



LE ROYAL MONCEAU

RAFFLES PARIS

SUSTAINABILITY
MANAGEMENT PLAN
2024

I. Scope & objective

This sustainable management plan aims to present the organization and dynamics of our CSR approach.

Corporate Social Responsibility involves integrating social, environmental, and ethical criteria into the company's policies. This approach facilitates the advancement towards responsible management of its activities and contributes positively to change.

CSR has become an essential part of corporate strategy over the last few decades, and it is no longer an option but a necessity if we are to continue to prosper.

To develop this sustainability plan in a way that is appropriate to the size and scale of the company, we:

- Assessed the company's current sustainability situation;
- Defined clear and measurable objectives, adapted to the company's size, sector of activity and resources;
- Developed a sustainability strategy based on the four pillars: environmental, social & societal, quality and health & safety. This strategy is aligned with our core business;
- Involved our internal and external stakeholders in the development and implementation of this strategy, to ensure the support, relevance and sustainability of the approach;
- Adapted our communication to the size of the company and the expectations of our stakeholders.

This plan is intentionally:

- **Evolving:** Our approach is built and formalised a little more each day, adapting to the imperatives of our sector and our professions to sustainably improve our operational processes;
- **Supported** by our general management and all our employees;
- **Available** internally and externally on the institution's official website.

II. Le Royal Monceau - Raffles Paris and sustainable development

Inaugurated in 1928, Le Royal Monceau - Raffles Paris has established itself as a premier meeting place for artists, writers, and adventurers. Designed by the talented Philippe Starck, the hotel has naturally become a residence of Parisian chic, distinguished by the "Palace" label since 2013.

Keen to continue evolving through the ages while leaving a legacy of quality for future generations, the hotel has gradually embraced various themes associated with sustainability.

The Green Globe reference framework offers us the opportunity to structure our approach and drives us to continuously improve in order to achieve ecological excellence, within a balanced framework of economic performance and social well-being.

Obtaining the Green Globe certification will further strengthen the hotel's commitment to more sustainable ecotourism. It will also be an opportunity for us to reward the daily efforts of our employees, as well as those of our stakeholders.

III. Tools and fundamentals of the CSR approach

a. Our company's values

We strive to embody the values dear to the Raffles group, of which we are a part:

"Our values are our common language."

Authenticity - Humility - Excellence - Generosity - Elegance - Beauty

These values are the symbol of our identity and contribute to the sense of hospitality and service that we wish to perpetuate. They dictate our code of conduct and are reflected in our daily activities.

b. Sustainability management plan

Our establishment must establish and maintain the Sustainability management plan in accordance with the requirements included in this section.

Our establishment will provide and draft policies and procedures that:

- Are appropriate to the nature and scope of the organization's activities;
- Align with the four key areas of the Sustainability management plan, namely environmental, sociocultural, quality, health, and safety issues;
- Include a commitment to the continuous improvement of our strategy;
- Include a commitment to comply at least with the applicable laws, regulations, and other requirements to which the establishment subscribes;
- Provide a framework for establishing and reviewing the objectives and targets of the Sustainability management plan;
- Are documented, implemented, maintained, and communicated to all colleagues;
- Are available to all interested and concerned stakeholders, and periodically reviewed to ensure they remain relevant and appropriate to our organization's Sustainability management plan.

❖ Creation of an Internal CSR committee

The teams and management of Le Royal Monceau - Raffles Paris have come together to establish their "Green Committee," holding bi-monthly meetings in order to implement sustainable initiatives for each department.

Since early 2024, members of the Le Royal Monceau - Raffles Paris teams, on a voluntary basis, have taken on roles as CSR ambassadors. These ambassadors are committed to the group's sustainable mission by proposing actions and ensuring their implementation.

Reasons for establishing the committee :

- Mobilize a maximum number of employees around the company's CSR strategy ;
- Increase efficiency and performance in implementing our CSR action plan ;
- Foster collective dynamics ;
- Gather information, ideas, and recommendations from employees;
- Disseminate accurate information to various departments and serve as a valuable source of information.

Its missions :

- Ensure the successful progress of CSR action plans to achieve predefined objectives;
- Engage all company employees in the CSR initiative;
- Promote, animate, and sustain CSR initiatives and culture within the teams;
- Challenge internal decisions and provide recommendations.

