

CSR REPORT 2022

HOTEL ELYSEE VAL D'EUROPE



Hôtel l'Elysée
Val d'Europe

**GUESTS
TEAM
ENVIRONMENT
COMMUNITIES
GOVERNANCE**

WHO WE ARE

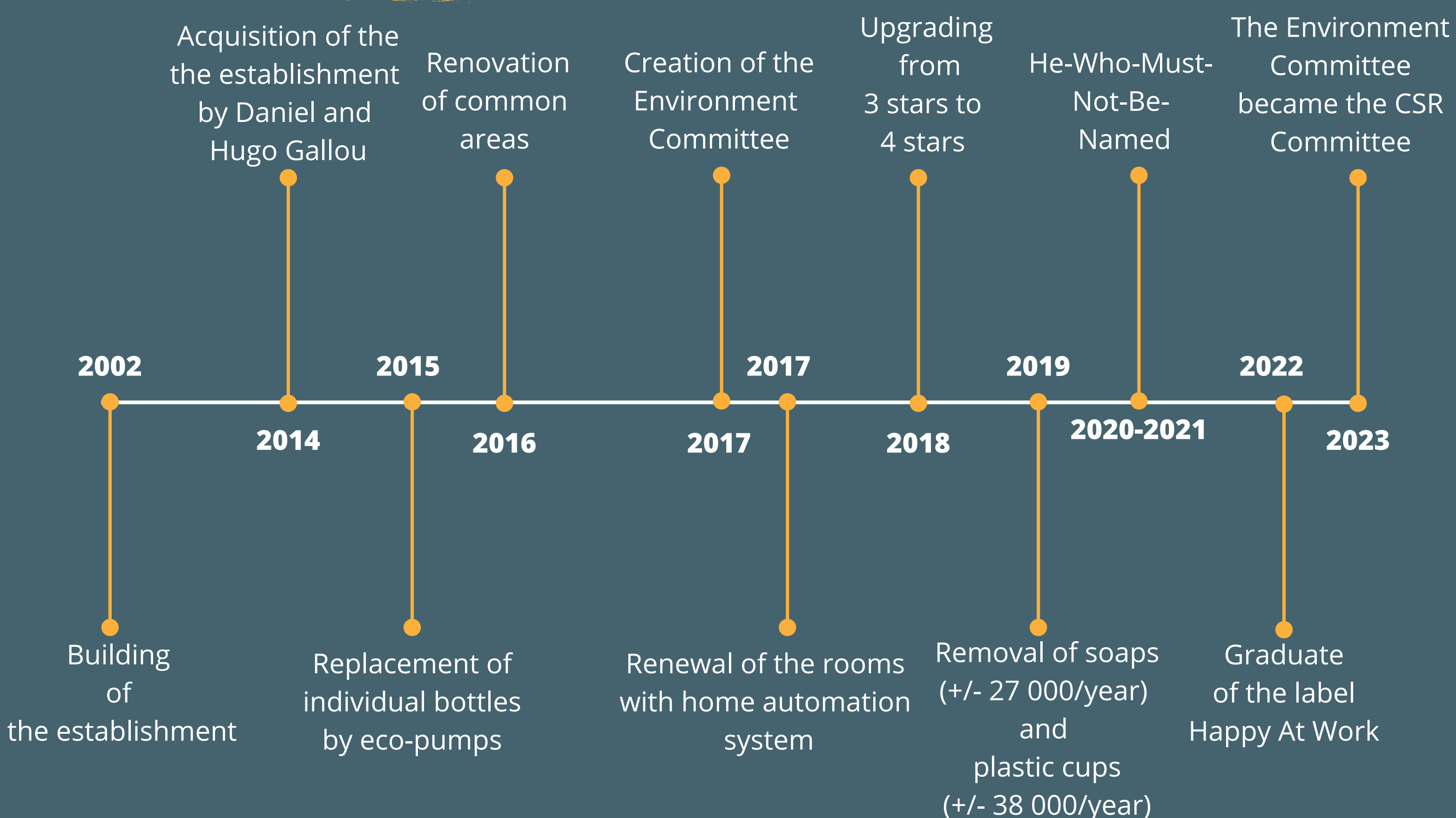
The Elysee Val d'Europe is an independent 4 stars hotel, based in the center of Val d'Europe, few minutes away from Disneyland® Paris and from the international train station of Chessy Marne la Vallée.

