



HÔTEL BARRIÈRE LES NEIGES

2024

PRESENTING THE ORGANISATION
AND DYNAMIC OF OUR SUSTAINABLE
DEVELOPMENT APPROACH



HÔTEL BARRIÈRE
LES NEIGES
COURCHEVEL



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Julien BARGES
General Manager of Hotel Barrière
Les Neiges Courchevel

We are already facing many green challenges and are sure to come across others along our way.

As managers and business owners, we are already present in these areas, and have been involving our teams on projects that bring us together, and which are important to us, year after year.

Let's give meaning to what we do every day, for the benefit of our ambassadors and our guests, who are constantly seeking Excellence.

*In a constantly
changing world,
let's take the
opportunity
to get involved!*”



Hotel Barrière Les Neiges is part of Groupe Barrière, which comprises 18 hotels, 33 casinos, 15 spas, more than 120 restaurants and bars, and some 7,000 employees.

The Barrière spirit is a way of being. Hotel Barrière Les Neiges champions a development model that respects humanity, the environment, and local economies, helping to create the world of the future with Planète Barrière.

With this in mind, Les Neiges is actively involved in Corporate Social Responsibility: to spearhead its approach, Barrière has chosen the ISO 26000 Social Responsibility Guidance standard. Its ambitious objectives go beyond sustainable development by placing men and women at the heart of the thought process and its corporate actions.



Bearing the Palace distinction, Les Neiges continues the welcoming and authentic tradition of mountain chalets.

The hotel's prime location at the foot of Courchevel's first ski run, Bellecôte, which was created in 1947, wasn't down to chance. It was here that Les Neiges, Courchevel 1850's first 4-star hotel, was built in 1953.

The surrounding natural environment, with fir tree forests and traditional mountain architecture, was the ideal location for a mountain refuge, blending in perfectly with the Bellecôte hamlet's neighbouring chalets. Never reaching above the tree line, Les Neiges boasts stunning 360-degree views over the snow-capped summits.



OUR VALUES

- ✦ Professionalism
- ✦ Customer love
- ✦ Innovation
- ✦ Team spirit
- ✦ Tradition
- ✦ Enjoyment

*People are the heart of the matter
for Groupe Barrière.*

OUR VISION

Hotel Barrière Les Neiges embodies excellence à la française, playing an active role in promoting France around the world.

A socially responsible business which respects the environment, Hotel Barrière Les Neiges takes the well-being of its guests and employees very seriously and is committed to change management.

- ✦ To become a benchmark among Courchevel's hotels.
- ✦ To offer our guests a tailor-made stay, promoting France through our art of receiving.
- ✦ To champion a development model that respects men and women, the environment, and local economies.

OUR MISSION

- ✦ To offer a luxury winter holiday destination where our guests can enjoy a unique experience based upon unforgettable activities, and the pleasure of winter sports.
- ✦ To develop potential and attract top talent

Les Neiges provides an environment where the men and women who work there make all the difference, where their talents are essential to the success of Les Neiges. Creating the conditions that lead to their success within our ecosystem is a long-term commitment, which is why our ability to attract and cultivate the best team members is a major challenge in terms of our social and environmental development.

POSITIONING

- ✦ Part of the Hôtels Barrière collection, a member of the LHW hotels, and awarded the Palace distinction, Les Neiges positions itself as a benchmark in the luxury hotel industry and an ambassador of the French art of receiving.
- ✦ A key player in sustainable tourism.

Its desire to blend into the surrounding environment, protecting the beauty of the traditional Alpine architectural heritage was apparent right from the hotel's initial design.

The building's environmental quality, both in terms of its design and its project management, was of the utmost importance.





OUR 2021 / 2024
CSR POLICY



With Planète Barrière, the Group champions a development model that respects humanity, the environment, and local economies..

