

# HOTEL L'ELYSEE VAL D'EUROPE

## 2025 CSR REPORT



Hôtel l'Elysée  
Val d'Europe

**GUESTS  
TEAM  
ENVIRONMENT  
COMMUNITY  
GOVERNANCE**



# 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 230m<sup>2</sup> of seminar space, our establishment offers quality services in a comfortable and elegant setting.

# OUR COMMITMENTS

#Always at the top

#Exceed expectations

#Break the codes

#Have fun

#Grow together sustainably

## A few key dates



# 2025 IN FIGURES...

# OUR CSR LABELS



135 173  
guests

€9,054,086  
SALES  
EXCL. VAT

92.4%  
satisfaction



118,199  
meals

€2,852,335  
SALES  
EXCL. VAT

4.3/5  
satisfaction

90.42%  
occupancy  
rate

€11,906,422  
SALES  
EXCL. VAT



**The Green Key:** renewal of our label for our daily commitment to sustainability and environmental responsibility



**Happy At Work:** renewal of our label which affirms our desire to always satisfy our employees more



**Happy trainees:** a label that complements our approach, highlighting the care we give to the support and development of our apprentices and trainees



**Tourism and Disability:** We obtained the label for the 4 disabilities at the beginning of 2025: motor, visual, hearing and mental, with 100% of the criteria completed!



**B Corp:** And as good news never comes alone, we are now a B Certified company. We're among the companies leading a global movement toward a more inclusive, equitable, and regenerative economy.



# FOCUS ON OUR B CORP LABEL

In March 2025, L'Hôtel l'Elysée Val d'Europe joined the international B Corp community, a movement of companies that use their business as a positive force for society and the environment. This certification recognizes our commitment to integrating social and environmental responsibility into the heart of our decisions and daily actions.

## Our daily commitments:



### Environment

Waste reduction, responsible water management and initiatives to limit our environmental impact.



### Team

Initiatives to promote the well-being, recognition and engagement of teams.



### Positive impact

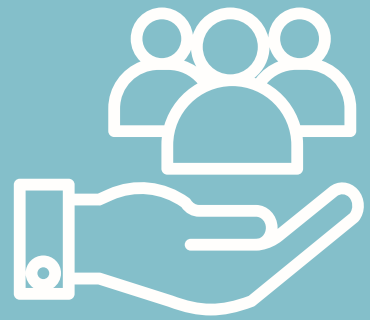
Support for social and environmental initiatives and participation in a more responsible business model.



*An ambition...*

*...To make our company a force for positive change, serving our employees, our customers and the planet.*

