



MANDARIN ORIENTAL
CANOUAN

SUSTAINABILITY JOURNEY

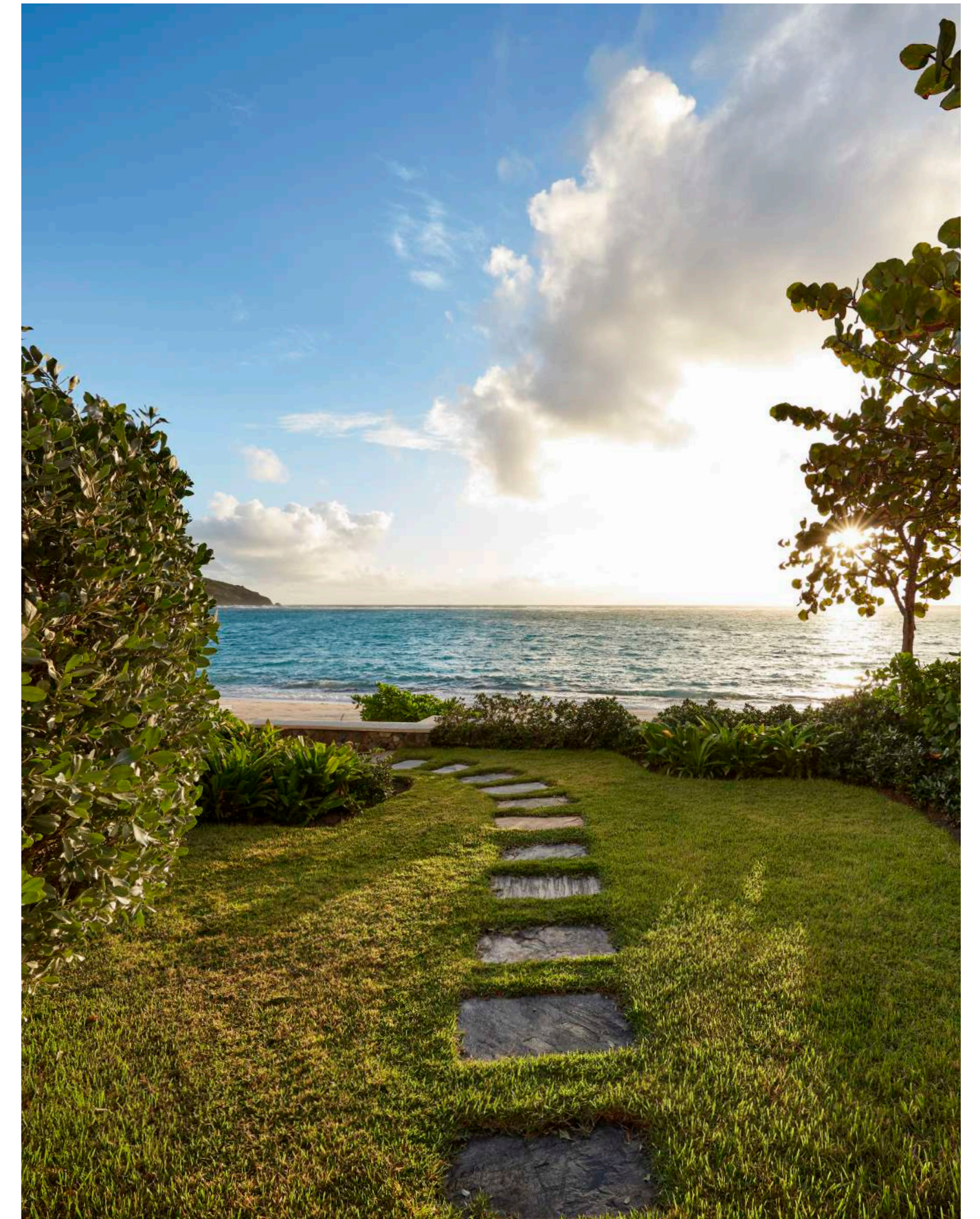
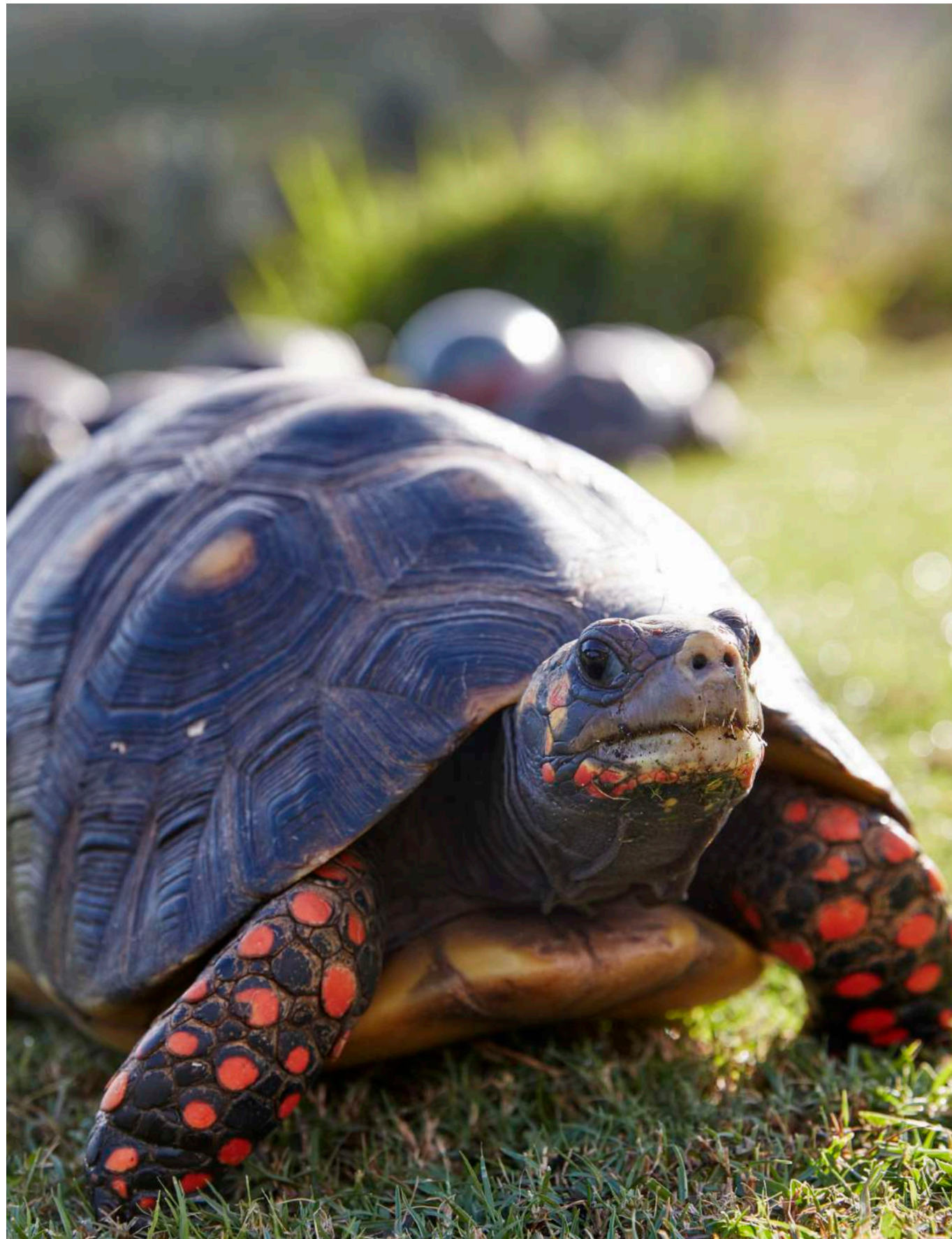