❖ **Legal compliance**

The establishment complies with current national regulations, particularly in terms of health, safety, labor rights, and environment. Our insurance policies and other instruments for protecting clients and colleagues are up-to-date and in order.

❖ **Accuracy of Promotional Material**

All our communications adhere to ethical marketing standards, providing an honest representation of the services offered by the hotel. Our promotional material is truthful and does not promise more than what clients can reasonably expect.

❖ **Local Zoning, Design, and Construction**

The land and buildings used for our operations have been acquired in accordance with French legislation. Located in the heart of Paris, the hotel's infrastructure has no adverse impact on significant local sites, watercourses, wildlife, vegetation, or residents. Regular maintenance of facilities and equipment is conducted.

❖ **Interpretive Tourism**

Information on the surrounding nature, local culture, and cultural heritage is provided to guests. A book dedicated to "life in French style" has been selected by our teams and is available in our bookstore.

Upon arrival at the hotel, guests have access to our restaurant reception area and can admire the current art exhibitions, symbols of local contemporary art.

❖ **Communication Strategy & Customer Awareness**

The company has developed a comprehensive communication strategy to inform visitors and clients about its sustainable policies, programs, and initiatives.

It is crucial for all stakeholders, including management, employees, clients, and the local community, to understand the company's goals and objectives, their importance, and how they can positively contribute to our initiatives.

We value ideas and recommendations from our stakeholders. Therefore, we have integrated questions about sustainability into our post-stay satisfaction questionnaire. Customer feedback is essential for our continuous improvement efforts.

Our employees and investors also contribute to our thinking with their ideas and recommendations during employee surveys and various general assemblies.

❖ **Customer satisfaction**

The client is at the heart of the tourist experience, offering a unique perspective on the operation of the business that management and employees may not necessarily provide.

In this regard, Le Royal Monceau - Raffles Paris ensures optimal service quality by collecting and analyzing feedback from our clients, shared across various platforms. We believe that customer and stakeholder feedback is a valuable source of constructive information that must be taken seriously for continuous improvement purposes.

Below are some of the tools used to monitor feedbacks:

- a) TrustYou;
- b) Post-stay customer satisfaction surveys;
- c) Guest emails;
- d) Online platforms such as TripAdvisor, Booking.com, Expedia;
- e) Social media.

c. Environmental policy

Climate change and environmental degradation are major challenges that we must collectively address. That is why Le Royal Monceau - Raffles Paris is committed to significantly reducing its carbon footprint and negative impacts on the environment through several key initiatives :

1. Compliance with regulatory framework

We commit to complying with (and even exceeding) environmental regulatory frameworks, as well as adopting best practices where applicable and relevant.

2. Reduction of Greenhouse Gas Emissions

❖ Optimization of our energy consumption

Objective : Energy consumption must be measured, sources identified, and measures to reduce overall consumption adopted.

- Heating and cooling systems powered by the urban network (CPCU) and Climespace, respectively;
- Selection of an optimal temperature to achieve the best balance between energy efficiency and client comfort;
- Temperature of 19°C programmed in unoccupied rooms (in accordance with the Energy Efficiency Plan);
- Preference for renewable energies (electricity contract with a significant portion sourced from green energy);
- Maintenance of our installations and equipment in good working condition;
- Ensuring optimal use of our facilities and existing machinery;
- Use of timers, sensors, and presence detectors that enhance the building's energy efficiency (e.g., heating shutdown upon window opening);
- Installation of energy-saving LED bulbs throughout the premises;
- Double glazing on all windows;
- Monitoring of energy consumption for optimized management.

❖ Sustainable transportation

To meet the needs of travelers increasingly interested in reducing their carbon footprint (according to the latest Booking® study, 80% of travelers in 2022 prefer to stay in a respectful and committed hotel), the hotel has chosen to provide electric bicycles for guests to use during their Parisian getaways.

Additionally, the establishment fully reimburses the Navigo Pass for all its employees to promote green mobility.

❖ Reasonable water consumption

Water is one of the most precious resources in the world.

