

ETHICAL AND CORPORATE SOCIAL RESPONSIBILITY CHARTER

HOTELS
EN VILLE

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A WORD FROM THE CO-FOUNDER OF HOTELS EN VILLE

Since 2014, we have cultivated our know-how in welcoming others, the very nature of which means offering memorable experiences. To transmit and perpetuate these emotions, Hotels en Ville works everyday to build and perpetuate a more sustainable, responsible hotel industry. Above all, this is a question of conviction: we strive to offer hospitality that respects people as well as the environment. This commitment to responsibility is reflected by its economic, social and environmental dimensions: it motivates our attention to the smallest gesture as well as to our major resolutions. And we evolve this commitment with our teams and for our guests: our hospitality moves towards innovation while preserving the traditions of our profession with meaning and passion. Hotels en Ville reconciles the savoir-faire of the hotel profession with an ever-improving way of being.

Caroline PIEL

Co-founder & CEO

A handwritten signature in black ink, appearing to read 'C. PIEL', with a stylized flourish underneath.

1. THE FRAMEWORK OF THIS CHARTER

1.1 WHAT WE'RE ALL ABOUT

Passing on our passion for the art of welcoming to promote a unique hotel industry in an innovative, committed way.

1.2 OUR VISION

Building a responsible hotel future is based on listening to the expectations of our guests, customers and teams. By learning from our experiences and passing on our knowledge, we aim for excellence. To achieve an increasingly sustainable hotel industry, our teams reflect on and integrate best practices that promote well-being in the workplace, inclusion, respect for the environment and innovations that will inject a positive dynamic into our sector.

1.3 OUR MISSIONS

Accompanying our hotel-owner customers throughout the entire life cycle of their establishment is a matter of strategic advice that sees far in advance while giving operational support as close to their needs as possible. From design to renovation and operation, we work to create sustainable economic value.

With the primary aim of introducing our customers to the art of French hospitality, we are committed to fostering an environment of trust. This benevolence is based on a humanist ethic: we give full value to the uniqueness and experience of each and every hotel owner. Enhancing their skills and guiding and emphasizing their talents go hand-in-hand with tailor-made professional trainings, fair salary evolutions and a caring managerial approach.

To fully realize our missions in a virtuous way, we create and perpetuate partnerships with concerned parties who share our values of responsibility. The influence of our present and future activities is rooted in a dimension of difference and sustainability that we would like to be both unifying and sincere.

1.4 TO WHOM DOES THIS CHARTER APPLY?

This Charter applies to all Hotels en Ville employees, whether permanent or temporary, and whether they work at our head office or at the hotels in our collection.

It also applies to:

- employees of the establishments we work with as part of our project management, operational management or hotel strategy consulting assignments;
- our external partners including suppliers, service providers, subcontractors and advertising agencies, in the context of their contractual relations with Hotels en Ville.

All our managers, project leaders, hotel directors and operational coordinators have a key role to play: they are responsible for setting an example, actively promoting the Charter's ethical commitments and ensuring that they are implemented on a daily basis.

The Charter is communicated at the time of each employee's integration, during internal training sessions, and is available on Hotels en Ville's internal communication media. It is also available to our customers and partners on our www.hotelsenville.com website.

It is regularly updated to reflect changes in our activities, strategic visions, societal expectations, and legal or industry requirements (e.g. CSR guidelines, certifications, social and environmental legislation).

1.5 HOW CAN THIS CHARTER BE USED?

Though all our hotels are located in Paris, Hotels en Ville operates in a complex and evolving ecosystem: regulatory requirements, increased guest and employee expectations, CSR commitments, climate issues, competitive pressures, etc.

This Charter does not replace the laws, regulations, contracts, or internal policies applicable in each hotel structure. Nor does it claim to cover all situations that an employee or manager may face. Its purpose is to provide concrete ethical benchmarks and remind everyone of the philosophy that should guide every decision.

In all cases, everyone working for or with Hotels en Ville must demonstrate:

- common sense;
- critical thinking;
- discernment;
- an alignment with the company's values.

When in doubt about a decision, it is essential to ask yourself the following questions:

1. Is it legal?
2. Is it consistent with the commitments of the Hotels en Ville ethical and CSR Charter?
3. Is it consistent with our purpose, our mission and our values?
4. What consequences could this decision have for the hotel, our teams, our guests or our reputation?
5. Would I feel comfortable explaining this decision to my colleagues, management team or even publicly?

If the answer to any of these questions is uncertain or uncomfortable, you should refrain from acting and immediately discuss it with a representative of the company.