With 152 rooms and suites as well as a restaurant "Le George", a bar "Le Diplomate" and 200m² of seminar space, our establishment offers quality services in a comfortable and elegant setting.

We are committed to :

- > To satisfy our guests at every moment of their experience
- > To anticipate to exceed expectations
- > To innovate and break the traditional codes of the hotel industry
- > To move our guests by taking pleasure in pleasing them
- > To progress in order to grow together in the long term

A few key dates



Let's Focus on 2022 !

- **112 223** is the number of guests we have had the pleasure to welcome
- **92.6%** is the rate of guests we have made happy
- **87,2%** is the rate of satisfied staff members
- **10 millions d'€** is our gross sales (excluding VAT) (and even a bit more...)

A record year, while we started the year with three months of crisis and sanitary restrictions !



We were committed to maintain our virtuous trio with the satisfaction of :

Our guests / Our team / Our shareholders

The numbers confirm that this challenge has been more than met !

The environmental approach was also an integral part of our actions and decisions.

This year, we have decided to turn our environmental policy into a CSR approach -
to communicate more globally on all the subjects that are important to us,
but also to expand our 2023 actions.

We are happy to let you discover all the things we have done with pleasure, joy and passion, thanks to the whole team!

OUR CSR REPORT IN 5 THEMES



GUESTS



TEAM



COMMUNITIES



GOVERNANCE



ENVIRONMENT



OUR GUESTS



1

OUR CUSTOMERS' SATISFACTION

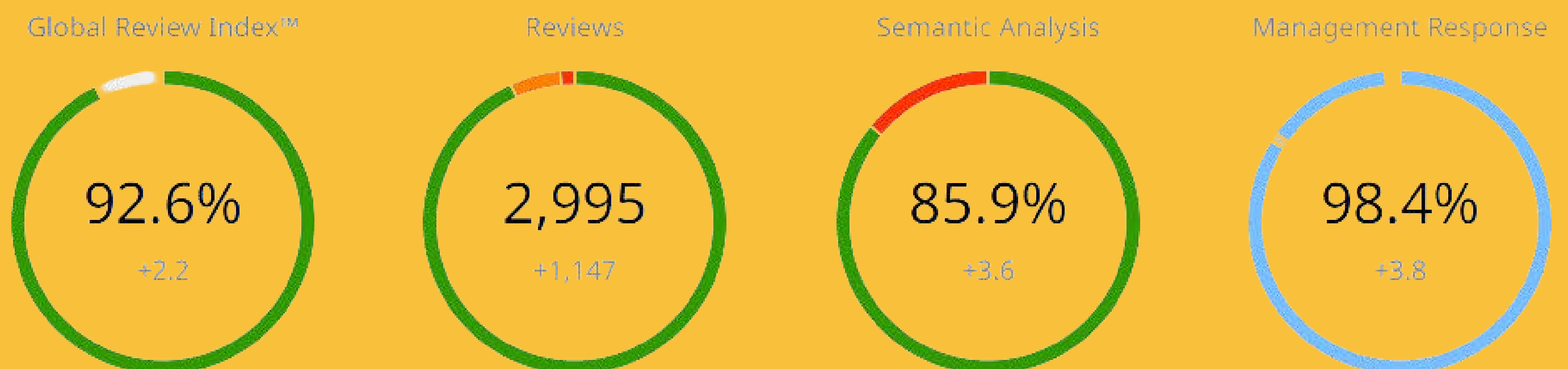


We have a (small) stubborn side and we are always striving to satisfy our guests !

Guests' feedbacks at the hotel, answers to our post-stay questionnaire, online reviews, whether they are sweet or a little less sweet, we read EVERYTHING !
These feedbacks help us to improve and to grow.

In 2022, we had the huge satisfaction to cumulate an overall rating of 92.6% on different websites (Tripadvisor, Google, Booking, Expedia...).

We are extremely proud to have exceeded our 2022 target of 92%!



These ratings allowed us to receive the TripAdvisor award "Travellers' Choice Best of the Best"



Thanks to these different feedbacks (and some of our own ideas!), we have upgraded our services with :

- + communication in the room
- High quality laundry
- + organic products / + local products
- And always + digital to make everyone's life easier!

1

OUR CUSTOMERS' SAFETY



OUR LABELS !



It is with a huge sense of pride that we were certified with the SHE Travel Club label !

