

SUSTAINABILITY



Ritz
PARIS

IMPACT REPORT

2024





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ANNEXES



Since its establishment in 1898 at 15 place Vendôme, the Ritz Paris, founded by César Ritz, has become a cornerstone of global hotel heritage.

A hallmark of Parisian elegance and expertise, the establishment has maintained its historical legacy, drawing inspiration from the vision of Marie-Louise Ritz and chef Auguste Escoffier, and continues to be a favored destination for both French and international patrons.

The iconic suites and historically rich salons reflect a profound dedication to preserving the cultural essence of Paris.

The 2016 renovation of the Ritz Paris skillfully incorporated modern technologies while honoring the timeless aesthetic of the historic hotel, thereby preserving the sustainability of its distinctive identity.

Today, the Ritz Paris not only commemorates its illustrious history but is also dedicated to safeguarding its cultural, environmental, and social heritage, along with that of place Vendôme.

This commitment transcends mere conservation; it embodies the transmission of a vibrant heritage to future generations, where exceptional hospitality is intertwined with ethical responsibility.

By safeguarding its history while embracing sustainable practices, the Ritz Paris redefines the art of hospitality, transforming each stay into an experience where tradition, elegance, and reverence for heritage converge.

ARNAUD LEBLIN

DIRECTOR OF INSTITUTIONAL AFFAIRS
AND HERITAGE AT THE RITZ GROUP

“The preservation and enhancement of our heritage hold a vital position within the CSR policy of the Ritz Group and the Ritz Paris Hotel, as they represent a significant commitment to the public good and a unique contribution to sustainable development.

By safeguarding the Ritz heritage, which encompasses 126 years of institutional history—cultural, historical, intangible, and spiritual—our company fortifies its territorial foundations, cultivates trust with local and national communities, and aids in the transmission of expertise, especially to younger generations.

This approach cultivates a sense of internal belonging and collective pride among our employees regarding the values that underpin the historical foundation of our brand’s influence. Emphasizing this distinctive heritage serves as a potent lever for differentiation by advancing an authentic and responsible identity.

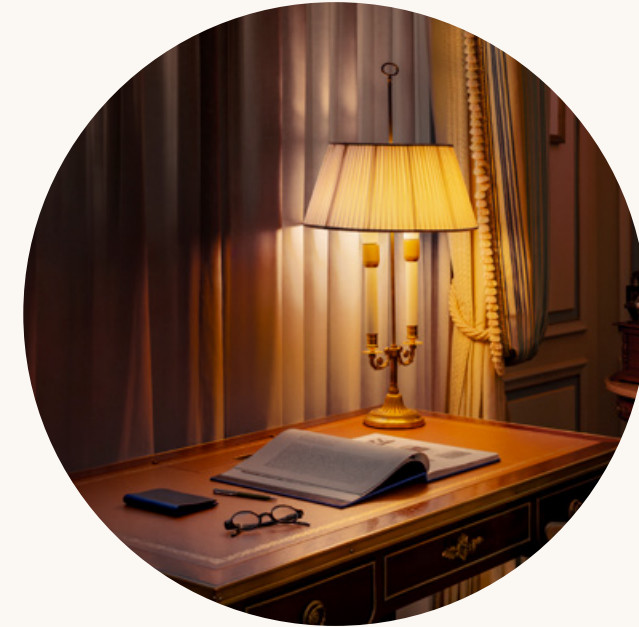
Heritage thus serves as a conduit for cultural and societal innovation. Incorporating this aspect into CSR signifies a commitment to a vision of the company as a responsible and engaged entity, striving for the future while honoring the wealth of the past.”





OBJECTIVE

This report constitutes the second edition of the Ritz Paris's commitment to corporate social responsibility ; marking a new milestone in the preservation of its heritage and values. An icon of hospitality, the Ritz Paris strengthens its transparency by outlining its initiatives to safeguard its cultural and environmental legacy. This document assesses the progress achieved since the initial report, underscores the effectiveness of the actions taken, and identifies opportunities for improvement. It embodies the Ritz Paris's resolve to enrich its heritage while fostering open dialogue regarding its CSR commitments, with the ambition of shaping a sustainable future that remains true to its history.



METHODOLOGY

This report constitutes the second edition of the Ritz Paris's commitment to sustainability. It is grounded in a methodology inspired by the Global Sustainable Tourism Council and enhanced by insights gained from the initial report. Meticulously crafted by the Ritz Paris team, it complies with the highest international sustainability standards. The preparation process included a comprehensive analysis of the hotel's practices, consultations with both internal and external stakeholders, and a comparative assessment that integrates feedback from the first report. Key performance indicators, aligned with the GSTC criteria, were established to gauge progress, identify areas for enhancement, and set ambitious targets aimed at preserving heritage and fostering a responsible future.

LAURENT HERSCHBACH

GENERAL MANAGER OF THE RITZ PARIS

“As the General Manager of the Ritz Paris, I am immensely proud to present our second impact report for 2024. This report marks a significant advancement in our dedication to enhancing our brand while evolving and safeguarding our remarkable heritage.

Since its inception, the Ritz Paris has endeavored to provide timeless luxury, offering a distinctive experience where elegance converges with excellence. Over the past six years, we have positioned sustainability as a fundamental pillar of our vision. This report underscores our renewed ambition: to continuously innovate while safeguarding the essence of our establishment. Each initiative detailed herein exemplifies our commitment to minimizing our environmental impact, conserving our resources, invigorating local communities, and sustaining the cultural legacy for which the Ritz Paris is celebrated.

We are honored by the progress we have achieved and remain fully committed to this collective effort in the face of today's challenges. Our environmental, social, and economic outcomes reflect the strength of our integrated approach. These achievements transcend mere statistics; they serve as evidence that responsible luxury, anchored in the preservation of our heritage, is not only attainable but also indicative of a promising future. They also remind us of our obligation to persist in our efforts with fervor and resolve, refining our practices and inspiring others to join us on this journey.”



The Ritz Paris organizes its CSR commitments around three essential pillars: Governance, Environment, and Social Responsibility. The hotel seeks to minimize its environmental footprint, strengthen its community, and involve its stakeholders in a transparent and responsible way.

OUR PILLARS OF COMMITMENT

GOVERNANCE	ENVIRONMENT	SOCIAL
Engage stakeholders effectively	Mitigate the impact	Valuing the community

OUR AREAS OF FOCUS

INTEGRATION OF CORPORATE SOCIAL RESPONSIBILITY INTO THE GLOBAL STRATEGY	CLIMATE CHANGE MITIGATION	TALENT ENHANCEMENT
STAKEHOLDER ENGAGEMENT	RESOURCE MANAGEMENT	QUALITY OF LIFE AND WORKPLACE WELL-BEING
COMMUNICATION TRANSPARENCY	BIODIVERSITY CONSERVATION	COMMUNITY IMPACT



A.
GOVERNANCE

ENGAGING STAKEHOLDERS EFFECTIVELY



I.

