

# **CHARTER FOR SUSTAINABLE PURCHASING**

**HOTELS**  
**EN VILLE**

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# 1. WHY HAVE A POLICY FOR SUSTAINABLE PURCHASING?

## 1.1 OUR INTENTION

At Hotels en Ville, we see each act of purchasing as an ethical, strategic and environmental commitment.

Buying means choosing: products, partners, but also impacts, values and a way of doing business in the hotel industry.

The aim of this policy is to guide all the employees and partners in our group in purchasing practices that are consistent with:

- our *raison d'être*: to transmit the art of welcome with meaning, high standards and commitment;
- our ethical and CSR charter that is shared by all our hotels;
- our sustainability labels (European Ecolabel, Green Globe).

## 1.2 CONCRETELY, WHAT DOES THIS MEAN?

### 1. Creating global value

Our purchasing decisions must create economic, social, environmental and relational value on both a short and a long term basis.

### 2. Co-constructing lasting relationships

We prefer having relationships with our suppliers based on trust, stability, transparency and shared objectives.

### 3. Providing teams with a clear framework

This policy is an operational reference point for everyone involved in purchasing, listing, recommending or approving a product or service on behalf of Hotels en Ville.

### 4. Progressing collectively

Our responsible purchasing policy is a living document: it adapts, enriches and is presented based on feedback from the field, regulatory developments and societal expectations.

## 2. OUR FUNDAMENTAL PRINCIPLES

### 2.1 OUR PURCHASING PHILOSOPHY

At Hotels en Ville, purchasing is not just about economics and logistics. It reflects our choices in terms of:

- ethics and setting an example,
- environmental sustainability,
- coherence between what we say and what we do,
- and offering long-term quality service.

We aim to make our purchasing decisions a positive lever that is in-line with our CSR commitments, customers, teams, locations and image.

### 2.2 GENERAL PRINCIPLES TO RESPECT FOR ALL PURCHASES

All purchasing must be based on the following principles:

#### 1. Transparency

- The supplier selection process must be clear, traceable and documented.
- The Astore tool, used by Hotels en Ville, is the reference platform for recurring purchases and guarantees centralization, compliance and transparency.

#### 2. Fairness

- No favoritism, privileges or personal decisions can justify the choice of a supplier.
- Suppliers must be put into competition whenever possible (particularly for one-off, large or non-referenced purchases).

#### 3. Responsibility

- L'impact environnemental, les conditions sociales de production, la provenance, la durabilité, et l'usage des produits doivent être pris en compte à chaque étape.

4. Coherence

- Purchasing choices must be compatible with our labels (European Ecolabel, Green Globe), our CSR charter and the image we promote to our customers.

5. Local roots & seriousness

- Whenever possible, we give preference to local suppliers (located within 160 km in accordance with the European Ecolabel) and to sustainable and sober products, in keeping with our values for a unique hospitality.

## **2.3 WHAT PLAYERS INVOLVED IN A PURCHASING DECISION COMMIT TO**

All employees involved in a purchasing decision (hotel management, governance, F&B, reception, etc.) commit to:

- Respecting current procedures (see sections 3 and 5).
- Privileging the use of the Astore platform for recurring needs if the available products meet the charter's requirements.
- Documenting any one-off or alternative purchases.
- Justifying any use of a non-referenced supplier (price quotes, criteria).
- Giving preference to sustainable, labelled, local or responsible products.
- Refusing to use any personal advantages or relationships of dependence with a supplier.
- Reporting any ethical risk or inconsistency between the product offered and the CSR commitment.

## **2.4 OUR SUPPLIERS' COMMITMENTS**

Each supplier, service provider or subcontractor working with Hotels en Ville must:

- Respect fundamental labor rights (no forced labor, no discrimination).
- Comply with French and European legislation applicable to their sector.
- Guarantee the traceability of the products supplied (origin, composition, labels, etc.).
- Reduce plastic packaging and disposable products as much as possible.

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- Give preference to local or French products.
- Cooperate in the event of an evaluation or a request for additional information.
- Do not offer any personal benefits to any Hotels en Ville employee.

### 3. PURCHASING GUIDELINES, TOOLS AND PROCESSES

#### 3.1 OUR BENCHMARK STANDARDS

Hotels en Ville's responsible purchasing policy is based on the following frameworks:

- European Ecolabel: a sustainability certification for tourist accommodations that requires concrete commitments concerning the impact of products purchased, waste management, traceability and use of resources.
- Green Globe: specific CSR standards for the international hotel sector, including criteria for responsible purchasing, emissions reduction and support for local economies.
- Hotels en Ville's ethics and CSR Charter: an internal reference based on our values of responsible hospitality, to which all our suppliers must adhere.

#### 3.2 OUR TOOLS FOR IMPLEMENTATION

##### 1. The Astore platform: a reference tool

Astore is the central purchasing platform promoted by Hotels en Ville for use by its hotel managers.