This label is the first one created by women and travel professionals, and ensures that our hotel meets women's needs



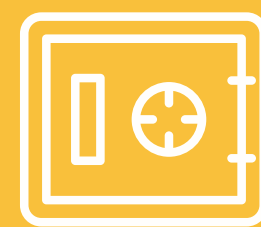
8 out of 10 women are afraid to go out alone at night and most of them have already been harassed in the street or on public transport. At the Hotel l'Elysee Val d'Europe, this is a central topic and we are dedicated to prevent street harassment.

This is why we have joined the Angela program.

This label aims to fight against insecurity in the street by creating a network of safe places throughout France.

From now, any harassed person can find refuge in our establishment in all kindness.

DATA UNDER LOCK AND KEY !



We treat our customers' data with respect and apply the principles of the GDPR. We ensure that our customers' data are secure.

We maintain a register of processing activities that defines a purpose for each piece of data collected and limits the use of sensitive data.

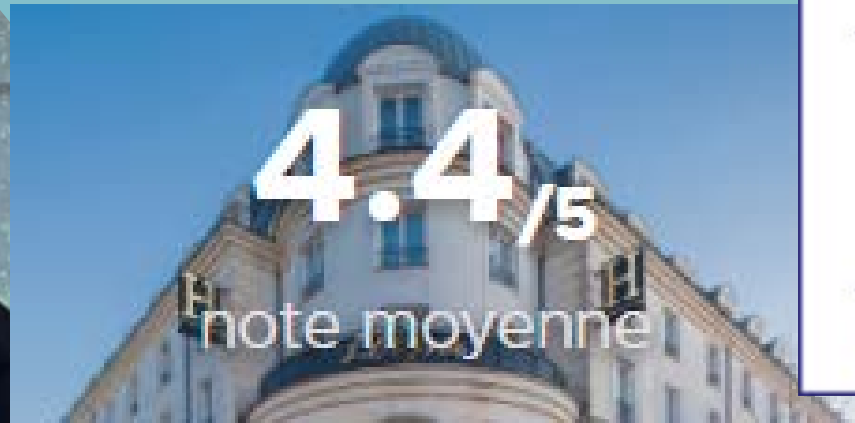


OUR TEAM



2

OUR TEAM, OUR PRIDE



**4.4/5 is the rating given by our team !
We obtain the Happy At Work label**

What a great reward to end this beautiful year 2022 !

We would like to thank all our staff for their enthusiasm and their passion that we all share together on a daily basis.

Because a united team is the key to success, it is today one of the biggest strengths of the establishment.

These different and passionate functions that we carry out require a lot of energy. We try to take care of each team member so that they can fully develop and improve themselves.

ON-BOARDING AND TRAINING :



- We have developed our own application to **digitalize our welcoming booklet**. This allows our employees to have access to a large amount of information directly on their phone in a few clicks (corporate events, news, good deals, company values, ...)

+ practical, + ergonomic and - paper !



- Each team member is offered a complimentary night stay to experience the hotel as a guest. Afterwards, they share their thoughts with us, which we take into consideration for our improvement actions.
- Onboarding sessions are organized for all new employees - a dedicated time to go over essential information that they need to know !
- Regarding training, we provide support and training as soon as they start their position. Each employee benefits from an annual interview and a position review - they can then express their training requests. This year, all employees have received at least one training session. Cross-training sessions are also organized between different departments. Everyone can request to learn about other positions, which is a great opportunity to strengthen team spirit !

2

OUR TEAM, OUR PRIDE



THEIR VOICE MATTERS !



- When they are hired, a satisfaction survey has to be completed, as well as a discovery report one month after their arrival. This helps us get their opinion.
- We involve our team in various projects in order to encourage them to express their ideas. Our CSR committee is composed of 16 members, representing all departments. A meeting is organized every two months, and everyone can bring their own expertise on different topics !
- A letterbox is available in the lunchroom to collect everyone's ideas !

RECOGNITION



Each month, one of the hotel's members is highlighted to create the cocktail of the month that will be offered to the customers of our bar Le Diplomate and our restaurant Le George. All the staff can propose a cocktail, even if they are not bartenders and this is the strength of the project !

We remember for example the delicious cocktail in July "La petite robe rouge" created by our maintenance agent, his cocktail of the month was a great success and has since been permanently added to our bar menu!



- Each month, the General Manager and the department managers elect the 2 best employees of the month who reflect the values of the company through their working methods, guests feedbacks and their enthusiasm for the job and the company. They are rewarded with a gift card and a meal in our restaurant with the General Manager!