REGENERATIVE TOURISM

At Mandarin Oriental, Canouan we are deeply committed to doing what's right for our community, our natural environment and the future of our beloved island. We take responsibility for our ecological footprint at every step and are proud to champion meaningful change. A dedicated sustainability team leads our efforts, implementing an ambitious portfolio of initiatives that support our vision of transforming Canouan into a model for regenerative tourism.

PERMACULTURE FRAMEWORK

Originating in the 1970s in Australia, permaculture is a design science grounded in ethics and guided by principles that foster integrated, energy efficient and continually evolving regenerative systems.



At its core are three fundamental ethics: Earth Care, People Care, and Future Care.



EARTH CARE

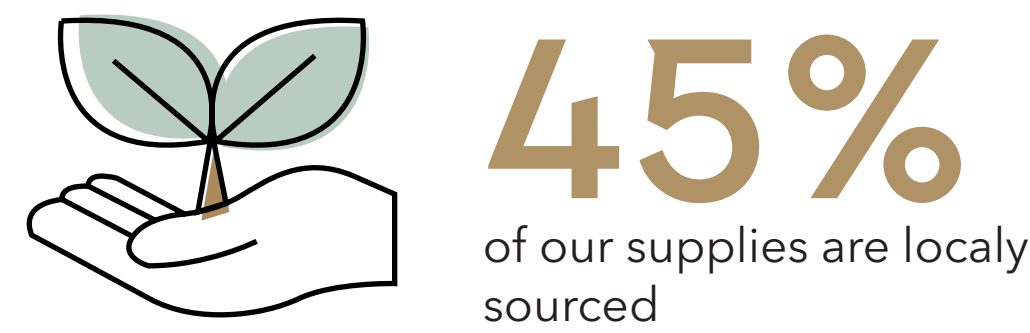
PERFORMANCE HIGHLIGHT

CIRCULARITY LAB

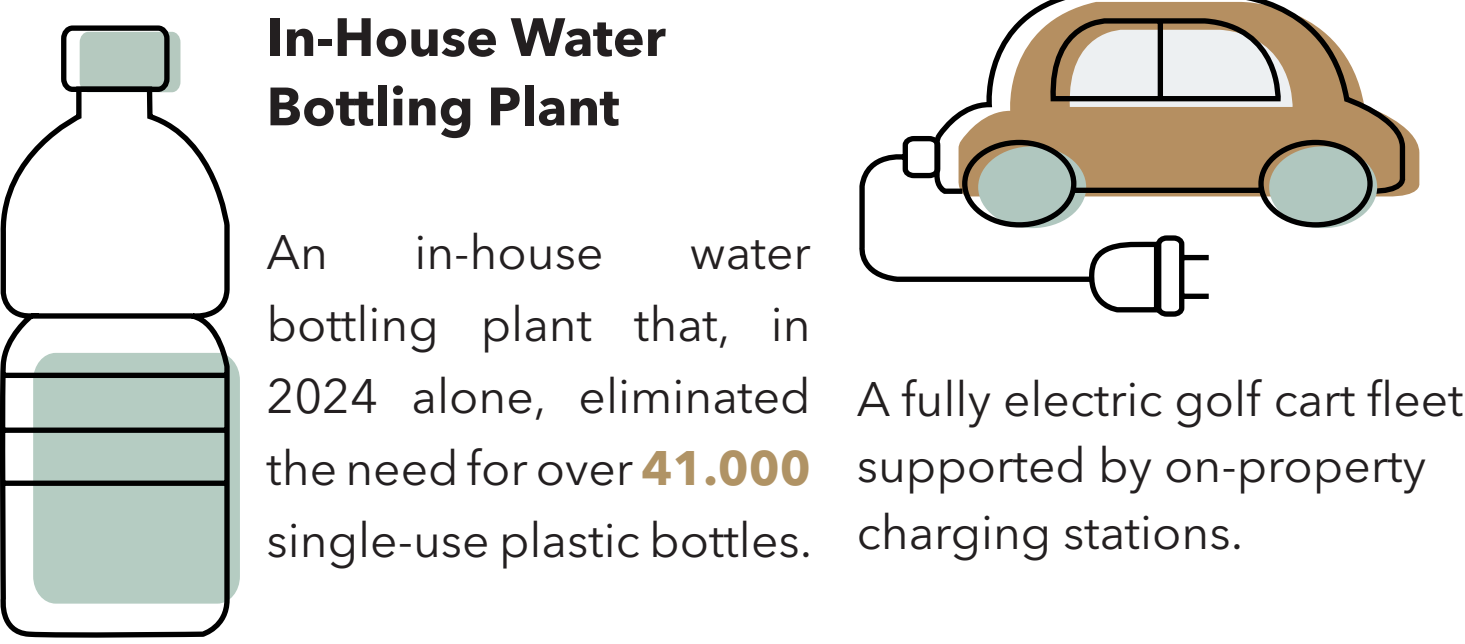
The Circularity Lab was established with a clear purpose: to create a meaningful and lasting impact on our planet. Rooted in the principles of a circular economy, the Lab reimagines discarded materials as valuable resources, transforming waste into purpose through innovation and intention. By shifting from a linear model of consumption to one of regeneration and renewal, the Circularity Lab reflects Mandarin Oriental, Canouan’s commitment to sustainability, thoughtful design, and a more conscious future.



RESPONSIBLE PROCUREMENT



REDUCING GHG EMISSIONS



WATER FOUNTAINS SYSTEM

Refillable water stations are thoughtfully placed throughout the resort to encourage our colleagues to use reusable bottles rather than single-use plastics. We also distribute aluminum bottles, which are professionally sanitized at our in-house water bottling facility before each reuse. By adopting a “refill and reuse” model, we significantly reduce greenhouse gas emissions, minimizing the need to purchase new bottles and eliminating the environmental impact associated with transporting them to Canouan.

UNITED NATIONS GLOBAL TOURISM PLASTIC INITIATIVE



Mandarin Oriental, Canouan is proud to be a signatory of the Global Tourism Plastics Initiative led by the United Nations Environment Programme and the World Tourism Organization (UNWTO), in collaboration with the Ellen MacArthur Foundation. As a signatory, we commit to eliminate the plastic items we don’t need; innovate so all plastics we do need are designed to be safely reused, recycled, or composted; and circulate everything we use to keep it in the economy and out of the environment.

VERIFIED™ - RESPONSIBLE TOURISM BY FORBES TRAVEL GUIDE



Mandarin Oriental, Canouan has also been awarded the VERIFIED™ Responsible Hospitality designation by Forbes Travel Guide. This recognition underscores the resort’s commitment to environmental stewardship, community engagement, and the overall wellbeing of its guests and colleagues. As part of our ongoing sustainability journey, we remain dedicated to implementing meaningful practices that protect the natural beauty of Canouan while positively impacting the lives of those who live and work on the island.



EXCEPTIONAL LOCAVORE MOMENTS

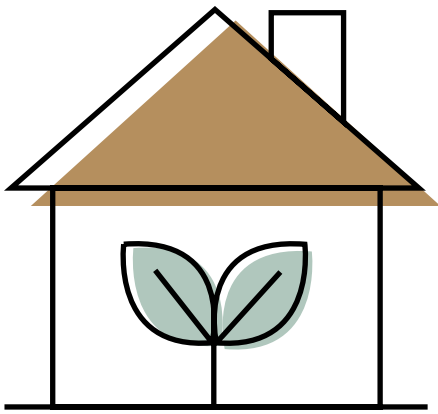
Farm-to-table dining is at the heart of our culinary philosophy. By working closely with local farmers and growers, our chefs craft menus that celebrate the island's rich natural bounty, highlighting the freshest, most premium ingredients with every dish.