CSR AND HERITAGE: AN ENHANCED STRATEGY

Since 2020, the Sustainable Development Department of the Ritz Paris, reporting directly to general management, has been steering the hotel towards responsible hospitality, true to its legacy of excellence. Under the leadership of Audrey Peguret, this initiative has gained momentum, drawing on insights from the initial report to thoroughly incorporate the preservation of cultural and environmental heritage. In 2024, dynamic partnerships with local artisans enriched this sustainable commitment.

AUDREY PEGURET

DIRECTOR OF SUSTAINABLE DEVELOPMENT
AT THE RITZ PARIS

“Since 2020, our Sustainable Development Department has endeavored to position the Ritz Paris as a model of responsible luxury, where the preservation of cultural and environmental heritage lies at the heart of our mission. In close collaboration with Arnaud Leblin, Director of Institutional Affairs and Heritage, we have amplified our efforts to protect the unique legacy of this legendary establishment. In 2024, innovative initiatives, such as partnerships with local artisans and the adoption of energy-efficient practices, have further solidified our commitment. Together, we are ensuring that the Ritz Paris, a timeless emblem of French elegance, continues to shine while transmitting its heritage to future generations with both respect and innovation.”





DECISION-MAKING FRAMEWORK

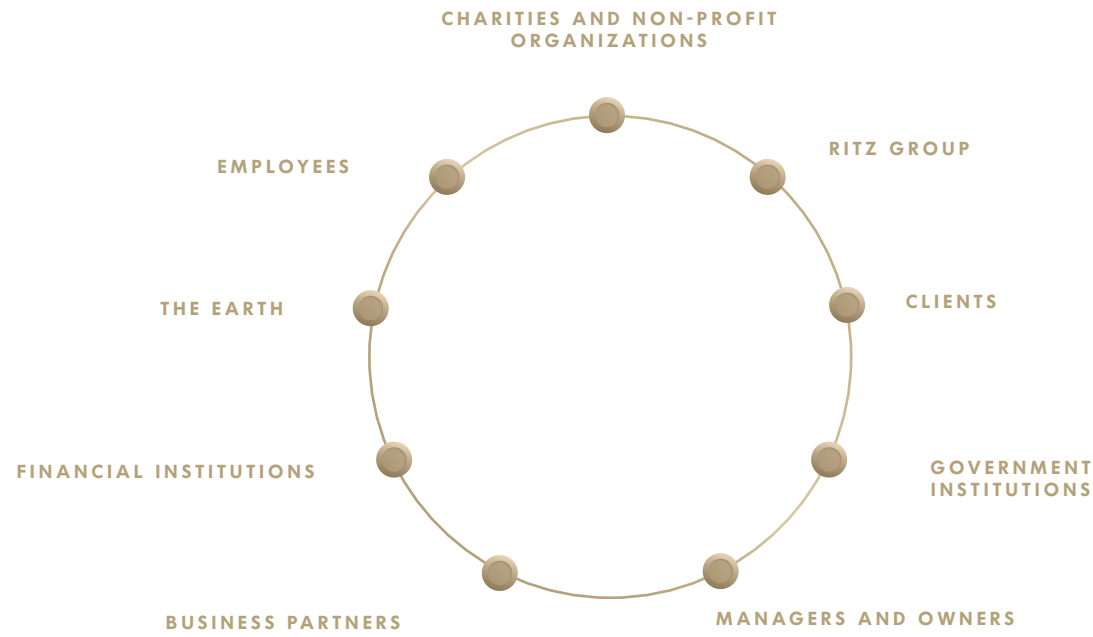


In 2024, the CSR governance of the Ritz Paris will continue to be organized around the general management and its executive committee, with no changes to the organizational structure from the previous year. These entities will maintain a pivotal role in the strategic direction, coordination, and oversight of sustainable development initiatives. This arrangement guarantees continuity and effectiveness in the execution of the establishment’s commitments.

II.

ENGAGEMENT OF STAKEHOLDERS

In 2024, the Ritz Paris reaffirms its dedication to sustainable development by actively engaging its stakeholders in project management. Through precise identification and structured engagement with key actors, the hotel has strengthened a network of dedicated partners. Regular exchanges, facilitated through videoconferences and accompanied by reports, ensure transparent communication and allow progress to be shared. This ongoing approach positions the Ritz Paris as a benchmark in responsible hospitality, reinforcing its credibility with clients and partners alike.



CHARTERS AND COMPLIANCE

1 ETHICS AND CSR CHARTER

Driven by its commitment to sustainable development, the Ritz Paris has established an Ethics and CSR Charter to guide behaviors and interactions. This charter promotes awareness and engages all employees and partners in upholding human rights, safeguarding the environment, and ensuring the responsible use of information systems, while also instituting a reporting mechanism for whistleblowers.

2 RESPONSIBLE PROCUREMENT CHARTER

The Ritz Paris has implemented a Responsible Supplier Relations and Purchasing Charter, underscoring its dedication to sustainable and ethical practices. This charter requires the Ritz Paris partners to comply with the standards set by the International Labor Organization Conventions, the Universal Declaration of Human Rights, the United Nations Global Compact, and the OECD Guidelines, covering labor rights, social responsibility, environmental protection, and whistleblower safeguards.

It also includes provisions for the sharing of essential information for audits, reports, and inspections, particularly in relation to regulatory non-financial reporting.

RISK AND COMPLIANCE OVERSIGHT

Risk management at the Ritz Paris is meticulously structured to ensure employee safety and environmental protection. It upholds legal and ethical compliance by adhering to relevant laws and standards. The establishment collaborates with associations, engages in philanthropic partnerships, and participates in various events.

The Ritz Paris maintains a 24/7 security service with personnel trained in emergency response and evacuation procedures. Evacuation plans and safety protocols are in place, and risk management also includes threat prevention and coordination with authorities to ensure overall security.

Commercial communication is strictly controlled to respect image rights and privacy, requiring approval for the use of photos and videos taken within the premises.

III.

CLEAR COMMUNICATION

INTERNAL COMMUNICATION

Internally, various communication initiatives are implemented throughout the year to enhance awareness among teams about sustainable development issues. Two screens situated in the staff dining room, group emails, and the CSR Newsletter serve as the primary information channels. These platforms regularly share updates on ongoing projects, sustainability-related events, and national and international days recognized by the United Nations. Published quarterly, the CSR Newsletter emphasizes undertaken initiatives, promotes best practices, and shares validated qualitative and quantitative data, while also announcing forthcoming projects. Additionally, the Ritz Paris occasionally organizes internal conferences led by expert speakers to further engage employees on sustainability topics.

