

Dear Mr Bazin, Chairman and CEO of Accor,

We are writing to draw your attention to the plight of nearly 100 refugees and asylum seekers detained in prison-like conditions in two of your hotels in Australia: the Mantra Bell City Hotel in Melbourne and the Mercure Darwin Airport Resort.

The situation has evolved considerably since most of these people first arrived in your facilities. Many of the people in your hotels were transferred to Australia for medical care under legislation known as the 'Medevac law,' passed in 2019. They have all previously been detained in Nauru or Papua New Guinea, under arrangements that Australian governments have made with those countries to carry out the policy of mandatory and indefinite detention for anyone who seeks asylum after arriving via boat. People have been kept in this offshore detention for seven years now.

Under the legislation, independent medical specialists assessed people in offshore detention who reported unmet health needs and, where necessary, recommended their transfer to Australia for medical treatment. They found that 97 per cent of applicants to the process had physical ailments and 91 per cent had psychiatric health problems. The damage that detention does to people's physical and mental health has been rigorously documented in the published literature. In offshore detention, some impacts derive from conditions such as poor accommodation facilities, exposure to hazardous materials, and vulnerability to violence or abuse.

Crucially, however, indefinite detention itself is demonstrated to have devastating consequences for mental health, no matter where it is. This is why one third of people in offshore detention have attempted suicide (in some cases, more than once), and two thirds of people have suffered persistent thoughts about it. The overwhelming majority of people have multiple, severe and interacting health conditions.

We know that Accor prides itself on its ethical and socially responsible standards. As a signatory to the United Nations Global Compact, Accor has committed to upholding human rights through its own actions, affirming that its operations will 'support and respect the protection of internationally proclaimed human rights' and 'make sure that they are not complicit in human rights abuses.' These are minimum standards and cannot be abrogated by appealing to other, lower thresholds set by domestic policies or legislation. Accor's Ethics & Corporate Social Responsibility Charter shows how ethical standards apply to every aspect of its business. Its Diversity and Inclusion Commitment makes clear that these values and principles also apply to Accor's guests (although this is not the right term for people who are unable to leave).

We also welcome your own statements, Mr Bazin, about the centrality of these standards to Accor's identity. In Accor's Ethics & Corporate Social Responsibility Charter, you argued that 'the universal values of integrity and respect so actively promoted by Accor have always set us apart from others in the industry.' Elsewhere you wrote: 'What drives us is simple and universal: do good by doing the right thing.'

Accor Group being part of the Medevac arrangement may have appeared, when the agreement was made, to be facilitating assistance to refugees and asylum seekers who were in great need of care. Now, however, 'doing the right thing' means taking a stand against their ongoing detention.

It has been over a year since refugees and asylum-seekers began their detention in your hotels—a year in which many of those people have breathed fresh air only a handful of times. A year when their health has continued to deteriorate, as all are still waiting for the freedom that they urgently need, and many also for treatment. A year when they have lived as if in prison

inside your hotels, their isolation deepened by the threat of COVID-19.

In November 2016, speaking about Australia's treatment of asylum seekers and refugees, the United Nations Special Rapporteur François Crépeau stated that 'it is a fundamental principle of human rights law that one person cannot be punished only for the reason of deterring another.' It is now nearly four years since his visit, and the suffering he criticised, the denial of rights to health and freedom from discrimination, have only continued. For the last twelve months of that time, your business has unfortunately become implicated in administering this punitive approach.

We call on you to ensure that Accor Group, its brands, and partners, are no longer complicit in violating the human rights of people who have sought protection from Australia. By ending the participation of the Mantra and Mercure hotels in the indefinite detention of refugees and asylum-seekers, you will demonstrate that you take your ethical commitments seriously, that Accor's stated values and principles are more than a marketing opportunity, and that the hospitality industry does not wish to become a prison to make an example of people who have committed no crime in order to deter others from seeking asylum.

