



SUSTAINABLE ACTION PLAN VICTORIA PALACE HOTEL

Updated June 10th 2025

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 2029 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.

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.*



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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 is 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 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 in all our rooms, but also throughout the hotel (kitchen, public lavatories, and Wellness Area). 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:



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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.*

As part of our breakfast offering redesign, we will be introducing a range of complete meal ideas tailored to various dietary requirements—such as gluten-free, lactose-free, high-protein, and low-calorie options. These menu ideas will also help reduce food waste.

Additionally, starting in the second half of 2025, we will implement an in-room coffee capsule recycling program, followed at a later stage by the recycling of leftover soap bars.

5. Reduce our carbon footprint

Our carbon footprint is assessed annually.

In 2024, excluding guest transportation, we emitted 399.64 tonnes of CO₂. This corresponds to 7.43 kg of CO₂ per guest night, placing us among the top 8% of French establishments according to Clorofil, a company specializing in carbon assessments for the hospitality sector.

Compared to 2023, this represents a decrease of:

- 19.09 tonnes of CO₂, or a 4.6% reduction in total emissions,
- 7.68 kg of CO₂ per guest night, a 50.8% reduction in this key indicator.

To further limit our impact, we continue to seek sustainable solutions for both our staff and guests. As part of this commitment, we now offer a bicycle taxi service for our guests' travel within Paris, in partnership with Turtle.

***Future objectives:** The Paris Agreement established that a global annual reduction of 4.2% in emissions through to 2050 is necessary to keep global temperature rise below 1.5°C. In line with this, we have set ourselves the target of reducing our main sources of CO₂ emissions by 4.2% each year.*





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!

Furthermore, Victoria Palace is committed to educating future generations and regularly welcomes students from various French and European hospitality schools. These visits aim to raise awareness among students about the hospitality industry in Paris and key sustainability issues.

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

7. Our suppliers

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 their hotel!

Following a workplace quality of life survey conducted by Peace & Work, Victoria Palace received an excellent score of 4.23 out of 5 at the end of 2023, earning the highest distinction: Gold. An internal survey was also carried out during the first half of 2025 to ensure continued team satisfaction.



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Team spirit, kindness, and integrity are the core values that define this dynamic team. Its small size fosters strong cohesion not only among team members but also with the outsourced housekeeping staff. To ensure these "good vibes" endure, we remain committed to upholding our HR & Ethics Charter.

Future objectives:

Maintain and/or improve the Peace & Work score, with a new survey planned for early 2026.

Continue enforcing our HR and ethics charter

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



Louise BAZIN, Mélodie FLANAGAN SALAMA, Solyse KIENOU

The Green Team

Stanislas WARGNY

Victoria Palace Hotel's Ownership representative

DocuSigned by:

Stanislas Wargny

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