



# Hospitality Inspection Module



**SITE** ACCOR - Sofitel Noosa Pacific Resort

**ADDRESS** 14 16 Hastings Street, ,  
Noosa Heads QLD Australia 4567

**CONTACT PERSON** Mark Wilkinson

**PHONE NUMBER** +61 7 5449 4888

**EMAIL** ha617-gm@sofitel.com

Julia SIDDALL **AUDITED BY**



"Bureau Veritas reviewed Client's policies and procedures in relation to a specific site to evaluate whether the processes, procedures and resources implemented to manage the hygiene and social distancing risks in relation to or related to COVID-19 are at a level such that they meet the requirements of Bureau Veritas' Label ACCOR - ALLSAFE standard (the "Requirements"). Bureau Veritas' scope of service is not a guarantee that an assessment will detect deviations in the effective and continuous implementation of the aforementioned Requirements by the Client, only that the information provided by the Client on the date(s) of review have reasonably evidenced policies and procedures that meet or exceed these recommended Requirements. Bureau Veritas has conducted this assessment in accordance with the standards that apply customarily to testing, certification and inspection businesses. This assessment report speaks only to information reviewed on the date(s) of assessment and does not constitute a guarantee of continued compliance with the Requirements or that the particular site to which the Requirements applies is bacteria or virus (including Covid-19) free. This report cannot replace any regulatory inspection by any relevant authorities or its delegates. This report shall only be reproduced in its entirety and may only be relied on by the contracting parties."



# Hospitality Inspection Module

## Client Information & Contacts

<b>Audit Type</b> Initial	<b>Audit Mode</b> On-site
<b>Client</b> ACCOR	<b>Client Purchase Order</b> ACCOR Sofitel Noosa Pacific Resort
<b>Client Contact</b> Scott Boyes	<b>Public Web Site</b> <a href="https://www.sofitelnoosapacificresort.com.au">https://www.sofitelnoosapacificresort.com.au</a>
<b>Public Email</b> ha617@sofitel.com	<b>Public Phone</b> +61 7 5449 4888

## Site Information & Contacts

### Site Information

<b>Site</b> Sofitel Noosa Pacific Resort	<b>Site Address</b> 14 16 Hastings Street,
<b>Site City</b> Noosa Heads	<b>Site State</b> QLD
<b>Site Country</b> Australia	<b>Site Postal Code</b> 4567

### Site Contacts

<b>Site Contact Name</b> Mark Wilkinson	<b>Site Contact Email</b> ha617-gm@sofitel.com
<b>Site Contact Phone</b> +61 7 5449 4888	

### Site Activity

<b>Number of employees</b> 175	<b>Doctor or Medical Service on-site</b> No
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## Building Information

<b>Building size</b> 9000	
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# Hospitality Inspection Module

## Requirement in place

	Nb of Failed Requirements	Nb of checkpoints
<b>General Inspection</b>	<b>0</b>	<b>43</b>
Process	0	17
People	0	5
Facilities	0	5
Hygiene & Cleaning	0	16
<b>Catering Specific Items</b>	<b>0</b>	<b>11</b>
Process	0	3
People	0	1
Facilities	0	3
Hygiene & Cleaning	0	4
<b>Public Buildings Specific Items</b>	<b>0</b>	<b>0</b>
Process	0	0
<b>Total</b>	<b>0</b>	<b>54</b>

**Satisfactory**



# Hospitality Inspection Module

## General Inspection

### Process

### Knowledge

		Requirement in place	Observation
G.1.1.1	Does the site manager receive regular information on COVID-19 related regulations / guidelines?	YES	As a COVID-19 safe registered business, General Manager (GM) receives Qld TCK & Qld Govt health government updates and distributes them to all staff. Main inbox comes through to Main Reservations. General Manager (GM) receives and communicates Tourism Accommodation updates (industry specific recommendations) & Head Office.