Our commitments:

GOVERNANCE, INNOVATION & DIALOGUE

- ♦ To maintain a responsible strategy
- ♦ To ensure transparency and loyalty in business
- ♦ To maintain a responsible purchasing policy
- ♦ To pursue sustainable innovation

RESPONSIBLE EMPLOYER

- ♦ To ensure health and safety at work
- ♦ To developing diversity as a strength
- ♦ To encourage social responsibility

LOCAL DEVELOPMENT AND SOLIDARITY

- ♦ To maintain a positive impact on the region and on society
- ♦ To promote solidarity

SUSTAINABLE CUSTOMER EXPERIENCE

- ♦ To ensure the highest health and safety standards
- ♦ To develop the responsible gaming and responsible service programme
- ♦ To provide responsible marketing & MICE offers

ENVIRONMENT

- ♦ To improve sustainable building practices
- ♦ To promote a circular economy: reducing, re-using, and recycling our waste.
- ♦ To protect biodiversity
- ♦ To develop responsible digital technology

RESPONSIBLE RESTAURANTS

- ♦ To develop a responsible restaurant approach
- ♦ To fight against food waste

Goals and commitments:

- ♦ To promote a circular economy based on the 3 golden rules of waste management: Reduce, Reuse, Recycle
- ♦ To think responsibly: a 'buy local' and/or eco-labelled purchasing policy
- ♦ To continue our responsible restaurant approach (local and seasonal produce...)
- ♦ To ensure the safety of our team members and customers.
- ♦ To build long-term partnerships with associations
- ♦ To reduce our energy and water consumption
- ♦ To reduce the use of single-use plastic, with a view to phasing it out completely
- ♦ To make diversity a strength



GREEN GLOBE CERTIFICATION



To preserve the future of humanity, it is essential that we take care of our environment; not only is it a source of food and drinking water, it is also our source of air and oxygen. Our atmospheric waste exacerbates the natural greenhouse effect, which contributes to global warming.

By preventing climate change, we can protect the earth's fragility, and therefore the future of humanity.



In this process, it seemed natural to apply for Green Globe certification - the only certification recognized by the World Tourism Organization and the World Travel and Tourism Council (WTTC) - which rewards and crowns the efforts of tourism companies in their efforts on social, economic, cultural and environmental levels.



The Green Globe international sustainable development standard covers areas ranging from sustainable development management to support for local sectors, including environmental protection.

INTERNATIONAL GREEN GLOBE STANDARD

This program is based on a set of 40 themes, broken down into more than 300 mandatory and optional criteria. This certification is obtained after evaluating the sustainable development performance of companies in the travel and tourism sector as well as their supply chains. It requires companies to make a strong long-term commitment, justifying significant improvements every two years during an audit to be able to maintain their certification. An award which testifies to the strong involvement of

Les Neiges and its collaborators in the protection and preservation of the environment. Because taking care not to deteriorate the climate means preserving the fragile balance of the Earth and therefore the future of humanity.

A RESPONSIBLE EMPLOYER

Les Neiges provides a unique work environment where excellence reigns. An environment that offers a wealth of diversity, professions and learning opportunities, where everyone can carve out their own career path. An environment where the men and women who work there make all the difference, where their talents are essential to the success of Les Neiges.

To ensure a positive workplace experience, the hotel is committed to being a Responsible Employer.

DEVELOPING EMPLOYEE POTENTIAL

To be a successful team member, each new employee embarks on an integration process, familiarising them with the Barrière Spirit and the group's values.

Skills transfer training courses are available for enhanced learning and/or change of employee position. Hotel Barrière Les Neiges organises various training courses for its employees, to guarantee the hotel's excellent service, whilst ensuring the safety, professionalism and fulfilment of its teams.

We achieve employee loyalty by encouraging our team members to gain winter and summer experience in Groupe Barrière's other properties.



CREATING OPTIMAL WORK CONDITIONS

With a very intense winter season, a particularly demanding clientele and a harsh climate, a pleasant environment to live and relax in is essential to the well-being of each team member.

With this in mind, and to ensure optimal comfort for its employees, Hotel Barrière Les Neiges Courchevel has built its own staff accommodation.

Set in a quiet location, next to the ski lift in Brides-les-Bains that provides access to Les 3 Vallées ski area, the 55 apartments and studios each feature an entrance hall with storage cupboard, a living room with dining area, sofa bed, television, kitchen area with vitroceramic hob, extractor fan, dishwasher, microwave oven, fridge-freezer and all the necessary kitchenware, as well as a bedroom, bathroom with shower and toilet, and a balcony.