EXTERNAL COMMUNICATION

Collaborating closely with the Marketing and Communications Department, the CSR team advocates for the establishment's initiatives to external partners and plays a vital role in enhancing its brand image. The redesign of the website enabled the integration of a dedicated sustainability page, showcasing the Ritz Paris's flagship actions. The communications strategy encompasses the production of diverse content, including articles, press releases, and social media posts, aimed at amplifying the visibility and impact of CSR commitments. Regular conferences are organized to elevate public awareness, while the Director of Sustainable Development represents the establishment at trade shows and educational events, sharing best practices and highlighting key projects led by the Ritz Paris.



RESPONSIBLE DIGITAL CHARTER

In 2024, the Ritz Paris became the first hotel in France to endorse the Responsible Digital Charter, a national framework designed to mitigate the environmental, social, and economic impacts of digital technology. Through this initiative, the establishment reaffirms its dedication to implement more sustainable practices, including the eco-design of digital services, energy optimization of infrastructure, and equipment recycling. To bolster this initiative, two members of the Sustainable Development team attained certification in responsible digital technology, thereby strengthening the Ritz Paris’s internal expertise and capacity to incorporate these considerations into its daily operations. This commitment is fully aligned with the hotel’s overall strategy for a more ethical, inclusive, and sustainable digital future.



ENVIRONMENT

- Extend the lifespan of equipment and promote its recycling
- Minimize superfluous energy consumption and assess the impact of the IS
- Prioritize the acquisition of durable and repairable equipment



ACCESSIBILITY

- Develop inclusive and accessible digital solutions for everyone
- Streamline digital services to enhance their utility and promote e-inclusion



ETHICS

- Safeguard personal data in accordance with GDPR regulations
- Enhance cybersecurity by implementing audits and utilizing suitable tools
- Advancing diversity and gender equality within digital professions



RESILIENCE

- Prioritize resilient European infrastructure
- Develop solutions tailored to genuine needs



VALUES

- Enhance employee awareness regarding the responsible use of digital technology.
- Engage in collaborative exchanges and disseminate best practices
- Encourage a harmonious integration of professional and personal life.

CERTIFICATIONS AND LABELS



Since 2022, the Ritz Paris has been the first hotel in France to receive the GSTC (Global Sustainable Tourism Council) certification, a prominent international standard for sustainable tourism. This certification assesses establishments against stringent criteria, including the responsible management of natural resources, respect for human rights and local communities, and the mitigation of environmental and cultural impacts.

In 2024, the hotel diligently pursues this approach by upholding the certification requirements and incorporating its principles into all activities. This continuous commitment underscores the Ritz Paris's aspiration to foster a hospitality model that is ethical, sustainable, and economically viable.



For the second consecutive year, the gourmet restaurant Espadon has successfully renewed its certification of 3 Ecotable macarons, underscoring its steadfast commitment to sustainable and responsible cuisine. Under the leadership of chef Eugénie Béziat, the establishment prioritizes local and environmentally friendly products, aligning with an ethical culinary philosophy.

This label, a standard in ecological catering, specifically evaluates sourcing, waste management, and carbon footprint, while assisting restaurants in their transition to more sustainable practices.



B .

ENVIRONMENT

MINIMIZING OUR ECOLOGICAL FOOTPRINT



I.

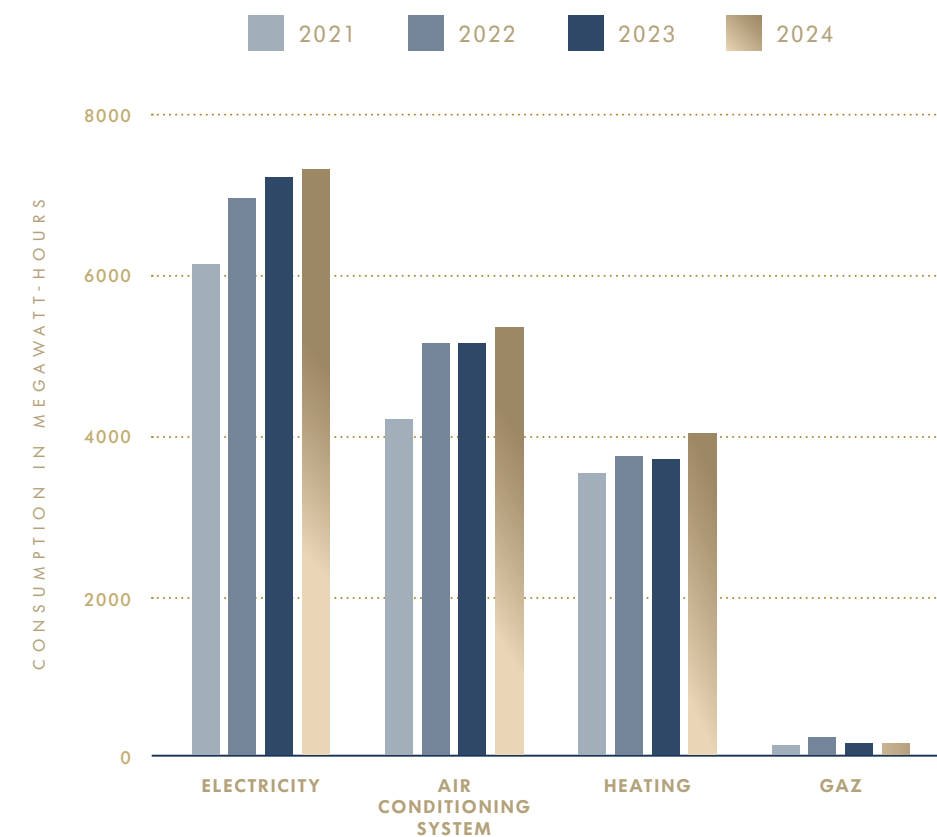
CLIMATE CHANGE MITIGATION

The Ritz Paris uses energy sources such as electricity, heating, air conditioning, and gas to meet its operational requirements, eliminating the necessity for boilers through the implementation of automated substations. An energy performance contract has been established to reduce consumption, and building management systems oversee all equipment to improve efficiency. Technical improvement projects are scheduled annually to optimize consumption and minimize energy losses.