# OUR CSR REPORT IN 5 THEMES



**GUESTS**



**TEAM**



**COMMUNITY**



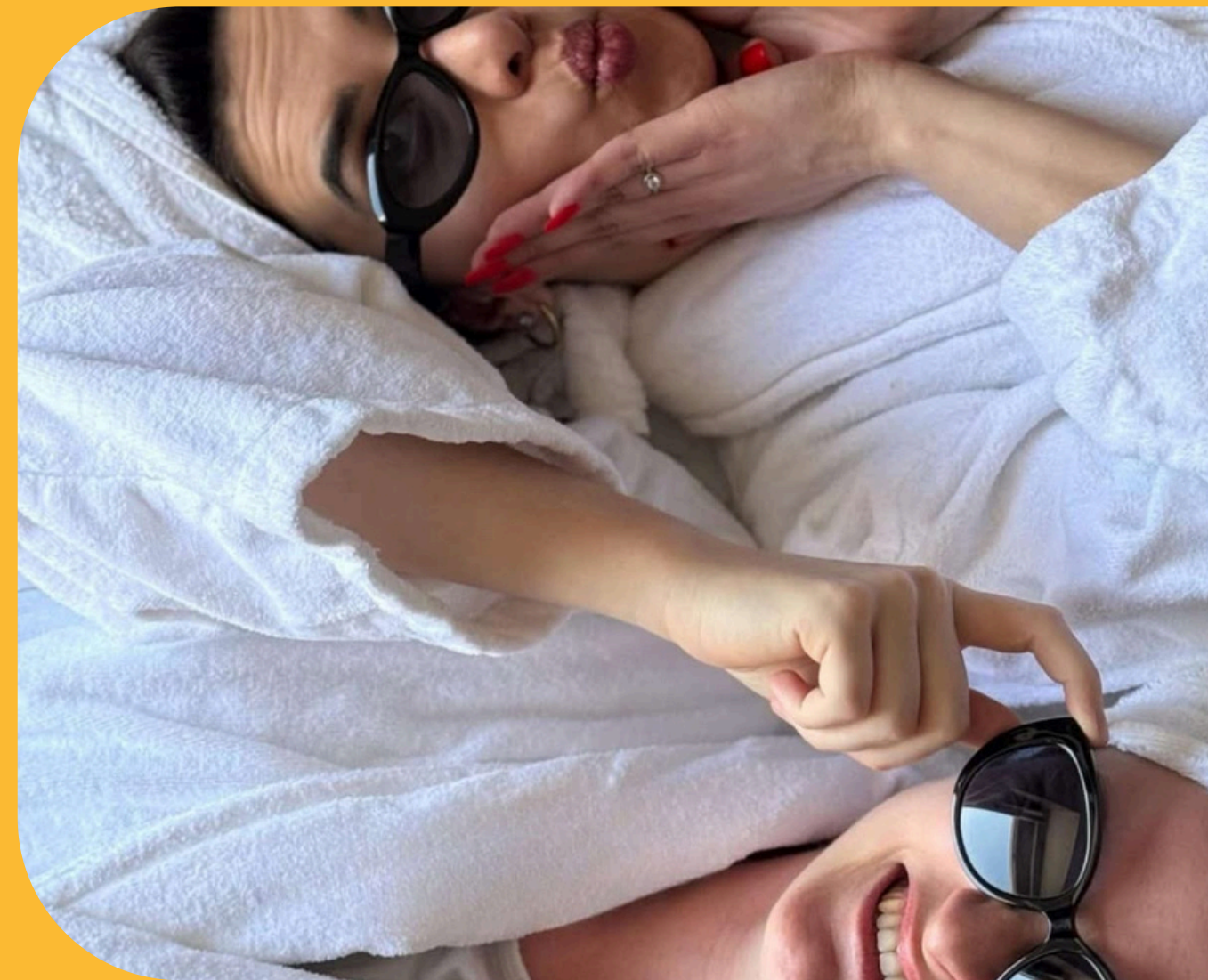
**ENVIRONMENT**



**GOVERNANCE**

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# OUR GUESTS



# 100% SATISFACTION



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

On-site feedback, responses to our post-stay survey, online reviews, whether they are sweet or a little less sweet, we read EVERYTHING !  
These feedbacks help us to improve and makes us a key player in Val d'Europe tourism.



Top 10% of the best establishments

*THANK YOU!*



**2025**  
**92.4%**  
2637 reviews



4.5/5



4.6/5



9.6/10



9/10



**4.35/5**  
256 reviews

4.1/5

4.2/5



**4.18/5**  
95 reviews

4.4/5

4.4/5

## OUR GUESTS COMMITMENTS

### PRODUCT

Home-like comfort with premium services in addition. Homemade, local products that warm the heart!

### STAFF

A team that is available, dedicated, caring and attentive. Smiles at all times! Tailored answers and solutions.

### PLACE

A unique place where you want to come back to. Well-maintained, clean and neat spaces. A place where you feel safe!

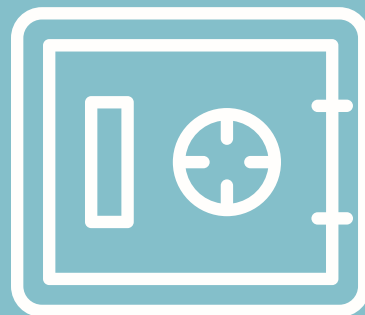
### OFFER

An honest offer that reflects our values. Affordable prices based on the market and the area. Prices we'd be willing to pay ourselves!