Each apartment has WiFi access. A laundry room with washing machines and tumble dryers, vacuum cleaner, iron, and ironing board, as well as a covered car park and ski room help to make everyday life easier for our team members.

A shuttlebus service between the staff accommodation and the hotel also stops at Courchevel's different villages to collect employees who live in private accommodation. Shuttlebus operating times are organised according to work shifts, to ensure transport at the start /end of the day. Our team members can use the shuttle bus every day, including their day off.

Finally, to ensure good quality of life, a helpline has been created for all Barrière employees, providing support and professional counselling 24/7.

To reduce our housekeeper's risks of musculoskeletal health problems, we have implemented the patented Fixacouette system; developed specifically for the hotel industry, it makes it much easier to change duvet covers.

A RESPONSIBLE EMPLOYER

RESPONSIBLE MANAGEMENT

The creation of a responsible management charter, "Manag'Attitudes", highlights the 11 criteria that comprise exemplary managerial characteristics: **to lead, adapt, act with courage, create, decide, develop talent, be fair, stay humble, be a good teacher, be positive and simplify.**

Whether by delivering regular, clear, and motivating briefings, carefully preparing annual appraisals, or by creating fair working schedules, all managers play a part in their teams' involvement and should give his or her employees the means to progress within the business.

Each employee accepts the code of conduct when they join Hotel Barrière Les Neiges.



To ensure quality corporate culture and positive work relationships, the group has implemented SuperMood, a platform dedicated to listening to employees. It measures employee engagement, whilst assessing the quality of work-life through monthly surveys on a variety of different subjects.

During the season, we provide a suggestions box where employees can leave their ideas and recommendations.

Every month, an "employee of the month" is chosen, and awarded a bonus. The chosen employees are invited for a celebratory gathering with their managers.

A RESPONSIBLE EMPLOYER

ENCOURAGING DIVERSITY

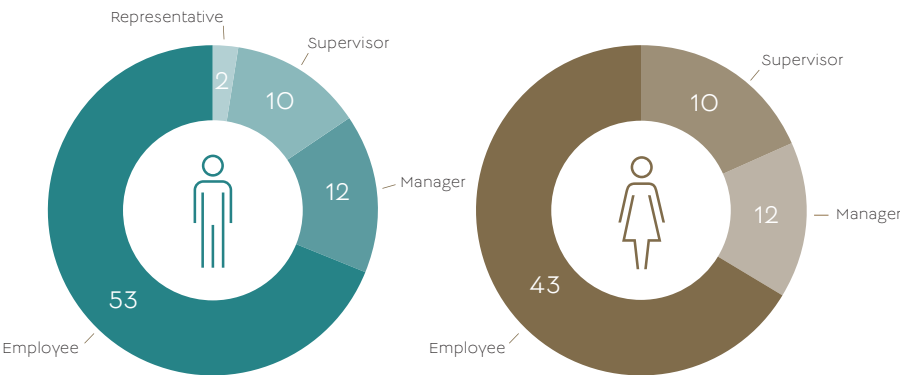
Through its diverse promotion policy, there is a place for everyone; men, women, trainees, seniors... Barrière aims to ensure professional equality between men and women, in terms of training, salaries and its teams.

