



# Châteauform' CSR Report 2022









## KEY EVENTS 2022

### THE YEAR 2022 AT CHÂTEAUFORM' : THE YEAR OF ALL RECORDS!

**As for customers, in 2022, we had the pleasure of hosting an unprecedented 18,000 seminars and 8,000 companies!**

This was reflected by sales revenue beyond our wildest dreams: a turnover of 243 million, with the exceptions of IME and CERAN, while retaining an absolute **excellent rate of 96% customer satisfaction!** Three cheers for all the Châteauform' teams!

**As for Talents, during the course of the year recruitment once more reached a total of 700 appointments. And our Talents' "happiness index" stands at 92%!**

The end of Covid has brought an **exceptional buzz and excitement**. Our participants and our potential customers are all returning to in-person and on-site events, in order to get the most out of these meetings and reunions.

Meeting is our common thread, the path followed by Châteauform' in 2022. In pursuing this theme we continued to increase our commitment to our customers and participants to enable them to enjoy wonderful moments in our houses, from which to take away pleasant memories and form frequently inseparable links. These moments are synonymous both with creative and emotional intelligence!

Therefore, **Châteauform's added warmth, our DNA** since our foundation in 1996, makes more sense than ever before. This is why we decided to go even further in supporting our corporate customers. We decided to **establish our added warmth in our Articles of Incorporation by becoming a Société à Mission on 25 December 2022.**

It is difficult to imagine a better Christmas present! This is how our new and most important mission is reflected: **by inspiring companies and enabling them to unveil their talents.**

Proud of our new status as an Entreprise à Mission and of having been admitted to the Communauté des Entreprises à Mission, we decided to seek the assistance of the Sweet Punk communications agency in making this known to companies in general. In fact, if you want to change the world, you must start by bringing about change in companies and organisations.

The path followed in 2022 has highlighted all the benefits inherent in the management of Châteauform'. Our founding principle: **"If you look after your Talents they will look after your customers"** is confirmed by the Châteauform' teams in their day-to-day work.

An increasing number of companies are becoming interested in this **humanistic management**

model. At present, post-Covid, when it is difficult to persuade Talents to return to the office, the office must become a new destination!

The office must be transformed, to become a place for sharing, for celebration. In this way the office becomes the place where collective intelligence comes alive; it is the place where everyone's **talents are unveiled**. This is why we developed **Châteauform' Inside**, which brings Châteauform's added warmth in to offices and third places.

In 2022 the Châteauform' Inside team, who is working on a large number of projects, opened the SNCF Campus in Saint-Priest with 266 bedrooms, our largest site! Other flagship projects will see the light of day in the year to come!

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## A WORD FROM THE FOUNDER OF CHÂTEAUFORM', BENJAMIN ABITTAN



**Ever since its foundation, Châteauform' has always been committed, but we are seeing an intensification in the Company's social, societal and environmental commitment. What is the reason for this?**

In fact for the past 26 years Châteauform' has been promoting a humanistic model based on management by values promoting autonomy, trust and development of the women and men in the Company. It is our faith in human beings and belief in their capacity to express the best of themselves which is now prompting us to intensify our efforts in the context and the issues, which we as human beings have to confront.

It is easy to understand the relationship between the humanistic approach and current social issues; however the environmental crisis is also linked intrinsically to human beings as much by the causes (the IPCC confirms that global warming and the decline in biodiversity are due to human activity) as by the consequences, which we are beginning to feel everywhere in the world, including here in Europe. We can no longer close our eyes and we must

face up to our responsibility by taking on a role as a transformer, because, in the words of Emery Jacquillat, the CEO of CAMIF and Chair of the Communauté des Entreprises à Mission [Community of companies with a French legal framework in which businesses pursue a set social and environmental purpose with specific sustainability goals], "Business is perhaps the most powerful lever for transforming society."

**Today, CSR can no longer be just the concern of the CSR Manager. How is it embodied at every level of the Company at Châteauform', in particular at management level?**

We work as an inverted pyramid with the customer as the boss. Although CSR topics were originally brought to us by our customers and "infused" from the top (House teams) to the bottom of the pyramid (support functions), I notice that currently the "CSR flow" is also circulating from the bottom to the top because of a willingness to be involved at all levels in the Company.

This is because all our teams have a better understanding of the issues and of the topic thanks to in-house training and a growing global awareness. Convinced of the necessity to create conditions

for sincere commitment for everyone, in order to introduce concrete actions, The Executive Board has been our sponsor since we started this process.

**In 2022 you decided to embark on the Société à Mission path. Why?**

We think that the talents of our Talents can be uncovered within the Company to the benefit of it and of the world in general. Participating in a project, which is greater than oneself is a source of fulfilment and allows one to respond to the search for meaning, which confronts modern companies.

It is self-evident that our status as a Société à Mission establishes and promotes the enduring strength of our humanistic commitment both to our Talents and to our external stakeholders. It is no trifling matter for a company to change its Articles of Incorporation. It is our way of setting our commitment in stone and protecting our values, our model and our culture.

It is for all these reasons that in April 2022 we embarked on the Société à Mission path and we are proud to announce that we became a Société à Mission on December, 25 2022!

*"It is no trifling matter for a company to change its Articles of Incorporation. It is our way of setting our commitment in stone and protecting our values, our model and our culture."*





## METHODOLOGICAL NOTE

### • Legal references

None of the Châteauform' Group companies is currently subject to Decree 2017-1265 in conjunction with the Declaration of Extra-Financial Performance as an unlisted SAS (simplified joint-stock company). However, as part of the Group's CSR process and its ISO 20121 certification for the last four years Châteauform' has wanted to enhance the visibility of its social, societal and environmental performance.

For the second consecutive year Châteauform' has published a CSR Report to present its CSR

commitments and the results for 2022. At the end of the report there is a summary of the key indicators, together with the correlation with the 17 Sustainable Development Goals of the United Nations.

### • Scope of the report

This report covers all of the Châteauform' Group's activities in France and abroad with the exceptions of IME and CERAN.

To collect data Châteauform' uses an in-house CSR diagnostic tool, in-house management tools and the testimonies of the

Châteauform' teams.

As part of its CSR management system Châteauform' has produced a CSR self assessment grid summarising the 115 actions on Sustainable Development issues to be introduced by the Houses. Since 2021 this grid has been communicated to each House to enable them to construct and manage their CSR action plan.

The Houses are invited to report annually on the results regarding the actions introduced. Analysis of these data has allowed us to determine the key indicators shown in this Report.



## ABOUT CHÂTEAUFORM'

Since 1996 Châteauform' has been creating and enriching locations entirely devoted to seminars, meetings and corporate events where work and relaxation mingle harmoniously and where you take the time to reflect. The Châteauform' "added warmth" enhances the added value of these events. With more than 70 sites in seven countries in Europe Châteauform' became the European leader in hosting seminars, training courses and events in 2022.

Furthermore, with Châteauform' Inside, by exporting its soft skills directly to its customers, Châteauform' has become a privileged partner of these companies and organisations in caring for the well-being of their staff.

Through our activity and the choice of our sites, castles,

stately homes and other historical monuments we also contribute to conserving our heritage.

The Châteauform' Group (with the exception of IME and CERAN) comprises a dozen operational companies, each of which operates one or more sites. These operational companies, based in France and in the different countries where the Group has a presence, are all controlled by the parent company, Châteauform' Heritage SAS.

Châteauform' Heritage SAS is a simplified joint-stock company under French law with registered office at 49/51 rue Saint-Dominique in Paris (7th arrondissement). It is managed by a Chairman and has a Supervisory Board comprising seven members representing the principal shareholders. Its remit is to approve the Group's annual

accounts and also to give prior authorisation for decisions with a structural effect on the Group, including decisions concerning the Management, approval of the annual budget, investments, reorganisation (site opening and closing), the injection of external funding and/or warranties and all operations having an impact on the capital, etc.

Finally, pursuant to the legislation applicable to commercial companies, the shareholders meet in an Annual General Meeting at least once annually to approve the accounts. They are also convened to decide on all major decisions as are set out in the Châteauform' Heritage Articles of Incorporation.





## KEY FIGURES 2022





# CHATEAUFORM', SOCIETE A MISSION SINCE 25 DECEMBER 2022

**In 2022 Châteauform' embarked on the Société à Mission path with the support of the consultants, NUOVA VISTA.**

This step is the logical consequence of our strong commitment entered into in 1996 of

being a humanistic company. This process has also embodied the Communal Shared Respect philosophy at all levels within the Company since 2019 and the promise made to our customers to "unveil their Talents".

In December 2022 the conviction

that "only the company which put the human being at its centre, which respect territories and the living world has the power to transform our world sustainably and harmoniously" led Châteauform' officially to adopt the status of Société à Mission.

*Thanks to this new status Châteauform affirms its raison d'être:  
"The Châteauform' teams instil their added warmth into each encounter to inspire companies and enable them to reveal their talent."*



*In order to do this, Châteauform' has established  
3 "good performance" objectives:*

## *#1 Cultivate our humanistic model*

For fulfilled Talents, who develop, emerge and embody our model

## *#2 Inspire our customers as much as they inspire us*

To share with them our humanistic model and enrich our mission by our discussions

## *#3 Create environmentally-friendly convergence of human beings, territories and the living world*

To enhance our historic and natural heritage, dynamise links with the territories and have a positive impact on the environment





# OUR COMMUNAL SHARED RESPECT PHILOSOPHY AT THE SERVICE OF OUR MISSION

When Châteaufarm' was preparing to become a Société à Mission the Communal Shared Respect philosophy (our CSR policy), which had been formalised for the first time in 2019, was updated.

Historically structured around 3 pillars, Respect for Customers, Respect for Talents, Respect for the Environment, the new materiality analysis undertaken in early 2022 led to a complete revision of

our Philosophy.



## NEW VERSION OF THE CHÂTEAUFARM' COMMUNAL SHARED RESPECT PHILOSOPHY

### We take care of our Talents

#### By undertaking to:

- allow everyone to be themselves for a community rich in difference
- cultivate an atmosphere promoting the well-being and security of our Talents
- encourage the development in our Talents thanks to our culture of learning

### We take care of our Customers

#### By undertaking to:

- offer them the opportunity to discover talent and create memories
- host in safe locations that are accessible to all
- maintain transparent, ethical business relations with our customers

### We take care of our Territories

#### By undertaking to:

- promote local purchasing
- favour recruiting from the local area and participate in life in the local area
- care for and enrich our heritage

### We take care of the Living World

#### By undertaking to:

- design events ecologically in our responsibly managed locations
- offer generous, responsible catering
- support our stakeholders in this commitment to take care of the Living World

## MATERIALITY MATRIX UPDATE

In order to identify the priority issues for the Group, Châteauform' conducted a new materiality analysis in three stages:

### Canvassing stakeholders' views

Stakeholders' views were canvassed in several phases. First of all, views were sought from the Company Leaders, (80% of the leaders on the ground). The views of our customers were then sought by means of interviews and the analysis of verbatim reports from the "favourable or unfavourable notes to your hosts" (our participant satisfaction questionnaires).

During this first stage the ESG requirements of Châteauform's different financial partners and backers were also taken into account.

### Analysis by the CSR Committee of the views expressed

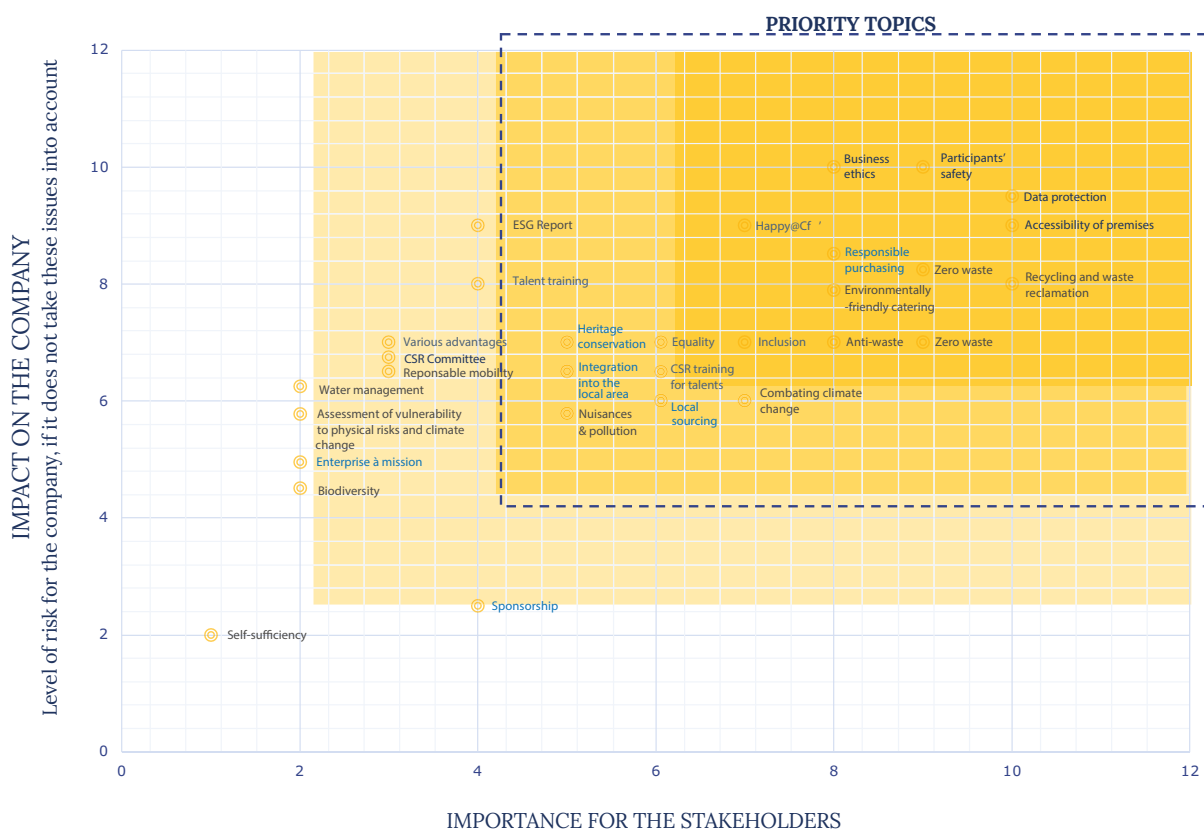
Once the list of issues had been established and classified by level of priority, the CSR Committee reviewed the list in order to assign a mark out of ten to each issue. Topics, which had not been identified by our stakeholders, but which are required by the Company in view of standards ISO

20121 and ISO 26000, were also added to the list.