# DATA SECURITY AND PROTECTION



**Ask Angela:** a system in place in our hotel to combat street insecurity - anyone who is being harassed can come and find refuge with us in complete kindness.



**Data security:** We respect our guests' data according to the principles of the GDPR:  
Secure, non-sold data, without invasive marketing practices!  
A data processing register helps limit the use of sensitive data.

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# OUR TEAM



# 100% SATISFACTION

We earned the platinum medal -  
The highest level!

Just like our guests, our team deserves the best, and we like to take care of them!

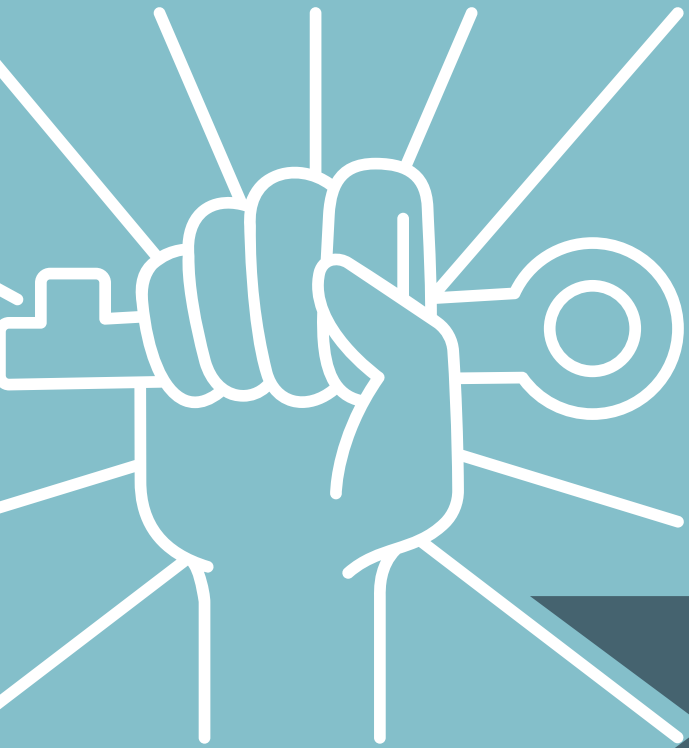
We are pleased to renew our **HappyAtWork** label with a rating of **4.47/5**, and our **HappyTrainees** label with a score of **4.24/5**, which allows us to be part of the TOP 10 of companies with fewer than 25 apprentices (6th position).



**4.47/5**  
81.1% participation



**4.24/5**  
76.9% participation



## OUR SUCCESS STORY

*“Employee well-being is taken seriously and concrete initiatives are being implemented across a wide range of areas (training, wellness activities, sports programs, etc.)”*

Employee review,  
ESG certified

**7.22%**

This is our average turnover rate for 2025

Compared to the national average of 15%, which can easily exceed 50% in the hotel and restaurant sector (INSEE)

### INTEGRATION AND TRAINING

Digital welcome booklet

Free overnight stay

Integration session

Welcome gifts

Cross-trainings

Varied training plan

### LISTENING AND RECOGNITION

Satisfaction surveys

Committees for employees

Idea boxes

Close management

3 employees of the month

Internal promotions 10%/an

### WELL-BEING

Social listening

Free psychology sessions

Osteopathy at low cost

Wellness workshops (yoga, etc.)

Mutual insurance covered at 80%

Free hot drinks

### BENEFITS

13th month + participation

Savings and retirement plan

Transport covered at 85%

Free electric charging stations

CSE reductions

Disney Card

### HAVE FUN!

2 staff parties / year

2 team-buildings / service

Olympics, Escape Elysée...