WORKPLACE WELLNESS



- Because it is also important to know how to preserve our mental health, all the collaborators have access to 4 free and anonymous sessions with a certified therapist located near the hotel.
- Social listening sessions are organized with a specifically dedicated member of the organization. The employees can open up when needed about their apprehensions, doubts, or any other personal subject.
- A survey is sent twice per year to all the team. It is anonymous and allows us to measure the general level of wellness and to take actions for improvement when needed.

2

OUR TEAM, OUR PRIDE



AND ESPECIALLY GOOD TIMES !!!!



Working is great ! Relaxing is just as much :D

- Now, we organize two annual staff parties ! It's a moment appreciated by everyone, which reinforces the bonds outside the work environment.
- At the end of the year, we have the pleasure of celebrating a children's Christmas party ! An afternoon where kids and grown-ups can have fun !
- Each department is required to organize at least one team building event per year. It's a privileged moment that each departement head shares with their team (outing, restaurant, activities,)
- Open days are organized in partnership with the ESC so that employees can show their workplace to their families.



NOT TO MENTION THE LITTLE GIFTS...

- Free hot drinks for everyone
- A personalized mug to avoid wasting cups
- Special offers from our partners (Disney tickets and annual passports, CIC benefits, discounted chocolates and champagne)





ENVIRONMENT



3

NEW AND LONG-LASTING PRODUCTS!



In our rooms



- Tissue boxes and 100% recycled paper cups.
- Fair trade and biodegradable coffee capsules
- A high-tech home automation system that regulates the light, heating, and air conditioning when our guests enter and leave their rooms
- Refillable shower gel bottles from the brand RITUALS



Our most recent discoveries :

- Better quality sheets, towels and bathrobes ! We are now collaborating with the company KALHYGE.



Good to know :

90% of their textile purchasing is from suppliers with at least one ecological and/or ethical label



- Our tea selection becomes ORGANIC !



- Toilet brushes - made of beet pulp - made in France 

In our restaurant areas



- A varied and quality breakfast with fresh and local products
- A restaurant menu that changes every season to work with fresh products
- A range of local producers (La Fromagère, la ferme de Mauperthuis, les Halles Trottemant,...)
- Vegetarian and vegan meals !
- A selection of organic wines (Terre du Loou, L'ironde, Château Baratet,...) and local beers (Paname)
- Low cost sale of our unsold food through the app Too Good To Go to local residents to fight against wasting !



Our most recent discoveries :

- Yoghurts coming directly from Mauperthuis farm !



Our Parking is also going green !



There are now 7 charging stations for electric cars available to our guests for free 24h/24

3

RAISE AWARENESS TO SUCCEED !



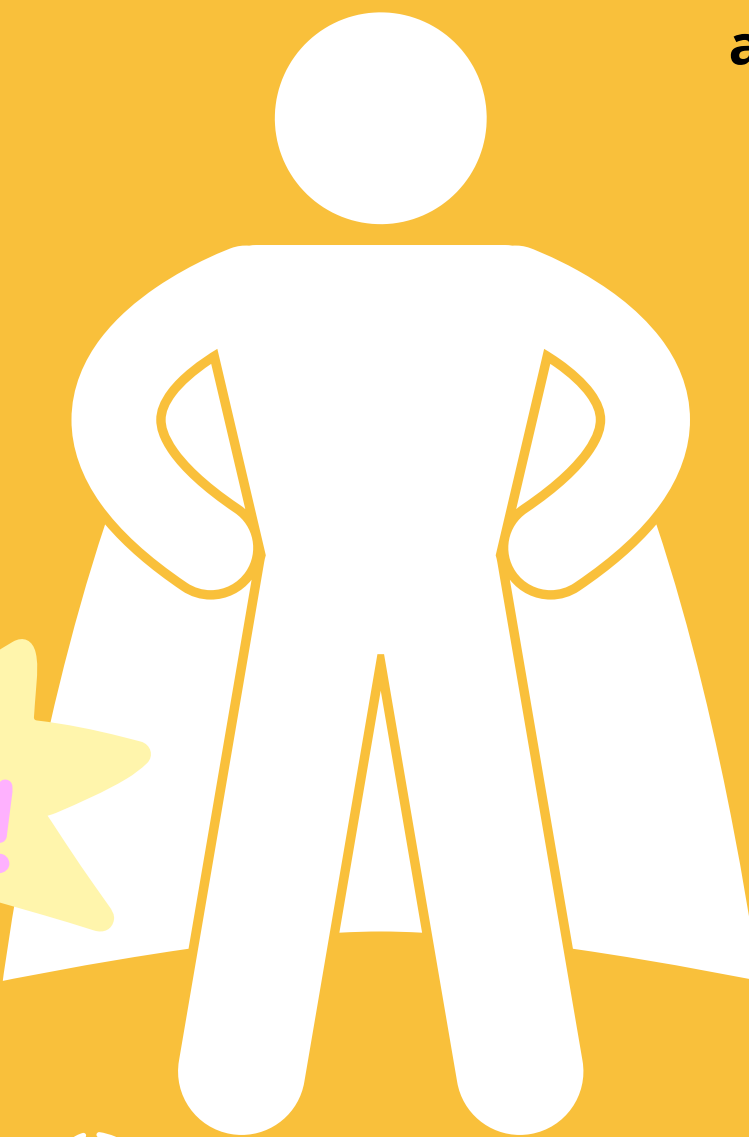
We are convinced that it becomes urgent to make each actor, each generation aware about the preservation of the environment !

