



# Sustainability

*Working towards a better tomorrow*

# Our approach to *sustainability*



Torsten van Dulleme  
Group Director of Sustainability



“One of our guiding principles at Mandarin Oriental is ‘**acting with responsibility**’, and we have established a programme to direct our efforts towards the wellbeing of the planet, of communities and of individuals.

Our ambitious goals include all of our hotels being single-use plastic free, as well as expanding our responsible procurement goals to cover key categories of seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs. As of December 2022, we are pleased to report all our hotels are 99% single-use plastic free and we continue to strive to achieve our other goals.”

# General Manager's Message



Martin Schnider  
General Manager  
Mandarin Oriental, Kuala Lumpur

"At Mandarin Oriental, Kuala Lumpur, we strongly believe in the blend of luxury and sustainability. Since 2003, our dedication to sustainability has been unwavering, shaping our ethos of responsible practices.

This commitment has had a profound impact on the hotel's operations. Embracing sustainability was not a difficult transition for us, and it commenced with our attainment of the ISO Certification in 2003. We take pride in being the only hotel in Malaysia with the ISO 14001 Environment Management System certification.

We initiated small steps, such as tree planting from 2007 and introducing a glass bottling station in 2016 to eliminate single-use plastic. This station has prevented an average of 435,856 plastic bottles from ending up in landfill each year we've had it.

In 2017, aiming to minimise food waste, we installed a food digester that has since eliminated 670 metric tonnes of food waste. The subsequent year, we began supporting local cacao farmers in Pahang and focused on sustainable sourcing from Pulau Ketam.

As we continue to introduce more initiatives, our goal is for the hotel to maintain its dedication to environmental care, mirroring the care we provide to our guests."



# Mandarin Oriental, Kuala Lumpur's approach to *sustainability*



Mandarin Oriental is committed to contributing to the communities in which we operate and responsibly managing our environmental impacts and social commitments.

A proactive sustainability committee of 15 members from various departments works diligently to achieve our sustainability targets. Our actions are regularly assessed to ensure alignment with the United Nations' Sustainable Development Goals (SDGs).



## As Featured on the *Michelin Guide*

“Just a stone's throw from the 88-storey Petronas Twin Towers, Mandarin Oriental, Kuala Lumpur offers the epitome of five-star luxury, while maintaining its in-the-know appeal. Often hailed as the grand dame of many cities, Mandarin Oriental, Kuala Lumpur exudes stately elegance, complemented by warm hospitality.

Amidst its opulence, the Kuala Lumpur branch is leading the charge in sustainability, snagging the SEDA rating for the third consecutive year in 2023. Not to mention, MOTAC — the Ministry of Tourism, Art & Culture — has bestowed upon it the prestigious ASEAN Green Hotel Standard award, recognising its dedication to sustainable tourism practices. What's more, in a bold move since December 2021, the hotel group reached its goal of eliminating all single-use plastics across its properties.”

From *These MICHELIN Guide Hotels in Malaysia are Taking Steps Towards Sustainability*  
- MICHELIN Guide, April 2024



## Case Study

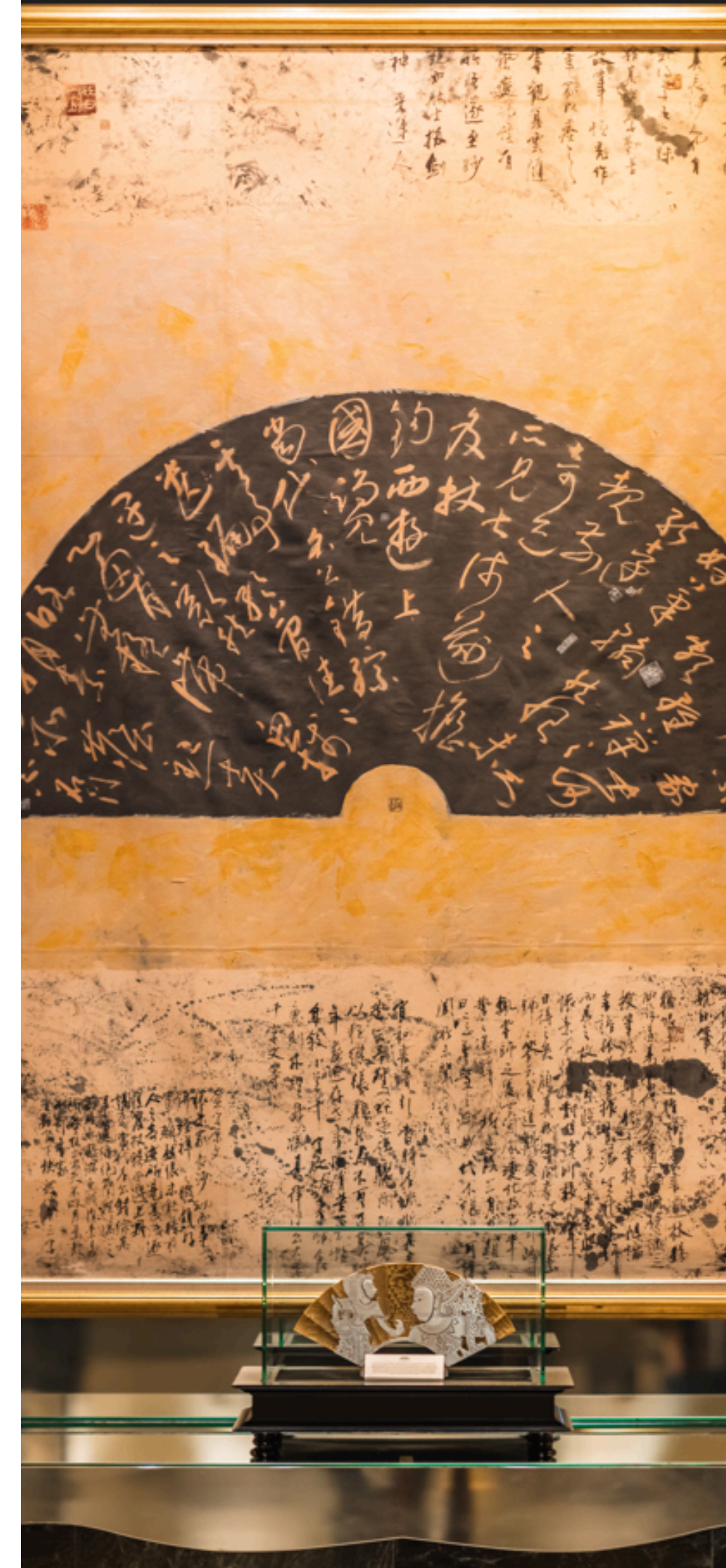
# *Preserving & Celebrating Local Artforms*