FOOD WASTE REDUCTION

We are proud to utilize the Winnow System in our commissary kitchen, a smart technology solution that empowers our culinary team to track and reduce food waste. By using real-time data and analytics, our chefs make more informed decisions, streamline operations, and minimize waste - helping reduce overall food waste by up to 50%.



WATER CONSUMPTION REDUCTION LINEN AND TOWEL PROGRAMME



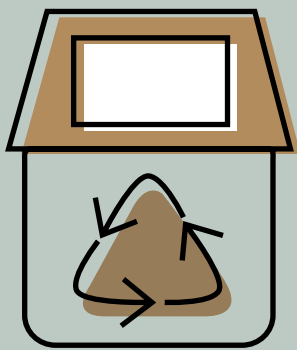
To support more responsible water consumption, our housekeeping team changes bed linens and towels every three days unless guests request otherwise. Guests may opt out of this program using a discreet sign provided at check-in. This simple initiative plays a meaningful role in reducing water and energy usage across the resort.

VILLAGE CLEAN UPS – EXPRESSION OF LOVE

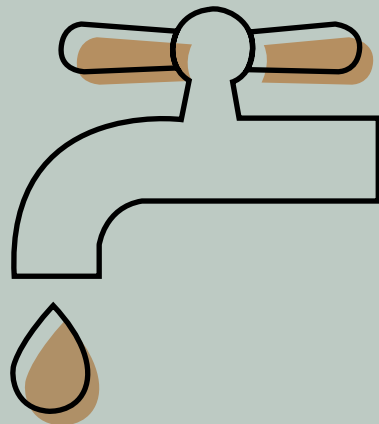
Aligned with our commitment to caring for the local community, the People & Culture and Sustainability departments have come together to express our love for the village and its natural surroundings through monthly clean-up initiatives. The team’s enthusiasm and dedication to making a meaningful contribution have significantly enhanced the village’s cleanliness while raising environmental awareness.



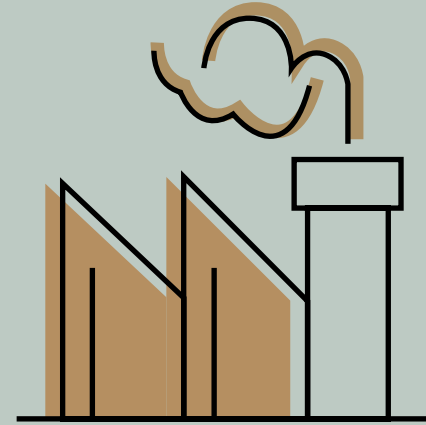
SUSTAINABILITY REPORTING SYSTEM - GREENVIEW



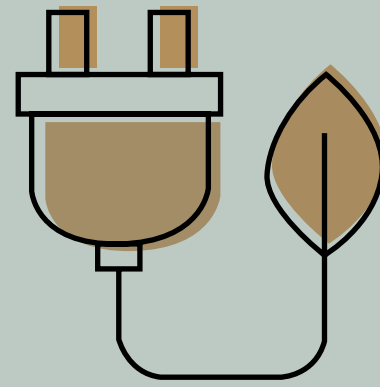
21% Waste Diversion Increase



37% Water Consumption Reduction



12% GHG Emissions Reduction



13.8 energy Consumption Reduction

PEOPLE CARE



PERFORMANCE HIGHLIGHT

MANDARIN ORIENTAL AT CANOUAN SECONDARY SCHOOL

As part of our commitment to nurturing the next generation of hospitality professionals, Mandarin Oriental, Canouan partners with the Canouan Secondary School on a weekly educational initiative. Each week, 1-2 of our managers spend time with Form 4 students, sharing insights on career paths within the property and exploring key topics relevant to the industry. A second component of the partnership is our internship program, designed to offer hands-on experience to promising students. Originally scheduled to launch in 2024 with 10 participants, the program was delayed due to the impact of Hurricane Beryl. It will now debut this summer with an inaugural cohort of five students. To ensure a meaningful experience, students will be trained in resume writing and interview preparation. Final candidates will be selected through a formal interview process, helping them build confidence and develop valuable career skills.

EQUAL OPPORTUNITY FOR ALL



COLLABORATION WITH PROJECT CANOUAN, A LOCAL YOUTH ORGANIZATION

In support of youth empowerment, Mandarin Oriental, Canouan partners with Project Canouan, a local organization dedicated to education and community development. Members of the group were introduced to our Circularity Lab initiative, and our Sustainability Director regularly engages with them to explore opportunities for collaboration, mentorship, and long-term impact.