Children's Christmas

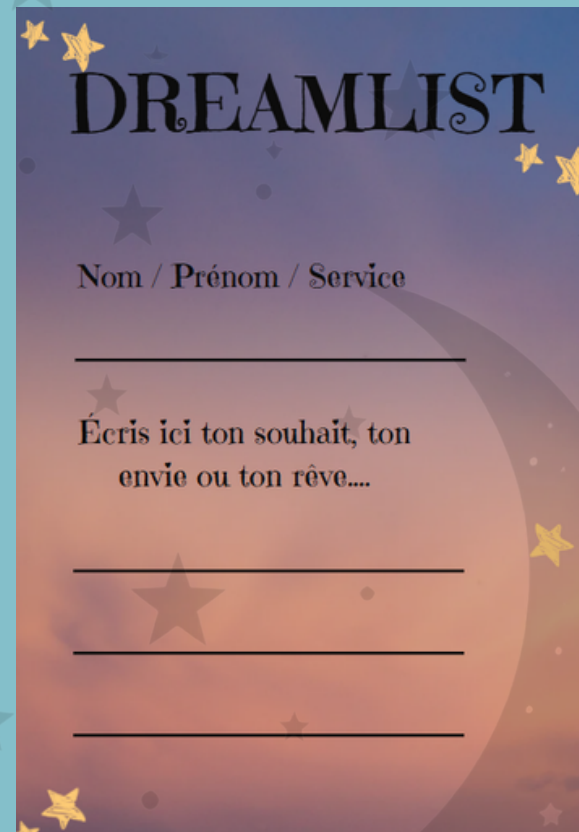
Open days for relatives

Solidarity actions (collection, races, etc.)

# NEWS 2025



Because well-being also depends on financial security, **the company has decided to pay its employees' 13th-month bonus** in monthly installments, instead of two. This change allows for a more even distribution of income throughout the year and provides greater visibility into daily budgets. A small change that can make a real difference in everyday life.



## **Nothing is too good for our employees!**

In September 2025, we launched a special initiative: making our teams' dreams come true, once or twice a quarter.

In 2025, the first dream has already come true: one of our apprentices received a MacBook to help her succeed in her studies.



## **A third "Employee of the Month" award has been introduced...**

and this time, it's the employees who decide!

The winning employee receives the trophy and is then tasked with passing it on to a colleague from another department of their choice. A great way to promote mutual support and recognition between teams.



# WORKPLACE SAFETY



**13**  
**SAFETY**  
**REFERENTS**



**CSE**



18 actions  
to be  
carried out  
by 2025

Awareness  
videos

Analysis of  
work  
accidents

6 Safety  
Visits

Risk  
assessment  
document  
evaluated  
annually

**FOR**  
**EMPLOYEES**



Ergonomic  
equipment

Protective  
equipment

Work  
clothes  
and shoes

On-the-  
ground  
awareness

Muscle  
warm-up

Display  
and  
prevention

Alert and  
emergency  
system

Suitable  
cleaning  
products

Training  
(stress  
management,  
conflict, etc.)

First aid  
kits

Workplace  
first aiders

*All our employees received training  
on harassment in 2025*

## 1.07%

This is our workers' compensation contribution rate, representing a 44.27% decrease from the previous year!



## 83%

of our employees responded positively to the question:

*"I feel that management is committed to ensuring my well-being."*

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# ENVIRONMENT



# RAISING AWARENESS TO WIN MORE!



## GUESTS



## THE TEAM



### IN ROOM

- Superhero program: €5 offered at the bar if you refuse cleaning
- Number of steps climbed indicated for people using stairs



### TRAINING

- Training on sustainable development



### CSR COMMITTEE

- A committee with employees representing each department
- Awareness-raising actions on the ground
- CSR events (Clean Walk Day, clothing collection, sock collection, food collection, etc.)



### AT BREAKFAST

- Signage on our breakfast buffet to avoid food waste
- Promoting local products



### DISPLAYS

- Awareness displays in staff areas (water management, waste sorting, lighting, etc.)



### IN TRANSPORT

- Advice on local activities
- CO2 emission rates for different types of transport
- Charging stations for electric cars



### AFTER THE STAY

- Post-stay questionnaire with environmental awareness
- Possibility to donate items forgotten to an association using the the Peek'in app

Donation of  
599 items  
in 2025

83%

of our employees  
answered positively to  
the question:

"I think this company is  
sufficiently aware of  
current environmental  
issues."

