

SUSTAINABILITY

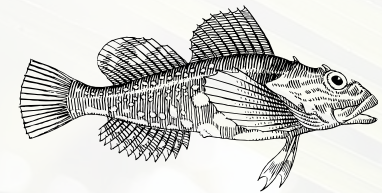


MANDARIN ORIENTAL
LAGO DI COMO

Doing more for a sustainable future

Doing More for a Sustainable Future

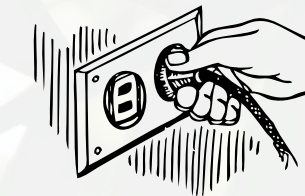
Mandarin Oriental Hotel Group is guided by the principle of 'Acting with Responsibility' and also here at Mandarin Oriental, Lago di Como, we constantly work to reduce our carbon footprint, responsibly managing our environmental impacts, and contributing through our social commitments to the communities in which we operate.



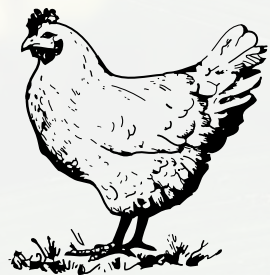
Responsible Procurement



100% Single-Use Plastic Free



Electric vehicles at Guests' disposal



100% cage-free shell and liquid eggs



100% Certified Paper and Paper-Free Procedures



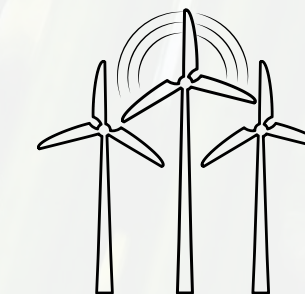
Total Switch to LED Light Bulbs



Certified Agricultural Commodities

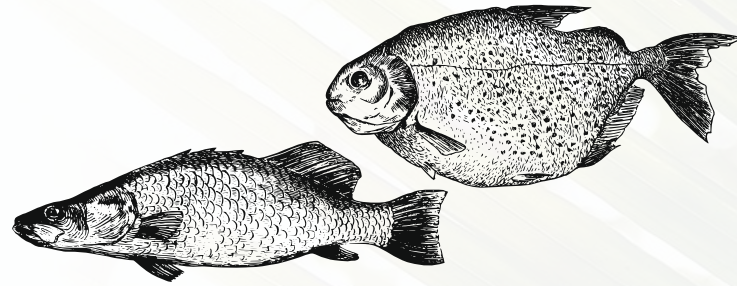


Environmental and Social Initiatives



100% Renewable Energy

Responsible Procurement



Nearly 90% of fish stocks are fully exploited, overexploited or depleted and the seafood supply chain is associated with many instances of modern slavery and extreme violence.

At Mandarin Oriental, Lago di Como, we help to drive greater sustainability and transparency in the seafood supply chains by demanding sustainable seafood and aligning with the latest WWF Endangered Seafood Guide, we avoid to serve 19 endangered seafood types (unless MSC or ASC Certified) in all our dining venues, staff canteen included.

***ALL SEAFOOD SERVED AT OUR PROPERTY IS
CERTIFIED BY GSSI-RECOGNISED LABELS AS
MSC OR ASC***



The Group works closely with suppliers to identify and purchase the very best available options that are of high quality and produced with respect for human and labour rights and consideration for the environment. The targets for all Mandarin Oriental-operated outlets include:

- 100% avoidance of serving MOHG Avoid List of endangered seafood species
- 100% responsibly sourced coffee, tea, vanilla, cocoa and sugar
- 100% cage-free eggs (shelled and liquid)

Since the beginning of 2022, we have only served 100% cage-free eggs (both shelled and liquid) in all the outlets of Mandarin Oriental, Lago di Como.

Agricultural Commodities

In addition to massive deforestation that contributes greatly to climate change and other environmental impacts, including the loss of ecosystems and services such as clean water and air, the agriculture sector also faces issues of child labour, forced labour and other human rights violations.

There is an overwhelming number of 172 million children working in this sector. Also, over 30% of women globally depend on agriculture for a living, and yet are often deprived of land rights due to discriminatory social norms and practices. Responsible procurement is about creating shared value in supply chains. With a better distribution of value to producers, higher quality agricultural commodities can also be produced.

Since 2022, we have committed to purchasing only coffee, tea, vanilla, cocoa and sugar that are 100% responsibly produced and certified by globally recognised organisations.

Beside having all the certifications from our suppliers, policy includes a Supplier Code of Conduct which not only sets out principles and minimum standards that the Group expects its suppliers to comply with, but also ensures that they hold their own suppliers and subcontractors accountable. We are committed to measuring our progress to ensure continuous improvement.



100% Single-Use Plastic Free 100% Certified Paper and Paper-Free Procedures



Our commitment to eliminating single use plastics cover all areas of our hotel including rooms, spa, transport, restaurants and bars, as well as in back-of-house areas that are not visible to Guests, such as offices, colleague areas and kitchen.

We also work very closely with our suppliers to identify eco-friendly alternatives that meet our sustainability requirements and ways to reduce the use of unnecessary plastic packaging in the delivery of supplies.

Where quality solution are not yet available in the market, we conduct trials with potential partners to improve products to meet our quality requirements, such as home compostable bioplastic cling film and sous vide vacuum bags.



Our first priority was to switch to paperless/digital processes wherever possible, except for any legal, government and financial items or guest requests for printed versions (printed on sustainably certified paper).

We have selected only paper products certified by reputable eco-labels such as Forest Stewardship Council (FSC) and Programme for the Endorsment of Forest Certification (PEFC).

FSC certification ensures that all the paper we use is sourced from forest managed in a responsible and sustainable way.



100% Renewable Energy Electric vehicle at Guests' disposal

Renewable energy is energy collected from resources that are naturally replenished on a human timescale. It includes sources such as sunlight, wind, the movement of water, and geothermal heat.

Here at Mandarin Oriental, Lago di Como we make sure all the electricity we purchase comes from renewable resources.

Since 2021, we have been working on the relamping of our Resort, switching from regular incandescent lamps to LEDs.

Mandarin Oriental, Lago di Como has an ever-growing fleet of electric vehicles available for all our Guests. From courtesy transfers in our Tesla to renting the iconic electric Fiat 500, we offer a unique way to explore Lake Como. Guests can also book electric motorcycles or the Spiaggina for their adventures.



Environmental and Social Initiatives



Every year at Mandarin Oriental, Lago di Como we are committed to pursuing projects with environmental and social relevance to promote circular economies, avoid waste and help local communities.

- Birra Piova, born from an initiative of Conf Commercio with the aim of reducing food waste, is produced from unsold bread from local bakeries and restaurants. By joining this project, any leftover bread from our hotel is also donated for this purpose.
- Agape is a biologically managed young agricultural enterprise that is involved in beekeeping in the Como area. We support the farm by purchasing all the honey we offer to our Guests and by maintaining hives.
- For several years now, we have been supporting Happy DU, a local non-profit organisation dedicated to humanitarian projects in Namibia. Together we have created a water bottle that is given to all employees to promote the cause.
- Together with local Onlus (WeRoof / Proteus), schools and local administrations, we have organised clean-up events and charity dinners over the years.



EVERY DAY WE STRIVE TO ENSURE A BETTER FUTURE FOR THE NEXT GENERATIONS;
PROTECTING THE ENVIRONMENT, PEOPLE, AND COMMUNITIES ARE THE
FUNDAMENTAL PILLARS TO WHICH WE DEVOTE OUR EFFORTS EVERY DAY.
“DOING MORE FOR A SUSTAINABLE FUTURE”