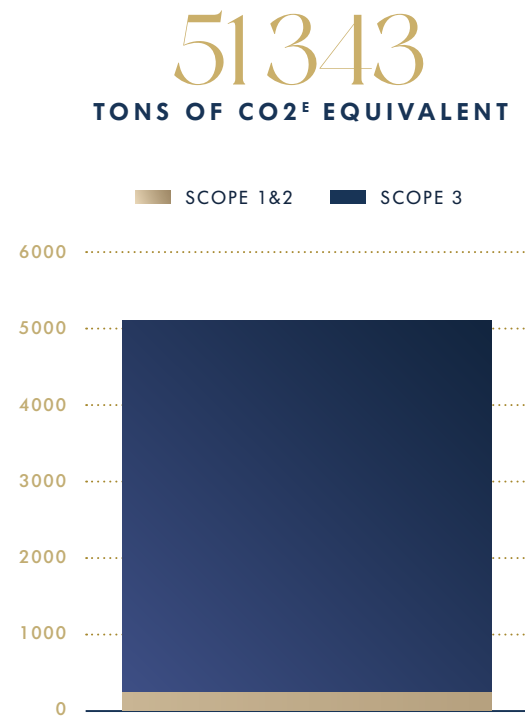


In 2024, the Ritz Paris continued its efforts to reduce its energy impact and improve efficiency. Although there was a slight increase in electricity, air conditioning, and heating consumption, this was mainly due to heightened activity related to exceptional events during the year, notably Fashion Weeks and the Olympic Games. Nevertheless, significant advancements were achieved, including a decrease in gas consumption compared to 2022. These outcomes underscore the establishment's steadfast dedication to responsible energy management. The Ritz Paris's proactive strategy seeks to identify and implement sustainable solutions, even within a challenging operational environment.

RESOURCE UTILIZATION AT THE RITZ PARIS



CARBON FOOTPRINT



DISTRIBUTION OF 2024 EMISSIONS FROM THE RITZ PARIS BY CATEGORY

The Ritz Paris is dedicated to minimizing its carbon footprint by measuring its emissions across three distinct scopes: Scopes 1, 2, and 3. Scopes 1 and 2 encompass direct emissions, such as on-site fossil fuel use, as well as indirect emissions associated with electricity consumption. Collectively, these two categories account for 1,330 tons of CO₂e.

In contrast, Scope 3, which includes indirect emissions across the value chain (suppliers, transportation, waste, purchasing, etc.), amounts to 50,013 tonnes of CO₂e, representing the majority of our carbon footprint. These figures highlight the critical importance of reducing not only direct emissions but also those generated upstream and downstream of our operations, by working closely with partners and suppliers to adopt more sustainable practices.

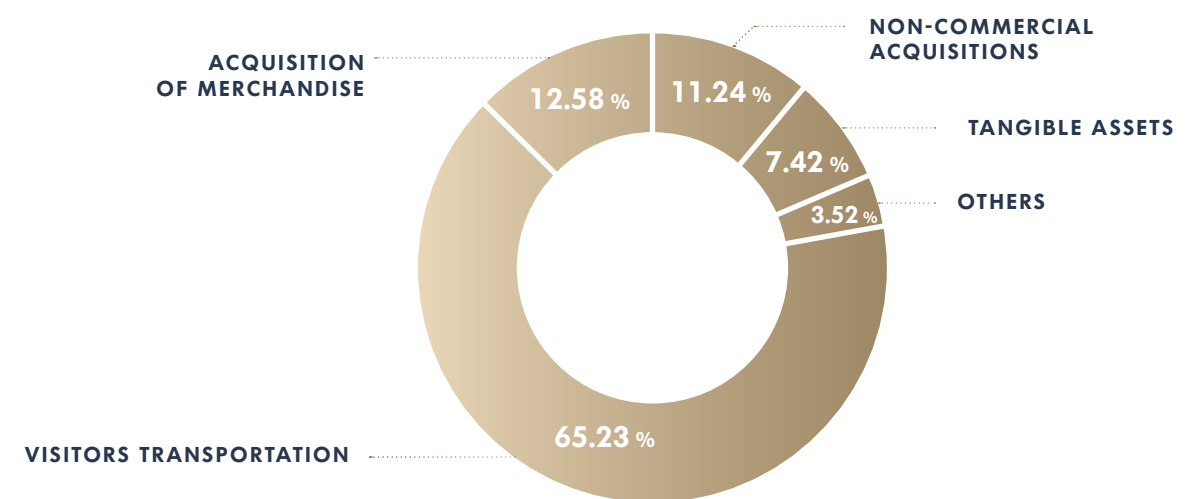
SCOPE 3

The Ritz Paris identifies its three primary sources of carbon emissions within Scope 3.

First, visitor travel, mostly by plane and train, accounts for nearly half of the total emissions. Ritz Paris guests are predominantly international, which explains the heavy reliance on these modes of transport. The average round-trip distance for a stay is approximately 10,000 km, frequently attributed to intercontinental journeys.

Second, the purchase of goods, including food and manufactured goods essential for hotel operations, represents 12.58% of emissions. This category is particularly sensitive as it relies on agricultural products, which are frequently associated with methane emissions, significant water consumption, and extensive supply chains.

Finally, expenditures on services, encompassing all services essential for the establishment's operation, account for 11.24% of the overall carbon footprint.



DISTRIBUTION OF 2024 EMISSIONS FROM THE RITZ PARIS WITHIN SCOPE 3

II.

RESOURCE MANAGEMENT

DECREASE IN CONSUMPTION

**ENERGY CONSERVATION**

The Ritz Paris has been entirely outfitted with LEDs since 2016.

**ENERGY ADVANCEMENT**

The Ritz Paris uses water from the Seine to cool its systems and employs heat derived from Parisian waste to warm the hotel.

**WATER CONSERVATION**

The Ritz Paris employs eco-foamers and low-flow toilets to conserve water. Two hundred cubic meters of rainwater have been collected for irrigating the gardens.

RESPONSIBLE PROCUREMENT

**POLICY**

The Purchasing Department at the Ritz Paris is dedicated to collaborating with reliable, local suppliers. Audits are performed to verify adherence to these commitments.

**DOMESTIC GOODS**

The accommodations at the Ritz Paris are primarily maintained using environmentally friendly cleaning products.

**ELIMINATION OF PLASTIC BOTTLES**

The Ritz Paris has discontinued the use of all plastic water bottles.

CIRCULAR ECONOMY



ENERGY REUSE

The swimming pool at the Ritz Club & SPA is heated by using warmth from the cooling unit.