# RESOURCE MANAGEMENT



## ENERGY



In-room  
home  
automation

Regulated  
temperature

Presence  
detectors

Consumption  
monitoring

100% green  
energy

Electric  
charging  
stations

100% low  
energy  
LED

Insulation  
of hydraulic  
network

## WATER



Water flow  
reducers

Steam  
cleaners =  
0 toxic  
products

Preventive  
maintenance

Consumption  
tracking

## WASTE



Recycling  
(cardboard,  
glass,  
plastic)

Returnable  
bottles

Recycling  
bins (rooms  
+ common  
areas)

Griffon for  
recycling  
our organic  
waste

Joyeux  
Recycleurs  
Partnership

Individual  
products on  
request

Eco-pumps

EU pens in  
recycled  
plastic

Plastic cups  
& soap bars  
removed

# ELY' ECO-TOUR



# FOCUS ON WHAT'S NEW FOR 2025



## Resources



**Thanks to the Dripdrop program,** umbrella rentals by our guests have made it possible to recycle 648 plastic bottles and plant 976 trees in 2025, transforming an everyday service into concrete action for the environment.



**434 kg** of waste recycled with the opyeux Recycleurs in 2025. That's 16.3% more than in 2024!  
**We now also recycle guests' cardboard cups.**



Reducing and better utilizing our waste is a key priority. Using our Griffon machine, we convert our food waste into wastewater, thus facilitating its treatment and limiting the volume of waste to be disposed of. In 2025, **20.7 tons of biowaste** have already been treated using this solution.



## New ideas



Water is a precious resource! **Thanks to Luniwave,** our guests can track their consumption and set goals to reduce it. This responsible challenge transforms every liter saved into support for people in need. In the second half of 2025, 477 cubic meters\* have already been saved!



**A digital tourist information kiosk** now replaces the paper flyer stand, reducing printed materials while offering guests easily accessible local information.

*\*According to Luniwave report*

# OUR CARBON FOOTPRINT: WE'RE STEPPING IT UP



Let's be honest: measuring your impact is great... but taking action is even better.  
In 2025, we completed our 2nd carbon footprint assessment for the year 2024.  
This exercise allows us to better understand our impact... and above all to take concrete action.



**Result: 1,800 tons of CO<sub>2</sub> emitted, representing an 18% reduction since 2022**

## **An encouraging sign, which shows that our initial efforts are paying off!**

But this assessment teaches us one essential lesson: our impact is not limited to our own walls.

The vast majority of our emissions come from our value chain (purchases, food, travel, etc.).



## **TAKE ACTION:**

Based on this assessment, we have identified concrete and high-impact actions:

- **offering a more sustainable food service menu**
- **continuing to reduce our energy consumption**
- **prioritizing more sustainable purchases**
- **involving our teams, partners and guests in the process**

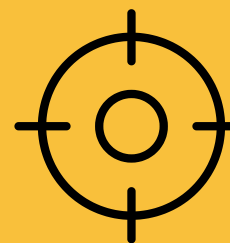


## **WHERE EVERYTHING IS AT STAKE:**

Three areas account for the bulk of our footprint:

- **Food (our main lever)**
- **Our equipment and investments**
- **Energy**

In other words, our everyday choices really do make a difference!



## **AND NOW ?**

Our goal is clear: to continue reducing our emissions every year, as part of our commitment to continuous improvement. Because every action counts, we move forward with a strong conviction: it's by acting collectively that we can truly make a difference.



# COMMUNITY



# LOCAL COMMITMENT

# INCLUSIVITY AND DIVERSITY



## ASSOCIATIONS

€16,264  
paid in  
2025

+10.2%  
compared  
to 2024

Annual envelope of **€12,000** distributed by the CSR committee

€2 per cocktail of the month sold donated to a different association each month

+ **Community involvement:** clothing collection, food collection, charity race, welcoming hospitalized children,...