Male/Female split

Women	57	41%
Men	83	59%



Gender/Social-professional category split

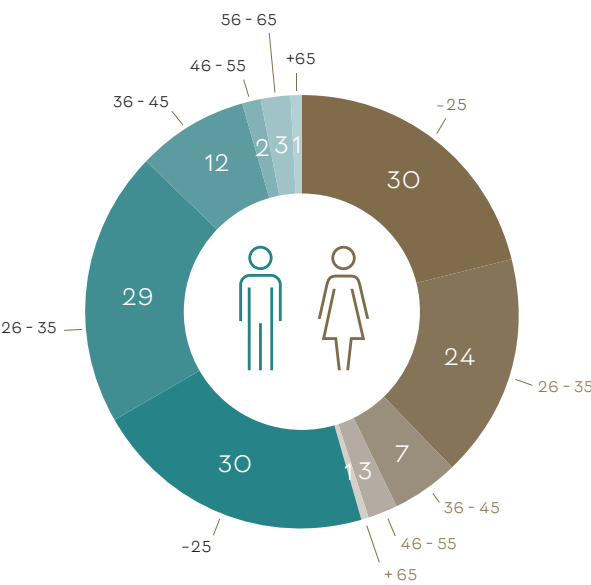


Operations committee split

Women	12	46%
Men	14	54%



Gender/age split



Graph data as of 01/01/2024



Changing practices and habits to protect the environment. Energy consumption, recycling, food... Barrière demonstrates innovation, by promotion a circular economy and installing sustainable infrastructure.

A key player in responsible and sustainable tourism, Barrière is committed to protecting the environment in the following 5 ways:

- ✦ Reducing energy consumption
- ✦ Ensuring healthy properties
- ✦ Preserving biodiversity
- ✦ Promoting a circular economy
- ✦ Encouraging responsible eating



REDUCING,
REUSING
AND RECYCLING
OUR WASTE

Keen to preserve biodiversity, Les Neiges takes an active role in waste sorting, recycling, and re-using (circular economy).

The hotel has joined forces with Elise Alpes, who collects all our paper, newspapers, and magazines.

We recycle the hotel soaps, which are collected by our partner, UNISOAP (association), whose team of workers with disabilities transforms them, before redistributing them to disadvantaged who do not have access to hygiene.

In the same vein, we support sustainable and fair-trade tourism, and advocate zero waste.

The hotel also works with a business called Mégo, which recycles cigarette butts.





RENEWABLE
ENERGY AND
HYGROTHERMAL
COMFORT

At Les Neiges, hot water and heating is largely provided by a wood chip boiler. The use of wood energy allows us to meet the hotel's energy needs, without compromising the ability of future generations to meet theirs. It is a totally renewable energy source which does not impact climate change.

In each area, an energy saving double flow ventilation system has been installed, reducing emissions into the atmosphere, and vastly improving the hotel's air quality and thermal comfort.

The double flow ventilation system helps to alleviate the dryness in the air that is typically experienced in the mountains.

Broadly speaking, high air change rates of between 20 to 30 m3/hr and per person ensure an atmosphere that is both fresh and extremely comfortable.

All the hotel's light fittings use energy saving LED light bulbs. Free of harmful substances, LED light bulbs do not emit heat, and are environmentally friendly.

The same eco-friendly policies apply in the Spa. The aqua zone is equipped with a high-performance dehumidifying system with an 'air lock' entry that ensures warm air does not escape. This system is truly innovative in terms of protecting the environment.

ENERGY
MANAGEMENT

Managing water energy consumption and emissions, as well as ensuring buildings blend in with the surrounding landscape were of great importance during Les Neiges' design concept, with the aim of not only protecting the environment, but improving it wherever possible.

The challenge we face is providing a comfortable and pleasant luxury holiday destination, whilst having as little impact as possible on the environment.

We encourage our guests to get involved in our approach, by offering to change towels and bed linen only when requested.

We also make our suppliers aware of our approach, by asking each of them to sign and commit to our "Supplier's Charter of Ethics".

Our fleet of company vehicles is renewed in an environmentally friendly way. For several seasons now, we have provided a hybrid option to transport our guests.





SUSTAINABLE
BUILDING

Les Neiges has gradually moved towards digital services, with the group investing in new software and equipment to transition to paperless transactions. Electronic signatures are now used.

To the reduce the use of single use plastic, we have purchased water bottles for our team members, and have installed water fountains to provide sufficient water to all our departments.

As well as:

- ✦ Removing plastic straws
- ✦ Installing water fountains to fill water bottles



Nestling at the foot of the famous Bellecôte run, the south-facing Hotel Barrière Les Neiges enjoys a unique location in the heart of Courchevel 1850, close to the shops and all the resort's activities. Les Neiges strives for sustainable tourism to preserve this exceptional and unique white paradise. The environment, animal and plant life, as well as the cultural heritage comprise a shared resource that needs to be protected for future generations.

PRESERVING
BIODIVERSITY