		Requirement in place	Observation
H.1.1.1	Does the reception desk have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill?	YES	Information available on the Emergency Folder (e.g. local hospitals; contact numbers). Manager On Duty (MOD) has copy. Emergency Team highlighted. 3 shifts per day




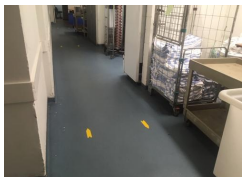

### Employee Protection

		Requirement in place	Observation
G.1.2.1	Is there a preparedness plan in place to prevent infection at gatherings (e.g. number of attendees, PPE, etc.)?	YES	A Covid Safe Plan June 2020 and WHS Plan 03/03/20 and comprehensive set of procedures and policies have been put in place to prevent COVID-19 infections in the hotel. all staff have access and have been trained. They are kept on a shared Drive organised by departments (Housekeeping; Food and Beverage;). Preparedness plans are defined in SOPs
G.1.2.2	Is there a response plan in place in case an employee becomes ill at work or tests positive? (isolated, transferred to care etc.)	YES	Response plan defined in WHS Plan for confirmed COVID-19 or communicable disease response. Additionally Housekeeping SOP ALLSAFE Your Safety First process for Covid-19 suspected or confirmed cases and routine cleaning
G.1.2.3	Does the manager of any infected, or potentially infected, employees assesses the risk of potential contamination and infection of other coworkers on site during the previous 2 weeks and inform the persons concerned ?	YES	Response plan defined in WHS Plan Workplace suspected or confirmed COVID-19 or communicable disease response. GM does the contact tracing for employees linked to a confirmed case.
G.1.2.4	Does the manager arrange specific cleaning for decontamination of the areas which any infected or potentially infected person may have come into contact with (includes employees or public)?	YES	Housekeeping SOP's ALLSAFE Cleaning processes for Covid-19 suspected or confirmed cases and routine cleaning. Diversey Cleaning June guide sighted
G.1.2.5	Are workers asked not to come to work if they display symptoms?	YES	All staff interviewed were aware of the "if not well, stay home" policy (e.g.receptionist, COVID ALLSAFE Officer is GM). Timesheets & Health declarations are signed daily and have the protocols and are kept for 56 days. Covid Ambassador form online





# Hospitality Inspection Module

## Physical Distancing

		Requirement in place	Observation	Supporting Evidence
G.1.3.1	Have physical distancing measures been put in place?	YES	Layout configurations in every space have been carefully measured to ensure extra physical distancing is evident. Capacities updated.	
G.1.3.2	Have the organization and operational processes been adapted in order to reduce risk of infection of workers, customers or public (e.g. working shifts, layout of the workspace or the public area, etc.) ?	YES	All operational processes have been reviewed and adapted to prevent infections. COVID Safe Plan & SOPs have been defined and training provided to ensure consistency across staff. Layout in public areas allows sufficient space for guests and public to circulate avoiding close encounters. Capacities have been calculated	
G.1.3.3	Are the schedule of working hours and the size of the working teams adapted in order to limit interactions ?	YES	Smaller teams, less guests. Lunch breaks are staggered. WHS Business plan has been updated.	
G.1.3.4	Are the spacing measures between people specified by display, marking (floor, places...) or oral/written instructions in each shared area ?	YES	Spacing measures (1.5 m) have been displayed throughout the hotel at the entrance point in every space (e.g. accessing the lobby, The Bar, The restaurant, the meeting rooms, the lifts). Additionally, maximum capacity for each space has been calculated and communicated. Reductions in restaurants and seating areas	
G.1.3.5	Is the organization of the flow of people on site adapted and managed in order to limit the need for people to come into unnecessarily close contact ?	YES	Sufficient space is maintained between staff. Entry & Exit	
G.1.3.6	Is the number of people simultaneously present in each zone limited in order to reduce the risk of interaction ?	YES	Maximum capacity for each space has been calculated although restrictions now eased	
G.1.3.7	Where relevant, are additional physical barriers (screens, temporary partitions, etc.) installed to reduce air flow and direct contact ?	YES	Spaces have been completely redesigned to ensure more than the minimum distancing. Screen on the reception and entrance and most high flow areas such as Bar	