### Assessment by the CSR Executive Committee of the importance of the issues for the company

Finally, all the issues were assessed by the CSR Executive Committee (representatives from the Châteauform' CSR Executive Board and sponsors of the CSR policy) through the lens of "What is the impact for the Company, if it does not take this issue into account?"

The result of this work is the new materiality matrix (2022):







## ISO 20121 CERTIFICATION RETAINED

Châteauform' has held ISO 20121 certification for its CSR management system since 2019. In the first instance this certification applied solely to our activities in France. In early 2022 the scope of certification was extended to all activities in France and abroad (with the exception of IME and CERAN).

In 2019 certification was awarded by a leading certification authority, the SGS Group. The follow-up audits and the renewal audits in 2023 were also conducted by SGS.

**Standard ISO 20121 is an international responsible management standard specific to the business of event organisation. It provides a framework and guidelines enabling organisations to integrate sustainable development into their strategies and activities. Like all management standards (such as ISO 9001 and ISO 14001, etc.) it is based on a key principle: continuous improvement.**

Thus, the expectation in the standard is not that an organisation committed to it attains precise results. The expectation is that the organisation introduces the tools necessary for initiating progressive improvement measures and improving its economic, social and environmental performance.



# GOVERNANCE AND MANAGEMENT OF CSR

## CSR management works as an “inverted pyramid.” In the same way as does the governance of the group

In fact, CSR concerns everyone and finds expression first and foremost in the persons of the trained Leaders and mobilised teams in our Châteaufarm’ Houses.

Since 2021, in order to facilitate adoption of this subject by the teams on the ground, each House has been invited to undertake an annual CSR self-assessment. This assessment lists 115 actions to be introduced for each House, in order to make the team truly responsible.

These actions, classified by issue and prioritised according to type

– obligatory, recommended or optional – give the teams on the ground autonomy in constructing their action plan by selecting the partners required to put the plans into effect.

The CSR policy gained in momentum in all the Houses in 2022 thanks to a massive training programme for the teams.

## Number of Talents trained in CSR over the year

2020 : 39

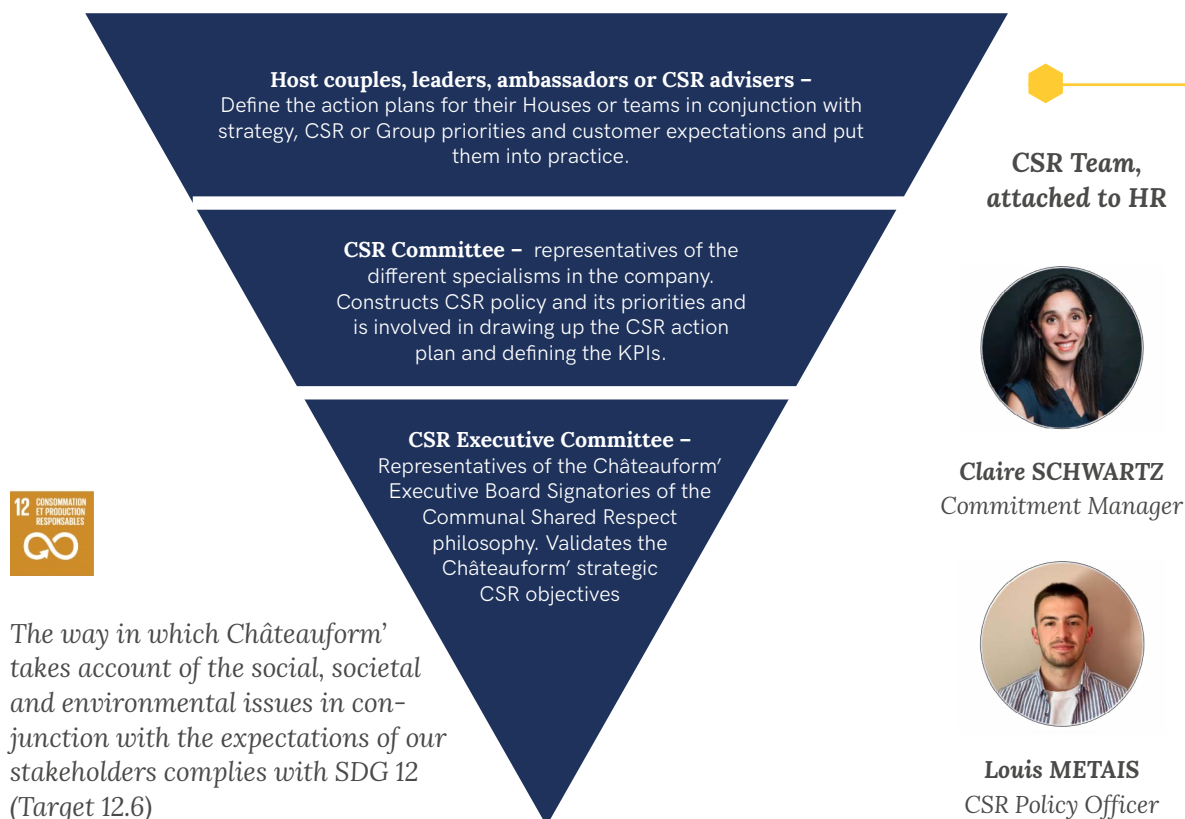
(the majority of whom were not House Talent leaders)

2021 : 35

(the majority of whom were not House Talent leaders)

2022 : 139

(the majority of whom were Talents with support functions or leaders on the ground)



The way in which Châteaufarm’ takes account of the social, societal and environmental issues in conjunction with the expectations of our stakeholders complies with SDG 12 (Target 12.6)





A CSR self-assessment grid to support the houses in defining their CSR action plans.

Since 2021 the houses have been provided with a self-assessment grid comprising 115 CSR actions to be implemented. These actions are organised under the headings of the Communal Shared Respect philosophy and classified by level of priority ( Obligatory / Recommended / Makes a difference).his guides the teams in constructing their CSR project while giving them autonomy in how they put it into practice. Once annually the houses are invited to complete the grid and to send it to the CSR team, who summarise it and assess overall improvement.

Experiences /Country	Response rate	Mean 2021	Mean 2022	Best scores 2022
Maisons du Séminaire and Campus (France)	100%	61,25%	68%	Les Mesnuls – 88% & Rosay – 88%
City (France)	100%	60,43%	71,88%	Les Jardins de Saint Dominique – 78%
Event (France)	100%	63,6%	73%	Le Palais des Congrès Paris Saclay – 90%
Inside ( France)	100%	75%	73,67%	Les Dunes – 84%
Germany	100%	72%	66%	Rothenbuch 80%
Spain	75%	53%	65,67%	La Mola 73%
Italy	100%	65,3%	66,67%	La Cascina – 80%
Switzerland	100%	67%	74%	Montagne Alternative – 82%
Belgium	100%	60%	77,50%	Château du Haut-Neubois – 82%
Netherlands	100%	0%	68%	Marienheuvell 68%
Overall	98%	64,4%	67%	Le Palais des Congrès Paris Saclay – 90%



## FOCUS ON LES MESNULS

In 2022 the Château des Mesnuls in Yvelines saw the most pleasing progress, going from 57% to 88% of actions implemented, thus placing the house in the top ranking of the Green Houses.

In 2022 CSR was a central theme for the Les Mesnuls team. Having received training in CSR the Host Couple (Emmanuelle and Sébastien), the Chef (Yoanni) and the CSR Ambassador (Jérôme) for the house got to grips with the subject and implemented a series of actions advantageous for the environment, the well-being of the Talents and for integrating the house into the local community.

Thus the principal actions of the house in 2022 included:

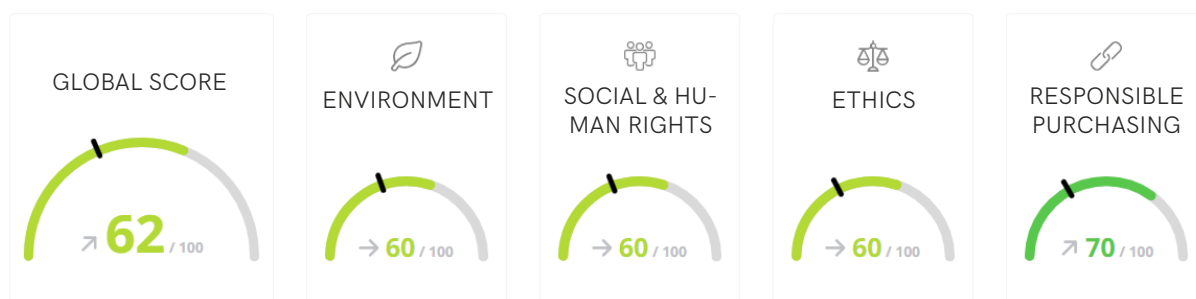
- having recharging stations installed for the electric vehicles of its participants;
- forming partnerships with Unisoap for the collection of soap and with Refood for the organic reclamation of organic waste;
- work on the heating system to improve management of consumption and the energy efficiency of the house;
- hosting the local Les Mesnographies festival;
- and implementing all the routines required to improve the well-being of its team.

Becoming one of the top-ranking houses is a matter of pride for the team and sets an example to the other houses in the Group.

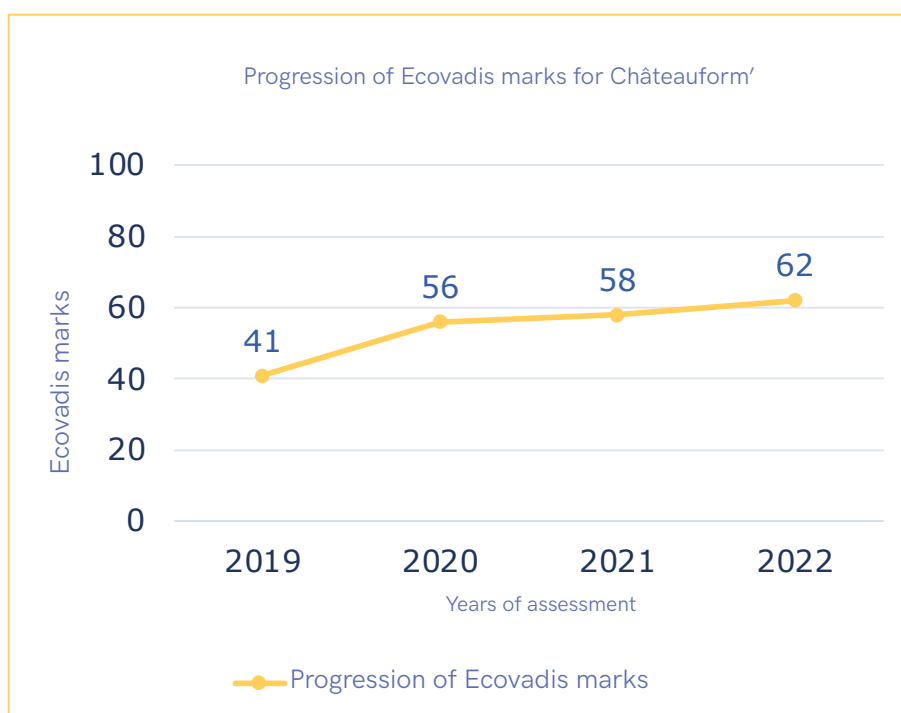
# EVOLUTION OF ECOVADIS PERFORMANCE SINCE 2019

**Châteauform' was awarded a mark of 62/100 for 2022, a mark higher than that awarded to 84% of companies in the sector according to EcoVadis.**

The mark obtained can be broken down into the following headings:



Thanks to Châteauform's CSR initiatives, this growth should continue in 2023 with the aim of exceeding 65/100.