It is recommended for recurring purchases, since it allows for:

- centralizing orders and make them traceable ;
- controlling costs through the pooling of resources ;
- facilitating access to referenced and approved suppliers ;
- filtering products according to CSR criteria.

Useful Astore filters for HEV policies:

- Environmental labels: European Ecolabel and Green Globe compliance.
- Regional or local origin: products from your region or less than 160 km away.
- Official quality labels: AOP, Label Rouge, Agriculture Biologique, etc.
- No single-use plastic.
- Responsible packaging: in bulk, refillable, large formats.
- Waste management: recyclable, biodegradable products.



- Concentrated or eco-refillable products.

Hotel managers are invited to give priority to these filters when placing orders to ensure coherence between purchasing practices and the establishment's CSR commitments.

### **3.3 PURCHASING PROCESS BY TYPE OF NEED**

Purchasing decisions follow three distinct logics based on urgency and recurrence:

#### **Urgent purchases**

- A free choice of supplier, uniquely to respond to an urgent need.
- Temporary exemption from CSR criteria (if the emergency is justified).
- A subsequent validation must be made by the HEV management.

#### **One-off purchases**

- Analysis of need.
- Search on Astore to identify suppliers who can meet the need.
- If not found, an external search should be done + a request made for several quotes.
- Supplier evaluation using the CSR checklist (Part 5).
- HEV will validate the quote before ordering if the cost is appropriate.

#### **Recurring purchases**

- Systematically go through Astore, unless otherwise justified (e.g. purchases from local merchants offering products that stand out, valued by customers and in-line with the budget).
- Use of recommended CSR filters.
- Monitoring of order regularity and supplier performance (quality, responsiveness, CSR compliance, etc.).

## **4. RECIPROCAL EXPECTATIONS REGARDING OUR SUPPLIERS**

We view the supplier relationship as a long-term partnership based on dialogue, transparency and mutual commitment. To this end, we not only have clear expectations, but also commit ourselves to acting responsibly and coherently.

### **4.1 WHAT WE EXPECT FROM OUR SUPPLIERS**

Ethical and social commitments:

- Respecting fundamental labor rights (prohibition of forced labor, child labor, discrimination, etc.).
- Guaranteeing decent working conditions throughout the production chain.
- Refusing any form of corruption, fraud or conflict of interest.
- Using subcontractors who have a responsible approach.

Environmental commitments:

- Supplying products or services with a low ecological impact that is certified where possible.
- Reducing waste, single-use plastics and non-recyclable packaging.
- Giving priority to local products (less than 160 km away) from sustainable sources.
- Being able to adapt volumes, packaging and frequencies to reduce waste and the logistical footprint.

Relationship commitments:

- Having an open cooperation regarding all CSR information requests.
- Being reactive in the event of dysfunctions or incoherence with Hotels en Ville commitments.
- Being available to participate in training, co-construction or ongoing improvement initiatives.

## **4.2 WHAT HOTELS EN VILLE IS COMMITTED TO DOING**

Transparency commitments:

- Defining clear, proportional and accessible evaluation criteria.
- Explaining CSR requirements in relation to our labels (Ecolabel, Green Globe, etc.).
- Sharing progress objectives and enabling suppliers to contribute to them.

Loyalty commitments:

- Paying on time.
- Avoiding sudden changes in volume or lead times without consultation.
- Opting for suppliers with long-term commitments, on condition of making regular progress.

Support commitments:

- Gradually integrating suppliers into our ecological transition projects.
- Providing tools for understanding (checklists, reference documents, feedback).
- Promoting best practices in our internal and external communications.

## **4.3 CONTRACTUAL POINTS OF VIGILANCE**

- A supplier charter can be signed by any new partner.
- Annual reviews may be organized with regular suppliers.
- In the event of serious or repeated breaches, HEV reserves the right to terminate the business relationship.

## 5. EVALUATION CHECKLISTS BY TYPE OF PURCHASES

*(To be systematized for recurring purchases and used for large one-off orders or new suppliers)*

### 5.1 CHECKLIST - BREAKFAST PRODUCTS

- Local product (less than 160 km away).
- Seasonal product (if perishable).
- Certified product (AB, Eurofeuille (EU organic label), PDO (Protected Designation of Origin), MSC (sustainable fishing)...).
- Recyclable / reusable / no packaging.
- Packaging adapted to frequent use.
- No single-use plastic.
- A vegetable or allergen-free alternative is available.
- Fair-trade origin (for sensitive products: tea, coffee, cocoa, etc.).
- Possibility of modifying delivery volumes and frequency.
- Clear traceability of origin.