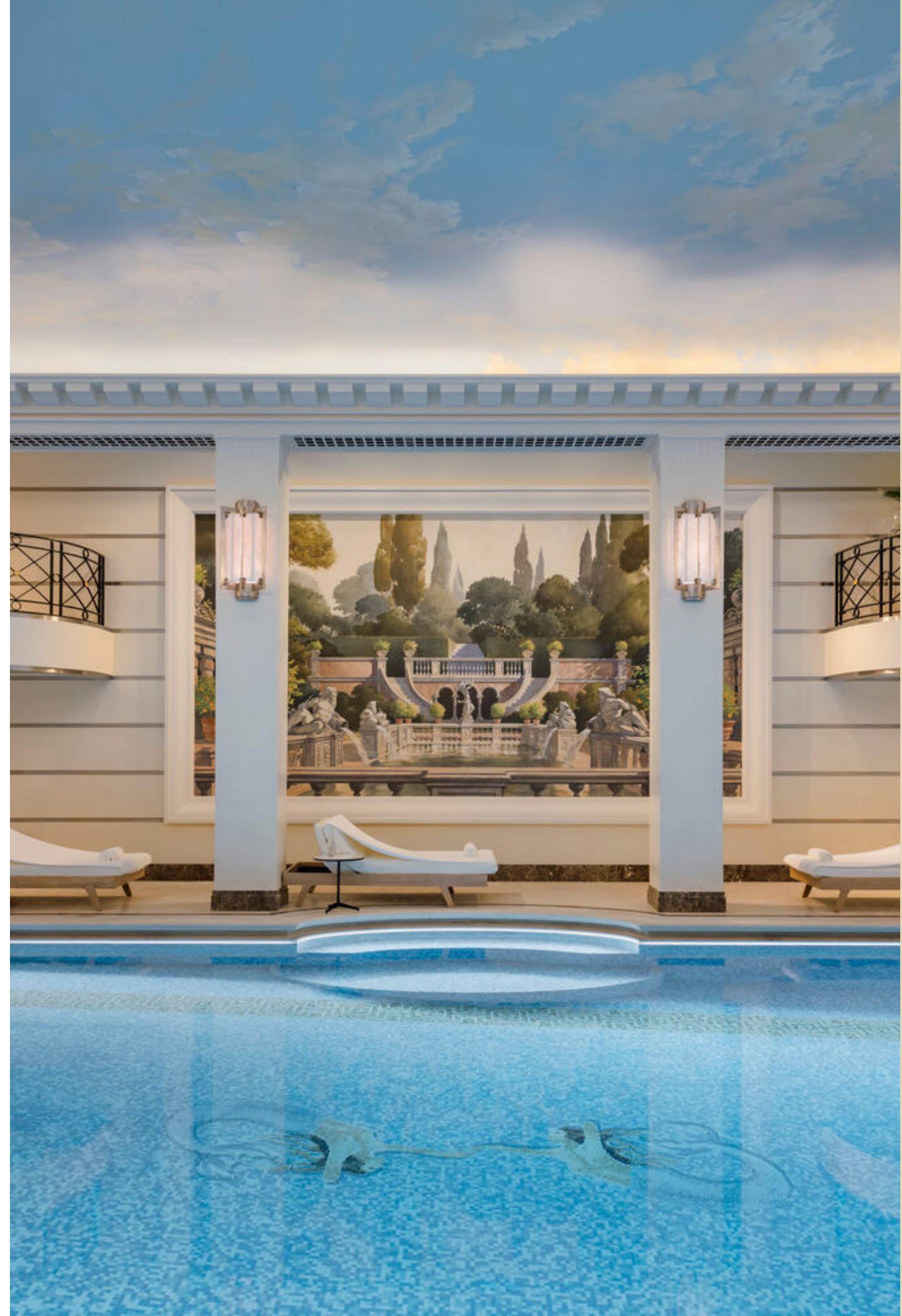
RECYCLING

The Ritz Paris collaborates with specialized firms to recycle and recover its waste.



COMBAT FOOD WASTE

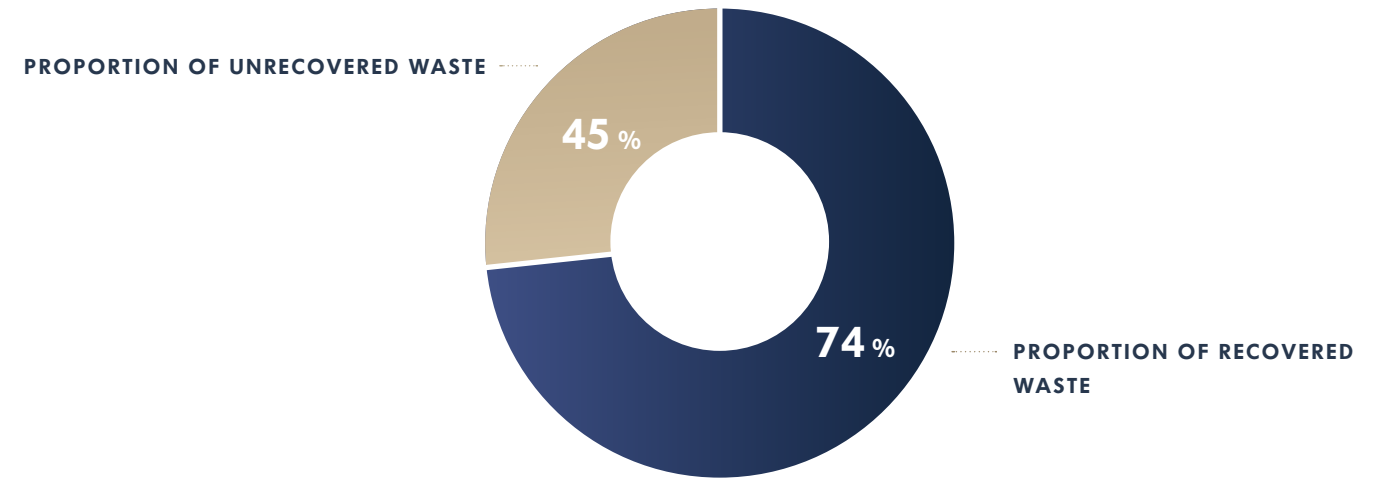
Food waste from the staff restaurant is measured to minimize waste by using automatic scales to enhance employee awareness and adjust the quantities prepared.



WASTE DISPOSAL

The waste management strategy of the Ritz Paris is founded on two key principles: minimizing the total waste volume and enhancing recycling efforts. The hotel restricts the use of single-use items, emphasizes recyclable materials, and promotes reuse, repurposing, and charitable donations. In 2022, an initiative was introduced to eradicate single-use plastics in guest rooms and suites. Nevertheless, in 2024, the waste volume rose significantly, primarily due to heightened activity associated with the Olympic Games.

The Ritz Paris implements various concrete measures to promote recycling: unsold books are repurposed, corks are donated to France Cancer, batteries are collected through a partnership with Corepile, coffee grounds are repurposed for green spaces, and broken dishes are converted into handcrafted jewelry.