With climate change leading to freshwater scarcity, we are committed to actively participating in its preservation by:

- Regularly monitoring potential leaks in our systems;
- Installing sensors, regulators, and other water-saving devices;
- Ensuring efficient use of laundry equipment;
- Raising awareness among our colleagues about responsible water use on a daily basis;
- Providing guests with the option to reduce the frequency of replacing their bed and bath linens through a bilingual flyer in their rooms;
- Setting specific and measurable goals to significantly reduce our water consumption and regularly analyzing it (targeting a 5% reduction by December 2024);
- Implementing a drip irrigation system for our green spaces, tailored to seasonal and weather conditions;
- Preferring local and regional plants and shrubs that require less water than exotic plants;
- Equipping our faucets with water aerators and installing eco-friendly toilets with dual flush or low-flow systems.

3. Policy for managing pollutants

Our policy for managing pollutants, effluents, and emissions is based on several key initiatives:

- Use of eco-friendly products for maintaining our premises and green spaces;
- Testing conducted by a laboratory on water and ice used for human consumption;
- Disposal of our wastewater managed by the City of Paris under our contract;
- Testing samples from HVAC water to ensure compliance with current national standards;
- Handling the vast majority of our waste through a specialized company committed to environmental sustainability, with 100% French recycling channels;
- Raising awareness and training our employees in the responsible use of chemicals;
- Installation of non-return valves to prevent water backflow and control the flow direction of our fluids.

More concretely, find below our specific actions for waste management:

❖ Waste management

- A sorting system available to our employees and clients in hotel public spaces and meeting rooms;
- A sorting agent is present 6 days a week to ensure that our waste is sorted correctly to maximize recycling in French recycling channels;
- Identification of suppliers who excessively package their products to challenge them and find more ecological alternatives;
- Implementation of reusable containers with our Top Suppliers to reduce unnecessary and polluting packaging (crate, waxed cardboard, polystyrene...);
- Use of compostable and biodegradable products and materials whenever feasible;

- Composting system for our organic waste;
- Collection and recycling of our cooking oils ;
- Collection and recycling of cork stoppers for the France Cancer Association;
- Significant reduction of all single-use products;
- Elimination of disposable plastic in most of our operations and ongoing search for effective alternatives for challenging-to-replace items;
- Newspapers, specialized magazines, and directories available only on request;
- Installation of refillable shower product dispensers in guest rooms;
- Reuse of hangers provided by external laundry services for employees;
- Provision of a glass water bottle to each hotel employee to minimize the use of plastic bottles and disposable cups.

This policy combines regulations, controls, incentives for adopting best practices, and improving knowledge to reduce pollutant emissions and protect the environment, particularly aquatic ecosystems.

❖ **“Green meetings”**

- Le Royal Monceau - Raffles Paris continues to enhance its offering of "green" meetings for both B2B and B2C clients, focusing efforts on the following points:
- FSC eco-labeled stationery;
- Seasonally respectful F&B offerings;
- Selection of meeting rooms based on the number of participants to optimize energy efficiency;
- Development of a list of sustainable suppliers for our B2B and B2C clients.

4. Responsible procurement policy

Recognizing that our purchasing choices can have positive impacts by encouraging goods and services produced sustainably, we prioritize purchasing certified ecological products that use recycled materials, manage waste responsibly, and minimize greenhouse gas emissions.

Ecological procurement or preferable ecological purchasing (PEP) is the practice of purchasing products and services that are less harmful to the environment (earth, air, and water) and to all species that depend on the environment for their survival.

Wherever possible, we give priority to:

- Suppliers who conduct their activities responsibly and ethically;
- Environmentally friendly products, biodegradable items, made from recycled materials, or carrying an eco-label;
- Products labeled as "Made in France" rather than imported;
- Delivery with minimal packaging or in reusable containers.
- We will strive to choose green options where available, while considering customer satisfaction, company standards, and costs.