COMMUNITY HEALTH FAIR

With a mission to raise awareness around key health issues and expand access to care, our Health Department has developed a Community Health Fair in collaboration with the local clinic. This initiative brings essential health services, many of which are not readily available on our remote island, directly to the community, fostering wellness, education, and meaningful connection.



SUSTAINABILITY TRAINING

- 2024 MOHG Sustainability Training - Modern Slavery Awareness and Prevention
- 2025 MOHG Sustainability Training - How Procurement Decisions can Advance Decent Work in Supply Chains

CULTURAL STEWARDSHIP

Our commitment to cultural preservation is reflected in every guest experience. We prioritize working with local artisans, farmers, and makers to create offerings that celebrate the island's rich heritage. A highlight of our year is the Marketplace Event held on St. Vincent and the Grenadines' Independence Day, featuring handcrafted goods, local delicacies, and traditional sweets. This celebration not only showcases the vibrant culture of Canouan, but also directly supports local creators and their craft.



COLLEAGUES SUSTAINABILITY INDUCTION

- 1 As part of their two-day orientation, all new colleagues participate in a dedicated one-hour session focused on our sustainability practices and goals, designed to build awareness, foster accountability, and highlight each team member's role in our environmental commitment.
- 2 Following the session, colleagues embark on a guided tour of the Circularity Lab, featuring our on-site water bottling plant, waste management facility, and the Tortoise Garden and Sanctuary, offering a firsthand look at our regenerative practices in action.
- 3 To ensure continued engagement, each department takes part in a quarterly Pop-Up Sustainability Update, where teams are briefed on the progress of ongoing initiatives and introduced to new programs and milestones across the resort.

A scenic view of a coastal garden. A winding stone path leads through lush greenery. On the left, a yellow surfboard leans against a stone wall. The garden is filled with various plants, including a large tree with yellow leaves on the right and a dense green bush in the foreground. The text "FUTURE CARE" is overlaid in the center.

FUTURE CARE

PERFORMANCE HIGHLIGHT

CSS & ALL ISLAND RECYCLING PARTNERSHIP

As part of our Circularity Lab initiatives, Mandarin Oriental, Canouan has partnered with a local recycling company to help close the loop on discarded plastic items and aluminum cans. This collaboration extends to the Canouan Secondary School, where the program has been introduced to engage students in sustainability practices. All proceeds from the sale of these items go directly back to the school, creating a circular economy model that not only reduces waste but also generates meaningful support for local education -- empowering the next generation and fostering a more sustainable future for the island.