Signed,

Refugee Action Collective (Victoria) • Amnesty International Australia • Justice For Refugees Victoria • Human Rights for All • Academics for Refugees • Refugee Action Campaign, Canberra • Refugee Action Coalition (Sydney) • RMIT Business and Human Rights Centre • United Against Inhumanity • Victorian Greens • Craig Foster, Former Australian Football International (Socceroos) • Behrouz Boochani • Farhad Bandesh • Mostafa Azimitabar (who says from inside: "Stop torturing refugees in Mantra. Open the gate.") • Professor François Crépeau, former United Nations Special Rapporteur on the Human Rights of Migrants • Michele O'Neil, President, Australian Council of Trade Unions (ACTU) • Jo-anne Schofield, President, United Workers Union (UWU) • Ged Kearney, Labor Member for Cooper • Adam Bandt, Member for Melbourne and Leader of the Australian Greens • Larissa Waters, Senator for Queensland, Co-Deputy Leader of the Australian Greens • Senator Janet Rice, Senator for Victoria • Senator Lidia Thorpe, Senator for Victoria • Senator Mehreen Faruqi, Senator for NSW • Tim Read, MP for Brunswick • Samantha Ratnam, Victorian Greens Leader, Member for Northern Metropolitan • Ellen Sandell, Victorian Greens Deputy Leader, Member of Parliament for Melbourne • Susan Rennie, Councillor and former Mayor, Darebin City Council • Susanne Newton, Councillor and former Deputy Mayor, Darebin City Council • Luke Hilakari, Secretary, Victorian Trades Hall Council • Omid Tofighian, University of Sydney • Mark Isaacs, President, PEN Sydney • Dr Olivia Ball, Councillor, City of Melbourne • Nick Martin, former senior medical officer, International Health and Medical Services • Julian Burnside, AO QC, Australian barrister, human rights and refugee advocate • Professor Ben Saul, Challis Chair of International Law, University of Sydney • Jane Leibowitz, Asylum Seeker Health Rights, Public Interest Advocacy Centre • Professor Harry J. Glasbeek, Professor Emeritus and Senior Scholar, Osgoode Hall Law School, York University, Toronto • Arnold Zable • Paul White, Senior Protection Officer • Angus McDonald, Artist and Filmmaker • Fiona Katauskas, illustrator and cartoonist • Firstdog Onthemoon (Andrew Marlton), cartoonist • Eve Hofstetter, President, Gifts for Manus and Nauru Inc • Skye Etherington, Convenor, Bega Valley Rural Australians for Refugees • Julia Cabassi, Human rights lawyer • Hannah Buchan, University of Melbourne Student Union • Chris Breen, Australian Education Union councillor and sub branch president at HCSC • Dr Kathleen Wild, General

Practitioner • Tessa McKenna, Northside Youth with Refugees • Reza Golmohammadian (“Set us FREE”) • Aashna Pillay, Northside Youth with Refugees • Liyan Gao, Liyan, Northsiders Youth with Refugees • Carmen Lahiff-Jenkins, World Stroke Organisation • Helen Panopoulos, Refugee Action Collective (Victoria) • Sara Cowdell, Artist and Refugee rights activist • Pierre Fuller, University of Monash • Eleanor Davey • Tom Fiebig, SDA Member • Esther Kennedy, Greens Candidate, Darebin Council • Dr Maria Giannacopoulos, Senior Lecturer Flinders University • Laura Trenerry • Alexander Valencia • Rebecca Willow-Anne Hutton • Piaera Lauritz • Luke Midworth • Merrin Hamilton, Business Owner & Clinician • Sally Warmington • Daniel Scoullar • Julie O’Brien, Greens Candidate, Darebin South East Ward • David Lee, Candidate for Darebin Council NE Ward • Sarah Muscat-Byrne • Tom Hannan • Irene Morgan • Kathleen Chapman • Sascha Burakowski, Moreland resident • Harriet de Kok, Greens Candidate, Darebin City Council • Margaret Sinclair • Mamun Motiur Rahman • Dr Tanya McIntyre • Dr Jaya Dantas, convenor of International Health Special Interest Group, Public Health Association of Australia • Clare Middlemas, Unionists for Refugees • Jacquie Coupé • Nola Sprake • Sarah Halls, Human Rights Activist • Gerald Roche, Senior Research Fellow, La Trobe University • Judith Nunn, Teacher • Professor Frank Vajda • Saba Javed • Kirsty Brown • Fabia Claridge • Lynn West • Anthea Vogl, Academics for Refugees, University of Technology Sydney • Fiona Carlin • Anna Crabb • Russell Hawkins • Jenny Tranter • Christopher White • Louise Davis, Social Worker • Janet Hutchison • Virginia Schneiders, Coordinator, Casey Grandmothers For Refugees • Glenys Dettmann • Carolyn D’Cruz, Senior Lecturer, La Trobe University • Sophie Singh • Robert Webb • Geraldine Butler • Dr Sharon D’Arcy • Anne Moon • Glenys Frank • Paul Canale • Louise Huggett, Psychologist • Lorraine Curtis • Claire Gome, Registered Nurse • Mar elle van Soest • Jenny Leahy • Ann Quinn, Grandmothers for Refugees • Mara McCleery • Cathie Law • Natalie Moran • Julia Hall • Kerry Charrett • Bronwyn Tudehope Cervantes, Teacher • Gail Artley • Dr Freya Higgins-Desbiolles • Jennifer Messieh • Mercedes Gomez • Brian Gomez • Linda Sutherland • Karen Hall, Clinical and Counselling Psychologist • Cindy Davidson • Rose Ertler • Prue Licht • R. Conway • Daniel Licht • Robyn Jewell • Glenda Ikundi • Jane Keogh • Mary Speirs • Bárbara Wills • Babeth Conil, Educator • Dr Rebecca Reeve • Kim Matousek • Shirley Gladding • L. H. • Josie Lee • Emily Foley, PhD candidate • Lies Paijmans • Sue Norman • Julie O’Brien, Greens Candidate, Darebin South East Ward • Dr Sara Dehm, Lecturer, Faculty of Law, University of Technology Sydney • Karen Fogarty • Elle Chaloner • Francine McCabe, resident of Northcote, Australia • Philomena Murray, Honorary Professorial Fellow, University of Melbourne • Sean Kerins • Kerry Goulston, University of Sydney • Niamh Stephenson, Associate Professor, University of NSW • Liz Conor, Associate Professor • Dorothy Bruck, Emeritus Professor, Victoria University • Sean Bowes • Dr Catherine Grant • Dr Caroline Wake, Senior Lecturer, University of NSW • Peter Farago • Dr Tony Brown, University of Canberra • Sandra Beck • Dr Lucette Cysique • Maryla Rose • Angeline Ferdinand, University of Melbourne • Judith Little, Student Support • Anna Farago • Dave Hopkins • Dr Gemma Sou, RMIT University • Maya Verma • Renae Heinrich • Dr Andonis Piperoglou, Research Fellow, Griffith University • Dr Emma Russell, Senior Lecturer, La Trobe University • Pablo Leighton, Australian Catholic University • Amanda Perram • Toni Rhoden • Mark Buchanan • Catherine Greenhill • Fabia Claridge, People Just Like Us • Dr Martina Boese, Senior Lecturer, La Trobe University • Luke Weyland • Rebecca Spencer • Jovana Mastilovic • Erica