1.6 WHO TO CONTACT FOR ANY QUESTIONS OR DIFFICULTIES RELATED TO THIS CHARTER?

Every Hotels en Ville employee, whether based at our headquarters or in a hotel, can—and must—under any circumstances, report any situation or issue relating to ethics, social responsibility or compliance with this Charter.

Several contacts are available depending on the context:

- your direct supervisor or manager, as a priority;
- your hotel's Operational and CSR Officer;

- the General Management, for complex or transversal situations.

An internal whistleblowing system also allows each employee to confidentially report:

- any behavior that violates this Charter;
- any situation that poses a legal, regulatory or ethical risk;
- any form of pressure or non-compliance with social or environmental commitments.

This system can be accessed by confidential email at a special address: alerte@hotelsenville.com.

Hotels en Ville strictly prohibits any form of retaliation against anyone who has expressed, in good faith, an alert or an ethical concern. Respect and confidentiality are guaranteed at every stage of the situation-handling process.

1.7 WHAT ARE THE CONSEQUENCES OF NON-COMPLIANCE WITH THE CHARTER?

Failure to comply with the Ethics and CSR Charter can have serious consequences, both for Hotels en Ville and for the individuals involved.

Failure to comply with the principles of this Charter can result in multiple risks:

- For the company: loss of customer and partner trust, a damaged reputation, exclusion from financing or certification programs, legal action, etc.
- For the employee concerned: disciplinary sanctions (warning, reprimand or even dismissal), civil sanctions (damages), or criminal sanctions (fines, prison sentences in the most serious cases).

These consequences also apply to partners or external service providers who violate the commitments of this Charter. In such cases, Hotels en Ville reserves the right to terminate any contract or business relationship.

2. OUR VALUES

2.1 A CULTURE OF SHARING

We believe that hospitality is a living art that is shared. We value mutual learning, the transmission of knowledge, and a culture of experience. Each employee is an ambassador of our vision, and each guest an opportunity to share our passion.

2.2 RESPONSIBLE COMMITMENTS

We act with integrity and rigor, placing responsibility at the heart of our decisions. From the design and management of our hotels to the selection of our partners, our approach is based on ethical governance, controlled environmental impact, and concrete actions to benefit society.

2.3 PEOPLE AT THE HEART OF OUR PROJECTS

We believe in the strength of the collective and in a caring, safe, and inclusive work environment. Team growth is a driver of excellence. We support career paths, encourage initiative, and value talent.

2.4 A UNIQUE HOTEL INDUSTRY

We champion a vision of hospitality rooted in local communities that is respectful of local culture, creative in its offer of experience, and faithful to the elegance of French hospitality. Each project is unique and designed with care and meaning.

3. OUR COMMITMENTS

3.1 COMMITMENT TO SUSTAINABLE AND RESPONSIBLE MANAGEMENT

(Green Globe: A.1.9 / Concerned parties involved: all)

WHAT THIS MEANS FOR HOTELS EN VILLE

Sustainability should not be a marketing pitch, but rather an experienced, measured and managed reality. It is a structuring framework for our governance, decisions and corporate culture. This implies responsible practices at every level from management to individual hotels.



YOU MUST ALWAYS

- Integrate our ethical values into your operational, managerial and commercial decisions.
- Actively participate in certification and continuous improvement initiatives (European Ecolabel and Green Globe).
- Identify, anticipate and document ethical risks related to your business or your partners (e.g., suppliers, influencers, customers, etc.).
- Involve all concerned parties in the company's CSR dynamic (team, suppliers, customers, local residents, communities, etc.).
- Adopt a stance of listening, transparency, and accountability regarding social and environmental issues.



YOU MUST NEVER

- Make operational decisions that undermine the company's CSR commitments without consulting management.
- Turn a blind eye to inconsistencies between stated values and actual practices.
- Minimize or ignore weak signals of ethical or environmental risk.

EXAMPLE

The situation: An influencer partner is proposing a business collaboration, but their past online content contains sexist comments or attitudes that are disrespectful of the social or cultural norms promoted by HEV.

What you should do: Refuse the collaboration, even if it seems profitable in the short term, because it contradicts our purpose and commitment to our teams and customers.

3.2 ENVIRONMENTAL COMMITMENT

(Green Globe: D.3.3.1 / Concerned parties involved: all)

WHAT THIS MEANS FOR HOTELS EN VILLE

We are convinced that the hotel industry must play an active role in the ecological transition. This requires rigorous choices in the project's design, exemplary management of natural resources, and the involvement of all involved in reducing our carbon footprint.