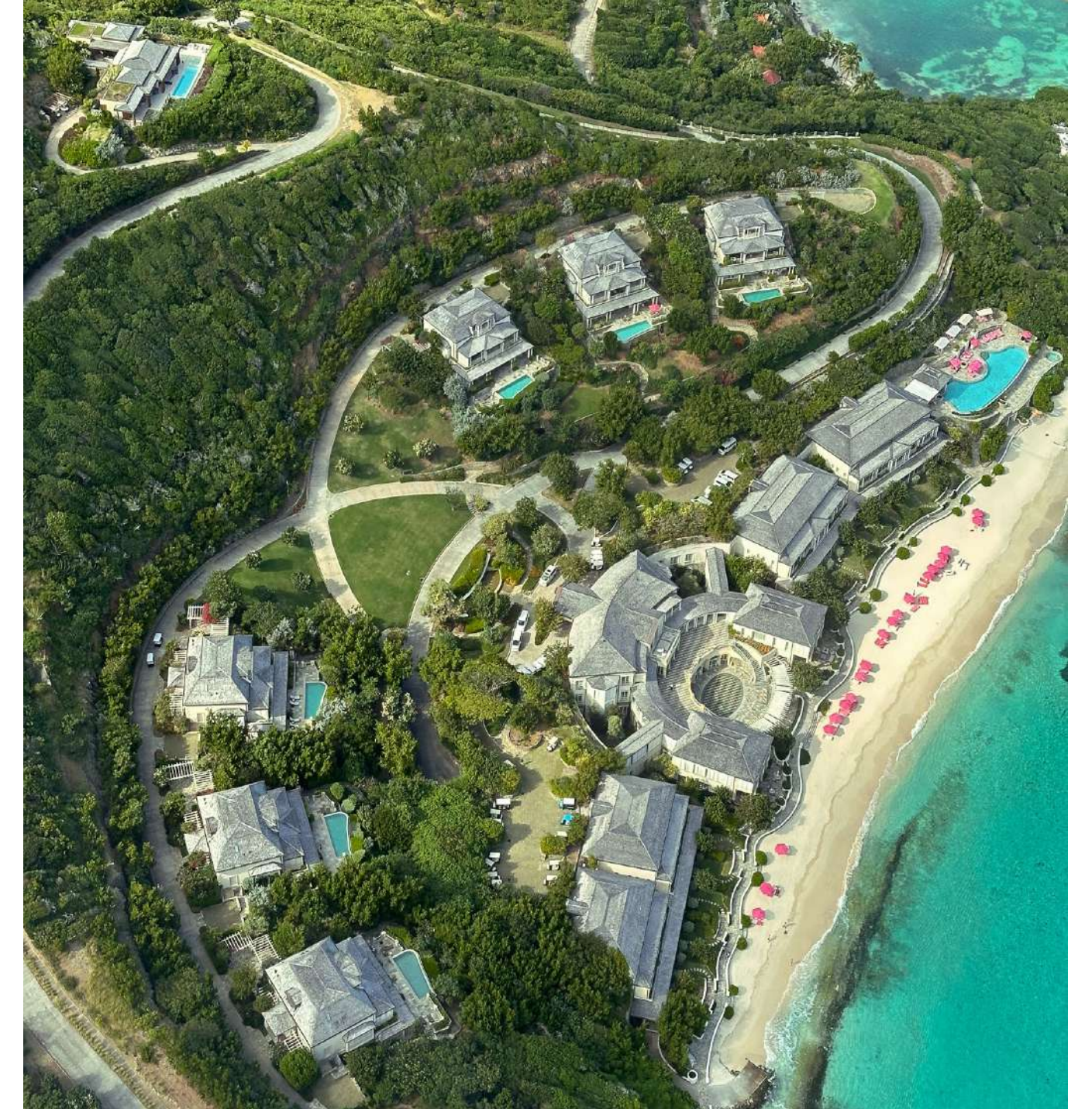
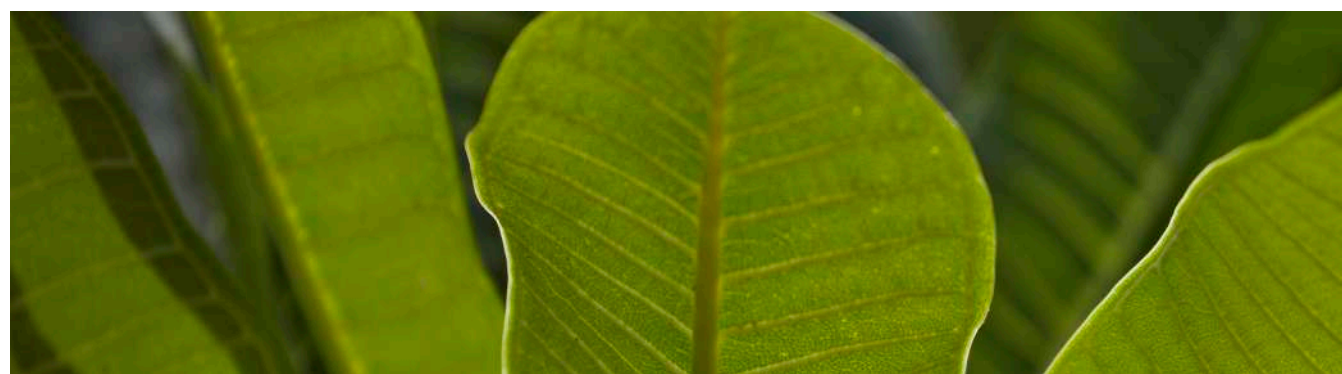
CANOUAN RESILIENCE FUND

Since November 2024, Mandarin Oriental, Canouan has donated ten percent of the revenue from every guest's stay to the Canouan Resilience Fund, an initiative dedicated to strengthening the island's infrastructure and resilience in the face of future natural disasters. The fund also supports local schools and community programs by providing essential resources for long-term success. As a key pillar of the island's long term sustainability strategy, the fund transforms the recovery from Hurricane Beryl into an opportunity to future-proof Canouan for generations to come.



TORTOISES CONSERVATION

The red-footed tortoise is currently listed as Vulnerable on the IUCN Red List, with populations in decline due to habitat destruction, poaching, and capture for the pet trade. While not yet endangered, the species faces increasing threats from deforestation and human encroachment. At Mandarin Oriental, Canouan, we are deeply committed to protecting this species that our island is named after. Our in-house tortoise sanctuary provides a safe haven for young tortoises found on the island, where they are cared for until they are strong enough to be released. Guests are invited to take part in our Tortoise Release Experience, led by our local expert, offering a meaningful opportunity to connect with nature while supporting local conservation efforts. Releases take place in carefully selected habitats, including the protected terrain of Mount Royal, Canouan's highest peak.

