bali Nusa Dua Beach Resort and Accor included awards given to the best students and those who showed best discipline, and for the volunteer teachers, together with speeches from Sylvain Padeloup, Area General Manager Accor Bali & Lombok, and Thierry Gasnier, CSR Coordinator for Bali & Lombok. The ceremonial tumpeng cutting was presented for the local community to be shared, witnessed by honourable Accor representatives: Mr. Michel Vivier – Vice President of Operations, Malaysia – Indonesia, Graeme Ham – Vice President of Talent & Culture, Malaysia – Indonesia – Singapore, and all General Managers of Accor Bali & Lombok.



Pullman Khon Kaen spirit team joined in 2019 Khon Kaen Marathon

The management and staff of Pullman Khon Kaen Raja Orchid participated in the 2019 Khon Kaen International Marathon, garnering a good turnout, with a mixture of local and world-class runners. The marathon was divided into four categories: 42.2km full marathon, 21.1km half marathon, 11.5km mini marathon and 4.5 km health run.





Come one, come all to donate blood

Swissôtel Bangkok Ratchada's latest blood donation drive was a particular success. Besides the hotel's management and staff, several hotel guests and neighbours working in nearby offices also joined the queue. 69 volunteers donated 26,350cc of blood. Thank you to Rajavithi Hospital for an effective collaboration.



To help with the insufficient blood need, Novotel Manado collaborated with the Indonesia Red Cross (PMI) to hold regular activities in the form of blood donations for Corporate Social Responsibility. The programme was intended for everyone including talent and management, hotel guests and those who wish to donate. Twenty bags were successfully collected and participants enjoyed delicious healthy snacks like boiled egg, green beans, cakes and milk to refill their energy. The hotel is excited to spread better awareness and the importance of blood donation.

Raffles and Fairmont Makati supports the Center for Art, New Ventures and Sustainable Development

In the spirit of gift-giving and in support of literacy and the literary arts, Raffles and Fairmont Makati presented the Center for Art, New Ventures & Sustainable Development (CANVAS) with a cash donation for the non-profit organisation's "One Million Books for One Million Filipino Children" campaign. The partnership supported CANVAS through their pop-up store at the Raffles Makati lobby, a book-reading activity at the Writers Bar, and a 3-sentence story digital media contest on Facebook, culminating with a handover of the cheque donation.



Tet Awards 2019 with Accor Vietnam

Pullman Hanoi and other sister hotels – Hotel de l'Opera Hanoi, Novotel Suites Hanoi, Sofitel Legend Metropole Hanoi, Mercure Hanoi De La Gare, and Novotel Halong Bay donated cookies as gifts for the kids of the Blue Dragon's Children Foundation at their Tet Awards 2019 event. The organisation is an Australian grassroots charity that reaches out to kids in crisis throughout Vietnam. Blue Dragon kids chose the theme of Blue Waves for the Tet Awards 2019. They shared that in life, there are ups and downs, moments of joy but also sadness. It is like a wave and they come and go together.



Bridgefest 2019 with Pullman Hanoi

Pullman Hanoi is pleased to be one of the in-kind sponsors of BridgeFest 2019, an event by Oxfam and US Embassy, with the message to praise the community's diversity and bridge gaps among minority groups. The hotel hosted the media gathering venue and the accommodation of the talented Blood Moon Band & musician Van Anh Vo, who performed at the event. Pullman Hanoi also welcomed Ms H'Hen Nie – Top 5 Miss Universe Vietnam 2018. H'Hen Nie is also from an ethnic minority group in Vietnam and was one of the keynote speakers at the talk show. Many people were inspired by her story.



Inspired by Her event launch in Vietnam

To officially introduce the "Inspired by Her" programme by MGallery in Vietnam, Hôtel des Arts Saigon held an Inspired by Her evening brunch at the signature Social Club restaurant, followed by the after party above Saigon at the rooftop bar. The event welcomed 70 discerning guests who are the hotel's media and business partners. All invitees had a chance to enjoy the hotel's glorious interior design at the Inspired by Her Executive Studio Suite as well as the women-inspired art collection at Café Des Beaux Arts.

