



VICTORIA PALACE  
HOTEL - 1913

## SUSTAINABLE ACTION PLAN VICTORIA PALACE HOTEL

The vision of the Victoria Palace, nowadays, is to last in time while adapting to the present era. So it was only natural for us to take an active role in our time and environment. At our scale, we have decided to move forwards a sustainable development model for our planet, the living beings that make it up and its inheritance. This is why we are committed to being certified Green Globe, a CSR label expert in the field.

Today, all the decisions that we take are oriented as much to the durability as to the satisfaction and comfort of our clients, collaborators and the entirety of our partners. We take care to make ethics a priority in our decisions.

Our CSR approach is part of the continuous improvement process. Our green team is formed to drive and reinforce this engagement and meet every two months. In 2024, the department managers formed themselves to this approach that is today completely integrated in the implementation and success of this sustainable action plan. We give ourselves until 2028 to realize the entirety of actions planned in our durability plan.

### The eco-responsible measures

#### 1. Stop single-use plastic

With the aim of preserving the health of our clients and collaborators as well as the environment, the Victoria Palace decided to ban all kinds of single-use plastic. From the bathrooms to the bar, we offer you alternative products while preserving the quality of our services. Quality partners have been selected with care to offer all the comfort awaited during your stay.

That's all the less plastic that can end up in the sea and oceans. Moreover, we avoid the diffusion of micro-particles to our organism.

We put at your disposal filtered water bottles (still or sparkling) and have thus banned plastic water bottles. For your travels we offer gourds for sale which we will be happy to fill for you.



VICTORIA PALACE

HOTEL - 1913

Our labelled bath products are refillable to minimize the disposable containers. For the same reasons, our eco-labeled cleaning products are delivered in 5-liter cans.

**Future objectives:** *In more general terms, we are continuing our efforts to find more partners committed to the same approach as us, with the aim of eliminating all plastic and superfluous packaging from the hotel.*

## 2. More responsible dematerialization and digitalization

We allow each client to receive their invoices by electronic way. Our new Electronic Payment Terminal no longer issue paper receipts but send them by email. Likewise with our suppliers, we ask for the bills to be sent per email directly to our payment system in order to limit the printing and mailing.

Our in-room directory is 100% digital. You will be able to find all the information you need about the hotel, but also order your breakfast or room service in just 1 click.

**Future objectives:** *adopt a more responsible approach to digital use (fewer unnecessary emails, regular cleaning of mailboxes, optimized use of printers).*

## 3. Reduce our consumptions in water and energy

Our staff are aware of the need to conserve energy and water.

Our electricity comes from 100% green energy and all our bulbs are LED.

To limit energy waste, presence detectors had been installed in areas frequented by both customers and staff.

Our rooms are equipped with an electricity saver connected directly to the air-conditioning and heating system (HVAC). A window opening sensor is also connected to the HVAC system (air conditioning/heating



VICTORIA PALACE  
HOTEL - 1913

are automatically switched off when the window is open or when the key is not in the economizer, and set to a comfort temperature). All our taps and showers are equipped with water-saving devices, and faucet aerators have been installed throughout the hotel. Our toilet flushes are dual-flow.

**Future objectives:** *more rigorous monitoring of our electricity and water consumption, with reduction targets set wherever possible. Raise customer awareness of eco-actions (e.g. limiting the number of changes of sheets and towels). Add an aerator on shower heads to further limit water flow without compromising customer comfort.*

#### 4. The recycling

- The clients:

Garbage cans with sorting bins are available in each room for our customers to sort their waste.

- The employees:

Selective sorting (organic waste, paper/cardboard/plastic packaging, glass, residual/hazardous waste and waste from electrical & electronic equipment) is implemented and applied by all departments.

- Breakfast leftovers are put to good use:

- o Takeaway baskets on the Too Good To Go app
- o Offered to the team
- o All organic waste is placed in a dedicated garbage can to be transformed into compost.

Our library consists exclusively of second-hand books.

**Future objectives:** *Improve the selective sorting and recycling system for all our waste. Reduce food waste by rethinking our breakfast offer. Organize the recycling of our in-room coffee capsules, as well as soap scraps.*



VICTORIA PALACE  
HOTEL - 1918

## 5. Reduce our carbon footprint

We have completed our carbon footprint for the years 2022 and 2023.

In 2022, excluding customer transport, we emitted 413.15 tonnes of CO<sub>2</sub>, placing us in the top 30% of French establishments. That's 15.49kg of CO<sub>2</sub> per person/night, putting us in the top 20% of establishments in France.

To limit our impact, we try to find solutions, for both our employees and our customers, and so we offer a bicycle cab service for our customers' journeys in Paris, in partnership with Turtle, as well as electric scooters.

**Future objectives:** *The Paris Agreement defined that an overall annual reduction of 4.2% until 2050 would keep the global temperature rise below 1.5°. We have therefore set ourselves the target of reducing our CO<sub>2</sub> emissions by an average of 4.2%, which would be equivalent to avoiding 506 flights between Paris and New York.*

## 6. Promote and enhance the local economy and heritage

We try to work as closely as possible with local shopkeepers to offer our customers the best possible service. For example, the flowers come from a florist 10 minutes' walk away, the cookies at the bar come from a tea room 5 minutes' walk away, our boxes of chocolates come from a chocolatier in the next arrondissement (employing people on social reintegration schemes) ... This allows us to reduce the impact of deliveries, but also to promote economic growth for local retailers.

We like to share with our guests the good addresses close to the hotel and in Paris, so we have created a list of restaurants to suit all tastes and faiths!

**Future objectives:** *further develop partnerships with local shopkeepers and promote the cultural heritage of the district and the city of Paris.*

## 7. Our suppliers



VICTORIA PALACE  
HOTEL - 1918

We are constantly on the lookout for new suppliers and service providers with the same philosophy as us, i.e. committed to a CSR approach, while remaining very demanding when it comes to quality. In fact, we take into account the environmental impact of our products and services in our purchasing decisions.

As early as the renovation phase, we chose French craftsmen to produce the furniture and fittings.

Today, we're continuing in this vein, and giving maximum priority to French products.

Our bar offers products from organic farming.

***Future objectives:*** *Make 60% of our breakfast labelled/AB/ Local and promote local artisans. Work with our suppliers to reduce superfluous packaging and for a more eco-responsible delivery method, as most of them are already thinking about it. When quality alternatives allow or will allow it, choose eco-responsible options.*

## 8. The Victoria Palace employees

The Victoria Palace team is proud to work for its hotel! Following Peace & Work's Quality of Life at Work questionnaire, the Victoria Palace received an excellent score of 4.23/5, giving it the Gold distinction (the highest) at the end of 2023.

Mutual aid, benevolence and ethics are the watchwords for this crack team.

The small size of the team ensures a high degree of cohesion, not only between team members, but also with the subcontracted cleaning team.

To ensure that these "good vibes" last over time, we make sure that our HR & Ethics Charter is respected.

***Future objectives:*** *Maintain and/or improve Peace & Work score. Continue to respect our HR ethics charter.*

In conclusion, since its opening, the Victoria Palace has always taken the environment into account in its activities and choices, as well



VICTORIA PALACE

HÔTEL - 1913

as in its social responsibility. We wanted to consolidate and strengthen our environmental appeal by becoming a Green Globe Member in order to obtain Green Globe certification.

So, even if many things were already in place, we have discovered new areas for improvement that we hope to develop in the future. Nothing can be taken for granted, and we must always question ourselves in order to move forward.

"We do not inherit the earth from our ancestors, we borrow it from our children".

(Antoine de Saint Exupéry).

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**The Green Team**

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