# Hospitality Inspection Module

		Requirement in place	Observation	Supporting Evidence
H.1.3.1	Is a distance of at least one metre (or other local regulation) between tables and between seats in hotel lobby, bar or business center ensured? Is a maximum concentration of 4 people in 10 sqm (or other local regulation) in sitting areas ensured ?	YES	Every area has been measured and maximum capacity calculated and communicated via signage (which is being removed due to easing of restrictions).	
H.1.3.2	Was a specific procedure implemented in order to reduce contamination risks during the delivery of amenities or room service food/drinks to the accommodations?	YES	There are several new or revised procedures: ALLSAFE In Room Dining Room Delivery & local SOP 16/06/20 also protocol for guests to move their own luggage & separation protocols. Covid Safe Plan and hygiene measures.	
H.1.3.3	Is a physical separation in place between staff and customers at the front office?	YES	A wide front desk which ensures at least 1.5 metres between staff and guests & barrier	

## People

## Management

		Requirement in place	Observation
G.2.1.1	Does management provide periodic updates to their teams on changes to the status of the situation (e.g. regulations, requirements & recommendations & immediate actions if any) to ensure the adequacy of the control measures taken and adjust them if necessary	YES	Updates are distributed and communicated to relevant staff on a daily basis:- QLD updates: distributed daily in morning briefings. GM communicates daily at 9AM Management Briefing to all Department Heads, who are the responsible to communicate relevant updates to their teams. emails to department heads. Staff noticeboard. Also use social media

## Training

		Requirement in place	Observation
G.2.2.1	Has staff been trained on COVID-19 preventative measures, including hygiene measures, use of PPE, social distancing and management of sickness, and any other local regulatory requirement ?	YES	Training records are kept on excel spreadsheet and Academy Accor (each department has its own account)



# Hospitality Inspection Module

		Requirement in place	Observation
H.2.3.1	Is reception desk staff or concierge staff able to inform guests who enquire about the preventative measures in place?	YES	Reception desk staff were interviewed in the morning. All guests get a welcome email and staff were fully aware of preventative measures e.g. contactless registration process; temperature checking (if required); physical distancing; COVID-19 symptoms. Forms sighted included: - Health and Travel Declaration Form. Additionally, a COVID-19 Safety Plan for Transition has been issued on 05/06/20. The process for entry and denial at Hotel Entry and Employee Entry is outlined in ALLSAFE Safety First. No cash
H.2.3.2	Is reception desk staff or concierge staff able to advise guests with respiratory symptoms to stay in their rooms until seen by a doctor?	YES	Health and Travel Declaration Form specifically asks for any Covid-19 related symptoms. Access restricted to guests or visitors showing any symptoms. Interviewed Head Concierge who was fully aware of the protocols - PPE also available for guests and had Safety First training

## PPE

		Requirement in place	Observation
G.2.3.1	Is the use of PPE / facial masks compliant with local regulations?	YES	Although face masks are not mandatory in QLD, its use has been recommended for HK & F&B and has been implemented.


## Facilities

## Equipment

		Requirement in place	Observation
G.3.1.1	Is air conditioning maintained / operated according to local requirements (if any) or to WHO recommendations?	YES	Filter schedule and service records readily available. Depending on the type of filter, the schedule is monthly and every quarter and filters replaced.
G.3.1.2	If payments are made on-site, are bank cards and contactless payments preferred and promoted ?	YES	No cash, key cards are sanitised using UV light
G.3.1.3	If physical transactions or interactions occur on-site, are alternatives implemented to avoid contacts or minimize risks of contamination ?	YES	For all physical transactions that could occur on site, S&Ps have been defined and communicated to relevant staff. ALLSAFE Receiving area procedure and local SOPs such as Arrival Concierge Luggage, & Safe Purchasing Store - Loading Dock dated 170620