We take care  
of our Talents



# ALLOWING EVERYONE TO BE THEMSELVES FOR A COMMUNITY RICH IN DIFFERENCE

## Integration and equality of opportunity

Châteauform' can be regarded as a committed, responsible company because of its involvement in the inclusion of disabled Talents, young people on block release training contracts, young people aged less than 26 years and persons residing in priority neighbourhoods (QPV). We are aware of the difficulties encountered by disabled persons. We make it a point of honour to employ disabled persons in Châteauform'. We affirm our willingness to support and recruit Talents for their skills and not because they are disabled. We make it a priority to ensure equal treatment.

Châteauform' affirms that disablement is not an obstacle in the world of work. Our recruitment is driven by skills.

The Disability Officer assists leaders in supporting Talents, who encounter health problems and is there for them to assist them in administrative procedures and in organising their work station in order to keep their job.

The following are the actions we undertake to secure the career path for our Talents:

- We take disablement into account;
- We raise awareness in our online video on Serre E Culture (our in-house platform);
- Information meetings with the

Talents to raise awareness in the Houses;

- Training for Leaders;
- Adaptation of work stations for our RDWS (Recognition of Disabled Worker Status) Talents;
- Assistance for our Talents in dealing with the Departmental Centre for Disabled Persons to obtain recognition (MDPH);
- Signature of partnerships with LADAPT (Association for the Professional and Social Integration of Disabled Persons) for Châteauform' France and with ESAT (Supported Employment Workplace) Noël Le Gaud - Traiteur Les Tokés in Puteaux
- Payment of annual grants to the Fédération des Aveugles (French Federation for the Blind), AIMETH (Association for the Integration and Retention of Disabled Workers in Employment) and the Fédération des Aveugles et des Amblyopes de France (French Federation for the Blind and Partially-sighted) in order to support their general organisation and contribute to the development of their projects. Thus, Châteauform' is one of their preferred partners in matters of recruitment by way of job fairs, dissemination of recruitment advertisements and advertisements for assistance in integration into the world of work.
- The transfer of part of the 0.09% balance of our apprenticeship tax obligation to ESAT and the associations;

- Provision of services to ESAT (laundry, maintenance of parkland, etc.);

- Our presence at DuoDay and our Disablement Week in November. In 2022 Châteauform' hosted 11 persons during the course of that day, both in the Houses and in the Family House.

- Disabled Talents are recruited by means of work placements, short-term contracts and apprenticeship contracts.

From the moment a health problem affects their work we support those of our Talents, who have already initiated administrative procedures with the MDPH in view of obtaining recognition of disabled worker status. We want to be of assistance to them so that they do not have to manage their health problem alone.

We adapt our Talents' work stations in order to keep them in their employment from the moment that a health problem affects their work.

We go further in our commitment and support because our Talents' health problems will not disappear, if they leave Châteauform'. At home our Talents may need help to adapt their residence. When our disabled Talents work remotely, we help them to adapt their residence so that they can work in comfort.

Thanks to CAP EMPLOI we are able to recruit our gold nuggets. Thanks to the CV data base



AGEFIPH portal we can seek our gold nuggets.

During the course of 2022 Châteauform' France also hosted six disabled trainees both in operational and in support roles, together with three trainees seeking a career change on work experience placements.

At the Family House we have

called on the ACCEDONS Company to install a stair lift, to enable all our disabled Talents or those, who simply find it difficult to climb stairs, to access the upper floor.

In 2022 at the beginning of the academic year Châteauform' showed its commitment to the inclusion of young people on block release training contracts by signing 21 apprenticeship

contracts for Châteauform' France, three contracts for Châteauform' Paris, three contracts for Nomad, two contracts for Châteauform' Group, one contract for the Château de Mery and one contract for the Château de Saint Just. The future of business is ensured by employing young people on apprenticeships. These young golden nuggets will take over from us.

#### AS AT 31 DECEMBER 2022

	Number of Talents with disabilities	Number of Talents with support for health problems affecting their work	Number of work stations adapted to retain Talents in employment
Châteauform' France	30	31	12
Châteauform' Paris	1	1	/
Château de Mery	3	5	/
Châteauform' Group	1	1	/
Nomad	3	/	/



*Châteauform' wants to reduce inequality in access to employment and thus contribute to SDG 4 (target 4.5).*

### Equality between men and women

Since the loi pour la Liberté de choisir son avenir professionnel [Law for Freedom to choose one's professional future] of 5 September 2018 companies are obliged to publish an index making it possible to measure the efforts of French businesses as regards equal wages for women and men.

This 100 point index is calculated on the basis of five objective tests:

- Pay gap between women and men of comparable age and in

comparable occupations

- Difference in individual pay increases
- Difference as regards promotion of women and men
- Wage increase on return from maternity leave
- Gender distribution of the 10 Talents in receipt of the highest remuneration

In 2022 Châteauform' France was awarded a mark of 79/100 and a mark of 85/100 was awarded to

Châteauform' Paris for that year. Although the overall mark for the index is less than 85 points, the company has set growth targets for each indicator for which the maximum mark has not been attained.

In the case of Châteauform' France, which has an indicator of less than 85 points, three indicators were not awarded all the points; the other indicators were 100% attained and show Châteauform's commitment to equality of treatment for our Talents.

The main discrepancy with respect



to the maximum mark is due to the increase on return from maternity leave indicator. This indicator makes it possible to measure whether the total number of women, who have returned from maternity leave over the reference period, have benefitted from wage increases equal to the average wage increase granted during their absence to Talents working in the same category. This indicator does not have graded tiers; it can trigger only 0 or 15 points. Thus, if and only if 100% of women returning from maternity leave have benefitted, 15 points are awarded.

Our philosophy advocates equal pay, but this is manifested as increases granted on an individual basis and not in the form of collective increases. In order to attain the target of 100% in this indicator, we are ensuring that the Leaders are made aware of the need for fair distribution of wage increases for their teams and that they take women returning from maternity leave into account. We are doing this principally by means of our "Know how to discuss our remuneration principles" training

courses, together with publication of the pay increase budgets.

The second indicator with a growth margin of 5 points is the indicator relating to differences in the rate of promotion. This indicator confirms that as many men as women were promoted during the reference period, based on a change in coefficient. In 2022 98 men (out of 397) and 128 women (out of 397) obtained a promotion within the meaning of this indicator. However, the indicator measuring the rate of individual pay increase, based on wage increases, the percentage of men and women in the workforce shows perfect equality of treatment, since it is 24%.

In order that the promotion rate indicator based on the coefficients is as positive as that based on wages, we shall ensure that the coefficients allocated systematically take into account wage increases in accordance with the categories defined by the Collective Agreement.

The last indicator with a growth

margin is the indicator relating to the pay gap. This growth margin is relatively small insofar as only one point is needed in order to attain the maximum. The purpose of this indicator is to check that men and women have equivalent remuneration starting from a mean, by age group and by category.

In order that this indicator attains the maximum, we are going to pay particular attention to reducing the pay gap between men and women for leaders and team leaders in socio-professional categories.

Châteaufort' reaffirms its commitment to the values of diversity and equality. In this way the Company is committing itself to a process of openness and a search for equality. It attests to its willingness to comply with the principle of equality of treatment between women and men and more than 57% of its workforce are women.



*Châteaufort's actions for the promotion of equality of opportunity attest to the Group's contribution to SDG 5 (Target 5.) and SDG 8.*



# CULTIVATING AN ENVIRONMENT FAVOURABLE TO THE WELL-BEING AND SECURITY OF OUR TALENTS

## Social dialogue

The co-construction of our social philosophy is possible thanks to the various opportunities offered during work for sharing.

The Company has a Remuneration Observatory comprising Talents from various specialisms. This allows a collaborative approach to subjects linked to the remuneration of our Talents. Workshops are organised by topic in order to produce creative ideas for improvement. A "Know how to discuss our remuneration principles" training course is provided to the Leaders during their induction, so that they are better able to communicate with their Talents.

Châteauform' France and Châteauform' Paris each have a Works Council; in these bodies the Talents' elected representatives can discuss the Company's social concerns. The Works Council for Châteauform' France met 12 times in 2002, while that of Châteauform' Paris held six meetings.

There are various ways, in which Talents can voice their opinions to their leaders by different means. This is made possible by our participative management style, our management by values, and also our annual survey on well-being at work (Happy@ Châteauform' survey).

Other opportunities for discussion between Talents and leaders are regularly offered. In fact, weekly meetings in our Houses and Family Houses provide the opportunity to share general and operational information.

In the Family Houses each team takes part in regular co-working sessions, in which topics related to their activity can be dealt with. Every two months in the Family Houses a member of our Executive Board, G10 attends a meeting over breakfast, where there is further opportunity to share information.

During the co-working sessions, which are also organised every two months by region, the Site Leaders of our Houses (the Host

Couples) work in peer groups and discuss their everyday business, the organisation of their Houses and the management of their teams. A week-end is organised every year specifically for the Host Couples in order to allow them to examine in depth the themes common to the Houses.

Finally, every Talent benefits from an opportunity for discussion with their manager during the annual performance review. This meeting gives an opportunity to share what the Talents have learnt and their successes, to talk about ambitions for the future and possible needs for guidance and support.



*By these actions for the promotion of the security of its Talents Châteauform' contributes to SDG 8 (Target 8.8).*



## ENCOURAGING DEVELOPMENT IN OUR TALENTS THANKS TO OUR CULTURE OF LEARNING

Encouraging development is one of the 6 Châteauform' values. At Châteauform' we take great pleasure in seeing our Talents evolve, develop and blossom. To promote this we pay particular attention to training our teams, passing on information and exchanging views. They are provided with all the resources needed, so that the skills of each of them become apparent within the company.

### **In this way Châteauform has created our Nursery of Talents, our Corporate University.**

We are firmly committed to the idea that ALL our Talents should benefit from this University. Therefore, in 2022 it was open to 1,900 Châteauform' Talents, each of whom was able to develop within the Group, whether by developing skills within their specialism or by reinventing themselves by changing jobs. Anything is possible!

The Nursery of Talents allows us to support growth within the Group, to pass on its culture and to boost its know-how and soft skills.

The training courses delivered are linked with the following topics:

- Integration of new Talents, in a programme called "Welcome to the family"
- Job skills training courses: these provide for and train job communities, such as IT stewards, gardeners, hosts, house supervisors

- Training courses in Customer Relations for all our sales staff
- Leadership and Support training courses for all team leaders.

In particular Châteauform' has developed a programme called "Happyculteur" to identify and monitor Talents with high potential. Thanks to this process Each "Happyculteur" benefits from a personal development plan, which brings out his points for improvement, the actions to be undertaken and the resources required to develop successfully.

- Finally, Châteauform' also offers its Talents a digital platform to allow them to complete their training, once the classroom-based course has ended.

Some sixty classroom-based modules are offered. The Nursery of Talents is continually evolving and new training courses are regularly being added. Sixty percent of the courses are delivered by in-house trainers thanks to the expertise of some of our leaders. When we cannot find the expertise in our own ranks, we call on external trainers.

The Châteauform' University operates nomadically thanks to the 70 Châteauform' houses available for the sessions! The Nursery of Talents has identified and created training programmes for each specialism, together with inter-specialism bridges and all our Talents benefit from it.

In parallel with the programme offered by the Nursery of Talents, each manager devises an individual development plan for each of their Talents.

In 2022 this enabled 120 Talents to change jobs in France within Châteauform', including two kitchen Talents, who were able to take up posts as chefs.

The emphasis is placed on offering a programme of the most relevant and useful courses, which respond to real needs identified during the annual performance review.

Quite apart from the courses offered by the Nursery of Talents, we promote all kinds of apprenticeship and routines have been introduced to allow our Talents to learn and develop. The best training is learning on the ground from day to day, workplace experience, remits and challenges, supervision by professionals, exchanging views with other Talents, networking:

[page 22]

- "Live my life" or take the place of another Talent

- "Return to the roots": once a year the Talents from the Family Houses (the registered office) spend 2 or 3 days working on site.