- ❖ Our objective: ensure that CSR criteria are consistently integrated into the selection process of both our existing and future top suppliers.
- ❖ Current measures :
 - Listing of organic coffee and tea;
 - Expanded selection of eco-certified cleaning products;
 - FSC-certified stationery (sourced from sustainably managed forests) or with recycled fibers;
 - Antibiotic-free meats and fishes;
 - Emphasis on seasonal ingredients in most of our menus;
 - Phasing out endangered or threatened species from our menus;
 - Consideration of animal welfare in purchasing decisions (e.g., no eggs from caged hens);
 - Partnership with Foodles®, a connected company cafeteria (organic products, short supply chains, and sustainable waste management);
 - Policy to reduce waste at the source by challenging our long-time suppliers and those currently bidding;
 - Greening our supplier network by favoring environmentally committed businesses (own CSR initiatives, low-fuel vehicle delivery, etc.) that align with our vision.

5. Raising awareness among our employees and stakeholders

Engaging our customers, colleagues, suppliers, as well as the local community in our environmental preservation initiatives and considering their opinions/comments in the development of our environmental programs and procedures is essential to us.

Internally, our teams are trained in the efficient use of water and energy throughout our operations. Additionally, employees receive training in waste sorting and eco-friendly practices that they can also apply in their daily lives (training and awareness).

6. Protecting local biodiversity

Biodiversity enhances ecosystem productivity, where every species, no matter how small, plays a crucial role.

To achieve this, we commit to :

- Removing endangered species from our menus.
- Improving our 'mobility' offerings towards greener options.
- Greening our establishment as much as possible (green terrace on the ground floor, a 'garden' green space on the first floor, and balcony planters), and continuing our collaboration with the LPO (League for the Protection of Birds) to apply best practices in landscaping;
- Installing bird feeders planned for 2024;
- Continuing to use environmentally friendly fungicides and organic fertilizers;
- Watering plants and shrubs responsibly, based on seasons and weather conditions;

- Preferring native plants (non-exotic and non-invasive) for landscaping, requiring less water for irrigation;
- Using ecological products for hotel cleaning and maintenance, except when no ecological alternative exists;
- Replacing technically used products (degreasers, grease, etc.) with products that do not carry hazard or toxicity symbols, respecting both people and the environment;
- Not displaying or selling products made from endangered or protected plant species (plant or animal).

d. Our social and societal commitments

❖ Employee training

At Le Royal Monceau - Raffles Paris, our hiring, training, annual evaluation, and performance assessment of colleagues adhere to the company's competency models, based on those of the ACCOR Group. We strongly believe in respecting all processes to cultivate a healthy and balanced team, fostering internal development and growth.

We recognize our responsibility at Le Royal Monceau - Raffles Paris to promote inclusive and unifying values, combating discrimination and corruption. A comprehensive training program has been implemented, clearly articulating our values, policies, and procedures aimed at preventing discrimination and corruption throughout our operations.

We also support initiatives focused on professional training and skills development to enhance the employability of our employees in the tourism and hospitality sector. To achieve this, we welcome interns from local educational institutions and support their growth and development.

❖ Community development

This section is supported by the Corporate Social Responsibility (CSR) policy of Le Royal Monceau - Raffles Paris. The policy emphasizes the establishment's recognition of its role and responsibilities in contributing to the sustainable development of the ecosystem in which it operates.

We have identified unique areas of interest where we can actively support local communities and engage in mutually enriching partnerships with our stakeholders.

❖ Inclusion, diversity & disability

- Partnership with the Association Les Déterminés and the Cergy Pontoise Region. The hotel hosts "Les Déterminés" within its teams for 3 months to learn a profession.
- PMSMP (France Travail): a dedicated program that promotes professional integration for unemployed persons;
- In March 2023, the hotel launched "Muse Society," an initiative hosting regular female-only events aimed at celebrating women and promoting kindness, solidarity, and mutual support among them.
- Recognition of Disability Worker Status: administrative identification of employees who may qualify for and obtain disabled worker status;

- Duo Day: a cross-functional and collaborative initiative allowing the company to share its daily operations with individuals with disabilities. This initiative underscores the establishment's commitment to inclusion;
- Continuous improvement of our facilities to accommodate individuals with disabilities.