# Hospitality Inspection Module

		Requirement in place	Observation	Supporting Evidence
H.3.1.1	Does the establishment have a medical kit with appropriate items available, including disinfectant wipes, face and eye masks, gloves, long-sleeved gown and disposable biohazard waste bag?	YES	The hotel has a Biohazard Medical Kit. GM Management (GM) has a Trauma Kit and the Manager On Duty (MOD) has a First Aid Kit. All MODs (GM) are first aiders (at least 8).	
H.3.1.2	Is the concentration of disinfectant in water for consumption and in pools or spas maintained within the limits recommended according to international norms and standards, preferably at the upper limits of the range?	YES	Maintained at upper range 3ppm checking increased 4x per day	

## Hygiene & Cleaning

### Cleaning





# Hospitality Inspection Module


		Requirement in place	Observation	Supporting Evidence
G.4.1.1	Have the cleaning, disinfecting and hygiene protocols been updated to specifically address the COVID-19 pandemic?	YES	All cleaning protocols have been revised and new S&Ps have been issued, general : ALLSAFE Common Area Cleaning, Front office, Maintenance, Your Safety First. WHS Plan and Covid Safe Plan. Local procedures include Cleaning & Hygiene dated 07/05/20	
G.4.1.2	Have all relevant staff and contractors been trained? / Was a training session undertaken by all relevant staff and contractors?	YES	Department Heads are responsible to ensure relevant training to staff. Policies acknowledgements are signed e.g HK dated for the new cleaning protocols. Day Spa protocols sighted dated 10/06/20	
G.4.1.3	Are updated cleaning procedures correctly implemented on site?	YES	Cleaning staff (housekeepers) were interviewed: demonstrated complete understanding of preventative measures and new cleaning protocols to prevent infection. PM checklist sighted 15/10/20	
G.4.1.4	Is the frequency of hand washing increased, and is the technique compliant with recommendations ?	YES	Upgraded Employee Hygiene training included Hand washing, hand sanitizing, cleaning of personal office space & spa and application and use of face masks and gloves if required.	
G.4.1.5	Is the frequency of cleaning of tools and utensils increased, and is the cleaning technique compliant with recommendations ?	YES	New/revised Hygiene and Cleaning procedures are available (e.g. Local procedures include Sanitiser, Cleaning Schedule & Food Safety OP 17/06/20) Detailed cleaning logs and checklists were sighted. High touch point cleaning was witnessed frequently.	
G.4.1.6	Are clothes and linen washed at 60°C minimum or with an alternative validated cleaning protocol ?	YES	External contractor - has issued revised cleaning procedures to address any COVID-19 related issue (e.g. Linen Handling relating to Covid-19- March 2020). Cleaning protocol and temperature used clearly defined (75 and. 85C)	
G.4.1.7	Are cleaning products used compliant with recommendations and available for employees ?	YES	Diversey cleaning products and disinfectants are used. Current SDSs were readily available. Details of cleaning products to be used by housekeeping staff and methods have been clearly defined in the procedures for COVID-19 suspected or confirmed cases and Routine Cleaning. HK interviewed.	
G.4.1.8	Is the frequency of surface cleaning increased, and is the cleaning technique compliant with recommendations ?	YES	Frequency of surface and frequently touched items' cleaning has been substantially increased compared to pre-COVID practices. Detailed frequency of cleaning has been described in HK procedures and in the Cleaning Checklist and Cleaning High.	