So, our guests can help us reduce our carbon footprint through the superhero program ! A fun way to inform and encourage our guests to take action for the environment.



Superhero in the room

Guests are given a small sign to put on the room door so that the staff will not enter the room to clean it.
Guests who accept the challenge win a superpower: a 5€ voucher to use in our bar Le Diplomate



Superhero at breakfast



Breakfast at the hotel Elysee Val d'Europe is an American-style buffet offering a wide choice of quality hot, cold, sweet and salty options.
In order to limit food waste as much as possible, we prepare the quantities according to the number of guests and raise awareness our guests on food waste with various humorous visuals displayed in the restaurant !



Superhero on the road

Our guests are informed about the local activities and the CO2 emission rates of each type of transportation available from the hotel
(walk or bike instead of driving when possible, use the many public transportation options nearby including our free shuttle to Disney instead of taking a cab...)
We also encourage our guests to take the stairs instead of the elevator with fun displays !

Generous Superhero



When our guests forget an item in their room, they receive an alert via the Peek'in app.
They can then choose to donate it - we give them to the recycling center in Meaux so that they can have a second life - they are offered at a low price and the profits go back to the recycling center.



Pssst...

We can't thank our superheroes enough for helping us to save the planet !

3

PRESERVING RESOURCES



The Overshoot Day was reached on July 28th 2022, 5 months earlier than 50 years ago. Today it would take 1.5 lands to produce the resources necessary for human needs. Preserving resources and adopting the most eco-responsible approach possible therefore seem to us essential.

ENERGY MANAGEMENT



- HOME AUTOMATION in all the rooms, allowing to automatically turn off the lights and regulate the air conditioning when the customers leave their room
- 100% low-energy LED light bulbs
- Presence detectors in the storerooms, common areas and circulation space
- Insulation of the hydraulic network of heating and hot water
- Monthly monitoring of consumption

WASTE MANAGEMENT



- Waste sorting (cardboard, glass, returnable bottles, plastic, coffee capsules from our seminars...)
- Removal of soap bars (27 000/year)
- Replacement of individual shower gel bottles by eco-pumps.
- Removal of plastic cups (40000/year)
- Hospitality products on request
- Reduction of paper prints
- Implementation of a compost

2022

During the winter, we also changed the temperature of our rooms from 21°C to 19°C.



2022

Installation of sorting bins in the common areas for guests, but also in the offices of the employees

2022

Recycle cigarette butts to transform and recycle them organic matter in compost and plastic pallets

2022

Beginning of the sorting of our bio-waste!

2022

Long lasting natural flowers



WATER MANAGEMENT



- Water flow restrictors throughout the property
- ZERO toxic / pollutant cleaning products in the rooms - use of a steam cleaner
- Monthly consumption monitoring
- Preventive maintenance of equipment



Because together we are stronger!
All our employees have had training on sustainable development



COMMUNITIES





COMMUNITIES



LOCAL ENVIRONMENT :

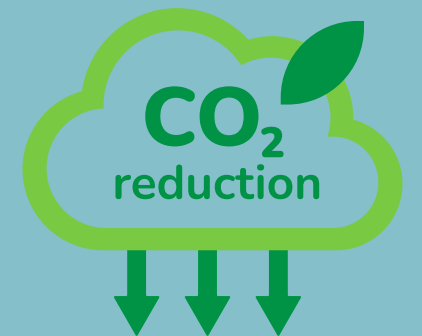
We are committed to being involved in the neighborhood and geographic area in which we have been operating for over 20 years.



