

CHARTER FOR RESPONSIBLE RECRUITMENT

HOTELS
EN VILLE

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PREAMBLE - RECRUITING IS ALL ABOUT WELCOME

At Hotels en Ville, recruiting isn't just about filling a position. It's an act of hospitality. Our recruitment policy is part of the company's coherent vision: to offer a unique, inclusive and responsible hotel business in which human values count as much as technical skills.

1. OUR FUNDAMENTAL PRINCIPLES

- Inclusion: Our offers and practices are open to all profiles, without discrimination.
- Transparency: Work conditions, selection criteria and recruitment procedures are clearly communicated.
- Fairness: All candidates are assessed fairly, based on criteria defined in advance.
- Coherence: Recruitment practices are in line with our ethical and CSR charter.
- Human hospitality: We emphasize personality, motivation and potential.

2. THE RECRUITMENT PROCESS

2.1 STEP 1 - ANTICIPATE THE NEED

- Collectively define the position (missions, profile, expected attitude).
- Identify whether the position can be filled internally.
- Draw up a job description that incorporates HEV values.

2.2 STEP 2 - DRAFT AND DISTRIBUTE THE OFFER

- Use neutral, readable, understandable language.
- Mention in the title: “M/W/Other”, and specify that all profiles are welcome.
- Emphasize behavioral skills, not just experience and the level of training.
- Indicate a salary range, key skills and actual job conditions.
- Post the offer through various channels: HEV website, general and specialized job boards, networks, schools and in-house.
- Encourage co-option by offering an incentive for the co-opter.

2.3 STEP 3 - SELECTION OF CANDIDATES

- Use a communal pre-selection grid adapted to each job description.
- Take human values into account: empathy, humility, a sense of service.
- Make a pre-qualification phone call to confirm the candidate’s motivation and expectations.
- Do not exclude a candidate solely on the basis of an unusual career path.
- Select only a short-list of candidates for interviews.
- Send an e-mail or message confirming the appointment 48 hours before and/or call the candidate 24 hours before to confirm his or her presence.

2.4 STEP 4 - INTERVIEWS

- Present the context of the hotel and the team beforehand.
- Systematize having a second interview to get a second opinion.
- Use a balanced evaluation grid that includes objective criteria.
- Include realistic scenarios and a practical case study (welcoming a client, dealing with unforeseen circumstances, etc.).
- Briefly check the candidate's level of English or another language, if required.
- Discuss the candidate's expectations: what he/she wants to learn, what actually motivates him/her.

2.5 STEP 5 - MAKING DECISIONS AND GETTING FEEDBACK

- Cross-check opinions based on evaluation grids.
- Carry out a systematic reference check before any recruitment (if the candidate agrees - ask for a reference to contact).
- Inform all candidates interviewed, ideally by getting their feedback.

2.6 STEP 6 - INTEGRATION

- Propose that the chosen candidate(s) have a few hours of on-site immersion.
- Provide an HEV welcome booklet for each hotel: history, values, organization, labels, etc.
- Plan an integration breakfast with all new HEV recruits on an ongoing basis.
- Designate a mentor in the hotel.

2.7 STEP 7 – MONITORING AND ONGOING IMPROVEMENT

- Offer a post-interview satisfaction questionnaire to all candidates interviewed.
- Organize a follow-up interview 1 month and 3 months after their integration.
- Regularly evaluate recruitment practices within each hotel.
- Share best practices between the other HEV establishments.

3. RECIPROCAL COMMITMENTS

3.1 WHAT WE GUARANTEE

- Sincere, complete and respectful information at each step.
- An attitude of listening, openness and recognition.
- A working environment that respects people, values and career paths.
- Possible mobility within the Hotels en Ville network.

3.2 WHAT WE ARE EXPECTING

- A sincere desire to contribute to our mission of responsible hospitality.
- Respect for our customers, our teams and our uniqueness.
- A spirit of cooperation, transmission and progress.