## LOCAL INVOLVEMENT

- Territorial Evening
- Festivities and entertainment in our bar and restaurant: musical evenings, themed brunches, themed meals, game nights, world days festivities...
- Providing access to our seminar rooms and promoting local businesses
- Local recruitment fairs and events
- Collaboration with local employment support organizations
- Unsold items at low prices for locals (Too Good To Go)
- Collaboration with CIC, a cooperative, local bank committed to serving the community

## HANDICAP

- Supporting the employment of disabled workers
- Partnership with AGEFIPH
- Job offers open to people with disabilities
- Staff training on welcoming people with disabilities
- Accessibility Registry



Obtaining the **Tourisme et Handicap label at the beginning of 2025** for the 4 disabilities:

motor, visual, auditory, mental with 100% of criteria completed

## DIVERSITY AND FAIRNESS

- A multicultural team we're proud of!
- Equality Index: 84/100
- Pay equity
- Gender diversity in favor of women



55.8% of  
women



90,6%

of our employees responded positively to the question: *"I feel free to be myself at work, without fear of judgment or discrimination."*

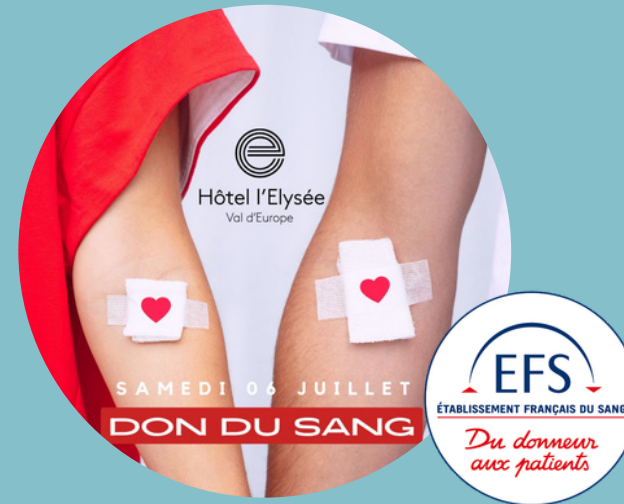
# OUR ASSOCIATION EVENTS 2025

## APRIL 9: FOOD DRIVE



The CSR committee organised its first food drive for **l'Oasis**: a wonderful display of solidarity, made possible by the dedication of our teams and the generosity of passers-by.

## MAY 18: BLOOD DRIVE



Second blood drive organized at the hotel with the EFS: **61 volunteers participated, including 49 donors, and 9 new donors** committed to this great act of solidarity.

## JUNE 11: FUNDRAISER FOR ANIMAL



First fundraising event for animals, in partnership with the association **Cibou & Compagnie**, committed to the rescue and protection of the most vulnerable animals.

## OCTOBER 14: BREAST SELF-EXAM WORKSHOP FOR BREAST CANCER AWARENESS MONTH



In partnership with **the Rayon Bleu association** of the Seine et Marne cancer institute, we organized introductory workshops on breast self-examination for our employees and guests!

## OCTOBER 19: AERORUN



Seven of our employees participated in the 10K AERORUN race. Each step helped support the missions of **Aviation Sans Frontières**.

## OCTOBER 30: HALLOWEEN FOOD DRIVE



This year, we decided to swap candy for solidarity! We organized a food drive to benefit the **Restos du Coeur in Torcy!**

# OUR LOCAL EVENTS 2025

## FEBRUARY 27: LAUNCH OF JEU'DIS



Launch of "Jeu'dis" at Le Diplomate in partnership with Bulle de Jeux: 8 events organized in 2025, aimed at strengthening ties with the local community and showcasing local businesses, including the Second Degré brewery. Partnership renewed in 2026!

## MARCH 18: CLEAN WALK DAY



To mark World Recycling Day, the CSR committee organized its first Clean Walk Day! An entire jar of cigarette butts was collected and given to the Joyeux Recycleurs to be recycled.

## APRIL 1ST: YOGA CLASS



For a brief moment, the hotel was transformed into a relaxation space with a yoga class led by Lyloo Yoga. Local guests and staff gathered to share a soothing moment.