Spry • Janice McEwen • Geraldine Moore, President, The Bayside Refugee Advocacy & Support Association • Lucy Honan, Teachers for Refugees (Victoria) • David Linden • Jenny Leahy • Anne Moon • George Lilley, Teacher • Cindy Davidson, Disability support worker • Samuel Dariol • Zoe Sarfaraz • Leanne Rogers, School teacher • Tasmanian Refugee Rights Action Group, Co-convenor • Carol Bristow • Jennifer Tranter • Sigi Jottkandt, UNSW, Sydney • Julie Kimber, Swinburne University • Dr Bill Eckersley, AVID Australia • Dr Jolyn Hersch, Sydney School of Public Health • Margaret Browne, Co-Chair Grandmothers for Refugees • Sue Todd, Psychologist (retired) • John Stanley, Anglican Minister • Patricia Moran, Tassie Nannas • Jane Unwin, Rural Australians for Refugees Southeastern Tasmania • Geoffrey Bradshaw, Hobart Medical Practitioner • Greg Murrie • Valerie Milne, OAM • Zoe Butler, Asylum seeker supporter • Sara Lindsay, Concerned citizen • Marilyn Beech • Barbara Temperton • Louisa Willoughby, Senior Lecturer, Monash University • Owen Kinsey • Dan Cook • Robyn Blake, Asylum Seekers Support Group Albany • Tony Evers, Asylum Seeker Action Group Albany • Mair Pugh • Dr David Glanz • Lili Calitz • Dr Deborah Trengove • Annie Delhaize • Helen Esmond • Nardia Bordas, NTEU member and office bearer • Barbara Ford, Retiree • John Christensen, Doctor • Cherie de Pinna • Annette Zarb • Catherine McNamara • Melissa Juracic • Dove Rengger-Thorpe, Senior Enrichment Officer, University of Melbourne • Susan Williams, Australian citizen • Gordon Kennard • Margaret Perrott, Doctor • Helen Snowden • Cherrida Hardaker • Carly Watson • Keila Waksvik, Member, Cairns for Refugees • Dorothy Babb • Jonathon Havakis • Caroline Ellis • Gemma Harben • Nick Riemer • Miranda Korzy • Lieke Janssen • Gary Cachia • Sebastian Job • Mark Goudkamp, NSWTF state councillor, Sydney RAC & Teachers for Refugees • Julia Hush, Professor of Physiotherapy, Macquarie University • Eloise Chandler • Helen McKelvie • Lisa White • Dr Sabrin Farooqui • Dr. Jill Klein