



Grant Application Procedures

ALL Heartist Fund

North & Central America

Background

Accor's top priority is the safety, security, health and wellbeing of its employees. As a response to the Novel Coronavirus (COVID-19) and subsequent impact on the employment of many of our Heartists, Accor has launched the "ALL Heartist Fund".

In North and Central America, Accor has developed and established an "ALL Heartist Fund" charitable grant program to provide support and relief to Accor Heartists in North & Central America.

NCA - Areas of Support

100% of the NCA ALL Heartist Fund will be directed to support Accor NCA employees in the following areas:

1. **Medical Expenses** - Contribution towards COVID-19-related hospital expenses for those who do not have social security or medical insurance
2. **Financial Hardship** - Additional financial support for employees suffering significant financial distress, on a case-by-case basis. This may include supporting mortgage or rent payments, contributing to additional childcare, etc.

Medical Expenses Defined

- In this case, medical hardships are defined as the inability to pay for out of pocket medical expenses. This includes but is not limited to hospitalization, medical treatment or payment of medical supplies such as medicines.

Financial Hardship Defined

- In this case, financial hardship is defined as when an employee has an essential financial need that they cannot meet as a result of the unforeseen COVID-19 crisis. Essential is defined as a basic life necessity which is required in order to survive, this includes, but is not limited to food, shelter, and health related expenses.



Eligibility

To be eligible to apply for an ALL Heartist Fund Charitable Grant, applicants must be employed by Accor directly (or Heartists on approved leave) within Accor, North & Central America.

Eligible individuals:

- Employed by Accor North & Central America including:
 - Full and part-time Heartists including those holding employment visas
 - Furloughed or laid off Heartists
 - Employees of a Franchise Hotel
 - Full time contract employees
 - Employees of Onefinestay or John Paul

Ineligible individuals:

- Heartists on long-term disability or unpaid leave (not including layoff due to COVID-19)
- Contingent Employees
- Temporary, severed, joint venture
- Retirees

Additional Eligibility Criteria:

Grants will be available only upon proof of an unmet financial need resulting from the unforeseen COVID-19 crisis.

While there are many factors that determine whether a grant can be offered, the review process is designed to try to award a grant whenever possible. To comply with regulations, the grant administrator will conduct an objective review process, including preliminary review of each application to determine whether your situation meets basic criteria such as:

1. Are you an eligible Heartist?
2. How have you been impacted by COVID-19? I.e. medical costs / reduced income / furloughed / laid off?
3. What are the expenses you are eligible to claim?
4. Review of documentation showing necessary details, including but not limited to the date(s) of the expense(s), person responsible for payment, and other relevant details.

How to apply

All Heartists will be required to fill in an online application form on www.ncaallheartistfund.com.

Anyone can complete the application form on behalf of the employee, the employment details will be verified with the Hotel Talent & Culture Department.

If a Heartist is unable to access the ncaallheartistfund.com web portal, they may alternatively request assistance from their hotel Director of Talent and Culture. Alternatively Heartists may call the All Heartist Fund Hotline number request a callback or email Nca.allheartistfund@accor.com requesting assistance.



NCA ALL Heartist Fund Grant Maximum Allowable Amounts

Grants will be available only upon proof of an unmet financial need resulting from the unforeseen COVID-19 crisis. Supporting documentation such as an invoice, utility bill or eviction notice may be requested.

There is a maximum grant amount available and the awarded grant amount will depend on the nature of the event and related expenses as well as the extent of the applicant's financial need. Grant amounts vary based on related expenses, as well as the extent of the applicant's financial need. Eligible expenses may include:

Basic Needs - Maximum grant \$500

- *Basic essential utilities (food, utilities, etc.)*

Critical Needs - Maximum grant \$5000

- *Housing*
- *Alternative care for dependents (child, parent, etc.)*
- *Medical expenses (where not covered by insurance)*
- *Funeral, burial and related travel expense*

Supporting documentation such as an invoice, utility bill or eviction notice may be requested.

Grants may be requested up to a maximum of two times.

General

The ALL Heartist Fund program is subject to change at the discretion of Accor.

Confidentiality

All requests and inquiries provided by grant applicants will be treated as confidential and shared only with individuals directly involved in grant administration, processing, and tax reporting. All records, including medical information, referrals and evaluations, are kept strictly confidential in accordance with federal and state/province laws.

Our goal is to help you during these difficult times, so rest assured that your personal records will never be shared with anyone else without your permission.