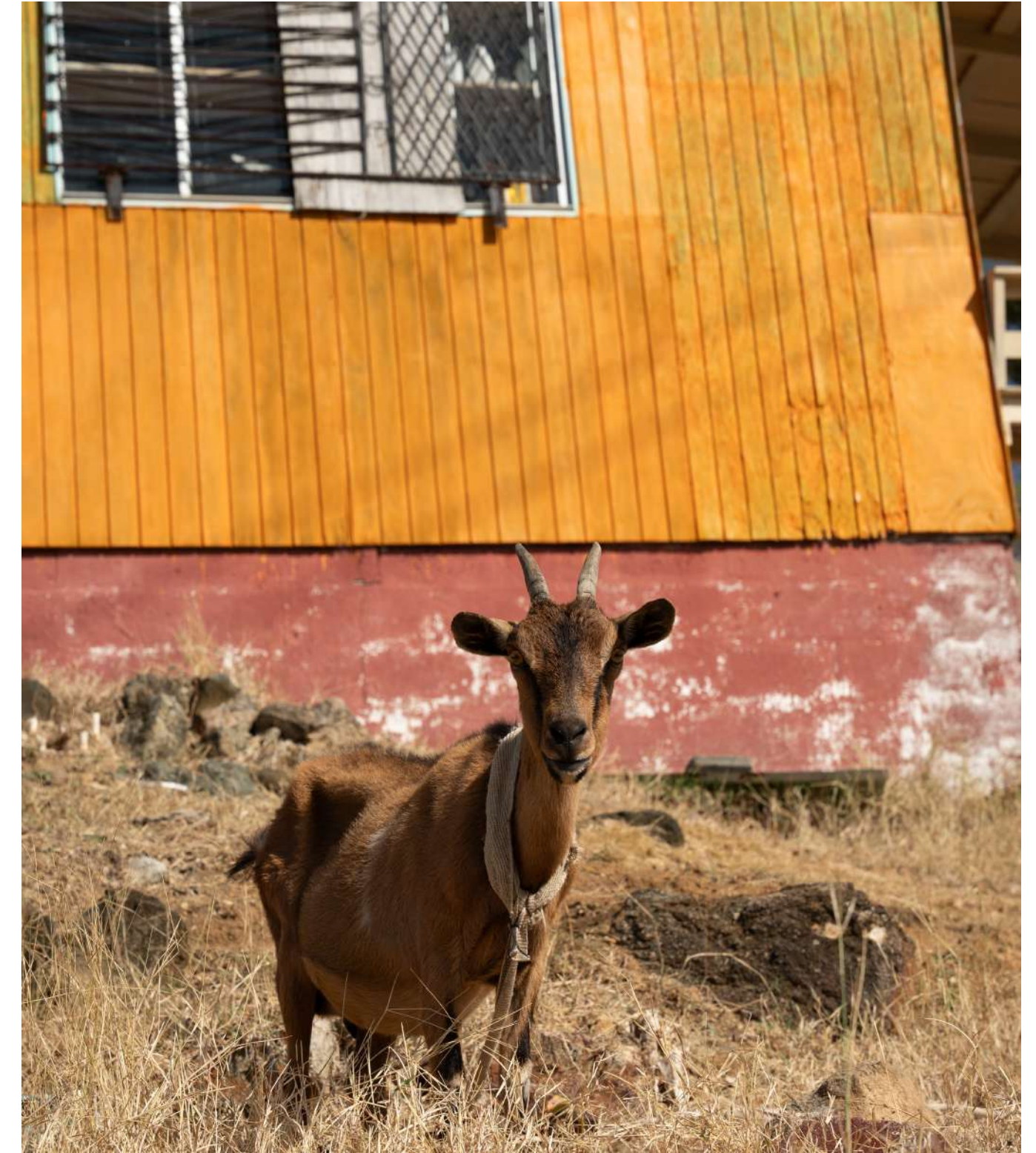


UNITED NATIONS GLOBAL COMPACT NETWORK



Our parent company is proud to be the first private sector partner of the United Nations Global Compact in Saint Vincent and the Grenadines. This trailblazing initiative opens the door to meaningful opportunities to elevate our sustainability efforts and deepen our impact. As part of this partnership for the goals, we welcomed the "Mission to Canouan," a delegation of UN agencies including UN Women, the UN Development Programme (UNDP), and the UN Population Fund (UNFPA). The visit marked an inspiring and productive beginning to what we believe will be an impactful partnership for Canouan island.

2024 RESULTS



FOOD WASTE DIVERSION PROGRAM

In partnership with local goat farmers, our food waste is thoughtfully repurposed into nutritious animal feed—supporting a circular economy, reducing landfill impact, and strengthening sustainable ties with the local agricultural community.

