

**SUSTAINABLE DEVELOPMENT POLICY  
HÔTEL LE FRANCIS AND RESTO-PUB BAYOU**

**1. Commitment**

In general terms, sustainable development is defined as the rational management of human, natural and economic resources to meet our basic needs without compromising the ability of future generations to meet theirs.

We realise that the activities of our organisation indirectly and inevitably have an impact on our planet. We therefore recognise the importance of initiating a sustainable development process in order to do our part to reduce our ecological footprint and maximise our social impact.

Hôtel Le Francis and Resto-Pub Bayou wish to contribute, through small daily actions and various initiatives, to the growth and viability of their business in a sustainable development ecosystem.

Our goal is to promote a corporate culture that respects the environment, while creating a harmonious climate for our clients, our employees and our community.

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## 2. Guiding principles

Governance considerations:

- ISSUE 1: CORPORATE VISIBILITY
  - Objective 1.1: Increase the number of visits to our website by 15%.
- ISSUE 2: QUALITY OF PRODUCTS AND SERVICES
  - Objective 2.1: Achieve a 90% customer satisfaction rate with the quality of our products and services.
- ISSUE 3: INTERNAL COMMUNICATION
  - Objective 3.1: Ensure that 80% of our employees consider themselves informed.

Economic considerations:

- ISSUE 1: PURCHASING PRACTICES
  - Objective 1.1: Buy 50% of our products from local merchants.
- ISSUE 2: IMPACT ON LOCAL DEVELOPMENT
  - Objective 2.1: Provide a cumulative \$25,000 in donations and sponsorships to the community.
- ISSUE 3: SUSTAINABILITY OF THE BUSINESS
  - Objective 3.1: Maintain an average net profit margin of 5% for the accommodation component.

Social considerations:

- ISSUE 1: LABOUR RELATIONS
  - Objective 1.1: Achieve an 80% employee satisfaction rate with respect to labour relations.
- ISSUE 2: WORKING CONDITIONS
  - Objective 2.1: Achieve an 80% employee satisfaction rate with respect to working conditions.
- ISSUE 3: OCCUPATIONAL HEALTH AND SAFETY
  - Objective 3.1: Achieve a minimum prevention index of 4.0 to obtain Novo Excellence classification.

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Environmental considerations:

- ISSUE 1: WASTE MANAGEMENT
  - Objective 1.1: Achieve an 80% recovery rate for our waste materials.
- ISSUE 2: ENERGY MANAGEMENT
  - Objective 2.1: Maintain our electricity consumption at 42 x kWh per customer.
- ISSUE 3: GREENHOUSE GAS MANAGEMENT
  - Objective 3.1: Offset 100% of our direct greenhouse gas emissions.

### 3. Methods of implementation

Successful implementation of this policy hinges on the strong commitment of all stakeholders, whether they are on the job in the thick of the action or close associates within our industry. This policy is also aimed at managers, the very ones who approved it, who will be responsible for making it dynamic and bringing it to life in their words, actions and decisions.

Hôtel Le Francis management is committed to respecting this policy and bringing it to life in all areas of the organisation. It also undertakes to make this policy an important management tool in the decision-making process in a sustainable development perspective. Of course, the reflection, planning and implementation of new measures will take place in close collaboration with the other relevant actors in the organisation so as to make the process participatory and inclusive. This sustainable development policy will have to be updated every five years, i.e., in 2025.

Julie Coulombe is the resource responsible for the process. She is supported by the management team and the sustainable development committee in developing the policy's content and in implementing the accompanying action plan.

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