# Hospitality Inspection Module

		Requirement in place	Observation
H.4.2.1	Is there an upgraded and relevant cleaning plan for common facilities in place? Is it implemented properly?	YES	Cleaning plan and methods have been revised and clearly defined in the ALLSAFE procedures Cleaning for Common Areas and local HiTouch Area cleaning - items and areas that need to be cleaned in the hotel. Today's site inspection and records sighted demonstrated proper implementation
H.4.2.2	Is there an upgraded and relevant cleaning plan for occupied and checked-out rooms in place? Is it implemented properly?	YES	Cleaning plan and methods have been revised and clearly defined in the procedures Cleaning Process for COVID-19 suspected or confirmed cases and Routine Cleaning, to be cleaned in the hotel. Today's site inspection and records sighted demonstrated proper implementation.
H.4.2.3	Are linen, towels, and working clothes washed at a temperature of at least 60°C or with a validated cleaning cycle?	YES	External contractor CLS use at least 60C for washing clothes. External contractor has issued revised cleaning procedures to address any COVID-19 related issue (e.g. email communication relating to Covid-19- July 2020). Cleaning protocol and temperature used clearly defined (75 and 85C).
H.4.2.4	Is waste handled with one-off disposable gloves, bagged properly, bins are emptied regularly and a proper flow is in place to ensure go-forward principle. Waste areas is disinfected regularly?	YES	Cleaning plan and methods have been revised and clearly defined in the ALLSAFE procedures & Cleaning Processes for COVID-19 suspected or confirmed cases and Routine Cleaning, areas that need to be cleaned in the hotel. Protocol checked in kitchen.
H.4.2.5	Are restrooms cleaned on a regular basis throughout the day with an increased frequency during peak hours?	YES	Cleaning plan and methods have been revised and clearly defined in the ALLSAFE Cleaning Process for Routine Cleaning, and HiTouch areas that need to be cleaned in the hotel. Checklists sighted for today.

## Personal Hygiene

		Requirement in place	Observation	Supporting Evidence
G.4.2.1	Is the frequency of hand washing increased, and is the technique compliant with recommendations ?	YES	Cleaning plan and methods have been revised and clearly defined in the Cleaning Processes for COVID-19 suspected or confirmed cases and Routine Cleaning. Today's site inspection and checklist records sighted demonstrated proper implementation	
G.4.2.2	Is communication material (posters, flyers, etc.) available and visible to people on-site ?	YES	Posters and flyers were available on Notice boards throughout employees areas.	
G.4.2.3	Are hand sanitizers with rubbing alcohol available for people on site at relevant locations?	YES	Manual and sensor operated hand sanitizers were available at the entry of every area.	


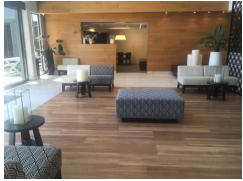


# Hospitality Inspection Module

## Catering Specific Items

### Process

### Physical Distancing

		Requirement in place	Observation	Supporting Evidence
F.1.3.1	Is the number of guests gathering in each zone of the restaurant limited, and are queues fast-moving? Is there a clear display in place to maintain appropriate social distancing and avoid unnecessary crossings in relevant areas?	YES	Maximum number of guests in each area have been determined - capacities displayed in back office however restrictions eased but GM has decided to restrict numbers as additional precaution. Social distancing & signs are still throughout	
F.1.3.2	Is a safe distance of at least one metre between tables and between seats in dining area ensured? Is a maximum concentration of 4 people in 10 sqm in sitting areas ensured?	YES	Restrictions have been eased and were witnessed being complied with	
F.1.3.3	Was a specific procedure implemented in order to reduce contamination risks during the delivery or take-away of food to/by customers?	YES	There are several new or revised procedures: ALLSAFE In Room Dining Room Delivery & protocol for guests to move their own luggage. Covid Safe Plan and hygiene measures.	

### Equipment

		Requirement in place	Observation	Supporting Evidence
F.1.4.1	Is self-service buffet, replaced by employee served buffet?	N/A	It has been cancelled. Self-service buffet no longer available	
F.1.4.2	Are self-service drinking machines (juice, water, coffee) disconnected? If not, are they thoroughly cleaned several times during service?	N/A	Only for guests that have booked breakfast and cleaned after use	

### People




# Hospitality Inspection Module

## Training

		Requirement in place	Observation
F.2.3.1	Is the person in charge able to inform guests who enquire about the preventative measures in place?	YES	Person in charge, as well as the appointed COVID AllSafe Hygiene Officers were interviewed and fully aware of current restrictions and preventive measures in place at the hotel (e.g. The Bar; The Place Restaurant). AllSafe Officers are noted and visible throughout the premises.