- "Spend the week differently": once a year this programme gives the teams from the Houses an opportunity to spend a week "differently" by undertaking tasks, which they do not have

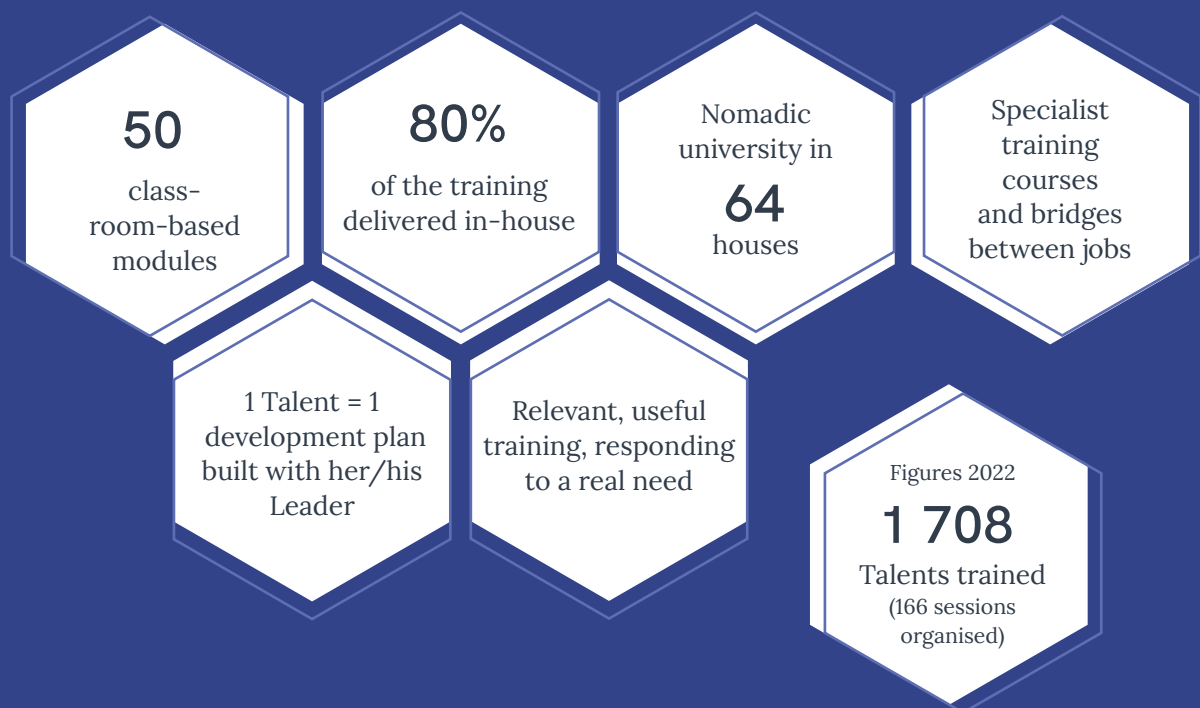
the opportunity to do during the rest of the year. This may involve discovering other Houses and experiences, exchanging views with other Talents, taking part in the "Live my life" programme in their specialism or in another job, undertaking training courses (through the Nursery of Talents, delivered by our leaders or external trainers), working on a team project, taking part in team-building, assisting during the opening of a House, working at a Family House, decorating the House, etc.

•Tutoring through our "Trainer Talents" and "Godparents" programmes

Finally, at Châteauform' mobility between Houses, countries and jobs is widely encouraged. Mobility helps to propagate our culture in the different countries and the different environments. The Talent is supported in each in-house move and the Travel Diary is an official aid, which we provide for our Talents for each country.

At Châteauform' we are convinced that "happy Talents make for happy customers". Happy, fulfilled Talents are recognised for their talents in particular through the training courses offered to them. This is how they become active contributors to the essential development of the company.

*"Happy Talents make for happy customers"*



Development of Talents and continuous vocational training at Châteauform' shows the Group's commitment to SGD 4 (Target 4.4)



## FOCUS ON CHÂTEAUFORM'S PARTNERSHIP WITH THE ECOLE FERRANDI

### FOCUS ON CHÂTEAUFORM'S PARTNERSHIP WITH THE ECOLE FERRANDI

As was stated by Daniel ABITTAN, the Founder of Châteauform', on March 2022 at the New Year seminar meeting of 260 of the company's leaders, catering was one of the pressing obligations of the year. In order to cope with vegetarian, vegan, organic catering and catering with local produce, recycling, as well as the changing expectations of our customers, Châteauform' must continually adapt its culinary identity! Therefore, a programme of customised catering courses has been introduced in 2022.

#### Why this partnership?

It was completely natural that the FERRANDI Paris Hotel and Catering College, which trains the elite in the world of gastronomy and hotel management, both from France and abroad, and

Châteauform', the leading corporate seminar and event management company in France, we should come together to form a partnership, which has linked us for five years now around common values, such as excellence, innovation and sharing.

#### Châteauform' and FERRANDI Paris: a win-win partnership

Because Châteauform' and FERRANDI Paris share a love of cuisine and hosting, Châteauform' will attend different events organised by the college, such as apprenticeship forums, job boards, presentations to students and their Training Programme Development Board. Châteauform's seventy chefs also have the privilege of attending courses at the college to perfect their skills.

Châteauform' creates a new link of friendship at the FERRANDI Paris school

L'Entreacte by Châteauform' is a venue intended for students at FERRANDI Paris.

This is the first move to tie the knot between Châteauform' and the FERRANDI college. The FERRANDI Paris campus wanted to reinvigorate and improve its students' experience by transforming the student cafeteria on the Paris campus. The idea was to create a meeting place for students from different cultures, all types of courses and of different ages. It was natural for the college to entrust Châteauform' with the task of creating a relaxed space where students could feel comfortable working, meeting and relaxing. The space, now called L'Entreacte by Châteauform' opened its doors to students at the start of this year.

Thanks to this partnership 35 chefs and three sous-chefs have been trained.





We take care  
of our Customers



# OFFERING THE OPPORTUNITY TO DISCOVER TALENT AND CREATE MEMORIES

For more than 25 years Châteauform' has been providing the opportunity of discovering talent to their customers, by putting the human aspect and attention to others at the centre of its being.

The Group promises to enrich human relations by sharing and exchanging ideas thanks to firmly-based, memorable, informative experiences in common.

## An organisation focussed on the Customer

When a customer approaches Châteauform' it will be supported by a variety of experts in our Customer Relations department throughout its project. It will have the services of a Seminar Advisor for the choice of House suitable for its criteria, a Magic Planner for the logistics organisation and then a Host Couple during its stay at the House. This organisation allows the Host Couple to be entirely devoted to the participants' pleasure on D-Day and to give them a memorable experience.

One of Châteauform's founding principles states: if you look after your Talents they will look, after your customers.

This type of management encourages the development of talent, by giving Talents complete autonomy to express themselves and unveil their talent. Thanks to their personality and know-how these Talents provide our participants with an unforgettable experience.

**Warm, convivial, inspiring**

## venues

The Châteauform' houses have been designed as living spaces ideal for discussions and exchange of views.

Whatever the purpose of the seminar, at Châteauform' participants will discover a welcoming, favourable, warm environment and a source of personal fulfilment.

Coming away from the office, makes it possible to learn more about one another, meet in a different way and to allow each person's potential to blossom.

Escaping everyday routine gives the opportunity to recharge one's batteries and to get together with one's colleagues, provided that one is in an environment where links can be created and memories shared.

The aim of a seminar is to experience together moments of quality and sharing. Châteauform' has always taken particular care to ensure that its lounges are welcoming and convivial, while there are no televisions in the bedrooms. If a football match is scheduled, watch it as a team in the lounge!

## Just like home

Châteauform' has chosen not to function like other firms in the hotel and catering sector.

Certain "actions" will be performed by the participant, provided that these actions ensure

that he has an experience:

- At lunch-time the participant collects his hot dish from the kitchen; this is a chance to share a moment with the chef and his team!
- In the lounges the bars are open and available to everyone. In this way a participant can reveal his talent and produce a home-made Mojito to the great surprise of his colleagues!
- Want to let off steam? The sports pavilion has all the necessary equipment.
- Want to take a stroll as a group? The paths through the park are also available.
- At the end of the evening the karaoke reveals the born singers!

The freedom of movement and the family atmosphere of our Houses allow each participant to be themselves, to better reveal themselves.

## Canvassing our customers' views

For us at Châteauform' the level of customer satisfaction is a central indicator of performance. As part of a continuous improvement process Châteauform' canvasses the views of its participants by means of "favourable or unfavourable notes to your hosts", the participant satisfaction questionnaires given to each participant at the end of his stay and from feedback from the organisers during a short [page 26] post-event discussion with the organiser. The level of participant satisfaction corresponds to the number of questionnaires with response of



"completely satisfied" or "very satisfied" in relation to the total number of "favourable or unfavourable notes to your hosts" distributed. In 2022 the level of participant satisfaction was 96.8% with a rate of return of 79%.

Apart from the figures, the written feedback from the participants enables the House teams to identify areas for improvement, when these exist, both at the level of the different parts of the House and of the various services. It is this process of canvassing customers' views that has enabled Châteauform' to grow and to improve each day for more than 25 years.



## WHO BETTER THAN THE CUSTOMERS TO TALK ABOUT CHÂTEAUFORM'?

"We have wonderful memories thanks to Châteauform' and its unique concept."

"From the first contact with the organisation up to the very end everything was absolutely perfect."

"The château in itself is fantastic and produces a WOW effect not only for guests, but also for our teams."

"I was particularly touched by your responsiveness and attention to detail, the smile on your Talents' faces and their willingness to be of service. You have a tremendous team."

"We felt very welcome. ALL the staff attended to our every need and I emphasise ALL the staff."

"This corporate seminar has enabled us to prepare the year ahead and to strengthen the ties

between our teams, as well as and above all giving us a chance to get to know one another."

# HOSTING IN SAFE LOCATIONS THAT ARE ACCESSIBLE TO ALL

Hosting our participants in compliance with the safety and hygiene regulations and in an environmentally-friendly manner is primordial for all the Houses in the Châteauform' Group.

For this purpose the Group has defined and is working on four key issues:

1. Accessibility of the Houses
2. Compliance with safety regulations
3. Maintaining the Houses to the benefit of the environment and the participants
4. Food safety

## 1. Accessibility of our Houses

At Châteauform' we want to be able to host every participant. To do this, we are working on adapting our heritage while remaining in keeping with the history and architecture of the Houses, in order to guarantee that they are accessible for everyone.

In France, in partnership with our backers, we have registered an Agenda d'accessibilité programmée or Ad'AP (programmed accessibility programme) for each House. The objective is to guarantee access to all to 100% of the Houses and the spaces.

## 2. Compliance with safety regulations

At Châteauform' we guarantee the safety of the participants by complying extremely strictly with the regulations in each country. We work with all the local stakeholders

and authorities in order to comply with the legal obligations in each of these countries. Châteauform' France works in partnership with SOCOTEC in order to conduct regulatory periodic checks, in particular of the safety installations, the gas and electricity installations and the mechanical connections. We undertake to be in possession of all the administrative authorisations required for operating our Houses, in particular approvals from the various commissions on safety for establishments open to the public.

## 3. Maintenance issues

At Châteauform' maintenance of technical plant is a major safety and environmental issue for Talents and participants.

We work on three major factors:

- Air: monitoring of the indoor air quality (in particular in the context of Covid)
- Water: monitoring of drinking water and the risk of legionella
- Hygiene and environment: monitoring of plant capable of having an impact on the environment, personal safety and pollution (heating and refrigerating systems, kitchen, household products, green spaces, etc.)

## 4. Guaranteeing food safety

The food safety of our participants is a central issue for Châteauform'. Food safety management is structured around three axes:

1. Risk management
2. Inspections
3. Continuous improvement

Châteauform' is supported in its food safety process by the ADOCA firm of accountants and each Trio (Host Couple + Chef) is responsible for managing the action plan for their House. For this purpose each site has:

- A health control management plan
- HACCP tools
- Mandatory training in methods and tools

Each House is inspected three times annually by the Cabinet ADOCA; during the inspection the auditors complete a hygiene assessment – safety of foodstuffs and a sample analysis, an ageing test and analysis of surface samples.

These audits give rise to a report and recommendations, an action plan, on the basis of which the chef must introduce his own plans for corrective actions, which will be verified during the next audit. As a result of this inspection a mark is awarded; [page 28] the aim is to achieve a minimum score of 85/100. The Trio is expected independently to draw up and implement the action plan.

However in order to achieve the objective of 100% of the Houses being awarded a minimum score of 85/100:

- If there are two consecutive

scores of less than 80% ADOCA intervenes on site to support the Trio in constructing their action plan.

- If there are three consecutive scores of less than 85% ADOCA also intervenes on site to support

the Trio in constructing their action plan. In 2022 61% of the French Houses were awarded a score of more than 85/100 on their last audit of the year.

Since the objective is to attain 100% of scores above 85/100, the Houses, which have not achieved

this performance have introduced operational structural action plans to improve their grade.



*By undertaking to make the sites safe and accessible for all the participants, Châteaufort' signs up to SDG 3: Good Health and Well-being (Target 3.9)*



## MAINTAINING TRANSPARENT, ETHICAL BUSINESS RELATIONS WITH OUR CUSTOMERS

In 2020, in compliance with the loi Sapin II, Châteauform' formalised its Ethics Charter. This can be downloaded from the Group's website. This Charter is a reminder of Châteauform's commitment towards its partners as regards:

- Human rights, diversity and non-discrimination
- No moral or sexual harassment
- Health, hygiene and security
- Alcohol and illegal substances

- Environmental responsibility
- Anti-corruption and influence peddling
- Equal treatment of our partners and free competition
- Financial integrity
- Combating money-laundering
- Communication with the media and use of social media
- Political and community activities
- Conflicts of interests
- Misuse of corporate assets
- Protection of personal data

- Intellectual property - confidential data

Since the implementation of the Anti-corruption Plan more than 200 Talents have been trained. Training sessions are organised throughout the year both for our French and for our international Talents.



*Thanks to its Anti-corruption Plan Châteauform' contributes to the implementation of Sustainable Development Goal 16 and more particularly to Target 16.5.*







We take care  
of our Territories



## PROMOTING LOCAL PURCHASING

### Purchasing philosophy and methods at Châteauform'

Châteauform's system of inverted pyramid management and the autonomy granted to each House make Châteauform' Talents potential purchasers, responsible for their purchases.

The Procurement team at our registered office, the Family House, identifies the most relevant suppliers of each product category on behalf of the Houses.