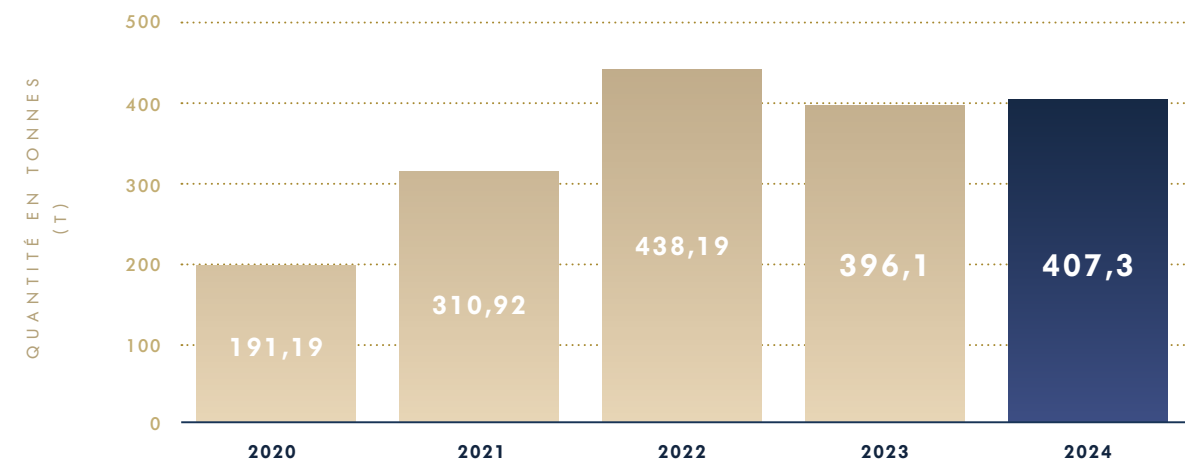
PROPORTION OF WASTE RECYCLED OR RECOVERED IN 2024

NATURE OF WASTE

Food waste	Sustainable organic waste	Cardboard and paper	PET aluminum
Glass	NHIW*	Reused culinary oils	WEEE**
Toners	Piles	Corks closures	Textile

*Non-Hazardous Industrial Waste

** Waste Electrical and Electronic Equipment



TOTAL ANNUAL WASTE QUANTITY (TONNES)

RECYCLING SHATTERED DISHES INTO JEWELRY

In a commitment to recycling and enhancing its heritage resources, the hotel has chosen to entrust its broken tableware to the association La Fabrique Nomade, giving it a second life through the creation of a distinctive jewelry collection.

Established in 2016, the association advocates for the social and professional integration of migrant and refugee artisans in France. Together with six artisans, La Fabrique Nomade designed and crafted a minimalist and distinctly contemporary capsule collection. This capsule collection features 40 exclusive pieces—necklaces, rings, bracelets, and earrings—characterized by geometric shapes, porcelain, vermeil, and gold chains.

Each piece, handcrafted with remarkable artisanal skill, reflects the meticulous delicacy of the ancestral *repercé* technique.

Sustainability, professional inclusion, and knowledge transmission are at the heart of this partnership. The history and heritage of the Ritz Paris are therefore preserved through artisanal craftsmanship, whose techniques are passed down from generation to generation. All proceeds from the jewelry sales will be donated entirely to La Fabrique Nomade.



Six artisans developed this capsule collection in the artistic crafts workshop of La Fabrique Nomade.



“The Ritz Paris and La Fabrique Nomade share common values of inclusion, appreciation of craftsmanship, and solidarity. I was instantly drawn to this association’s dedication to migrant and refugee artisans.”

AUDREY PEGURET

DIRECTOR OF SUSTAINABILITY AT THE RITZ PARIS



“This collaboration with the Ritz Paris showcases the talent of our artisans through an upcycling initiative that celebrates the hotel’s porcelain. Each piece narrates a tale of revival and resilience, embodying our philosophy: transforming craftsmanship into a virtuous means of integration that fosters a circular economy and an inclusive, sustainable society.”

INÈS MESMAR

FOUNDER AND DIRECTOR OF LA FABRIQUE NOMADE



III.

CONSERVATION OF BIODIVERSITY

VEGETABLE & HERB PATCHES

The Ritz Paris has maintained a vegetable garden in Saint-Nom-la-Bretèche, located less than 45 minutes from Paris, since 2021. This area cultivates a diverse array of fresh, seasonal fruits and vegetables, supplying the kitchens with premium local produce. Furthermore, a herb garden on the hotel's rooftop elevates the flavors of the restaurant's dishes.

10

TONNES

of fruits and vegetables
were harvested.

150

KILOGRAMMES

of fresh herbs were harvested.

ANNUAL AUDIT OF THE RITZ PARIS GARDENS

Each year, an ecologist conducts a study of the Ritz Paris's garden to optimize vegetation and foster harmonious coexistence among the resident species. An action plan is then formulated and executed. Between 2021 and 2024, ten measures were adopted, including the reduction of light pollution throughout the site, the preservation of mature trees, the installation of ten nesting boxes, and the creation of wildlife passageways.

The audit encompasses a thorough inventory of all landscaped areas to create a detailed record of the vegetation, evaluate the colonization of planted species by spontaneous flora, and analyze the plant composition. Assessing the plant composition of our gardens and terraces enables us to differentiate between exotic and invasive species. One of the objectives is to compile a list of alternative species that will facilitate the reduction and avoidance of invasive species, enhance the proportion of native species, and incorporate species that foster biodiversity.



The analysis also evaluates animal species frequently found in urban environments and those that may inhabit the site. This helps us safeguard habitats and food sources that fulfill the requirements of local wildlife, refine our plant selection, and integrate suitable developments.

C .
SOCIAL

VALUING THE COMMUNITY



1. TALENT DEVELOPMENT

To uphold its dedication to social responsibility, the Ritz Paris invests in enhancing its employees' competencies in sustainability.



22 TRAINING COURSES AVAILABLE

Focused on ESG issues



RITZY DAYS

Upon arrival, each new employee takes part in the “Ritzy Days” program to discover the services offered by the Ritz Paris, including a presentation on the hotel’s environmental and social initiatives by the CSR department.



AWARENESS

In 2024, employees at the Ritz Paris had the opportunity to engage in immersive workshops, including the Biodiversity Fresco and the Climate Fresco. These educational sessions helped deepen their understanding of environmental issues and actively involved them in the ecological transition. Concurrently, awareness-raising workshops addressing disability and everyday sexism were introduced, underscoring the establishment’s dedication to inclusion and the battle against discrimination.



FORMATION

The Ritz Paris offers all its employees training focused on sustainable development, encompassing awareness of sustainable cuisine, eco-friendly practices, and responsible digital technology. In 2024, this commitment was amplified with 22 ESG training sessions conducted, up from just 4 in 2023 ; demonstrating a strong determination to enhance sustainability skills and foster a CSR-driven culture within the establishment.



Ethic Ocean

TRAINING IN SUSTAINABLE FISHING

The Ritz Paris provides comprehensive training for all employees, emphasizing sustainable development, particularly in responsible culinary practices and sustainable fishing methods.

Conducted over two days, these sessions aim to strengthen the culinary teams' skills in environmentally respectful practices and the sustainable use of marine resources.

