

HÔTEL L'ELYSEE VAL D'EUROPE

2023 CSR REPORT



Hôtel l'Elysée
Val d'Europe

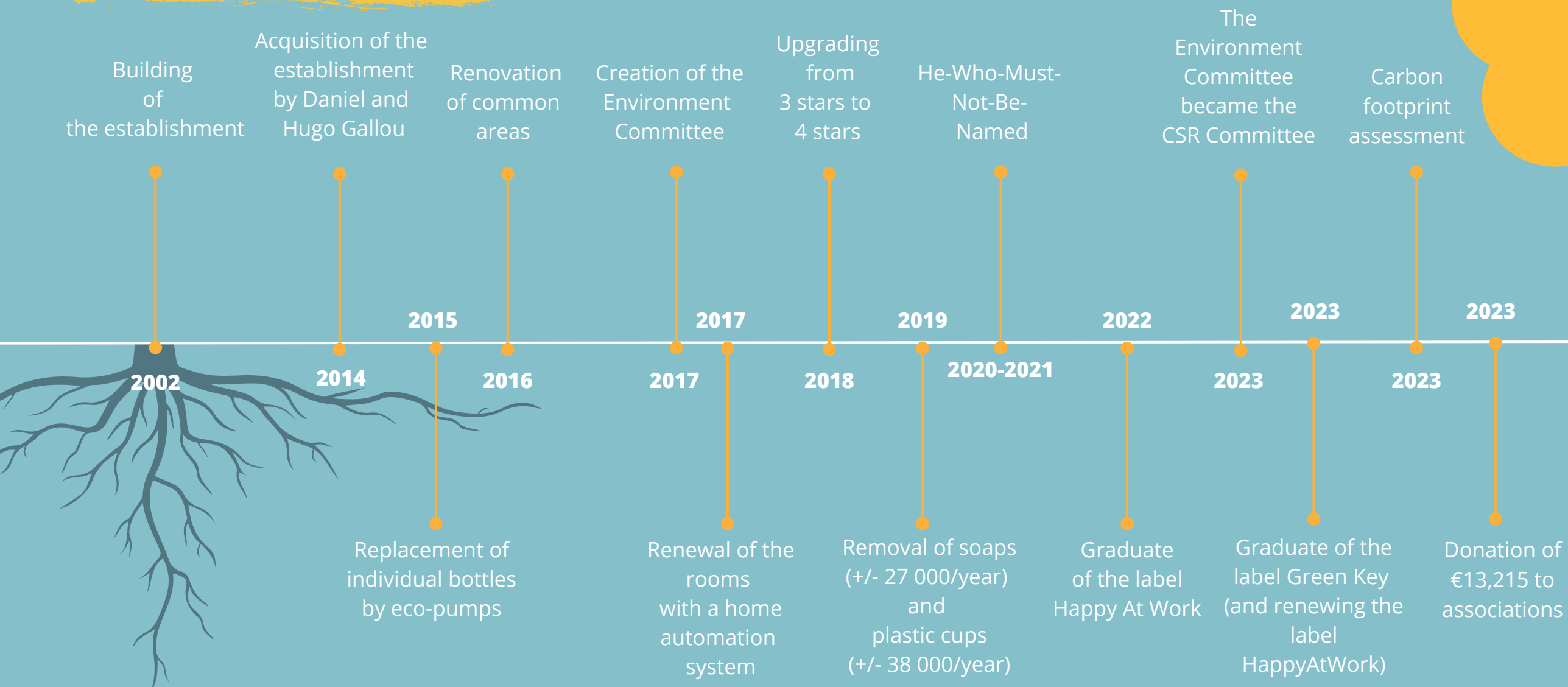


WHO WE ARE

L'Hôtel l'Elysée Val d'Europe is an independent 4-star hotel, based in the center of Val d'Europe, a 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.

A few key dates












OUR COMMITMENTS

- To satisfy our guests at every moment of their experience
- To anticipate and 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



OUR RESULTS

2022	Goal 2023	Achieved 2023		
121 192	133 981	141 451	Number of guests welcomed	
88.97%	96.20%	94.96 %	Occupancy rate	
174 631	131 822	141 986	Number of seats in the restaurant	
10 397 000 €	12 000 000 €	12 522 776 €	Total turnover	
92.6 %	92.6 %	92.2 %	Hotel satisfaction score	
4.63 / 5	4.5 / 5	4.63 / 5	Bar satisfaction score	
4.5 / 5	4.5 / 5	4.21 / 5	Restaurant satisfaction score	
4.3 / 5	4.3 / 5	4.1 / 5	Staff satisfaction score	
-	4.3 / 5	4.3 / 5	Apprentice satisfaction score	



OUR 2023 CSR REPORT IN A FEW LINES...