❖ **Supporting citizen causes**

- Partnership with Hôtels Solidaires: weekly donations of dry food items or essential products;
- Participation in the "Course des 10 kilomètres des Etoiles": voluntary participation of employees and financial support from the hotel in favor of the Antoine Alléno Foundation, Autours des Williams, and the Laurette Fugain Association;
- Partnership with Sapocycle Association: donations of solid soaps, which are reprocessed and redistributed to benefit the underprivileged through a network of local associations;
- Partnership with France Cancer Association: donations of cork stoppers;
- Collaboration with Association Assa (Accueil Solidarité Saint Augustin) since 2018, a neighborhood association in the 8th arrondissement that supports people in great need. The hotel organizes various solidarity collections to support their initiatives.

e. Heritage & culture

- Promotion of culture: showcasing a selection of films in our Katara Cinema;
- Offering a selection of "Green" addresses in Paris;
- Spotlight on local artists through year-round exhibitions, especially in the lobby area;
- Sharing insights into French culture with our guests through an engaging book;
- Conducting "Art Tours" throughout the hotel for guests, providing immersive anecdotes about the establishment and its history;
- Customized itineraries created by our concierges, featuring local guides and professionals.

f. Quality & hygiene

❖ **Ensuring optimal guest experience**

- Providing a high standard of hospitality for our guests.
- Offering a memorable customer experience through attentive and personalized service.
- Collecting and analyzing customer feedback from satisfaction surveys (TrustYou) and social media.
- Continuously training our staff to meet quality standards (LQA, Forbes, and American Express).
- Conducting regular self-audits to ensure proper implementation of procedures and standards, and alignment with our values.
- Selecting durable and high-quality materials for furnishings and decor.

❖ **Hygiene and cleanliness**

- Implementing strict cleaning and disinfection protocols for rooms, common areas, and kitchens.
- Using certified eco-friendly cleaning products.
- Continuing to train our staff in best practices for hygiene, food handling, and allergy management (HACCP).

g. Health and security

Le Royal Monceau - Raffles Paris ensures compliance with all relevant health and safety measures to guarantee the well-being of its guests, staff, and the local community.

❖ Health & Well-being at Work (QWL)

Our teams are the cornerstone of the establishment's customer service excellence. As a committed family group, our employees' well-being is a priority, and professional fulfillment is the culmination of our sustainable development goals. The first step in our sustainable ambition is to ensure continuous improvement in inclusion, diversity, and engagement. An initial anonymous audit was conducted to better understand our employees' overall sentiment regarding CSR topics and their well-being:

- Regular osteopathy sessions provided on-site;
- Medical check-ups with an occupational physician for each new employee;
- Initiatives and actions aimed at improving ergonomic workplace conditions;
- Numerous training sessions for employees, including "Postures & Movements" (MSDs) and 'Chemical Risks'.

We adhere to strict laws, regulations, and procedures concerning environmental, health, and safety matters to preserve and protect the environment and to create a workplace where we achieve the best value from our colleagues while minimizing the risk of injuries.

Our colleagues receive appropriate training to raise awareness about health and safety issues while they work, and our clients are made aware of hazards through proper signage and other forms of communication.

Our purchasing and operational policy for all machinery, equipment, and facilities ensures that they are as environmentally friendly as possible, with low emissions and minimal energy consumption. Another requirement we strive to fulfill is sourcing durable goods and equipment.

❖ Security

The company provides all necessary equipment and associated management plans to ensure the health, safety, and well-being of its clients and staff in the event of a disaster.

- Provision of Personal Protective Equipment (PPE) to employees;
- Annual creation of a DUERP (Document Unique d'Evaluation des Risques Professionnels) report, analyzing workstations and identifying corrective actions;
- ALERT Accor manual available to members of the Executive Committee for crisis management (crisis response sheets / crisis types).
- Training provided in:
 - Fire risks (evacuation & fire extinguisher handling - fire truck).
 - First aid (SST - Sauveteur Secouriste du Travail).
 - Cleaning products training conducted by Diversey.

- Ensuring comprehensive preventive displays:
 - Evacuation plans.
 - Clear and visible indication of the depth of the Spa pool.
 - Display of various "best practices" (storage, emergency exits, etc.).
- All firefighting equipment (extinguishers, smoke detectors, fire blankets, etc.) and first aid equipment are in place, visible, accessible, and regularly tested and maintained;
- Awareness sessions during Integration Days (terrorism attack, fire safety, and promotion of SST training, on a voluntary basis).