Once these suppliers have been tried out and approved by the pilot houses they are added to the list of approved suppliers and are entitled to supply all the Houses, which wish to purchase from them. Similarly, the Houses are invited to maximise their purchases from the approved suppliers.

This system allows Houses to remain autonomous, while creating a pool of suppliers, which have been identified as the most efficient. It makes it possible to ensure compliance by our suppliers with legal, ethical and CSR regulations

and allows us to purchase responsibly, giving us a performance lever, which differentiates us from others on the market.

However, in order to offer a certain amount of flexibility to the Houses and so that they are able to select some very specific suppliers, the Houses are free to make 20% to 30% of their purchases from suppliers, which are not on the approved list, provided that these suppliers comply with the Group's CSR policy.

### Food products purchased from local growers in our own areas



As Châteauform's Founder, Daniel ABITTAN wrote in the 2021 CSR Report, "From the start of our adventure we have relied on local produce and thus unwittingly reduced our carbon footprint. Very often in the little villages the château is the major source of employment and in order to blend into our surroundings we have called on the local baker, butcher, cheese-monger, market gardener because that is what makes sense."



*Through its responsible purchasing policy Châteauform' ensures that its partners guarantee decent work to their Talents and their subcontractors. Moreover, by purchasing more from local farmers Châteauform' contributes to supporting resilient agriculture and to increasing the productivity of smallholder farmers. In this way Châteauform' contributes to SDG 8 (Targets 8.7 and 8.8 and SDG 2 (Targets 2.3 and 2.4).*

The aim of granting freedom to Site Leaders to purchase 20% to 30% of their produce from suppliers not on the approved list is to retain this idea of "common sense" so prized by the Company leaders.

As soon as it becomes possible the Houses are invited to select products from their local area by establishing partnerships with local

producers and trades people in particular for:

- bakery products
- beer, honey, jam, etc.
- some dairy products
- some fruit and vegetables.



## PRODUCTION OF EXTREMELY LOCAL VEGETABLES AT THE DOMAINE DE ROMAINVILLE TESTIMONY OF ANNELOSE, THE HOSTESS AT THE ROMAINVILLE CHÂTEAUFORM' HOUSE (YVELINES)

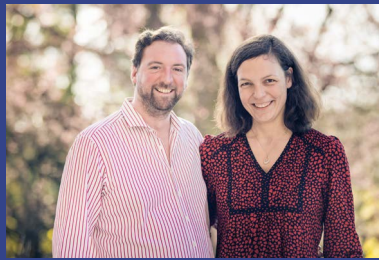
### **Annelise, can you tell us how this project was born and how it was introduced?**

Just like others during lockdown, we rediscovered the producers on our doorsteps and enjoyed cooking and tasting the fruit and vegetables from Yvelines and sometimes from fields only a few kilometres from the front door. During this period the owner of the Domaine and his team wanted to enhance the value of the agricultural land around the house. Quite naturally, therefore, both sides hit on the idea of offering our participants extremely local, high quality products.

To start with, my husband, Nicolas and I chose a reference year (2019) and analysed our fruit and vegetable purchasing over that year: product types, quantities, periods, average price. Then we shared this analysis with the owner of the Domaine. He then looked at the products, which will grow in our region, their profitability, their ease of production and the quantities, in which he could produce them. Finally, we agreed a list of products, which we would purchase from him. The idea is to allow our kitchen team to profit from quality products, harvested when ripe, in the exact quantity required, at a pre-agreed price, which is therefore known and fixed for the season.

### **And how are you working now?**

The order of things is now reversed, because it is the market gardener, who



lets us know which fruits and vegetables will be available for the coming season and in what quantities. It is then up to the Chef and his team to devise the menus depending on the number of participants on site. We have at least two deliveries per week.

It works like this: the market gardener sends a message on Sunday evening on a WhatsApp group created specifically for our purposes. He tells us which products are available and the quantities. We reply telling him our requirements for the kitchen and giving him details of departures. Depending on what is ready to harvest, he sends us "batches", which are offered to the participants on their departure (e.g. walnuts, chestnuts, apples, radishes, etc.).

### **Do your participants know about this system? Do you tell them about it?**

We tell them about the kitchen garden and our Kitchen and House teams' CSR policy in our welcome address and suggest that participants might like to take a look. We also promote the provenance of the products on the slate notice boards for our buffets and of course we mention this when they go to collect their hot dish.

Their feedback is excellent. Our participants appreciate the approach and enjoy the taste. We often hear, "Well, I don't normally eat many vegetables, but if they come from the kitchen garden, it is difficult to say 'no'." This is how we offer fresh, extremely local products and change our participants eating habits!

### **Another initiative of this kind exists at Châteauform'. In what way does yours work differently?**

In fact the Serres de Ronqueux were already in existence, also in Yvelines. They are managed by the Ronqueux team, in particular by Fanny, a market gardener and Châteauform' Talent. The produce (4.6 tonnes in 2022) is the property of Châteauform' and Ronqueux sends its produce to the other houses in Yvelines.

As for the Romainville kitchen garden, it is managed by a steward, who is not a Châteauform' Talent and the produce is the property of the owner of the Domaine. This changes nothing for our participants, because, just as at the Serres de Ronqueux, they can go and see the kitchen garden.

As far as we are concerned, the work probably becomes simpler, since we are purchasers, rather than producers. However, as purchasers we are very involved and work hand in hand with the producer. This has really cemented our relations with the owner.

**With this new extremely local sourcing partnership at Romainville Châteauform' now has two Houses, which can source their vegetables on the spot. We intend to have two more in 2024.**

## FAVOURING RECRUITMENT FROM THE LOCAL AREA AND PARTICIPATING IN LIFE IN THE LOCAL AREA

### Recruiting locally

The Châteaufort' sites recruit through the local employment offices and agencies. In this way, the Houses advertise their vacancies via Pôle Emploi (French government employment service) while staying in contact with town and village administrations and local missions and associations, in order to attract talented candidates from the local area. Furthermore, the Houses maintain relations with their local businesses,

so that they can advertise their vacancies through them.

### Integrating into the local area and participation in the life of the local community

Châteaufort' has always required its Houses to strengthen their ties with the stakeholders on the ground. For example, several Houses have set up partnerships with schools and day-nurseries in order to allow the village children to come and enjoy themselves in the park of the Château. This is a

way of showing the local heritage to the youngest members of the community.

This involvement in local life is particularly marked in l'Oise, Châteaufort's historical home territory, where several House and in particular the registered office, the Family House, are located. Large numbers of initiatives and partnerships are organised in this area.



# CHÂTEAUFORM' COMMITTED TO THE LOCAL AREA IN THE VAL D'OISE



ESAT from Persan provides a laundry service



Cèdre collects our paper, cardboard, batteries, glasses, computer hardware, confidential documents



Châteauform' engages the osteopath from Champagne sur Oise for your well-being

Châteauform' signs Val d'Oise apprenticeship contracts



Châteauform' is one of the companies involved in the "le Val d'Oise une chance, les entreprises s'engagent" initiative



The Prefect of Val d'Oise has awarded the Equal Opportunities Trophy to Châteauform'

On 18 May 2021 Châteauform' signed a charter of commitment to corporate social responsibility, equality of opportunity and inclusive growth with the Prefect of Val d'Oise



With CAP EMPLOI in the Val d'Oise Châteauform' has undertaken a diagnostic initiative with the aim of producing an overall analysis of Châteauform's situation with respect to our obligation to employ disabled workers, in order jointly to devise a specific, personalised action plan

Châteauform' is working with CAP EMPLOI in the Val d'Oise on adapting the works stations for our disabled Talents in order to retain them in employment.



Châteauform' has a support programme with AGE-FIPH for the implementation of the action plan



Châteauform' has signed a partnership with LADAPT and employs Talents as gardeners at Nointel



Châteauform' pays a portion of its apprenticeship taxes to the Persan secondary school



The Persan family house organises collections for the Val d'Oise Red Cross



Châteauform' signs work placement agreements with secondary schools in the Val d'Oise



Châteauform' participates in the forums organised by the Val d'Oise Chamber of Commerce



164 Talents in Châteauform's workforce live in Val d'Oise:

- in 2022 we appointed 20 Talents, who reside in the Val d'Oise

- in 2021 we appointed 27 Talents, who reside in the Val d'Oise



The Persan family house organises jumble sales in aid of the IME (institute for children with special educational needs and disabilities) in Andilly



Châteauform' obtains its supplies from local partners: the florists in Persan and Beaumont



Châteauform' buys its bread locally in Noitel, Persan and Royaumont



# CARING FOR, ENRICHING AND MAKING KNOWN OUR HERITAGE

**Since 1996 Châteauform' has been identifying the unique places in French and European heritage and giving them a new lease of life.**

The châteaux and stately homes managed by Châteauform' are exceptional places, which are part of French and European history. Some of the buildings are classified as Historic Monuments or are listed in the Supplementary Inventory of Historic Monuments.

The Château de Guermantes, for example is the authentic embodiment of 17th century charm. In this listed Historic Monument you can discover the Great Gallery designed on the model of the gallery of the Château de Versailles, together with extraordinary paintings and gilded ornamentation. Its park, its lake, its tree-lined pathways and its garden designed by Le Nôtre combine to make it absolutely unique.

Once identified the châteaux are renovated to make them perfectly suitable for our business. The Heritage and Technology team advise and support the backers in these renovation projects, with the support of architects and landscape gardeners with expertise in ancient and historic building from the Architectes des Bâtiments de France (French authority for protecting, maintaining and restoring the built heritage).

All this is made possible thanks to funding by the owners of these properties.

Once installed, the Host Couples are committed to the daily upkeep of the sites, in order to delight their participants and to ensure the long-term future of the property.

**We make historic properties accessible to thousands of persons every year**

With a rich fund of histories and anecdotes our Host Couples are ambassadors for the history of their house.

Each house has its own unique history and lots of anecdotes!

The site leaders are always delighted to share their knowledge of the past with their participants. No-one participating in an event in a Châteauform' site should miss the presentation of the House. It is part of the experience and makes the event unique.

How could you not be delighted to know that you are sleeping in a countess's bedroom, that you are dining in a Duke's dining room or that you are relaxing in a former chapel? Some Houses also open their doors from time to time to the public at large. This is the case at the Château des Mesnuls, which receives thousands of visitors each year during Heritage Days.

**The décor, the soul of every site**

Each House has its history. Therefore, no House is decorated in the same style as any other of our houses. In their work our teams of designers and decorators take their inspiration from the past history of our sites, while trusting to their intuition and their feelings.

As far as possible we buy the furniture belonging to the properties we restore. This furniture has travelled through time and by customising it or by changing it from its original function we give it personality and a new history. In this way thanks to upcycling we reduce our impact on the environment.

We combine this furniture with unique items or series-produced items crafted by craftsmen and women and artists. In a society where everything has become standardised, these craftspeople offer us objects, which are very much out of the ordinary.

Our heritage also looks towards the future and the care of our environment with sites, which have been awarded the Sustainable Building Passport, such as Le Metropolitan in Paris and the Domaine de la Voisine - Pernod Ricard University in Yvelines.



*Through its commitment to conserving our heritage, Châteauform' contributes to SDG 11 (Target 11.4).*





**We take care  
of the Living World**



Ever since we initiated our Communal Shared Respect policy we have introduced to our Houses systems, which take care of the Living World and in 2022 these systems were reinforced due to various factors:

#### More intensive training for our Leaders

See page 13 on Governance

**The CSR team was expanded with the arrival in December 2021 of a new Talent** (Louis Métais) to assist in the roll-out of the Communal Shared Respect policy and in the recruitment of an Energy Manager (Tarik Ken-nouche) in September 2022. His

task is to ensure that Château-form' complies with the French Tertiary Sector Decree and to implement and manage an economy plan.

#### Escalation in the expectations of our stakeholders

These different factors have prompted us to formalise an environmental action plan over three years:

## 2022

#### Overall:

- Identification of the priority tasks (in conjunction with the mission, the Communal Shared Respect policy and the stakeholders' expectations.
- Expansion of the self-diagnostic questionnaire to obtain more information about our houses
- ISO 20121 renewal
- LEAD implementation

#### Fluid management:

- Analysis of energy consumption in the context of the French Tertiary Sector Decree
- Formalisation of a reduction plan
- Definition of indicators

#### Climate:

- Identification of an advisory committee on measuring our carbon impact and our "decarbonisation" strategy

#### Circular economy:

- Preparation for the installation of water dispensers in the maisons du séminaire
- Improvement of waste sorting in the houses
- Launch of the partnership with too Good to Go

## 2023

#### Overall:

- Identification of the requirements of the Declaration of Extra-Financial Performance (DPEF) / Corporate Sustainability Reporting Directive (CSRD)
- Continued compliance with ISO 20121
- Continued compliance with LEAD

#### Fluid management:

- Implementation of the plan to reduce energy consumption
- Identification of energy production solutions (e.g. renewable energy, heat pumps, etc.)
- Water consumption diagnosis

#### Climate:

- Formalisation and introduction of the decarbonisation strategy

#### Circular economy:

- Deployment of water dispensers in all the houses
- Introduction of a waste report

#### Biodiversity:

- Identification of a partner to assist in biodiversity issues

## 2024

#### Overall:

- Preparation for Declaration of Extra-Financial Performance (DPEF) / Corporate Sustainability Reporting Directive (CSRD)
- Continued compliance with ISO 20121
- Continued compliance with LEAD

#### Fluid management:

- Regulatory energy audit
- Continuation of the plan to reduce energy consumption + renewable energy
- Action plans for reducing water consumption

#### Climate:

- Implementation of the decarbonisation strategy
- Contribution to carbon neutrality

#### Circular economy:

- To be defined

#### Biodiversity:

- Biodiversity diagnosis and plan



# DESIGNING EVENTS ECOLOGICALLY IN OUR RESPONSIBLY MANAGED LOCATIONS

## The circular economy

Event organisation is a sector generating large quantities of waste. Châteauform's business produces in particular paper, cardboard, plastic, metal and food waste.