Having created our first CSR report in 2022, we took stock of what we had put in place as part of our CSR approach.

Above all, we had defined 16 objectives for the year 2023, based on the 17 Sustainable Development Goals (SDGs) which provide the roadmap to follow and achieve a better and more sustainable future for all.

In this 2023 CSR report, we aim to review the goals we have established.

We will share our successes but also what we need to improve in 2024, as well as our small bonuses in addition to our initial objectives.

We also want to highlight our staff throughout this report who are involved in this process.

And of course, because we don't intend to stop there, we will present our objectives for 2024!

So, enjoy reading!



REVIEW OF OUR 2023 CSR COMMITMENTS



GUESTS



COMMUNITIES



GOVERNANCE



ENVIRONMENT



TEAM

1

CONTINUE TO DISTRIBUTE LOW-COST ANTI-WASTE BASKETS AND DONATE ITEMS TO RECYCLING



Too Good To Go

970 Number of baskets distributed at low prices in 2023! 30.5% more than in 2022 with 743 baskets.



751 Number of found objects that our guests wanted to donate to the Meaux Recyclerie through our new Peek'in app.



48 Number of seminar tables shared between the Meaux Recyclerie and the Oasis - a solidarity grocery store in Serris.

2

DISTRIBUTE A % OF PROFITS AND GET INVOLVED IN LOCAL ASSOCIATIONS



€12 000

That's the amount of money the CSR committee had the chance to distribute to associations of its choice!

These 5 associations each received €2,400.



Endo France



SOS Femmes 77



AVACS



Zero Waste



Fondation des femmes

HERE ARE THEIR FEEDBACK



“
A huge thank you for this wonderful news!
We are delighted and touched that you have perceived our values! [...] This will be the first donation that will fill the research or special projects pot for 2024.
Thank you so much!
”

ENDOFRANCE

“
Words fail me to express to you on behalf of our association our most sincere thanks.[...] On behalf of the women and children we support, a big THANK YOU
”



SOS FEMMES
77



“
I am right to always believe in Santa Claus...[...] I thank you so much for your precious support
”

AVACS

“
Thanks to your donation, we'll be able to continue our awareness-raising activities with different audiences (schools, families, businesses, retailers, etc.), our support for public or private actors to reduce waste and finally our lobbying of local political decision-makers to commit to ambitious zero-waste projects.
”



ZERO WASTE



“
First of all, a big thank you for your willingness to support the actions of the Women's Foundation!
It's through people like you that we can continue to act and help women victims of domestic violence or in precarious situations, as well as their children. So, a thousand thanks.
”

LA FONDATION
DES FEMMES



**Donations are essential to enable associations to pursue their missions.
Let's support them!**

BONUS



We formalized our partnership with “Make A Wish” through which we welcomed Matei and his family in 2023.

This association, which operates in several countries, makes dreams come true for children with terminal illness.

For Matei, his dream was to come and visit Disneyland Paris.

We share with you the association’s feedback :

“This email is to thank you, all your staff and all the people who worked hard for Matei : you were precious and fundamental in making our little one’s wish come true.

The time we had was short but you were precise and punctual; the family spent days full of emotion and joy, thanks also to your impeccable support.

Matei went home tired but very happy : this morning he’s back in hospital for therapy, but I’m convinced he’ll face it with a totally different mind, aware of the special experience he’s just to live.”



3

ORGANIZE SPORTING AND ASSOCIATION EVENTS



Our Front Office Manager, Mathilde, had the pleasure of organizing the Olympiades with her committee : a sporting Sunday with colleagues!

An opportunity to mix sport, laughter and complicity. A real success which will be renewed (we hope!) every year :D



For the more motivated, we also offered our employees the opportunity to take part in two running races (the cancer race and the monument race).



4

OFFER WELLNESS ACTIVITIES TO OUR EMPLOYEES IN ADDITION TO PSYCHOLOGY SESSIONS



This objective must be developed over the year 2024 by making our seminar rooms available free of charge to professionals (yoga, sophrology, osteopathy, etc.) so that our staff can benefit from them.



5

RENEW OUR HAPPY AT WORK LABEL AND OBTAIN THE HAPPY TRAINEES LABEL



We are pleased to have renewed for the second year our **Happy At Work label with record participation of 82.9% (up from 61.8% in 2022)** and a score of 4.1/5.

We also participated for the first time in the Happy Trainees label for our trainees and apprentices, obtaining a score of 4.3/5 and a participation rate of 70.6%.