To this end, the establishment draws upon the expertise of Ethic Ocean, a non-governmental organization dedicated to ocean preservation and the promotion of responsible seafood consumption.

Thanks to their support, employees gain access to resources and practical knowledge that enable them to incorporate these issues into their daily professional activities.

Additionally, Ethic Ocean conducts audits of the restaurant to assist chefs in designing menus aligned with sustainability principles. This approach helps identify species to prioritize, reduce the environmental impact of sourcing, and offer a responsible and committed culinary experience.

Awareness campaigns and targeted training sessions are also implemented to engage all teams in this transition and foster a shared culture around marine resource preservation.

LA SOURCE

SUSTAINABLE CULINARY TRAINING

In line with its dedication to sustainable catering, the Ritz Paris is partnering with Source FoodSchool, an organization focused on educating catering professionals about ecological and social matters.

La Source FoodSchool provides educational programs centered on responsible cooking, minimizing food waste, and sustainable sourcing. These training initiatives enable teams to enhance their skills and incorporate more virtuous practices into their daily routines.

The organization also supports establishments in designing more sustainable menus by providing tools and resources to guide culinary choices in line with environmental concerns.

DIVERSITY AND INCLUSION

The Ritz Paris reaffirms its commitment to diversity, equal opportunity, and mutual respect by fostering an inclusive and caring work environment. This commitment is reflected in an active policy against discrimination and the promotion of ethical practices through its Charter for Responsible Purchasing and Supplier Relations.

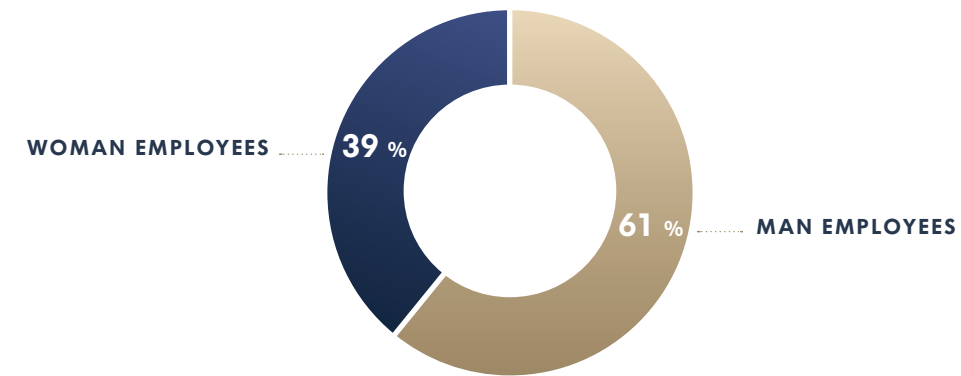
In 2024, the establishment achieved an exemplary gender equality index of 100%, a significant improvement from 87% in 2023, highlighting concrete efforts to reduce pay gaps between women and men. That year, the governance team included 4 women and 6 men, while the overall workforce was composed of 39% women and 61% men.

To enhance this dynamic, the Ritz Paris executes empowerment programs, continuous training, and awareness-raising initiatives focused on gender equality, disability, and the combat against stereotypes, particularly through regular events and collaborations with social inclusion organizations.

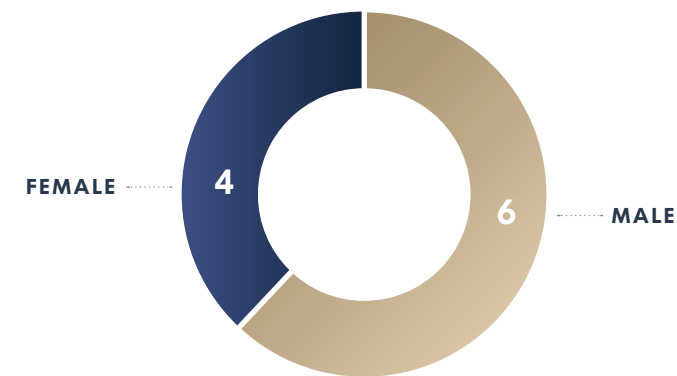
The establishment also ensures pay equity, promotes internal advancement, and supports the inclusion of people with disabilities. Finally, the Employee Ethics Charter formalizes these commitments by defining principles of conduct and mutual respect, ensuring a harmonious, fair, and respectful working environment for all.

100%

GENDER EQUALITY INDEX



DISTRIBUTION OF EMPLOYEES BY GENDER AS OF DECEMBER 31, 2024



GENDER REPRESENTATION WITHIN GOVERNANCE BODIES

II.

QUALITY OF LIFE AND WORKPLACE WELL-BEING

HEALTHCARE PRACTITIONERS

The Ritz Paris offers its employees access to sessions with health and wellness professionals, such as podiatrists, osteopaths, and midwives, to help prevent various health issues.

EMPLOYEE HOUSING

The Ritz Paris offers its employees a communal residence, giving them the time to find suitable accommodation.

CAUSE-DRIVEN RACES

In collaboration with the WC (Work Council), the Ritz Paris annually pledges its support to the charity Tout Le Monde Contre Le Cancer by participating in the '10km des Etoiles' race.

ATHLETIC COMPETITION

The Ritz Paris WC (Work Council) engages in sports tournaments with hotels both in Paris and internationally.

QUALITY OF LIFE AND WORKING CONDITIONS WEEK

In 2024, the Quality of Life and Working Conditions Week at the Ritz Paris featured 15 workshops and 104 sessions, allowing 359 employees to engage in over 100 hours of activities. Centered around the theme «Refocusing on Yourself,» the goal aimed to promote workplace well-being by encouraging everyone to listen to both their mind and body.



III.

COMMUNITY IMPACT

Just as the Ritz Paris cultivates excellence to maintain its prestige, the establishment also seeks to channel its creativity towards supporting underprivileged communities, sharing a part of its distinctive experience. It is also an opportunity for employees to get involved, if they wish, in charitable causes, fostering a spirit of generosity that is essential to collective fulfillment.

Partnerships formed with various associations are governed by sponsorship agreements, through which services and donations are provided on a voluntary basis. The Ritz Paris offers these charities its human, financial, and material resources. For instance, the establishment engages in workshops and events organized by these associations. These partnerships present exceptional opportunities to showcase its expertise and culture, as well as convey its passion for its professions.



TOUT LE MONDE CONTRE LE CANCER

PRESENTATION

Tout Le Monde Contre Le Cancer is a French association committed to improving the daily lives of people affected by illness, with a special focus on sick children and their families.

Through concrete and compassionate actions, the association works to bring comfort, joy, and support throughout the care journey.

Since 2018, the Ritz Paris has been a dedicated patron of this cause. The establishment consistently engages in organizing a variety of solidarity projects and events aimed at raising funds and awareness in the battle against cancer.