The hotel proudly showcases a collection of artifacts and artworks crafted by talented local artists, such as the esteemed Fauzin Mustafa, renowned for their exceptional creativity and cultural resonance.

**Artwork on the left:** Painted by Henry Bong of Pucuk Rebung in 2011. The painting highlights the heritage of the Peranakan Culture in the state of Malacca, Malaysia back in the 15th century. The artwork compliments the interior design of our all-day dining restaurant, Mosaic.

**Artwork on the top right:** Painted in 1998 by renowned Chinese calligraphy artist, Pang Heng Khan. This painting showcases unique ancient calligraphy which describes the elements of yin and yang, as well as notions of completeness and wholeness.

**Fan on bottom right:** Designed and created by Malaysian pewter brand Royal Selangor, this fan celebrates the unique artform of wayang kulit, or shadowpuppet theatre, a way of telling stories in Malaysia for over a thousand years. The fan features shadow puppet figures by the renowned Fusion Wayang Kulit studio, set against a 24-carat gilded backdrop with Malaysian motifs.





## Case Study

# *Homegrown Strawberries*

"Chitose Strawberry," cultivated in the high-altitude splendor of Cameron Highlands on the eastern fringe of the Malay Peninsula, thrives in the region's reliably cool climate, owing to its lofty 1,500-metre elevation. Despite Malaysia's tropical nature, the significant temperature shifts between day and night create an optimal environment for nurturing strawberries.

We are committed to reducing our carbon footprint by incorporating locally sourced strawberries into our culinary creations.



Afternoon Tea 2020





Case Study  
*Cocoa Beans  
from Pahang*

We have sourced our chocolate from Pahang, one of Malaysia's esteemed 13 states. Our decision to source our chocolate from Pahang was rooted in our commitment to quality and sustainability. Pahang's rich soil and tropical climate create the perfect conditions for cultivating cacao beans of exceptional quality. By supporting local farmers and businesses in Pahang, we are not only ensuring that our chocolate is of the highest standard, but also contributing to the economic growth of the region. Each bar of chocolate tells a story of dedication, care and passion from bean to bar, embodying the essence of Pahang's rich heritage and natural beauty.







Case Study

## *Elimination of Single-Use Plastics*

All of our takeaway packaging is made up of recyclable materials, eliminating the usage of single-use plastics. The hotel also partners with luxury brand, Diptyque, for all our amenities in our club rooms and suites. By eliminating the usage of single-use plastics, we are contributing to the preservation of our environment and the health of our planet. Every small effort counts, and by choosing eco-friendly options, we can make a big difference together.





Case Study

## *Community Outreach*

To connect with the community beyond our hotel walls, 21 of our colleagues joined Rumah Kasih Charity Home to celebrate Mid-Autumn Festival on 26th September 2023. Located in Setapak, Rumah Kasih is a sanctuary for Malaysia's overlooked senior citizens and displaced patients who are no longer able to reside in government hospitals. Throughout the day, we looked after the residents and spent quality time bonding with them, sharing food and laughter. The activity reaffirmed our commitment to social responsibility and safeguarding society's marginalised and vulnerable groups, a rewarding and uplifting event for all involved.





# Cookies for Charity

**RM5 per pack (4 pcs)**

19 September until sold out, Only 250 packs available

All proceeds will go to Pertubuhan Dar Asnaf Al-Fateeh Al-Idrisiah and Stepping Stones charity homes.

For purchase, please visit QMS Office at Level 3A



## Case Study *Cookies for Charity*

KLCC Group's "Sustainable September" campaign, in collaboration with the Kuala Lumpur Convention Centre Business Events Alliance, aims to foster interconnected sustainability and ESG initiatives within the KLCC Group and its BEA partners.

Our team participated in the "Bake for Charity" event, with our in-house experts baking and packing delicious cookies. We were proud to raise RM 1,460 in donations for Stepping Stones charity homes.