What they love about us :



- The team
- The atmosphere
- Kindness
- Innovation
- The diversity of tasks
- Please our customers

WOW!!!

- More explanations on the promotion conditions
- More communication on decisions
- More recognition
- More benefits

What we need to improve:



6

ENCOURAGE OUR EMPLOYEES TO TAKE ADVANTAGE OF THE VARIOUS TRAINING OPPORTUNITIES AVAILABLE



We have included in our professional interviews a list of the various training that our employees can use personally or professionally. Furthermore, we have doubled the number of training courses for a total of 21 training offered in 2023 compared to 10 in 2022. This represents 21.67 hours/employee.

Among these training courses, we were delighted to offer 40 hours of French courses for our employees to help them in their daily lives.

74.6%

of our employees responded positively to the question :

"I have the opportunity to learn and develop my skills"

7

WOMEN IN THE SPOTLIGHT!



99/100

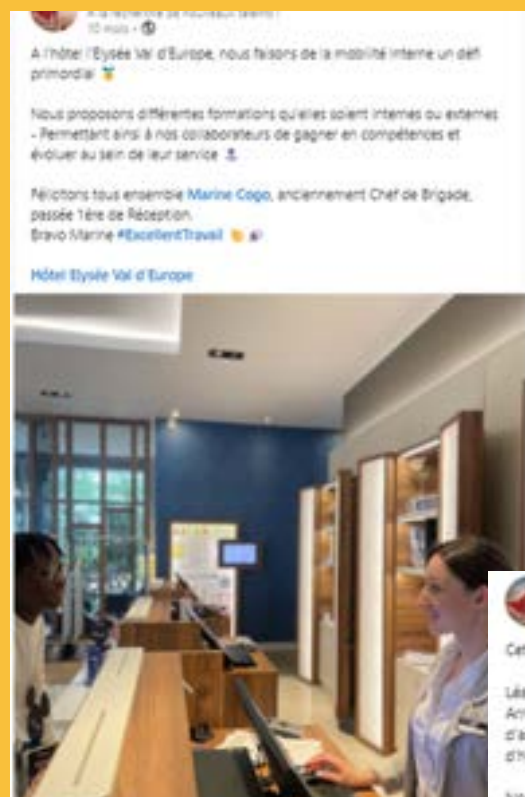
That's our equality index 2023 score!
It reflects our commitment to professional equality



We celebrated Women's Day by distributing a rose to all our employees and customers.

55% This is the percentage of women in our total workforce on 12/31/23 (i.e. 49 women and 40 men (we love them too!)).

We were delighted to showcase their many talents on our social networks :



8

OBTAIN THE GREEN KEY LABEL



We are proud to announce that we have been awarded the Green Key label!

It's one more step that confirms our commitment to sustainability and environmental responsibility to preserve our beautiful planet!





MEASURE AND REDUCE OUR CARBON FOOTPRINT



To progress towards a more sustainable world, we need to understand, and in order to understand, we need to measure!

In 2023, we assessed our carbon impact for the year 2022. We now have a real map of the areas where we can take action to reduce our emissions.

Our emissions represent the average consumption of 225 French people over one year. It also represents a total of 25 tonnes per employee, or 4 tonnes less than the average for the hotel sector.

OUR MAIN ACTIONS ON THE 3 BIGGEST SECTORS:

“Food and drinks” (39%):

Mainly linked to meat consumption in our SteakHouse, we started by removing our biggest piece of beef of 500g (sorry foodies!).

“Fixed assets” (27.7%):

For 2023, we have given priority to purchasing reconditioned equipment (phones/tablets/miscellaneous equipment). We repair and renovate our furniture rather than replacing it when possible.

“Energy” (12.6%) :

Having already done a lot of work to reduce our consumption, we have decided in 2023 to find a service provider to purchase only green electricity - this contract will start in 2024!



-55%

This is the target for reducing CO2 emissions by 2030 in Europe. Climate events are increasing and it's becoming urgent to reduce emissions.

For companies, the carbon footprint is an indispensable tool in implementing a strategy to reduce gas emissions!



CONTINUE TO USE NATURAL PRODUCTS TO AVOID WATER POLLUTION



In 2023, we continued our commitment to environmentally friendly cleaning by using steam cleaners and a natural cleaner : white vinegar!



DEVELOP THE USE OF RENEWABLE RESOURCES



As mentioned, our electricity contract is renewed on 01/01/2024, we made a call for tenders in 2023 in order to subscribe to a 100% green energy contract. We have selected a supplier in line with this commitment.