77% of our employees live within 32 km of the hotel.



85% of our suppliers are within 100km of the hotel.



876 meal baskets have been distributed at low cost to local residents via the Too Good To Go app. This represents 2,19 tons of CO2 saved!

We are also very proud to work with CIC, a local cooperative bank committed to serving the community.

INCLUSIVITY AND DIVERSITY :

We support the employment of disabled workers and promote diversity within our teams.

As such, we have added these statements to our job postings to reinforce our commitment to diversity, equity and inclusion.

Our facilities can accommodate people with disabilities, and training has been provided to our employees to make them feel welcome!



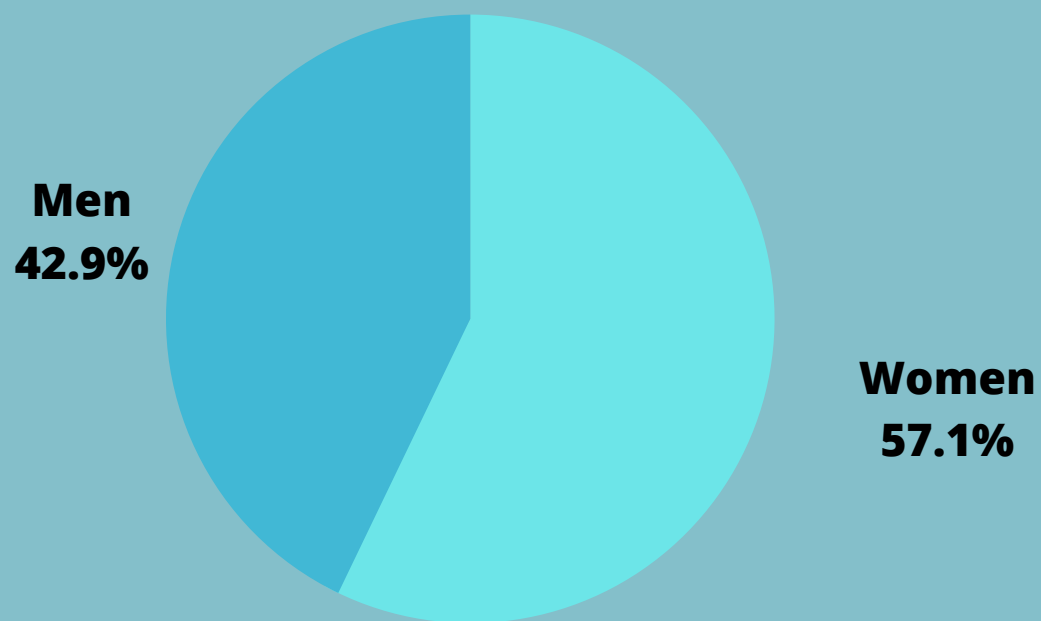
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OUR SUPERWOMEN !