YOU MUST ALWAYS

- Integrate environmental performance criteria into each phase of a hotel's life cycle (design, renovation, operation).
- Promote responsible purchasing, particularly from local or eco-responsible suppliers, while balancing these with budgetary restrictions.
- Implement sustainable management practices by reducing energy and water consumption, sorting and reducing waste, and combatting food waste.
- Raise awareness and train employees in the eco-management of the establishment.
- Inform guests in a clear and informative way about the environmental actions that have been undertaken and involve them in these initiatives.



YOU MUST NEVER

- Begin construction or operate a hotel without measuring and monitoring its environmental impact.
- Turn a blind eye to waste (water, energy, welcome products) or fail to comply with waste sorting and reduction procedures.
- Mislead customers about the establishment's true environmental impact (greenwashing).

EXAMPLE

The situation: upon arrival, a guest discovers that the hotel's heated pool is running 24/7 despite low attendance and mild outdoor temperatures.
What you need to do: Conduct an audit of the hotel's energy consumption practices and set up automatic energy-saving devices or procedures that are consistent with the Hotels en Ville CSR commitments and guest expectations.

3.3 SOCIAL AND HUMAN RESOURCES COMMITMENTS

(Green Globe: B.6.2, B.6.4, B.6.5, B.7.1, B.7.2, B.8.1 / Concerned parties involved: employees, job candidates)

WHAT THIS MEANS FOR HOTELS EN VILLE

Our "hospitality artisans" are at the heart of our uniqueness. Offering respectful working conditions, rewarding career paths and a caring environment is fundamental to ensuring that everyone can thrive in a demanding yet deeply human profession. Hotels en Ville promotes exemplary management and actively combats toxic practices that are still all too prevalent in the sector.



YOU MUST ALWAYS

- Recruit by following the Charter's Inclusive and Responsible Recruitment principles without discrimination based on gender, age, origin, disability or sexual orientation.
- Prevent the risks of harassment, discrimination or violence by ensuring caring, demanding and ethical management.
- Encourage a good work-life balance, particularly through organizing work schedules and rest days.
- Develop skills through adapted training programs to fight professional obsolescence.
- Systematically integrate and train new recruits in the values and practices of Hotels en Ville.
- Establish an open, constructive and respectful social dialogue.



YOU MUST NEVER

- Tolerate or reproduce violent or toxic behavior, even if it has been observed in other establishments or hotel chains.
- Recruit or evaluate a candidate based on unprofessional criteria.
- Put pressure on employees during periods of peak activity without engaging in a dialogue or acknowledging them.
- Conceal cases of workplace suffering, harassment or managerial practices that are contrary to HEV's values.

In accordance with French law and the requirements of the Green Globe label, we reaffirm our commitment to strictly prohibit the labor of children under the age of 15, as well as any form of exploitation, whether commercial or sexual, of children and adolescents. This commitment is part of an ethical and responsible approach aimed at ensuring respect for the fundamental rights of children in all our activities.

EXAMPLE

The situation: A manager notices that a new employee is being subjected to recurring sexist remarks, which some members of the team consider "jokes".
What you should do: Intervene immediately to remind them of the rule, raise awareness among team members about the impact of this behavior, and suggest a time for a group discussion on respect in the workplace.

3.4 SOCIAL COMMITMENT

(Green Globe: A.5.1 / Concerned parties involved: customers)

WHAT THIS MEANS FOR HOTELS EN VILLE

We believe in a form of hospitality that is part of today's society, values the guest experience without exclusion, and places human relationships, attentiveness, and personalization at the heart of every stay. The French art of hospitality, as we champion it, is respectful, inclusive and responsible.



YOU MUST ALWAYS

- Offer a genuine, warm and respectful welcome to all guests, regardless of their origins, beliefs, gender expression or circumstances.
- Consider every moment of the guest's journey (before, during and after their stay) as an opportunity to listen to them and build a quality relationship.
- Provide transparent information on the current status of services (rooms, services, ongoing renovations or potential limitations).
- Implement humane cancellation and refund policies, especially in exceptional circumstances (bereavement, natural disasters, major impediments).
- Ensure fair pricing and avoid yield management abuses that create a feeling of injustice (e.g., excessive price differences without justification).



YOU MUST NEVER

- Conceal information that could affect the customer experience (e.g., unavailable services, disruptions, construction).
- Encourage influencer or media collaborations that go against our values of inclusion, respect and integrity.
- Adopt aggressive, impersonal or abusive sales policies.

EXAMPLE

The situation: A family who booked a suite for €500 discovers that a guest booked the same room for €180 the day before on another channel.