PRESERVE RESOURCES



In 2023, we started a new partnership with the Joyeux Recycleurs. This allowed us to recycle a total of 455kg of waste paper, coffee capsules, cigarette butts, cartridges, batteries and bulbs.

We also recycled 18.2 tonnes of cardboard and 2.39 tonnes of plastic bottles, for a total of 21,045 tonnes.

Paper notebooks and pens have been removed from the room.

Leaflet dispensers have replaced the toilet paper rolls that were thrown between guests!



-2.5%

This is the rate of reduction in our household waste between 2022 and 2023 (in relation to sales)



13

DEVELOP PARTNERSHIPS AND GET INVOLVED IN THE LOCAL LIFE



We organized 2 themed evenings with all our partners and local representatives. Both evenings were created by employees on the organizing committee! A real success that we'll be repeating every year.

One of them was the opportunity to highlight an association very close to our hotel, the Oasis, which is a solidarity grocery store. We raised €513 for the association.



"Back to the Fifties"

"Elysée On Ice"



14

BUY LOCAL AND SUSTAINABLE



15

SUPPLIERS WITH CSR COMMITMENTS



16

INNOVATE MORE AND MORE BY FAVORING SMALL BUSINESSES



95% of our suppliers of products representing 80% of our 2023 expenses are located less than 46 miles away!

We have also created a responsible purchasing policy that we began to share with our suppliers. So far, 22% of suppliers of products representing 80% of expenses have signed this charter! A good start to continue in 2024 ;)



OUR NEWS!



Fine grocery products from the **French Federation Aperitif** on sale at reception



Beers from the Second Degré microbrewery brewed less than 3 miles from the hotel on sale at reception and in the bar



Our new seminar tables by UBIA, located less than 19 miles away. These tables are eco-responsible and innovative in their lightness, allowing more comfort in their handling!

FOCUS ON SOME OF OUR PARTNERS!

IIP KALHYGE OUR LINEN SERVICE PROVIDER

- 87% of their suppliers have an ecological and/or ethical label
- Environmental objectives aimed at reducing consumption (electricity, water, diesel)
- Measures to prevent, recycle and eliminate waste
- Actions to protect health and safety in the workplace

THEIR 2023
CSR REPORT



OUR RECYCLING SERVICE PROVIDER

- Awarded by the ESS Trophies of the city of Paris
- 80% of their drivers were recruited through their partnership with ARES atelier, an association which works for professional integration
- 5 cents are donated to this association per kilo of waste collected
- A social policy focused on long-term support and ongoing training

TO LEARN
MORE



OUR SUPPLIER OF BUTCHER, CHARCUTERIE AND GROCERY

- One of the first companies on the Rungis market to be labeled Committed to CSR and Responsibility Europe
- Partnerships with small local producers
- Fight against food waste (donations of unsold items / promotions)
- Metanization of bio-waste / Sorting and recycling
- Transparency and food safety

TO LEARN
MORE



GREAT IDEAS FROM OUR STAFF IMPLEMENTED IN 2023



HYGIENIC PROTECTION DISPENSERS FOR OUR GUESTS AND EMPLOYEES

MARGUERITE & CIE joins l'Hôtel l'Elysee Val d'Europe

Hygienic protection dispensers have been installed in the toilets for our guests and employees!

We chose Marguerite & Cie who offers healthy and biodegradable periodic protection.

It's a company based in Brittany, France, recognized as a solidarity company of social utility working closely with disabled people (2 ESAT and an adapted company).



An idea from Anicia, our Reservation Apprentice



Menstruation affects almost half of the population. Together, let's make menstruation a more peaceful experience, while taking care of the health of women and the planet!

Free access to menstrual protection that respects the body and the planet!

OUR SAMSUNG FLIP PRO DIGITAL FLIPCHARTS



Our digital flipcharts replace paper flipcharts in our seminar rooms!



Innovative



No more paper waste!

An idea from Tiago, our Sales Apprentice



MORE RESPONSIBLE SEMINARS!

- * Reusable carafes with micro-filtered water and glasses replace small plastic bottles
- * Coffee capsules are recycled by "Les Joyeux recycleurs"!
- * Pens and paper are now grouped together on the speaker's table and available on request
- * Video projectors are now laser-based = more environmentally-friendly, as no bulbs need to be replaced, and less energy consuming, for better image quality and a longer lifespan

OCTOBER 2023 : A COCKTAIL FOR A GOOD CAUSE!

Every year, Pink October reminds us how it's important to raise awareness and fight against breast cancer.