## JUNE 1ST: WELLNESS WORKSHOP



We hosted a wellness workshop led by two local facilitators, Virginie and Caroline, bringing together our local guests and our employees for a moment of relaxation and sensory discovery.

## JUNE 20 : DRAG'ELYSEE EVENING



Following the success of its first edition, Drag'Elysée returned on June 20, more flamboyant than ever for a 100% cabaret evening! An explosion of glitter, feathers and spectacular performances!

## OCTOBER 22: SELF-DEFENSE CLASS



We were delighted to welcome Guillaume from DOJO 77 to the hotel to introduce our staff to self-defense techniques. It was an informative and enjoyable experience, allowing everyone to acquire useful reflexes!

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# Governance



# COMMITMENTS AND MISSIONS



## EXECUTIVES AND MANAGERS

Company's ability to meet its financial commitments rated 2+ by the Banque de France (Very satisfactory ++)

Positive and significant social, societal and environmental commitment in the company's statutes

Management committee involved in the CSR approach

Social and environmental indicators monitored regularly

Award-winning goals for department heads and their assistants including social and environmental performance



## FOR ALL EMPLOYEES

A CSR committee so that everyone can express themselves and propose their ideas

Job descriptions with social and environmental missions

Transparency on the financial data and objectives of the establishment

Internal whistleblowing system to combat corruption

# 71.7%

of our employees responded positively to the question:













*"I have confidence in the management team (exemplary, skills, change management)"*

Code of ethics for all employees

Audit of financial data by an external firm

Physical and digital mailboxes to report any problems or suggestions anonymously

# REPORT OF OUR 2025 OBJECTIVES

1	Finalize the B-CORP certification	Obtained in March 2025 	
2	Obtain the Tourism and Disability label	Obtained in March 2025 for all 4 handicaps 	
3	Measuring our carbon footprint in 2024	Made for the year 2024	
4	Set carbon reduction targets	CF carbon balance page	
5	Renew our Happy At Work label	The label has been renewed, as well as for apprentices. 	
6	Reduction of energy (electricity, water, gas, waste)	Target achieved for water, gas and waste recycling but not achieved for electricity and household waste	
7	Continue to carry out actions with local stakeholders and associations	CF community and local events	
8	Finding new associative partnerships	Resto du Coeur 77, Le Rayon Bleu	
9	Continue signing our responsible purchasing policy with suppliers	7 more signatures in 2025	















# AND WHAT'S NEXT?

## OUR 2026 OBJECTIVES



1	Obtain the Ecolabel	
2	Reduce the carbon footprint of our menu and join Mr Goodfish for responsible fish consumption	
3	Renew our Happy At Work and Happy Trainees label	
4	Achieve our energy reduction targets	
5	Deploy a building management system (BMS)	
6	Continue to take action with local stakeholders and associations	
7	Identify the environmental labels of our suppliers, who represent 80% of our spending	
8	Implement a loyalty program for our employees	

# RECAP OF OUR INDICATORS

2024	Objective 2025	Accomplished 2025			Objective 2026
92.1 %	92.2 %	92.4 %	Hotel guests satisfaction		92.2 %
4.27 / 5	4.5 / 5	4.18 / 5	Bar guests satisfaction		4.5 / 5
4.25 / 5	4.5 / 5	4.35 / 5	Restaurant guests satisfaction		4.5 / 5
4.4 / 5	4.2 / 5	4.47 / 5	Employee satisfaction		4.2 / 5
4.25	4	7.9	Number of days off work per month (due to work accident)		5
91.078 T	89.25 T	98.64 T	Household waste		97.65 T
25.395 T	25.90 T	36.64 T	Recycled waste		37 T
1 277 773	1 264 995	1 306 612	Electricity consumption (kWh)		1 293 545
16 852	16 514	16 164	Water consumption (m <sup>3</sup> )		16 002
516 418	511 253	498 641	Gas consumption (kWh)		493 654
14 748€	15 000€	16 264€	Amount of donations to associations		16 000€
1077	1100	1013	Number of Too Good To Go baskets		1100



Thank you for reading!



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

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