We have an experienced team of engineers and technicians who maintain the facilities and equipment to ensure constant monitoring of their proper functioning. All necessary and mandatory safety requirements are in place, including risk assessments and the use of personal protective equipment.

SUSTAINABLE DEVELOPMENT STRATEGY

I. Objectives

The sustainable development management plan aims to ensure that decision-making within our establishment contributes to achieving its goals, improving sustainability, reducing long-term environmental impact, and enhancing the well-being of employees, clients, and local communities.

It aims to guide our daily operations sustainably by addressing environmental, social, societal, quality, health, and safety issues.

a. Resource preservation objectives

- Majority use of green energy ;
- Significant reduction in our CO2 emissions;
- Reduction in our energy consumption, in accordance with the Tertiary Sector Decree :

KPI 2024: 5% reduction in our energy consumption, in kWh per occupied room, VS. 2023.*

- Optimise the energy efficiency of our equipment and facilities :

KPI 2024: development of a multi-year investment plan, based on our energy balance, to reduce our energy consumption by at least 30% by 2030.

- Reduce our water consumption :

KPI 2024: 5% reduction in our water consumption VS. 2023, in m3 of water per occupied room.

** KPI: key performance indicator.*

b. Our waste management objectives

- Increasing the amount of waste we recycle, resulting in a significant reduction in our non-recyclable waste (HW).
- Ongoing monitoring of our suppliers who need to rethink their packaging in a more environmentally friendly way.
- Reduce food waste and implement corrective actions through a dedicated online tool.

KPI 2024: 10% reduction in our food waste VS. Q1 2024, in grams per cover ;

KPI 2024: 5% reduction in our waste production VS. 2023, in kilos per occupied room.

c. Training objectives

- Maintain or increase the number of CRS colleagues in the field;
- Raise the awareness of each employee to the challenges of sustainable development and eco-activities through training by a certified organisation and by the CSR Manager for future employees;

- Continue to train our staff in ethical best practice (labour rights, non-discrimination and anti-corruption).

d. General objectives

- Achieving Green Globe Certification, a globally recognized standard ;
- Increasing the proportion of our food purchases to include organic, local, and seasonal options ;
- Providing clear information to our employees and other stakeholders about our CSR commitments and the best ways to achieve our goals ;
- Including at least one vegetarian dish on the menu at each dining point per meal.



II. Continuous improvement policy

Aware that such an approach must be long-term and closely monitored to achieve the best possible results, our continuous improvement policy has been developed based on the following key principles:

a. Definition of SMART indicators

Our CSR KPIs are: Specific, Measurable, Achievable, Realistic, and Time-bound; which allows us to effectively monitor progress and communicate clear objectives to our stakeholders.

b. Implementation of the PDCA Cycle (Plan-Do-Check-Act)

This method, also known as the Deming Wheel, has helped us structure our continuous improvement process. It consists of four steps:

1. **Plan** : analyze the situation and develop an action plan.
2. **Do** : implement the plan.
3. **Check** : evaluate the results.
4. **Act** : adjust and restart the cycle if necessary.

c. Implementation of Monitoring Tools

It seemed essential to us to create and use appropriate tools to track our CSR KPIs. Collaborative dashboards have allowed us to centralize our data, facilitate communication between our different departments, and obtain a comprehensive view of our CSR performance.

d. Involvement of our stakeholders

Continuous improvement requires the engagement of all stakeholders. It's important to empower teams to directly input their analyses and collaborate on the evolution of indicators.

e. Regular evaluation and adjustment

These KPIs are regularly assessed to measure progress and identify potential areas for improvement. We are prepared to reassess certain aspects of our approach and make necessary corrections as needed.

f. Transparent communication

It seems essential to us to regularly communicate with our stakeholders about the progress made and the challenges encountered.

g. Link to overall performance

Our CSR KPIs are tied to the overall strategy of the company. Our goal is to demonstrate that CSR can contribute to value creation and overall performance improvement of the company.

Therefore, Le Royal Monceau - Raffles Paris ensures effective monitoring of its CSR KPIs, enabling continuous progress in its corporate social responsibility efforts while enhancing its overall performance.

We are committed to working together for a more sustainable future and actively contributing to the preservation of our planet for future generations.

Thank you for supporting our approach!