The main issue for the Châteauform' Houses is the reduction of waste, the best waste being that which we do not produce! This is why we have given a great deal of thought for several years now to:

- **The reduction of plastic waste** and in particular the elimination of PET 50 cl bottles, which until now have been generously distributed on Châteauform' sites. Already in 2021 the Host Couples had to a great extent replaced PET 50 cl bottles by returnable bottles. This system continued to operate in 2022 in order to go even further in eliminating plastic and improving the impact on the environment of the services offered.

Châteauform' has identified four partners offering water dispensers, which will reduce the use of bottled water by 80%. These partners are Brita, Castalie and Aquachiar for dispensers connected to the water supply system and Walter for standalone water dispensers. The first water dispensers were installed in late 2022 and more will be installed in 2023.

## Food waste

At Châteauform' people expect delicious generous catering. This is why our buffets are always well stocked in order to stimulate our participants' taste buds and to meet each person's expectations. Because generosity sometimes results in waste, action plans have been introduced to reduce waste. Firstly, our House teams lunch after the participants and can enjoy everything, which has not been consumed. In addition, our

chefs rework the produce, so that it can be used as soon as possible to enhance other recipes. Finally, if there is a cancellation, we call on the SavR Company to collect the dishes, so that they can be given to associations.

Furthermore, organic waste is generally collected to be re-used as compost or converted into methane. For this purpose Châteauform' has established partnerships with recycling firms, always giving priority to local firms.

In 2022 forty-six Houses in France and abroad stated that they sort organic waste (food waste) to be re-used as compost or converted into methane.

Partner	Valoribio Compost	Refood	Moulinot	Semardel	TerraLeo	Love Your-waste	Others
Number of Houses with a waste collection contract (as at 31.12.2022)	5 Houses (in l'Oise and the Val d'Oise only)	5 Houses (in France and Germany)	3 Houses (in France)	3 Houses (in France)	1 House (Rosay in Normandy)	Nomad Laboratory	
Tonnage recycled	58.7 tonnes	34 tonnes	10.4 tonnes	11.83 tonnes	0.809 tonnes	31 tonnes	No data available

## Delivery crates

Whether made of wood, cardboard or polystyrene, crates used for delivery are very seldom re-used and most of the time they end up in the dustbin.

In order to avoid huge amounts of waste, Châteauform' encourages suppliers to opt for returnable, re-usable crates. These are supplied by PANDOBAC and some of the Group's suppliers have already switched to these crates.

We intend to reinforce this system even more in 2023.

## Unavoidable waste

Although the Châteauform' teams are aware that "the best waste is the waste you don't produce" there is some waste, which it is difficult to avoid. This is why the teams are trained to sort waste so that it can be re-used or recycled. Paper, cardboard, drinks cans and bottles are sorted in order to be recycled (95% of the Houses have introduced sorting systems for their waste).

The large majority of the Houses have opted for Malongo coffee, thus preferring compostable coffee pods or coffee beans. At the sites with Nespresso machines

the capsules are collected thanks to a service provider commissioned by the supplier. The coffee grounds can then be composted and the aluminum recycled. (100% of the House where Nespresso is used arrange for their pods to be collected.)

As for batteries and light bulbs, they are sorted and taken to the collection points by the House IT Stewards.

## Energy economy

Based on its exemplary heritage, the Châteauform' model already stands out because of its reduced environmental impact. Our sites are exceptional places, some of which are listed as French heritage sites, in spaces under renovation with new structures. Bedrooms in France without air conditioning, without a mini-bar or television can be very energy-inefficient. We believe in façades, which blend in with their surroundings, without neon signs, the maintenance and intelligent management of our green spaces and our water resources. In an ever-changing world undergoing the effects of global warming it is imperative that Châteauform' makes its commitment to the environment sacrosanct by means of its energy economy policy.

It is with this in mind that a post of Energy Manager was created in September 2022, in order to bring some expertise and support to all the trades, which may have an impact of energy consumption.

Thus, the Energy Manager carries out a round of energy inspections on each of our sites, in order to demonstrate good energy practice to all our Talents or in order to discover best energy practice jointly with the Talents of our Houses.

The Châteauform' Group also considers it important to use the legislation as a lever to encourage changes in behaviour in our sector.

In fact, the French Tertiary Sector Eco-efficiency Provision (DEET) put in place in the context of the loi ELAN (Development of Accommodation, Planning and Digital Technology Act) requires that all buildings used for the service industry with an area greater than 1,000 m<sup>2</sup> undertake energy savings. The DEET requires that energy consumption be reduced by:

- 40 % by 2030
- 50 % by 2040
- 60 % by 2050



The first step is therefore to measure our energy consumption and we currently have an 80% cover rate for consumption on our sites in France.

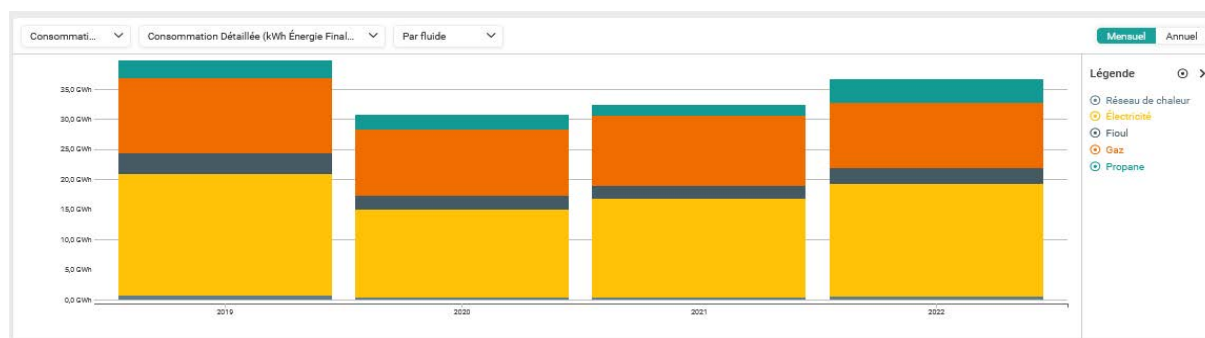
	Number of sites concerned	Number of sites covered	Total surface area covered
Scope: France	50	40	175,009 m <sup>2</sup>

In 2022 we have been able to start the work of collecting and understanding our consumption data in France. 2023 will be the year in which the area covered will be extended to all the countries

where we have a presence by improving the rate of cover on our French sites.

Thus, we can already observe a reduction of 8% in our

consumption in 2022 as compared with 2019 (the year prior to the Covid crisis and comparable in terms of activity).



This reduction in consumption has been achieved mainly because all the Talents in the Group have become aware of the part each person can play.

Absolute value of consumption	2019	2020	2021	2022
Electricity (MWh)	20,353.2	14,658.6	16,100.0	18,904.4
Gas (MWh GCV)	15,484.9	13,472.3	13,505.5	14,656.2
Fuel oil (MWh GCV)	3,337.9	2,252.1	2,185.5	2,673.3
SCV (MWh)	594	382	420	466
Intensity per unit area	232.7	180.9	184.1	209





In parallel to this in November 2022 Châteauform' launched our first energy economy plan with specific measures and with immediate impact.

Global measures	Heating	Lighting	Additional measures
<ul style="list-style-type: none"><li>• Collection and measurement of the energy consumption of our sites</li><li>• Alerts and reports specific to each house</li><li>• Customised action plan in the event of identified over-consumption</li><li>• Each house will be alerted by the Eco-watt system in the event of risk of power outage</li></ul>	<ul style="list-style-type: none"><li>• Reduction of the temperature of heating appliances to 17°C at the weekend or in the event of lack of business</li><li>• Bedroom temperatures adapted to the needs of each participant</li><li>• Opening adapted to the seasons and the time slots for our swimming pools, Jacuzzi, hammam</li><li>• Operating water-heating systems outside peak consumption times</li></ul>	<ul style="list-style-type: none"><li>• Switching on lighting depending on outdoor light levels and in accordance with the needs of each room</li><li>• Switching off lighting from 00h to 06h</li><li>• Rationalisation of occupancy detectors</li><li>• Continued relamping with LED bulbs</li></ul>	<ul style="list-style-type: none"><li>• Switching off our audio-visual equipment as soon as it is no longer in use</li><li>• Efficient use of refrigeration appliances</li><li>• Raising awareness and creation of a guide to good practice for all Talents and houses</li><li>• Raising awareness of environmentally-friendly habits in our participants</li></ul>

This plan forms part of an overall energy economy process with consideration of the short, medium and long term:

- Measures for operational energy efficiency (Talents or maintenance staff);
- Minor work or subsidized energy efficiency actions (insulation of systems, replacement of thermostatic heads, etc.)
- Work requiring management: relamping, replacement of old, energy-inefficient equipment,

implementing technical building work, etc.

- Redrafting of our maintenance contracts
- Replacement of our HVAC systems

Our sites have marked architectural features and a good number of them are listed as Historic Monuments or included in the Additional Inventory of Historic Monuments.

Finally, we take the necessary measures to limit water consumption in our Houses by encouraging initiatives involving the re-use of rainwater and the installation of flow restrictors on the taps. We also undertake to monitor consumption in order to detect leaks within the system.

Our sites are located in areas of low to medium water stress (global water stress: 27.6%)



## Biodiversity

When operating sites already in existence we avoid building new structures, which spoil the countryside and destroy biodiversity. The main cause of the decline in biodiversity is the destruction of habitats. However, with Châteauform' the sites already form part of the landscape and we try not to harm the environment in our developments.

Taking all the Châteauform' houses into account, the Group has huge stretches of green space. These green spaces are inhabited by a wealth of wildlife which lives alongside the participants. We consider these animals as co-tenants, who live their lives in freedom and allow our participants a glimpse of the Living World.

Furthermore, we maintain our green spaces with due consideration for biodiversity and we make the utmost efforts to avoid the use of chemical products.



Other initiatives are also implemented to enhance the Living World:

- 56% of the Green Houses in France and abroad have bee-hives
- 46% of the Green Houses in France and abroad have insect hotels
- 37% of the Green Houses in France and abroad have bird nesting boxes or bat houses
- 28% of the Green Houses in France and abroad have a regularly maintained kitchen garden
- 60% of the Green Houses in France and abroad have fruit trees



*By encouraging the eco-design of events in responsibly managed locations, Châteauform' contributes to Goals 6, 7, 12, 13 and 15.*

# OFFERING GENEROUS, RESPONSIBLE CATERING

In 2022 Châteauform' welcomed to its teams a new Culinary Identity Manager, Nicolas Garijo.

His role is to organise the Châteauform' Chefs' Community and to support them in culinary preparation for generous, responsible catering.

Nicolas has quickly become part of the CSR Committee, because eco-friendly considerations together with the discussion he leads on Châteauform' catering are issues dear to his heart. Aware that "change comes by sharing meal", as our Culinary Advisor, Jean-Pierre Dureuil likes to say, Nicolas supports the chefs on the various issues surrounding responsible catering.

## Trained chefs

Although the Châteauform' Houses generally have a Green Team, a team of CSR ambassadors, it is essential to train the chefs in sustainable development issues. This is why CSR training for Leaders was opened up to chefs in 2022.

Thus, twelve chefs have already attended the training course during the course of 2022.

## More vegetable-based catering

The results of canvassing the stakeholders and more particularly the analysis of the "favourable or unfavourable notes to your hosts" and the day-to-day conversations with the participants show that there is real expectation that recipes should be more vegetable-based.

Although the majority of the participants are not vegetarians, many of them opted for flexitarian diets and are very much in favour of vegetable-based cuisine.

Similarly, for some years now some of our chefs have developed suggestions for vegetarian recipes. In 2022 everyone was made more aware of vegetable-based cuisine thanks to the arrival of Nicolas Garijo, Châteauform's Culinary Identity Manager, who promotes cuisine, which is both gourmet and vegetable-based.

Throughout 2022 thirty-five chefs and three sous-chefs attended training courses in vegetable-based cookery at the Ecole FERRANDI as part of a training course on the "essentials of healthy, alternative cuisine".

## Catering, where generosity does not mean waste

At Châteauform' people expect delicious, generous catering. This is why our buffets are always well stocked in order to stimulate our participants' taste buds and to meet each person's expectations. Because generosity sometimes results in waste, action plans have been introduced to reduce waste. Firstly, our House teams lunch after the participants and can enjoy everything, which has not been consumed. In addition, our chefs rework the produce, so that it can be used as soon as possible to enhance other recipes. Finally, if there is a cancellation, we call on the SavR Company to collect the dishes, so that they can be given to associations.