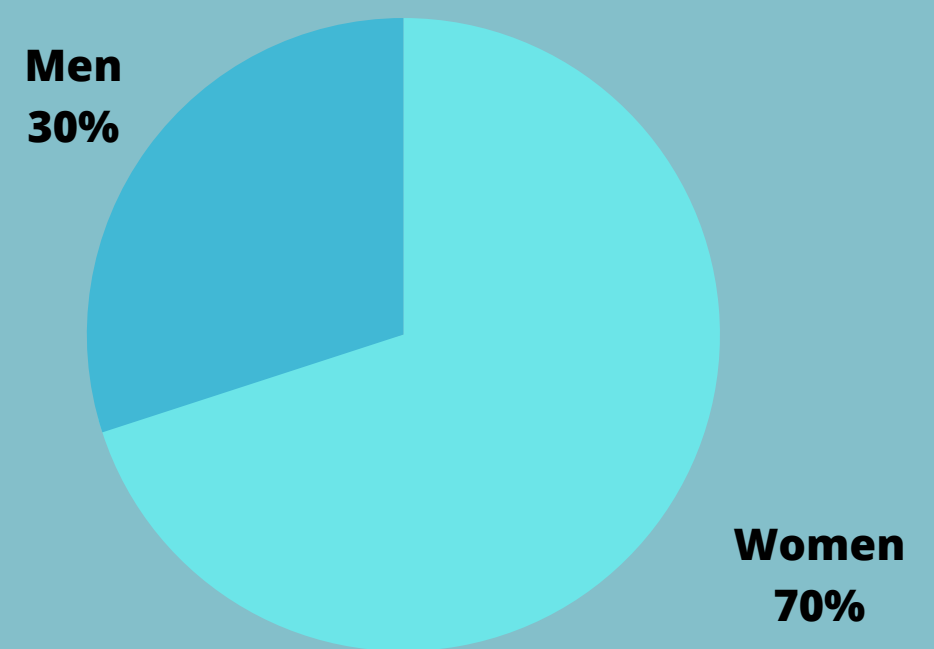


Women represent 57,1% of our workforce and 70% among our managers !

Employees gender mix in 2022



Managers gender mix in 2022



**Focus on the hotel big boss :
an Italian young woman who meets challenges head-on!**



Arriving as a receptionist in 2011, she never let go of her dream of one day becoming the director of the Elysee Val d'Europe hotel.

After multiple evolutions, it is in 2020 that she achieved it. Despite the crisis, she promised herself to succeed in doing beautiful things, in a joyous and relaxed atmosphere. Involved 1000% in the well-being of her team, her customers and the planet, she does not lack of imagination!

4

STAND WITH UKRAINE



The European Union has mobilized across the continent to help people fleeing the war in Ukraine.

We wanted to provide support too by offering rooms to Ukrainian families so that they could find some comfort in their ordeal.

Between March and June 2022, we were able to welcome 38 families (and exceptionally a kitten!) for a total of 82 nights.





Governance



5

GOVERNANCE



Social and environmental concerns must be an integral part of the management of our company, of our decisions and of our goals.

This requires the involvement of everyone!



MANAGERS AND DIRECTORS

Management committee

Rewarded goals that consider social and environmental performances.

Social and environmental indicators (employee well-being, reduction in consumption, customer satisfaction etc...)

FOR ALL EMPLOYEES

A CSR committee to allow everyone to express themselves

Job descriptions with social and environmental skills

Transparency on the financial data and goals of the establishment

External audit on financial data

Internal alert system for the prevention of corruption

Anonymous mailbox to report a complaint, a problem or any suggestion for improvement.



WHAT'S NEXT ?

As it has been the case since the takeover in 2014, our goals for 2023 are based on three main pillars :

Our guests, our staff and our shareholders.

Our approach, combined with quality procedures, gives us the opportunity to improve ourselves.

Today we have the desire to open up and add a new pillar to our goals:

« Corporate Social Responsibility (CSR) ».

CSR is as important as the first three. We are committed to ambitious but achievable goals for our guests and employees, goals that will once again push us to excel together.

2023 : Our goals

€12M GS : +12%
53372# sold - €8.498M GS
€2.851M in F&B GS
Expenses: 23.5% that
to say €2.822 million
EBITDA 30.39% that
to say €3.655M

133,981 customers
92.6% were delighted
(Average price: €159.21
excluding VAT)

93 employees
HappyToWork label : 4.5/5
Obtain the Happy Trainees label
Sporting and associative
events, Staff parties, 2 TB per
team, etc...

CSR approach: developing a
network around the hotel,
events, activities with
employees, etc...
Transversal projects
accessible to all!

A strong CSR approach

In order to develop and structure our CSR approach, we rely on the 17 Sustainable Development Goals (SDGs):



- > Continue to distribute low-cost anti-waste baskets and donate items to the recycling centre
- > Distribute a % of profits and get involved in local charities



- > Offer well-being activities to our employees in addition to psychology sessions
- > Renew our Happy at Work label and obtain the Happy Trainees label
- > Organise sports and community events
- > Encourage our employees to use various training opportunities
- > Placing women in the spotlight !



- > Obtain the green key label
- > Continue to use natural products to avoid water pollution
- > Develop the use of renewable resources
- > Measuring and reducing our carbon footprint
- > Preserving resources



- > Develop partnership and get involved in the local life of the company
- > Buy locally and sustainably
- > Have suppliers with CSR commitments
- > Increasing innovation by favouring small businesses

Thank you for reading us !



We can't wait to tell you
about our (future)
adventures !



In the meantime, you can
follow them live on our
social networks :