Breast cancer is the cancer with the highest mortality rate among women. And yet, when detected early, it can be cured in 9 cases out of 10!

This year, for every "Pink October" cocktail ordered, we donated €2 to the League Against Cancer for a total of €498.



An idea from Nathan, our F&B Apprentice



AND IT GOES ON EVERY MONTH!

Because we like to keep good ideas alive at l'Hôtel L'Elysée Val d'Europe! Every month, our CSR Committee selects a new association to donate €2 for every cocktail sold this month :

L'ENVOL

For the month of November



MEDECINS SANS FRONTIERES

For the month of December



10€^{TTC}

Gin
Jus de citron
Sirop de rose
Sirop de fraise

Pour chaque cocktail
« L'Octobre Rose »
commandé,
2 € sont reversés à la ligue
contre le cancer du sein.

LE DIPLOMATE
CAVE & BAR

L'OCTOBRE Rose

Cocktail imaginé par Nathan



NEW SAFETY REFERENTS, COMMITTED TO EMPLOYEES' SAFETY AND WELL-BEING



EMILIE
Assistant Sales Manager



SOFIAN
Chef de Partie



ALEXANDRA
Brigade Manager



MARINE
Head Waiter

THEIR MISSIONS:

- Prevent risks so that employees work in complete safety
- Analyze workplace accidents
- Conduct safety inspections
- Work on gestures and postures

Thank you!



TO FINISH : WE'RE PROUD TO BE THE WINNER OF THE ECONOMIC TROPHIES IN THE #EMPLOYMENT CATEGORY!



Because reconciling economic performance and employees well-being is a priority for our company!
We are proud to make quality of life a central part of our approach in the workplace.

TO LEARN
MORE



"For years we've been moving forward somewhat in the shadows, without communicating everything we do for our teams. This indirectly shows that we haven't been doing it since CSR became a "fashionable" topic. We've always done it, because it's an inseparable part of our DNA. Our owners support us in this approach, and the well-being of those who work with us every day is for them one of the main focuses of our management.

Today, we can say that for the past three years, our management has been focused on four key areas: customer satisfaction, employee satisfaction, the company's financial health and our CSR approach. And so it's what we do for our 95 employees that I'd like to share with you today."

Camilla Cuccuru, General Manager





WHAT'S NEXT?

OUR SUSTAINABLE DEVELOPMENT GOALS FOR 2024



- > Increase the number of low-cost anti-waste baskets and the number of items donated to the Recyclerie
- > Increase our donations to associations



- > Offer well-being activities to our employees in addition to psychology sessions
- > Renew our Happy at Work and Happy Trainees label
- > Continue preventive actions with safety referents
- > Promote diversity and inclusion







- > Obtain the B-Corp Label and renew the Green Key label
- > Develop the use of renewable resources
- > Define targets for reducing our carbon footprint
- > Reduce waste by sorting bio-waste



- > Work with local stakeholders and associations
- > Integrate the CSR approach into the evaluation of our suppliers and achieve a signature rate of 50% for our responsible purchasing policy
- > Continue innovating by favoring small businesses

SUMMARY OF ENVIRONMENTAL INDICATORS

2022	Goal 2023	Achieved 2023		Goal 2024
86.42 T	-	100.82 T	Household waste	
8.31kg	8.1kg	8.05kg	Household waste to sales ratio (/€1000 sales)	7.9 kg (-1.86%) 
20.59 T	21 T	21.045 T	Recycled waste	21.5 T (+2,16%) 
1 325 052	-	1 497 413	Consumption of electricity	
30.47	28	25.10	Electricity consumption per room sold (MGWH)	24 (-4.38%) 
15 719	15 400	15 247	Water consumption (M3)	
0.32	0.3	0.29	Water consumption per room sold (M3)	0.28 (-3.44%) 

SUMMARY OF SOCIAL INDICATORS

2022	Goal 2023	Achieved 2023		Goal 2024
92.6%	92.6%	92.2%	Hotel satisfaction score	92.2%
4.5 / 5	4.5 / 5	4.21 / 5	Restaurant satisfaction score	4.5 / 5
4.63 / 5	4.5 / 5	4.63 / 5	Bar satisfaction score	4.5 / 5
4.3 / 5	4.3 / 5	4.1 / 5	Staff satisfaction score	4.3 / 5
-	4.3 / 5	4.3 / 5	Apprentice satisfaction score	4.3 / 5
10	20	21	Number of training courses	25
-	12 000 €	13 215 €	Donations to associations	13 800€
743	850	970	Number of Too Good To Go baskets	1050
-	-	22 %	% signature of responsible purchasing policy	50 %

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 :