### 5.2 CHECKLIST - CLEANING AND HYGIENE PRODUCTS

- Official type I label as defined by ISO 14024 standards (European Ecolabel, Nordic Swan...) to be compatible with the European Ecolabel certification.
- Biodegradability over 90%.
- No controversial substances (CMR, allergens, phosphates, etc.).
- Concentrated or refillable format.
- Recyclable or recycled packaging.
- Local supplier.
- Technical data sheets supplied in French.
- Teams have been trained and mastered in the product's use.

### **5.3 CHECKLIST – LINENS AND LAUNDRY**

- Certified fabrics (OEKO-TEX, organic cotton...).
- Local or national origin if possible.
- Existing rental/rotation service.
- Can be repaired or is in a second-life circuit.
- Delivery frequency can be optimized.
- Compliance with Ecolabel criteria (lifespan, washing, etc.).

### **5.4 CHECKLIST – FURNITURE, DECORATION, EQUIPMENT**

- Reused or upcycled furniture.
- Local or artisanal manufacturing.
- Certified materials (FSC, PEFC, recycled...).
- Sustainable design / can be taken apart / repairable.
- Traceability of the material of origin.
- Style in keeping with the hotel concept.
- Grouped or responsible delivery.
- Integration into the site's artistic and narrative approach.

### **5.5 CHECKLIST – FOR ELECTRICAL EQUIPMENT / APPLIANCES**

- Highly energy-efficient appliances (minimum class A).
- The brand or manufacturer is committed to CSR or has an eco-design long-term warranty (minimum 3 years) with guaranteed reparability.
- Energy consumption measured over the entire life cycle.
- Presence of an eco-mode or low-energy setting.
- Possibility of software or technical upgrades (e.g. connected terminals, screens, etc.).
- Clear technical documentation in compliance with European standards.
- Collection or take-back of old equipment (limiting WEEE waste).

## 6. RISKS TO ANTICIPATE (FROM THE HEV WORKSHOP)

- Choosing a supplier out of comfort or habit, without re-evaluation.
- Maintaining a product or service that contradicts our CSR commitments (e.g. plastic, waste, unnecessary duplication, etc.).
- Working with service providers or influencers whose image is incompatible with that of HEV.
- Excluding social or ethical criteria for reasons of convenience.
- Not adjusting quantities or frequencies, to the detriment of the planet or profitability.
- Failing to document a one-off, large order outside Astore (for low-value orders, compliance with the spirit of this charter will suffice).
- Over-riding the policy to make personal, indulgent or unjustifiable purchases.

## **7. GOVERNANCE OF THE SUSTAINABLE PURCHASING POLICY**

### **7.1 KEY RESPONSIBILITIES**

- Operations Department: Oversees implementation of the responsible purchasing policy at all sites.
- CSR Department: Develops guidelines, trains teams and monitors indicators.
- Hotel Management: Coordinates purchasing at hotel level, ensures that procedures are applied and communicates relevant information.

### **7.2 MANAGEMENT TOOLS**

- Astore platform: Centralizes purchasing, offers CSR filters (labels, origin, packaging) and enables detailed tracking of orders.
- CSR dashboards: Tracks key indicators, identifies gaps and facilitates decision-making.
- Periodic reviews: Analyzes performance, adjusts strategies and shares best practices.

### **7.3 KEY PERFORMANCE INDICATORS (KPI) FOR SUSTAINABLE PURCHASES**

Inspired by the recommendations of the Observatoire des Achats Responsables (Observatory of Responsible Purchases) (ObsAR) and adapted to the context of Hotels en Ville, the following indicators are proposed:

#### **A. Environmental indicators**

- Part of purchases have environmental labels: Percentage of certified purchases (Ecolabel, Organic OR Bio, etc.).
- Reduction in plastic packaging: Rate of reduction in single-use plastic packaging.
- Local purchases: Percentage of products purchased from suppliers located less than 160 km away.

**B. Social and ethical indicators**

Purchases from ESAT (Assisted employment for disabled persons) or adapted companies: A percentage of purchases made from these structures encourages professional integration.

- Suppliers with CSR certification or companies with a mission: the number of suppliers with CSR certification or companies with a specific mission.
- CSR action plans with suppliers: the number of improvement plans set up jointly with suppliers.

**C. Economic and governance indicators**

- Consultations with suppliers and service providers who incorporate CSR criteria: Percentage of calls for tender offers issued by hotels or Hotels en Ville incorporating environmental or social criteria in keeping with this policy.
- Purchases made via Astore: Percentage of purchases made via the Astore platform.
- Training in responsible purchasing: Number of managers trained in the principles of responsible purchasing.

**7.4 FOLLOW-UP AND TRANSPARENCY**

- Regular reviews will be carried out on spending, sourcing and purchasing compliance.
- Hotels with Ecolabel or Green Globe certification must document their responsible purchasing for eventual audits.
- Monitoring will be done to integrate new committed or innovative suppliers.

**CONTACT**

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