## Facilities

## Equipment

		Requirement in place	Observation	Supporting Evidence
F.3.1.1	Does the establishment have a medical kit with appropriate items available, including disinfectant wipes, face and eye masks, gloves, long-sleeved gown and disposable biohazard waste bag?	YES	The hotel has a Biohazard Medical Kit. Security and Safety Risk Management (SSRM) has a Trauma Kit and the Manager On Duty (MOD) has a First Aid Kit. All MODs, Security and SSRM are first aiders (8 in total).	
F.3.1.2	Is the concentration of disinfectant in water for consumption maintained within the limits recommended according to international norms and standards, preferably at the upper limits of the range?	YES	Australia. Tap water is safe to drink	
F.3.1.3	Is buffet / salad bar or any displayed food protected by a sneeze guard?	YES	Buffet bar is no longer available.	

## Hygiene & Cleaning

## Cleaning



# Hospitality Inspection Module

		Requirement in place	Observation
F.4.1.1	Is there an upgraded and relevant cleaning plan for common facilities in place? Is it implemented properly?	YES	Cleaning plan and methods have been revised and clearly defined in the Risk Register, OHS Plan & Cleaning Processes for COVID-19 suspected or confirmed cases and Routine Cleaning. HighTouch Cleaning Process for COVID-19 all items and areas that need to be cleaned in the hotel. Activities evidenced throughout the inspection and checklists sighted. Routines are rigorous.
F.4.1.2	Are table or kitchen towels and linen as well as working clothes washed at a temperature of at least 60°C or with a validated cleaning cycle?	YES	External contractor CLS at least 60C for washing clothes. External contractor has issued revised cleaning procedures to address any COVID-19 related issue (e.g. email communication relating to Covid-19- July 2020). Cleaning protocol and temperature used clearly defined (75 and 85C). Additional protocols for waste.
F.4.1.3	Is waste handled with one-off disposable gloves, bagged properly, are bins emptied regularly and is a proper flow in place to ensure go-forward principle. Is waste areas disinfected regularly?	YES	Cleaning plan and methods have been revised and clearly defined in the procedure Enhanced Cleaning Process for COVID-19 suspected or confirmed cases and Routine Cleaning, all waste is now bagged.
F.4.1.4	Are restrooms cleaned on a regular basis throughout the day with an increased frequency during service?	YES	Cleaning plan and methods have been revised and clearly defined in the procedure Enhanced Cleaning Process for COVID-19 suspected or confirmed cases and Routine Cleaning, High Touch Cleaning Schedules all items and areas that need to be cleaned in the hotel.

## Public Buildings Specific Items

### Process

### Employee Protection

		Requirement in place	Observation
P.1.2.1	If legally required, has the site H&S Risk Assessment been updated prior to re-opening?	N/A	
P.1.2.2	Do staff know how to prevent / reduce infection in meeting areas?	N/A	
P.1.2.3	Are regular audits / inspections being done to ensure execution of the preventative plan and implementation of defined measures? Are non-conformities addressed in a timely manner?	N/A	
P.1.2.4	Does company actively promote working from home for all relevant staff?	N/A	
P.1.2.5	Are procedures followed to ensure potentially contaminated waste is disposed of safely?	N/A	