ENERGY & WATER EFFICIENCY

2030
Environment
Targets



Energy



Water

2030 Targets

241 Kwh

2,383 Lt

June 2024 - May 2025

236,8 Kwh

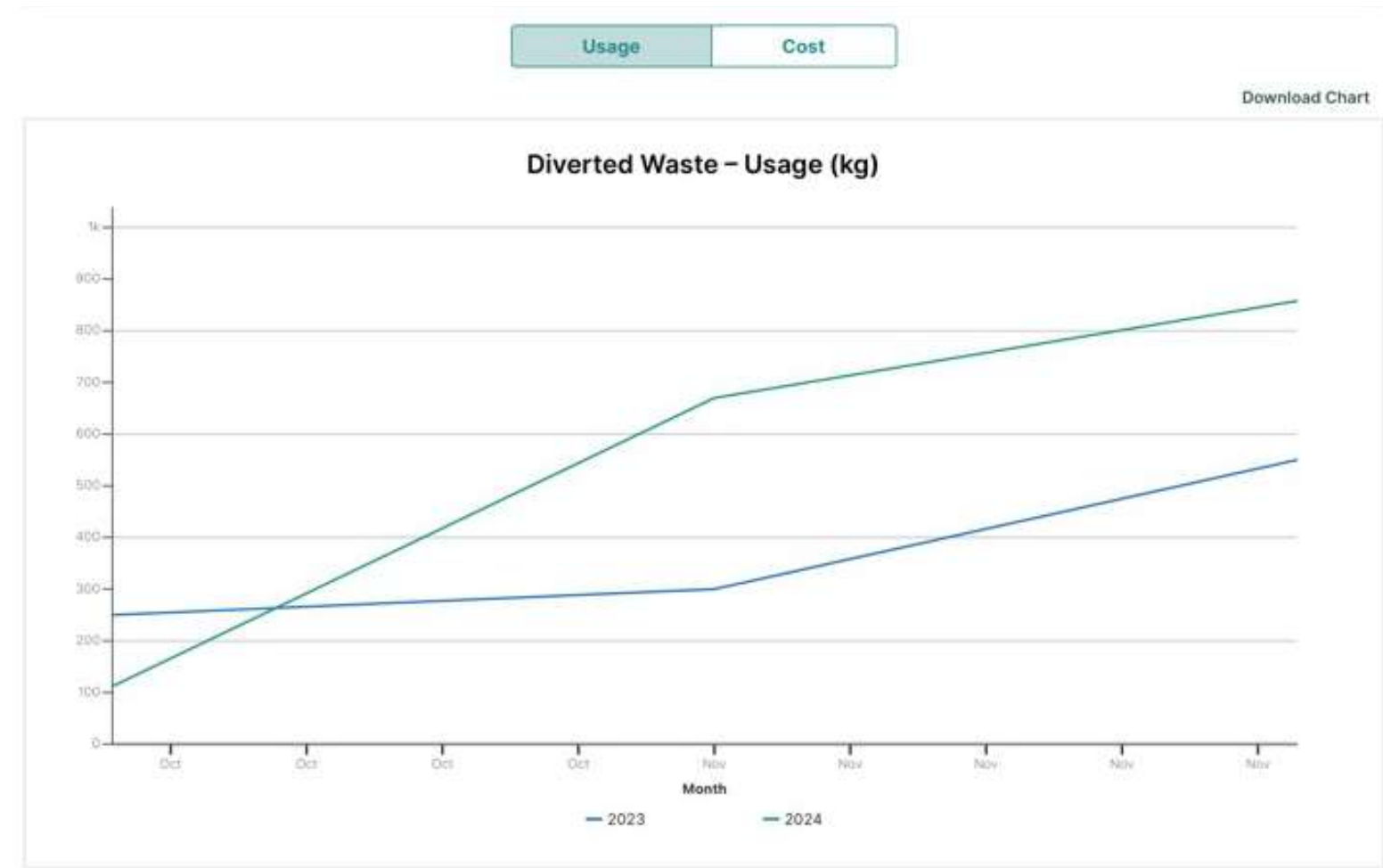
1,487.9 Lt

Current Value
per June 2025

-4,2 Kwh

-895.1 Lt

WASTE DIVERSION RATE



SINGLE USE PLASTIC ELIMINATION,
AS SIGNATORIES OF THE UNITED
NATIONS GLOBAL TOURISM
PLASTIC INITIATIVE

- 1 We have eliminated problematic and unnecessary plastic items in our rooms and in our bathrooms.
- 2 We have eliminated problematic and unnecessary plastic packaging in our service areas: spa, boutique, wellness facilities, lobby and meeting rooms.
- 3 We have moved from single use to reusable/ refillable plastic items in our bathrooms and in our service areas: spa, boutique, wellness facilities, lobby and meeting rooms



VOLUNTEER HOURS

In 2024, our team contributed over 2,000 volunteer hours toward the recovery of Canouan through our Beryl Disaster Relief initiative.

BERYL DISASTER RELIEF

On July 1, 2024, a devastating natural disaster struck Canouan, causing widespread damage to all properties across the island and leaving many of our colleagues and neighbors without shelter or access to essential resources such as food, clean water, and medical care. In response, the Mandarin Oriental, Canouan team swiftly mobilized a coordinated disaster relief operation to support the community.

MEDICINE: Our clinic team (Dr. Omar Edwards, Nurse Mekeisha Brown, and Executive Assistant Sharlene Brown) made three visits to the local village, providing essential testing and medical treatment for a range of conditions including hypertension, diabetes, gastrointestinal disorders, chronic pain, and palliative care needs.

FOOD DISTRIBUTION: A rotation of five colleagues volunteered daily, each contributing four hours over a span of 101 consecutive days, ensuring consistent access to food for those affected.

WATER DISTRIBUTION: Our Water Bottling Plant Team played a vital role, filling and distributing 1-liter, 5-liter, and 19-liter bottles to support all island properties (including Mandarin Oriental, Canouan; Canouan Estate; Soho Beach House) and the wider local community

WATER BOTTLING PLANT
SAVINGS GENERATED

Total savings
generated 2024
USD 88,696.24

Total bottled
water 2024
41,702 Lt



MANDARIN ORIENTAL
CANOUAN

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