Furthermore, organic waste is generally collected to be re-used as compost or converted into methane. For this purpose Châteauform' has established partnerships with recycling firms, always giving priority to local firms.

It was with the idea of reducing waste that Châteauform' entered into partnership with Too Good To Go at City Velasquez in Paris. This initiative was managed by Léna, the House chef, aided by the House hosts, James and Franck.





"We started the partnership with with Too Good To Go in March 2022. Each day the team prepares baskets of the left-overs from breaks and meals. We find it very satisfying not to throw away the produce, which we have prepared for our participants. It is reassuring to know that their seminar does not generate all that much waste.

We offer all sorts of baskets and this is of really great assistance to our customers, Too Good To Go. Moreover, we have regular customers. No sooner have we provided the baskets than our neighbours come back for more. This has enabled us to create links with the local people. The profits are used to organize team-building sessions. Everyone is a winner! And we are really proud to be able to talk about this partnership!"

This commitment to responsible catering can be found everywhere in the Group, with Nomad, Châteaufort's caterer out in front. In 2022 Nomad announced its new identity: Nomad, the caterer with

uncompromising passion. This new signature affirms Nomad's willingness to be a responsible and even militant caterer.



# AT NOMAD, AN UNCOMPROMISING PASSION FOR GOOD FOOD WE ARE CONVINCED THAT CHANGE COMES BY SHARING A MEAL!

**A Parisian event caterer, we have decided to highlight the responsible policies we introduced several years ago, to be even more committed at the risk of upsetting the codes of the trade and above all, to inspire our customers with environmentally-conscious events.**

By means of a revisited, slimmed-down menu, in order to make it simple without becoming simplistic, by designing our recipes, which give vegetables an indispensable place, by using seasonal produce only, we stand up for our convictions and refuse as a matter of common sense to serve strawberries in December.

We also hammer our ideas home in offering the opportunities to disabled Talents to work in our kitchens and workshops or at events. They will give you a treat, of that we are certain.

We have rolled up our sleeves to feed our selection of partners, who share our conviction and our desire to change the world. We always bring you good organic produce, more solutions for recycling or re-using waste, more solutions to avoid food waste.

Because it is all very well to change the world on the spur of the moment, but it is better to change the world as a group, we want to inspire our customers and to make them want to share our commitment to events, which look towards the future, thanks to catering with uncompromising passion.

**Change comes by sharing a meal. We firmly believe that.**

It is all very well to change the world on the spur of the moment, but changing the world on the corner of a table is better.

At Nomad we have rolled up our sleeves. We want to cook up a storm to open the range of possibilities because for us food transition is not just an obligation. It is our conviction.

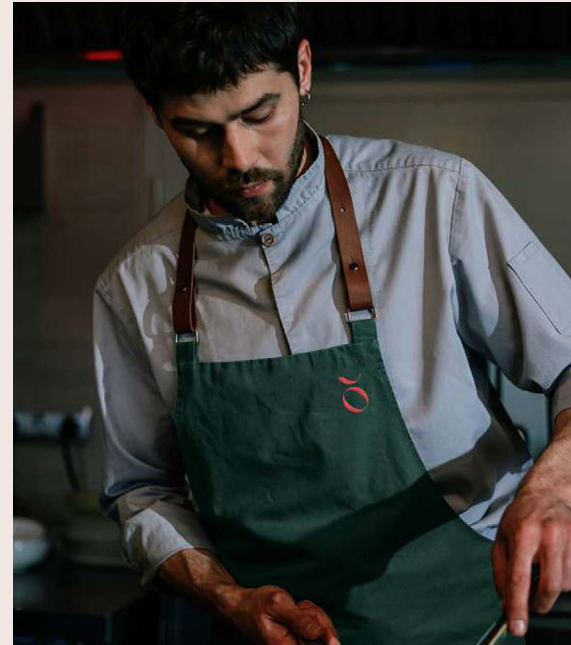
Commitment is top of the menu of our actions. Good meals made with good produce. High quality and simple cuisine. Convivial and generous moments.

At Nomad we are taste activists, good gourmets, gourmets solely guided by our common sense. And because the proof of the pudding is in the eating. Through the know-how and determination of all our Talents, we will bring change.

We have redesigned our menus to honour our regions.

We prefer locally-grown leeks to fish caught on the other side of the globe. To support our farmers. From their tractors to your fork, from our kitchen to your venue.

Because, for Nomad, being a good caterer means being aware of your responsibilities. This means talking to you, you who provide a treat, but also to you, who produce.



So, if the idea of a better and more flavoursome world makes you simmer with desire and bubble over with ideas, you need to come to our table to relish the pleasure of our activism.

**Between character and emotion, we created Nomad for all of you , an uncompromising passion for good food.**



*Through its responsible catering Châteauform' contributes to Goals 13 and 12.*

# ENABLING OUR STAKEHOLDERS TO MEET IN ENVIRONMENTALLY-FRIENDLY SURROUNDINGS

Organising business seminars and events involves several stakeholders, who work together directly or separately for the success of the meeting: the customer (the organising customer who is responding to the ordering customer, who has ordered the meeting and who wishes to bring the participating customers together), the Talents at the location, the suppliers, the service providers, and so on.

In this way organising a meeting, which takes the Living World into account, involves mobilising all the actors around specific actions to have a truly responsible event. For this purpose, Châteauform' has wanted since April 2022 to promote its LEAD label.

## **Four LEAD label events for “zero waste, net zero carbon, positive social impact”**

In early 2022 Châteauform' discovered the LEAD label created by Green Événements and SCS. This label is intended to acknowledge events, which comply with twelve criteria on three objectives: zero waste, net zero carbon, positive social impact.

Initially urged on by our customers, Châteauform' arranged for three initial LEAD events to be labelled. The first was on the Campus de Saint Just (60) for its customer, SGS, the second at the George V (75) for the GTBA Master Class and the third, which obtained the first

Gold Medal ever awarded by the label, at the Château de Rosay for Tenzing Conseil.

Encouraged by these three experiences crowned by success, Châteauform' was awarded a fourth label at Châteauform' Le Metropolitan in November and then decided to get moving in order to be able to use this label more generally in 2023.

This label, to which Châteauform' is committed, enables Châteauform' to shine the spotlight on its commitments to:

### **Eco-design of events:**

- No more disposable items on the tables
- No more plastic bottles
- Provision of furniture, crockery and decorations in situ
- Optimisation of waste and good management of end-of-life

### **Reduction of the event's carbon footprint:**

- Decarbonised food (see IV.2)
- Offer of communal transport solutions for participants
- Positive social aspect

### **Positive social impact**

- Integration of disabled Talents

into our teams

- Collaboration with companies in the protected work sector
- Promotion of equality within the team
- Development of local sourcing

### **And the label also enables Châteauform' to make progress on:**

- Measuring our carbon footprint
- Seeking solutions for carbon dioxide capture from events
- Identification of partners with firm measures in place for the inclusion of long-term unemployed persons

Impressed by this label, which assesses events in accordance with specific processes, Châteauform' has, jointly with Green Événements, written an official report on implementation of the label. This official report is available on Châteauform's website. Its purpose is to inspire companies and the profession in general by organising meetings, which take care of Humans, Territories and the Living World.



# Sponsorship and social responsibility





## PARTNERSHIP WITH UNISOAP

### About UNISOAP

Currently, hotels in France throw away 51 million bars of soap and soap products at a high cost to the planet. The soap thrown away in this wasteful practice ends up in landfills, where it causes pollution, in particular of the soil. On the other hand, we estimate that there are three million people, who cannot afford basic hygiene products.

UNISOAP has instituted a system with the aim of responding to this two-pronged problem by recycling soap. Rather than being thrown away, the soap bars and products

are collected and then sent to an ESAT in the Lyons regions, in order to be recycled by disabled workers. Once the soap has been recycled, UNISOAP donates the bars of soap to their partner charitable associations. These associations ensure that the bars of soap are distributed to persons in financial difficulties, who do not have the means to purchase basic hygiene products.

### About the partnership

In 2022 seven Houses were partners to this scheme – Château de Guermantes, Les Mesnuls, Château de Rosay,

Château de Ronqueux, Château de Romainville and Château de Crécy-la-Chapelle.

### About the collection

24.10 kg of soap was collected by the Château de Crécy-la-Chapelle in 2022.

For the moment it has not been necessary to organise a collection for the other Houses because, due to the short time these sites have been partners, there is not a large stock in hand.



## TEAM FOR THE PLANET

### About Team for the Planet

Team for the Planet is non-profit company, which discovers and invests in innovative projects, the purpose of which is to reduce greenhouse gas emissions. It brings together private and corporate investors, who want to do something about global warming through the funding of companies developing and marketing innovative projects.

### Châteauform', shareholder and supporter of Team for the Planet

In 2021 Team for the Planet took a good look at the citizen movement and became a shareholder.

Apart from providing financial support, Châteauform' wanted to help Team for the Planet by making its sites available and by promoting the movement with its customers.

Thus, in November 2021 the Château de Crécy-la-Chapelle hosted volunteers working for Team for the Planet. And for one weekend in April 2022 the Château de Faverges-de-la-Tour was host to the seminar for the permanent Team for the Planet team.

From 21 to 23 October 2022 the Château de Crécy-la-Chapelle opened its doors once more to the Team for the Planet Scientific

Committee. Then on 7 November Châteauform' hosted the evening organised by Team for the Planet for the major Parisian investors.

In the same month during an event organised by Châteauform' for its customers a presentation on Team for the Planet formed part of the event and shares were offered to the guests.



# LIBRARIES WITHOUT BORDERS

## About Libraries Without Borders

Libraries Without Borders is an NGO founded in 2007 to empower vulnerable populations by facilitating their access to knowledge.

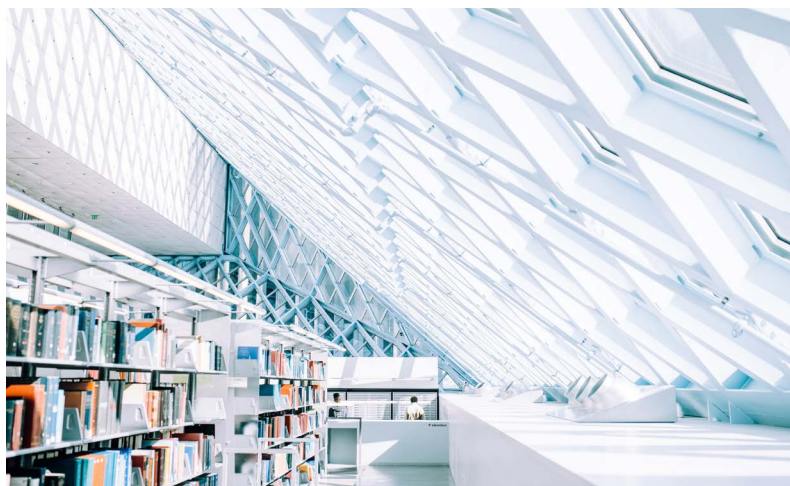
In France and in 30 other countries LWB deploys its tools, contents and training courses to enable people affected by crises and poverty to educate and entertain themselves, to create links and construct their future.

## About the partnership

Châteauform' has been supporting Libraries Without Borders since 2018. Up until now the nature of the partnership has been the provision of services, comprising the hosting of LWB Talents for a weekend in one of the Châteauform' Houses.

For two days in 2022 Châteauform' hosted 100 LBW Talents at the Domaine de Béhoust in Yvelines.

In return LWB provides Châteauform' with books for the libraries in its Houses.





## LOCAL SPONSORSHIP ON THE INITIATIVE OF HOST COUPLES, ON THE MODEL OF LES MESNOGRAPHIES (AT LES MESNULS)

### About Les Mesnographies

#### AN INTERNATIONAL FESTIVAL OPEN TO ALL

"Les Mesnographies is the first free open-air photography festival in Yvelines.

For many of us the series of lockdowns gave us the chance to rediscover this local area, to realise, possibly for the first time, what it means to be part of a municipality or a department

One kilometre around your home, ten or thirty, rediscovering the world without leaving your home, this is what fuelled the desire, over

the months, to create this festival.

Through Les Mesnographies we want to show the colours and diversity in our environment. First of all, in the true meaning of the word, by a photographic ramble open to everyone. We hope also to bring time to reflect and depth of vision.

Seeking the view of photographers from all over the world allows us better to understand the world around us. Coming across their different visions and approaches enriches and teaches us. And better understanding brings tolerance of the other, of difference. For three weeks each year

people of different nationalities come together in the grounds of Les Mesnuls to share with us their perspectives, their dreams, their hopes, while promoting fertile exchanges of viewpoints.

(Source : <https://www.mesnographies.com/concept>)

### Support from Châteauform'

At the start of the year Emmanuelle and Sébastien, the Host Couple at the Château des Mesnuls discovered Les Mesnographies. Almost at once they were impressed by the project, which turns the spotlight on the territory of Yvelines and which brings people together around art. So, they decided not only to become partners but also true promoters of the project.