# Hospitality Inspection Module

## Annex

## Pictures

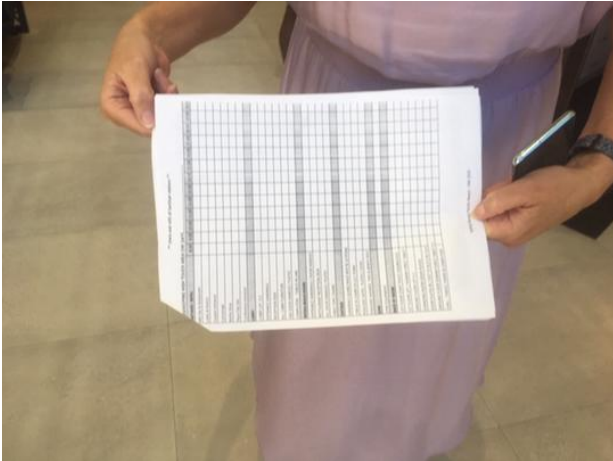


Photo 001 - clean checks

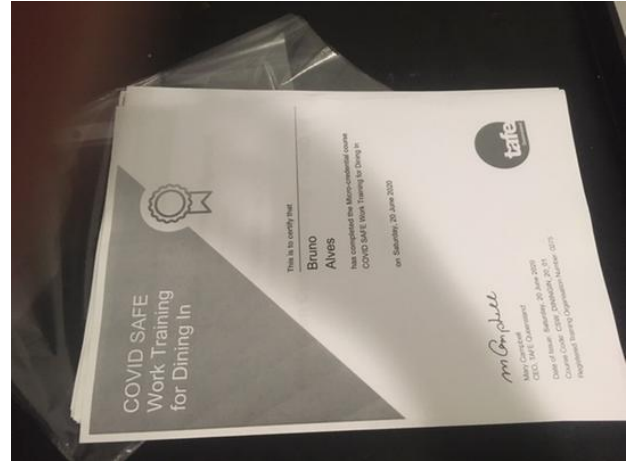


Photo 002 - safe work training

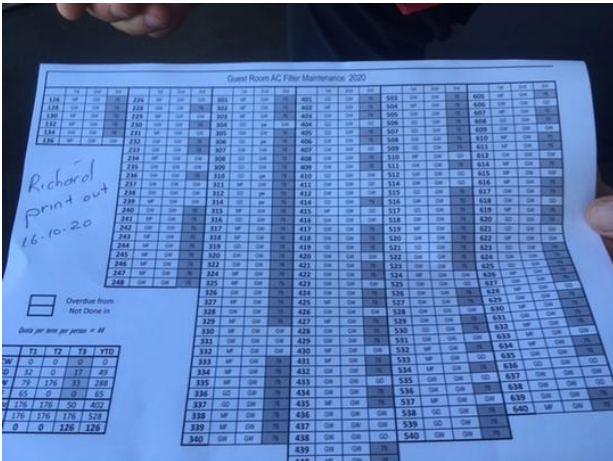


Photo 003 - maintenance filters

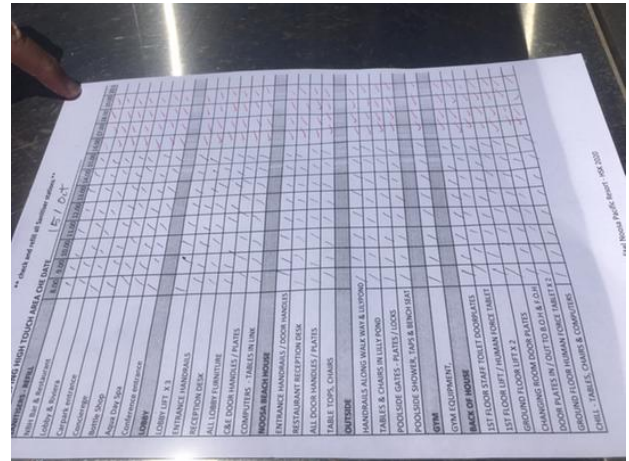


Photo 004 - hightouch checklisty

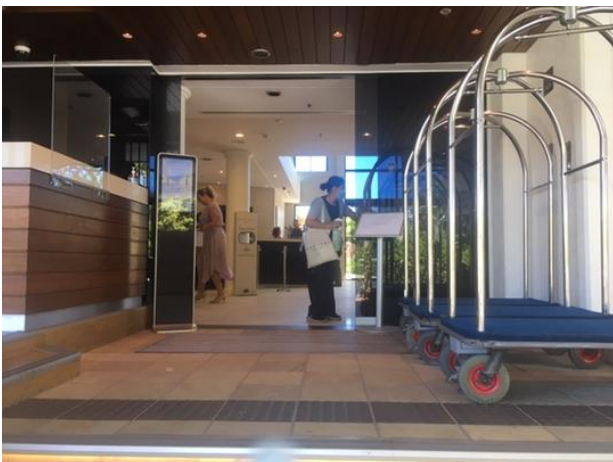


Photo 005 - hightouch cleaning

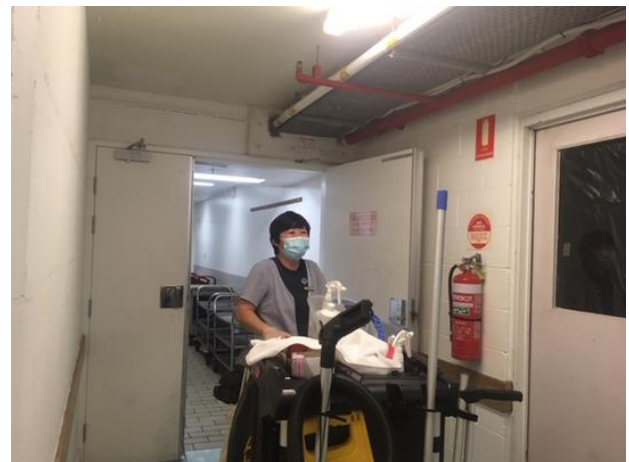


Photo 006 - HK



## Hospitality Inspection Module



Photo 007 - capacity gym



Photo 008 - entry spa

### Video

[Link to video record](#)

### Attachments



## Hospitality Inspection Module

# STATEMENT

## Label Hospitality Site

Granted to  
**ACCOR**  
**Sofitel Noosa Pacific Resort / Noosa Heads**  
ACTIVITY : Hospitality

*Bureau Veritas - Australia has assessed the specific site designated herein according to the requirements of Label ACCOR - ALLSAFE version May 2020 :*

[ ] Further to a remote audit\* and based on the information provided by or on behalf of the legal representative of the site audited;

[ ✓ ] Further to a on-site audit of a specific site designated herein;

This statement N° 160-2020-005361-EN has been issued on **19/10/2020 further to the satisfactory assessment conducted on 16/10/2020 \*\***

For Bureau Veritas - Australia  
Jeremy Leu

**Statement valid until : 16/04/2021**

To check the validity of this statement scan the QR code or access to web site <https://restartwith.bureauveritas.com/pages/home/>



(\*) This inspection was performed using portable video-conferencing devices. Although a remote audit can provide some preliminary indications that the audited client' site complies or not with the requirements of Bureau Veritas' Label ACCOR - ALLSAFE standard, it must be supplemented by a physical audit performed on site with on-the-spot examination of documents and evidences, only the latter offering reasonable abilities as to the detection of non-conformities and further limiting the risk of errors or frauds.

(\*\*) This statement speaks only to information reviewed on the date(s) of assessment and is subject to continuous and satisfactory implementation of measures meeting the requirements set forth in the Bureau Veritas' Label ACCOR -ALLSAFE standard referred to above.

This statement does not constitute a guarantee of the absence of risk linked to bacteria or virus (including Covid-19) within the particular site which was inspected. The delivered inspection report cannot replace any regulatory inspection report from the relevant authorities or its delegates.





# Hospitality Inspection Module



**BUREAU  
VERITAS**

160-2020-005361-EN

**SITE CHECKED BY  
BUREAU VERITAS ON  
ALLSAFE ACCOR LABEL FOR THE 2020 PERIOD**