'Phuket through my eyes', the latest Artist Playground by Pullman Phuket Arcadia

36 non-professional artists, junior and high school students from Muang Thalang School were given the opportunity to showcase their hidden talent at a photo exhibition held at Pullman Phuket Arcadia. A two-day workshop was held prior to educate and inspire the students in the fundamentals of photography including actual site visits around Phuket area. Over 2,400 images were taken during the workshop and only 28 were selected to display at this artist playground. All money raised will go directly to the students' future education. The aim is to give back to the community and help the future of Phuket through education.





From the Chef's cookbook

Executive Chef Egidio Latorraca joined Hôtel des Arts Saigon after several experiences in the world's best kitchens, allowing his delicacies to reach a wider audience in Asia, especially in Vietnam.

Chef Egidio graduated as Hotel and Restaurant Services Specialist and Food and Beverage Executive from Instituto Amerigo Vespucci, Italy. He has more than 15 years of experience working in luxury restaurants and hotels in Europe, Australia, Hong Kong, Macau, Vietnam, Indonesia and Thailand.

His mantra is: "Every day is a quest for the finest ingredients. Never compromise. If you can't find the best then don't put it on the menu!"

Banh My Saigon

INGREDIENTS

1 piece Banh My (or any other type of long baguette you can find in your region)
 0.05kg Chicken liver paste
 2-3 thin slices of Char-siu pork
 2 thin slices of cucumber
 Garnish with coriander, red chilli, pickles
 Fries chip as side dish

COOKING STEPS

Chicken liver paste

Soak the liver in milk for 24 hrs then wash with water before cooking
 Stir-fried onions with red wine
 Put liver then taste with salt and pepper
 Blender all -> Put in mod and grilled in foil with water at 140°C/ 30 minutes

Char-siu pork

Marinate pork neck with seasons including: 100g oyster sauce, 50g soy sauce, 200g LKK char siu sauce, 30g sugar, 30g honey, 10g garlic and 10g salt and 5g of Annatto. How to make Annatto: Boil cooking oil, turn off the fire then put the annatto, fried, filtered to get the red color oil. Grilled in foil at 120°C/2h.

Pickles

Boiling water, sugar, white vinegar, salt until it all mix together Chill the mixture, then put all vegetables, make them dipping in Vinegar mixture. Cover and put in chiller over 1 night

Banh Mi Sai Gon

Gash the bread with lengthwise. Spread chicken liver paste evenly on one side of bread (inside). Put char-siu, cucumber, coriander, big chili, lettuce. Serve with chips and pickles.



• Secret for a great Banh My: Flavours of chicken paste liver. We use the milk to remove the toxic in liver and enhance the taste.



LISA SIMO
 REGIONAL DIRECTOR MARKETING &
 LOYALTY, INDONESIA

Tell us about yourself, the challenges you face as a working woman and how you overcome them?

I actually studied to be a veterinarian initially, but life is full of surprises. My path brought me into hospitality in Dublin, Ireland. After 10 years in Ireland, I joined Accor MIS (Malaysia Indonesia Singapore) in 2012, as a Brand Marketing and Guest Experience Manager and thanks to Accor, who entrusted me with more portfolio under my care: Brand, Digital Marketing, Loyalty, Guest Experience, and Communications. There are some challenges we face as a working woman, one of it is time. I love what I do, time flies very fast every day (and even years....) and if we are not careful, it will disturb the work life balance easily. Therefore, short and long holidays is a must, have a lot of laughter with your family and friends, everyone should have hobbies and have a good "me-time".

What are some of the challenges you face as a woman in this profession?

When I was in hotel operations, not everyone takes female managers seriously. While we see male managers can blend easily with other male staff. The hardest part was the first move into a supervisory position, which required a lot of patience and determination. Another challenge is physical strength, we need some assistance to complete certain tasks. Sometimes I want to do it myself quickly (I had plenty of sore backs during my time in conference and banqueting). Last but not least, it is about confidence, how to speak up and establish our position, in order to be heard by the other dominant voices. Women like to communicate with details, that takes more time to explain.

Thinking back, I actually don't let gender determine my performance, it is not about woman or man but our own individual capacity.

What is your career advice to other women?

We all live in different countries, cities with different cultures. Some are still facing a less supporting environment. Please always take care of yourselves during business trips and late evening shifts. We can be what we want to be as long as there is willingness. It is not about the gender but about us as an individual.

Have a mentor – someone you can trust, learn from and consult.

Know what you want in your career – have short and medium-term objectives.