Châteauform' supports the project in the form of a financial donation of €1,200. This is not all, because the Les Mesnuls team has also:

- Contributed to organising and hosting the exhibition for the press, institutional investors and professionals
- Made available the meadow in front of the château, known as the "Trouée de Villard"
- Organised the in-house and external promotion of the event via social networks





# CSR at Châteaufort': Testimony from Houses abroad





The Inverted Pyramid model of managing the Group, which leaves a large amount of autonomy to the Houses, is the key to the success of the implementation abroad of

the Communal Shared Respect philosophy.

The freedom granted to the Host Couples in structuring their CSR

project encourages boldness of approach and initiative and is a source of pride to the teams as attested by the international Host Couples on the following pages.

## CSR: 2022 HOUSE PROJECT AT LA CASCINA (ITALY)

**Testimony from Nathalie and Thomas, Host Couple at La Cascina, with Châteauform' since January 2020**



CSR has always been central to our thinking, in everyday life, in our previous jobs, at home and in bringing up our son. When we arrived at La Cascina in 2019 we realised straight away that huge progress had to be made in this respect. However, between our arrival (new country, new job, new language, new life!) lockdown two months later, the return of a type of Covid and the war of the

Talents, we sincerely and humbly admit that our priorities were definitely elsewhere.

In early 2021 Châteauform's Commitment Manager, Claire came to Italy for our co-working session (bi-monthly meeting of Host couples). She explained the Group's CSR strategy to us and it clicked!

We had discovered our project for the House for the following year!

Once we had developed the strategy to perfection, it then remained to on-board our 22 Talents and we started at a key moment for the team: the "Spend the week differently". There we were en route for Borghesiana, car-sharing in three eight-seat people-carriers, because the journey is part of the Journey, with three days in Rome ahead of us offering a mixture of training, team-building, fun and taking stock.

The CSR training module has been adapted and translated by our colleagues Marine and Maria from Châteauform' La Borghesiana. We talked about CSR in general, and then we turned the lens on to La Cascina in order to work out what we could do, specifically, on site. It is true that recycling forms part of CSR; however, there are many other subjects relevant to us. Which actions were already in place? What more could we do?

- Educate the participants to drink tap water and switch off the light, when they leave their bedroom? Yes, that is CSR
- Welcome Eduardo as a super trainee and make him want to return for the summer season? Yes that is CSR
- Repair a terrace, which is falling apart to ensure the safety of Talents and participants. Yes that is CSR

The list is a long one.





One idea followed another. Some were introduced on our return, others are still a pleasant dream, but "he who does not dream, is already dead."

All the actions already introduced are explained to our customers by our Customer Relations teams and to the participants by our House team.

In 2023 and in the following years we will keep CSR as a common theme and then all our actions will be linked to our CSR strategy.

Our ambition is to become the house of reference for CSR in Italy! When we have achieved this, we will remember that it all began in 2022 in three people-carriers on the road between La Cascina and Rome.

- Heat by bio-mass, yes that is CSR
- Come together to form a team who like their work and their workplace, yes that is CSR
- Install 21 bee-hives at La Cascina and use or sell our

home-made honey, yes that is CSR

- Change our cleaning products for less aggressive products, yes, that is CSR
- Train 100% of the team in fire safety and protection, HACCP standards and First Aid, yes that is CSR



## MONTAGNE ALTERNATIVE, AN EXPERIENCE IN ITS OWN RIGHT (SWITZERLAND)

### Testimony from Lauriane and Vincent, Host Couple at Montagne Alternative

Nestling at an altitude of 450 m in the little hamlet of Commiere in Lower Valais in Switzerland, Montagne Alternative is one of the smallest and highest Château-form' Houses.

Since its creation in 2001 the ambition of this atypical residence comprising century-old barns scattered throughout this village of 22 inhabitants has been to show respect to humans, Nature and the eco-system around it. Today this philosophy is shown in a variety of actions in day-to-day life. Here are a few examples:

- We no longer use plastic bottles; instead we use pretty glass carafes. They are everywhere. Spring water is provided in

the bedrooms, in the meeting rooms and in the barns located 600 m away.

- We have enhanced several green spaces with flower beds to delight the eye and this has been great for bio-diversity. On fine days the tables and the barns are decorated with bunches of wild flowers.
- In close collaboration with Céline, our Magic Planner we try to encourage the organisers to maximise the use of public transport or shuttles for large groups.
- In the kitchen our Chef, Nicolas offers dishes and drinks, 80% sourced within a 200 km radius

of the House. In this way the participants have the opportunity to discover the quality of the local produce.

- When a team stays for more than three nights, we offer them a vegetarian supper, in order to show them that you can enjoy delicious food without necessarily having to eat meat at every meal.

The list is even longer; if you want to know more, feel free to get in touch with us!





# SCHLOSS ROTHENBUCH, KEY PLAYER IN ITS LOCAL AREA COMMITTED TO THE ECO-SYSTEM (GERMANY)

## Testimony from Caroline and Vincent, Host Couple at Schloss Rothenbuch

After having been abandoned for several years, Schloss Rothenbuch, in the heart of a Bavarian village with 2,000 inhabitants, opened its doors again in 2017. Some weeks later it was able once more to host a large part of the Christmas market, organised by the village in the first week of Advent, a social event, which attracts more than 1,000 visitors each year. One year later Rothenbuch celebrated the 700th anniversary of its foundation with the castle as one of the main venues. The tone had been set!

The welcome reflected our willingness to be part of the local eco-system.

### At the heart of the village and its flagship event

After two years without a Christmas market due to the Covid restrictions, this has once more been a success. This is also the opportunity to bring together the Talents from the other 'Châteauform' houses in Germany and the Family House. They come enthusiastically prepared to lend a hand and ready to experience the magic of Christmas, sometimes with their families, to take advantage of the gourmet stall, set up in the castle courtyard, which we open to the public. In total the castle, its courtyard and its car park accommodate 30% of the stalls of the local craftspeople at this authentic

Christmas market.

### An ever more local team

Fourteen castle Talents now live in the village and are therefore able to walk to work (the remaining four Talents live at distances of between four and 40 kilometres). This situation is also ideal to give young mothers the flexibility needed, if their children are ill and if the times of after-school care facilities are rather limited, the castle welcomes children for a couple of hours.

Like many towns and villages in Germany, Rothenbuch has in the recent past hosted Ukrainian families. At that time a host family contacted us and we were delighted to welcome into our team two young women who came as extra help. Within the scope of possibilities offered and administrative constraints we were able to allow them to work for us while continuing their German courses.

### Spotlight on local producers

A river, the Hafenlohr, has its source in the castle gardens. Eight kilometres further on, having crossed nothing but fields and forest, the river was witness in 1563 to the construction of a fish farm, which since then has remained in the hands of the same family down the generations. The participants are therefore offered the freshest

possible trout, usually on our signature menu giving pride of place to the local Snow White apples and a dessert conceived and produced by the kitchen teams, the Spessort Wald, the counterpart of the very famous Black Forest gateau.

For lunch every day our buffets offer a selection of local, artisanal goat cheeses from an artisan cheese-maker in Schöllkripen, 25 km from Rothenbuch. Although in the evening the participants always enjoy the riches of French cheeses, they are keen to try these little treasures!

For German wines, we work with Ikonka Scheuring, a wine-grower near Würzburg, who visits us regularly to organise wine-tastings at the castle. As for the little after-dinner glass of schnapps, it also comes from two local artisan producers; the water comes from a local spring and the fruit juices are produced in Aschaffenburg.



## CAMPUS DE LA MOLA, TOWARDS BIOSPHERE CERTIFICATION (SPAIN)

### Testimony from Clément, Host at Campus de la Mola

At Châteauform' we cultivate difference to enable each person to reveal their talents and we dare to demonstrate a bold approach. This is borne out by the testimony of the Campus de la Mola, which the couple wanted to present as a video.

In this video Clément tells us about the CSR project undertaken to obtain Biosphere certification. This step was taken in 2022 with the support of the Comunidad de Barcelona and the commitment of the entire team.

To find out more about the CSR strategy at La Mola, flash the QR code or follow the link:

[https://www.youtube.com/embed/hJv\\_71u3yPg](https://www.youtube.com/embed/hJv_71u3yPg)





## OBJECTIVES 2023

### ISO 20121 continued



In 2023 Châteauforn' will enter its 2nd cycle of ISO 20121 certification. By renewing its certification for all its business in France and abroad (with the exception of CERAN and IME) Châteauforn' re-affirms its commitment to continuous improvement of its responsible management system.

### First Carbon Audit scope 1, 2, 3



Together with its partner, AKTIO, Châteauforn' will conduct its first Carbon Audit scope 1, 2, 3 for all its business in France and abroad. Based on this first complete audit Châteauforn' will define a decarbonisation path in conjunction with the requirements of its stakeholders and in keeping with its five-year vision.

### Implementation of the LEAD label with one 100% LEAD house



Convinced of the relevance of LEAD, Châteauforn' wants to promote the process with those of its customers, who wish to upgrade their CSR commitment through their events. To go further, in 2023 Châteauforn' will create an event venue 100% dedicated to LEAD events: Le Métropolitain in the 17th arrondissement of Paris.

### Implementation of the Châteauforn' mission



Having recently become a Société à Mission, Châteauforn' will define its mission model (operational objectives, KPI) with its Mission Committee.

## SUMMARY

SDG	Pages	Indicators	Unit	2021	2022	Target	Scope
CSR governance and management							
SDG 12	14	Self-assessment response rate	%	90.7	98	100%	France and abroad
SDG 12	14	Overall average CSR self-assessment	%	64.4	67	100%	France and abroad
SDG 12	15	Ecovadis grade	Points	58/100	62/100 (2022 target exceeded)	65	France and abroad
SDG 12	13	Number of Talents, who have attended a CSR training course during the year (1/2 day or 1 day)	No. of Talents	35	139	Not defined	France and abroad
We take care of our talents							
SDG 4	22	Number of Talents trained (N.B. If a Talent has attended 2 training courses this is counted twice in this table)	No. of Talents	1600	1708	Not defined	France and abroad
SDG 4	18	Number of disabled Talents	Value	31	38	120 for the Group (6%)	France
SDG 4	18	Number of Talents with support for health problems affecting their work	Value	29	38	Not defined	France
SDG 4	18	Number of adapted workstations in order to retain the Talent in employment	Value	12	12	Not defined	France
SDG 4	18	Number of apprenticeship contracts	Value	17	31	Not defined	France
SDG 8	18	% of Talents stating that working with Châteauform' is enjoyable	%	87	92	100	France and abroad
SDG 4	18	Equality Index Women / Men	Grade out of 100	80	79	100	Châteauform' France
SDG 4	18	Number of Talents, who have changed job during the year	No. of Talents	83	120	Not defined	France and abroad
We take care of our customers							
SDG 3	26	Response rate for "favourable notes" (satisfaction questionnaire)	%		80	Not defined	France and abroad
SDG 3	26	Overall rate of satisfaction (0.6*rate of participant satisfaction + rate of organiser satisfaction)	%	94	95,6	96%	France and abroad
SDG 3	28	% of Houses, which have obtained or exceeded 85/100 in the Adoca assessment (hygiene)	%	67	61,70	100%	France

We take care of our Territories							
SDG 2, 8, 13	31	% of houses, which state that they offer at least 30% of local produce on their menus	%	51	56	100%	France and abroad
SDG 11	31	% of house having recourse to ESAT	%	58	50	Not defined	France and abroad
SDG 2, 8, 13, 15		Volume of vegetables purchased from "extremely local producers" (Romainville)	Tonnes	2,5	3,2	Not defined	France
We take care of the Living World							
SDG 5, 8, 12, 13	46	Number of LEAD events organised during the year	No.	0	4	Not defined	France and abroad
SDG 12	38	% of Houses, which have eliminated plastic bottles	%	60	54	100	France and abroad
SDG 12	38	% of House equipped with water dispensers	%		20	100	France and abroad
SDG 12	38	% of House complying with Decree 5 flux	%	46,5	70	100	France and abroad
SDG 12	38	No. of Houses stating that they recycle their organic waste	No. of Houses	24	46	64	France and abroad
SDG 12	38	Volume of organic waste recycled by composting or production of methane (by external service providers)	Tonnes	Non disponible	141	Not defined	France and abroad
SDG 15	32	Volume of vegetables produced by Châteaufort' (Ronqueux)	Tonnes	4	4,6	Not defined	France
SDG 15	42	% of Green Houses with a regularly tended kitchen garden	%	28	33	Not defined	Green Houses France and abroad
SDG 15	42	% of Green Houses with fruit trees	%	48	62	Not defined	Green Houses France and abroad
SDG 15	42	% of Green Houses with bee-hives	%	56	56	Not defined	Green Houses France and abroad
SDG 12	41	% of Houses fitted with at least 80% LED lighting	%	46,5	78	100%	France and abroad
SDG 12	41	% of Houses fitted with occupancy detectors in the passageways	%	69	73	100%	France and abroad
SDG 12		% of Houses, which change towels only when requested	%	71,6	66	100%	France and abroad
SDG 12		% of Houses fitted with water-saving shower heads / water aerators on the taps	%	73,5	75	100%	France and abroad