RITZ PARIS X TLMC

The chefs of the Ritz Paris take part in the "Toque en Truck" project at the Garches hospital, transforming the hospital into a festive guinguette for a day, offering healthcare staff and families a culinary experience to brighten their daily lives.

Ritz Escoffier School demonstrates its commitment to the association by offering three cooking workshops per year, allowing children to discover the art of gastronomy.

Ritz Club & Spa also organizes a special day for a mother and daughter to enjoy a unique spa experience together.



UN WOMEN FRANCE

PRESENTATION



UN Women France is a non-profit organization that has supported women in France since 2013—the United Nations agency dedicated to gender equality and the empowerment of women.

In France, it serves as the national representative for UN Women’s international campaigns and initiatives. It leads advocacy, education, and public awareness efforts, and works in partnership with associations, academic institutions, and organizations committed to advancing gender equality.



RITZ PARIS X UN WOMEN FRANCE

In 2024, the Ritz Paris strengthened its commitment to gender equality by becoming a patron of UN Women France. This strategic partnership reflects the establishment’s desire to support concrete initiatives for the empowerment of women and the defense of their rights, both in France and internationally.

As part of this commitment, the Ritz Paris organized a conference on International Women’s Day featuring filmmaker Anastasia Mikova. She presented her documentary "Woman", a powerful project that gives voice to thousands of women around the world. Through her talk, she raised awareness among attendees about the often invisible realities women face and the crucial issues related to their condition.

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INITIATIVES
FOR 2024

SOLIDARITY INITIATIVES FOR COMMUNITIES



Culinary volunteering for the Refettorio charity food supply



Food supply donations to the Refettorio charity



Donation of flower bouquets and food supplies to the charity Tandem



Cork stoppers donations to the France Cancer charity



Three baking workshops for beneficiaries of the Tout Le Monde Contre Le Cancer organization



Voluntary provision of a food truck for the organization Tout Le Monde Contre Le Cancer



Collection of used solid soap for the benefit of the Soap Again organization



Olivier Roellinger Competition with Ethic Océan



Participation in the Pink Ribbon initiative for Pink October



Sponsorship collaboration with UN Women France



Donations to the charity RoseUp

PINK OCTOBER

On the occasion of Octobre Rose, the Ritz Paris and other entities within the Ritz Group came together to support the fight against breast cancer through a series of meaningful and solidarity-driven actions.

Place Vendôme, selected by the Ruban Rose charity to inaugurate its annual campaign, was illuminated in pink and hosted a fashion show honoring women affected by the disease. Chef François Perret participated with his signature pastry creations.

Throughout the month, a raspberry and rose madeleine was available at Ritz Paris Le Comptoir, with all proceeds donated to the charity Tout le Monde Contre le Cancer.

Internally, a sports challenge brought employees together via a dedicated app, helping raise funds for the organization RoseUp. Awareness initiatives were also carried out, including individual consultations with a midwife and a prevention booth run by La Ligue Contre le Cancer.

This collective mobilization reflects Ritz Paris's deep commitment to health, solidarity, and well-being





INITIATIVES FOR 2025

SUBMISSION OF LOW CARBON TRAJECTORY TO THE SBTi

The Ritz Paris intends to present its greenhouse gas emissions reduction trajectory to the Science Based Targets initiative (SBTi) for validation. This approach aims to align the establishment's climate goals with the most rigorous scientific recommendations, in order to contribute to the fight against climate change and support the transition toward a more sustainable model.



RENEWAL OF GSTC CERTIFICATION

The Ritz Paris intends to renew its certification with the Global Sustainable Tourism Council (GSTC) to further its commitment to a more sustainable hospitality model.

ORGANIZING A SIGNIFICANT EVENT IN COLLABORATION WITH AN ASSOCIATION FOR PINK OCTOBER

The Ritz Paris wishes to organize a major event with an association for Pink October (Breast Cancer Awareness Month), with the aim of raising employee awareness about the fight against breast cancer.





DEVELOPMENT OF CSR POLICIES

This project is part of a broader effort to structure and complete the establishment's ESG policy, notably through the drafting of specific policies that are still missing, in order to consolidate a coherent and ambitious overall strategy.

ESTABLISHMENT OF A PARTNERSHIP WITH AN ORGANIZATION THAT RAISES AWARENESS ABOUT WILDLIFE AND PLANT LIFE

The Ritz Paris seeks to forge a partnership with an organization dedicated to environmental preservation, aiming to actively support its initiatives and enhance awareness among employees.



IMPLEMENTATION OF A SOLUTION ADDRESSING FOOD WASTE

The Ritz Paris intends to implement an artificial intelligence solution in its catering establishments to more effectively anticipate needs, adjust production quantities, and consequently reduce food waste.

ANNEXES

ENGAGEMENTS

GOVERNANCE

8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



ACTION AREAS

ADVANCEMENT IN 2024

INTEGRATION OF CORPORATE SOCIAL RESPONSIBILITY INTO THE GLOBAL STRATEGY

Increase in the budget designated for the Sustainable Development Department.
Establishment of the CSR committee.
Integration of ESG criteria into comprehensive remuneration and profit-sharing strategies (1).

STAKEHOLDER ENGAGEMENT

Arranging meetings by the CSR Committee (15).
Enhanced content developed to motivate stakeholders to endorse sustainable development policy (7).
Enhanced engagement in external events related to ESG issues (9).

RESPONSIBLE COMMUNICATION

Development and oversight of an internal and external communication strategy to convey information regarding CSR initiatives.

ENGAGEMENTS

ENVIRONMENT

2 ZERO HUNGER



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



ACTION AREAS

ADVANCEMENT IN 2024

MITIGATION OF CLIMATE CHANGE

Calculate greenhouse gas emissions across all three scopes.
6% decrease in energy consumption.

RESOURCE ADMINISTRATION

Implementation of a strategy for emissions reduction through comprehensive analysis of food procurement.

CONSERVATION OF BIODIVERSITY

Continuation of strategies for the rational management of gardens and terraces.
Mitigating light pollution.

ENGAGEMENTS

SOCIAL

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



ACTION AREAS

ADVANCEMENT IN 2024

TALENT CULTIVATION

Increase in the representation of women within the governance organization (5).
Development of a training strategy that incorporates advanced CSR training.

QUALITY OF LIFE AND WORKPLACE WELL-BEING

Increase in the time dedicated to Sustainable Development (10).
Increase in the frequency of alternative medicine sessions for employees.
Organizing Heritage Days.

IMPACT ON COMMUNITIES

Formation of new sponsorship collaborations.
Increase in the number of solidarity initiatives with local communities (20).
Increase in the number of awareness-raising and training initiatives for local populations (10).



IMPACT REPORT

2024