What you need to do: Clearly explain pricing policies, adjust if necessary and offer a commercial gesture or upgrade them to restore trust.

3.5 COMMUNITY INVOLVEMENT

(Green Globe: B.5.2 / Concerned parties involved: NGOs, associations)

WHAT THIS MEANS FOR HOTELS EN VILLE

We play a role in vibrant communities. Hotels should not be isolated bubbles, but rather places for dialogue and cooperation with local associations, NGOs, public entities and residents. Our establishments must contribute to the vitality of the social fabric.



YOU MUST ALWAYS

- Develop partnerships with local and national associations that support social, environmental, or educational projects.
- Support concrete community initiatives (collections, donations, skill development programs, the welcome of those seeking integration in the community, etc.).
- Integrate local residents' concerns in major operational decisions.

- Try to prevent disturbances related to hotel operations (noise, deliveries, traffic).



YOU MUST NEVER

- Develop activities or projects without understanding the expectations of local residents or without a minimal consultation with local communities.
- Ignore feedback or criticism from community players if it is expressed constructively.

EXAMPLE

The situation: A major renovation is planned for a hotel located in a quiet residential area.

What you need to do: Inform local residents, co-design flexible work schedules and propose measures to reduce noise (use of equipment, acoustic panels, transparent planning, etc.).

3.6 COMMITMENT AGAINST CORRUPTION

(Codes: B.11.1 à B.11.8 / Concerned parties involved: all)

WHAT THIS MEANS FOR HOTELS EN VILLE

Integrity is a non-negotiable pillar of our professional ethic. It guarantees the transparency of our practices, the reliability of our decisions and the credibility of our business plan. This applies to recruitment, purchasing, business relationships and external collaborations.



YOU MUST ALWAYS

- Declare any potential conflict of interest to your superiors (e.g., personal relationships with a supplier).
- Comply with internal procedures for approving purchases, contracts, and calls for tender offers.

- Insure complete transparency in recruitment and performance evaluation processes.
- Favor trusting relationships with suppliers based on objective criteria (quality, price, CSR, etc.).
- Refuse any bribe or equivalent that may be solicited or offered, or any other illegal attempts at corruption.



YOU MUST NEVER

- Accept bribes, gifts, or personal benefits from a contractor, client, supplier, or candidate. This is strictly prohibited.
- Favor a partner or company solely based on an informal relationship or personal interest. This is strictly prohibited.
- Replicate favoritism practices from other professional experiences. This is strictly prohibited.

EXAMPLE

The situation: A facility manager receives a travel proposal from a supplier in exchange for a contractual commitment that will last several months.
What you should do: Decline the offer and report the situation to management for an ethics review of the partnership.

3.7 COMMITMENT TO THE PROTECTION OF CULTURAL HERITAGE

(Green Globe: C.1.1, C.1.2, C.2.1, C.3.1, C.3.2, C.4.2 / Concerned parties involved: guests, NGOs, all)

WHAT THIS MEANS FOR HOTELS EN VILLE

Located exclusively in Paris, our hotels are nestled in a dense urban environment and steeped in history, culture and multiple identities. Each reflects a unique concept imagined by Hotels en Ville in a dialogue with the architecture, history, and atmosphere of the neighborhood. Preserving this tangible and intangible heritage is an integral part of our purpose.



YOU MUST ALWAYS

- Design or renovate each hotel while respecting the architectural, historical, and social character of its Parisian neighborhood.
- Integrate local craftsmanship (cabinetmaking, ironwork, textiles, etc.) into the furnishings and decorative elements.
- Create guest experiences that showcase the neighborhood's history or culture (cultural partnerships, media events, storytelling).
- Educate guests about respecting the space, residents, neighborhood rhythms, and Parisian standards of civility.
- Collaborate with the architects of Bâtiments de France (ABF), the local city council, and cultural services if required by the project.



YOU MUST NEVER

- Standardize the hotel concepts to the detriment of local identity or the existing building.
- Distort a building or its environment without a consultation or heritage study.
- Exploit cultural or symbolic elements without placing them in their Parisian or historical context.

EXAMPLE

The situation: A hotel located in the Marais district plans to modernize its facade with bold illuminated signs.

What you need to do: Consult the Urban Planning Department of the City of Paris and the Bâtiments de France Architect (ABF) to approve the changes. Opt for discreet signage that integrates into the urban landscape of the protected area while respecting the old buildings and neighborhood identity.

The establishment is committed to strictly complying with all French standards, conventions, and legal and regulatory provisions applicable to its activities.