

CHARTER



LES SOURCES DE CAUDALIE  
BORDEAUX



## Our mission, welcoming you

Les Sources de Caudalie was born from a love of grapes and terroir. For over twenty years, the primary mission of our "Palace des Vignes" has been to showcase the Bordeaux vineyard by offering travelers from around the world an exclusive hospitality and dining experience on the grounds of Château Smith Haut Lafitte.





## What is CSR?

CSR, or Corporate Social Responsibility, refers to the voluntary integration by companies of social and environmental concerns into their business operations and their interactions with stakeholders.

## Why CSR at Les Sources de Caudalie?

At Les Sources de Caudalie, one of the things we are most proud of is our terroir: the exceptional setting gifted to us by the surrounding nature.

We have the privilege of enjoying this remarkable environment every day, and we are deeply committed to preserving it.

By consuming responsibly and embracing sustainable development as a guiding principle in our decisions and actions, we are committed to giving back to nature what it offers us each and every day.





# Our commitments

A guiding principle inspires us every day: reduce, recycle, and reuse. It enables us to offer a tourism experience that respects both people and nature. Every day, our teams carry out small and large actions to make your stay greener and more responsible. The purpose of this CSR charter is to give meaning and coherence to everything we do, while continuing to grow and strengthen our commitments.

## 1

### Reducing and controlling our water consumption

#### → Current actions

- Outdoor watering is done exclusively using water from our own boreholes.
- Bed linens are now changed only every 2 to 3 days during longer stays, and we raise guest awareness on this practice.
- Only towels left on the floor or in the bathtub are replaced.

#### → Planned actions

Installation of water sub-meters in the kitchen, pool, and guest rooms to gain precise insight and optimize our water usage.



## .2.

### Reducing sorting, and recycling our waste

#### Current actions

- A vermicomposter has been installed to recycle all organic kitchen waste. Once collected, the compost is used to enrich our vegetable garden.
- We sort and recycle all types of waste through the company Elise (cardboard, paper, plastic, wood, aluminum, glass). A detailed monthly report on the collected tonnage is provided to us.

#### Planned actions

- Equip our dishwashing areas with sorting tables for more efficient recycling.
- Sort and recycle all organic kitchen waste using a food waste grinder.
- Reduce our waste output to two bins, three times per week.



## .3.

### **Reduce the carbon footprint of our restaurant operations**

#### **Current actions**

- We source as locally and seasonally as possible, thanks to our permaculture vegetable garden, which supplies the hotel's kitchens with fruits, vegetables, and aromatic herbs. The breakfast buffet is made up entirely of products from the Nouvelle-Aquitaine region (with the exception of tea, coffee, and sugar), as are the 5- and 7-course tasting menus at our Michelin-starred restaurant, La Grand'Vigne.
- We have chosen to reduce the consumption of meat products, which are among the largest sources of greenhouse gas emissions. At La Grand'Vigne restaurant, menus include only one meat-based dish, with carefully controlled portion sizes. At our other dining venues, we offer vegetarian alternatives and fish sourced through responsible fishing practices.
- We fight against food waste through a training program implemented for our restaurant teams, focusing on eco-friendly practices.

#### **Planned actions**

- Finalize our carbon footprint assessment.
- Continue equipping our kitchens with small-scale tools that enable the Chef and the team to minimize food waste as much as possible.



## .4.

### Offer eco-friendly amenities

#### Current actions

- The shower products provided in restrooms and bathrooms are now refillable, presented in large 250ml and 500ml containers made from recycled and recyclable plastic.
- We have eliminated all plastic packaging from branded products in guest rooms and in the boutique. Zero packaging is prioritized, and when necessary, we opt for recycled paper or corn starch-based packaging.

#### Planned actions

- Develop eco-friendly slippers



## .5.

### Design and maintain the hotel in a more responsible way

#### Current actions

- For the hotel's interior design, we prioritize high-quality, locally sourced materials: Pyrénées marble in the bathrooms, raw wood species, reclaimed timber from the region for structural elements, and vintage furniture restored and given a second life.
- The housekeeping teams have taken part in a training program on eco-friendly cleaning practices.
- All cleaning products used in the hotel are eco-certified.
- Room attendants sort the waste from each bedroom and bathroom bin.
- All lighting throughout the hotel is equipped with LED bulbs.

#### Planned actions

- Switch to steam cleaning for guest rooms and common areas in order to eliminate the use of cleaning products (with the exception of toilets).



## .6.

### Provide a pleasant and fulfilling work environment

#### Aujourd'hui

- We achieved a score of 94/100 on the Gender Equality Index.
- We offer our employees ongoing training through the Sources Academy. Throughout the year, certified external training sessions as well as in-house training programs are organized.
- We have equipped all our rooms with bed lifters to reduce the physical strain on housekeeping staff.
- We organize team schedules in a way that allows everyone to find a healthy work-life balance. For example, kitchen and Auberge service teams benefit from a 4-days-on / 3-days-off schedule. Each team member is allowed one Saturday or Sunday off per month, as well as one week of vacation during the summer.



## Conclusion

This CSR charter is based on the respect of each of these commitments. They are made accessible to all employees through display within the hotel. As part of a continuous improvement approach, the results of our objectives are evaluated and reviewed each year by management and the dedicated team.

**Alice et Jérôme Tourbier**  
*Founders and owners*

*Alice et Jérôme Tourbier*

**Barthélemy Bauters**  
*Hotel Manager*

*Barthélemy Bauters*

