



Sustainability

Working towards a better tomorrow

Our approach to *sustainability*



Torsten van Dulleman
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 seamlessly integrate luxury with sustainability, a commitment that has been at our core since 2003. That year, we became the only hotel in Malaysia to receive the prestigious ISO 14001 Environmental Management System Certification, marking the beginning of our journey toward responsible hospitality. Over the years, we have implemented impactful initiatives, such as replacing plastic bottles with glass alternatives in 2019, preventing 435,586 plastic bottles from reaching landfills.

Our sustainability efforts continue to evolve. Since November 2023, we have exclusively sourced cage-free eggs from Perak and introduced wooden key cards to minimize plastic waste. Single-use plastics for in-room amenities such as toothbrushes, combs, and shavers have been replaced with FSC-certified paper, wood, and organic cotton. Meetings and conferences now feature pens made entirely from recycled materials instead of plastic. In February 2025, we received our GSTC-certification, reaffirming our dedication to operating at the highest level of sustainability.

In 2024, we dedicated 3,725 volunteer hours to benefiting 18,012 individuals through meal programs, elderly care, food rescue efforts, and wildlife conservation. Partnering with Reach Out Malaysia and Kechara Soup Kitchen, we provided meals to vulnerable groups, while supporting Rumah Kasih Charity Home and Zoo Negara. Additionally, we enhanced education by donating used TVs to schools, charity homes, and a refugee center.

At Mandarin Oriental, Kuala Lumpur, we believe true luxury extends beyond comfort—it is about making a lasting, positive impact. We invite you to be part of this journey, where every stay contributes to a more sustainable and responsible future.



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).

GSTC-Certified Hotel



Mandarin Oriental, Kuala Lumpur has been certified as a sustainable hotel, following a rigorous assessment by Control Union (Malaysia) Sdn. Bhd., a GSTC-Accredited Certification Body.



The Global Sustainable Tourism Council (GSTC) is a globally recognised organisation that establishes and manages standards for sustainable travel and tourism. It ensures that certified businesses uphold best practices in environmental protection, socio-economic responsibility, and cultural heritage conservation.

By achieving GSTC-Certification, Mandarin Oriental, Kuala Lumpur reaffirms its dedication to operating at the highest level of sustainability.

Responsible Hospitality VERIFIED™



Mandarin Oriental, Kuala Lumpur is immensely proud to be the first hotel in Malaysia to achieve the Responsible Hospitality VERIFIED™ designation - an esteemed certification awarded to hotels that uphold the highest standards of environmental stewardship while fostering the well-being of employees, guests, and the wider community.

Endorsed by Forbes Travel Guide, the global authority on hospitality excellence, Responsible Hospitality serves as the official sustainability verification for its prestigious network of Star-Rated hotels across more than 80 countries.



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

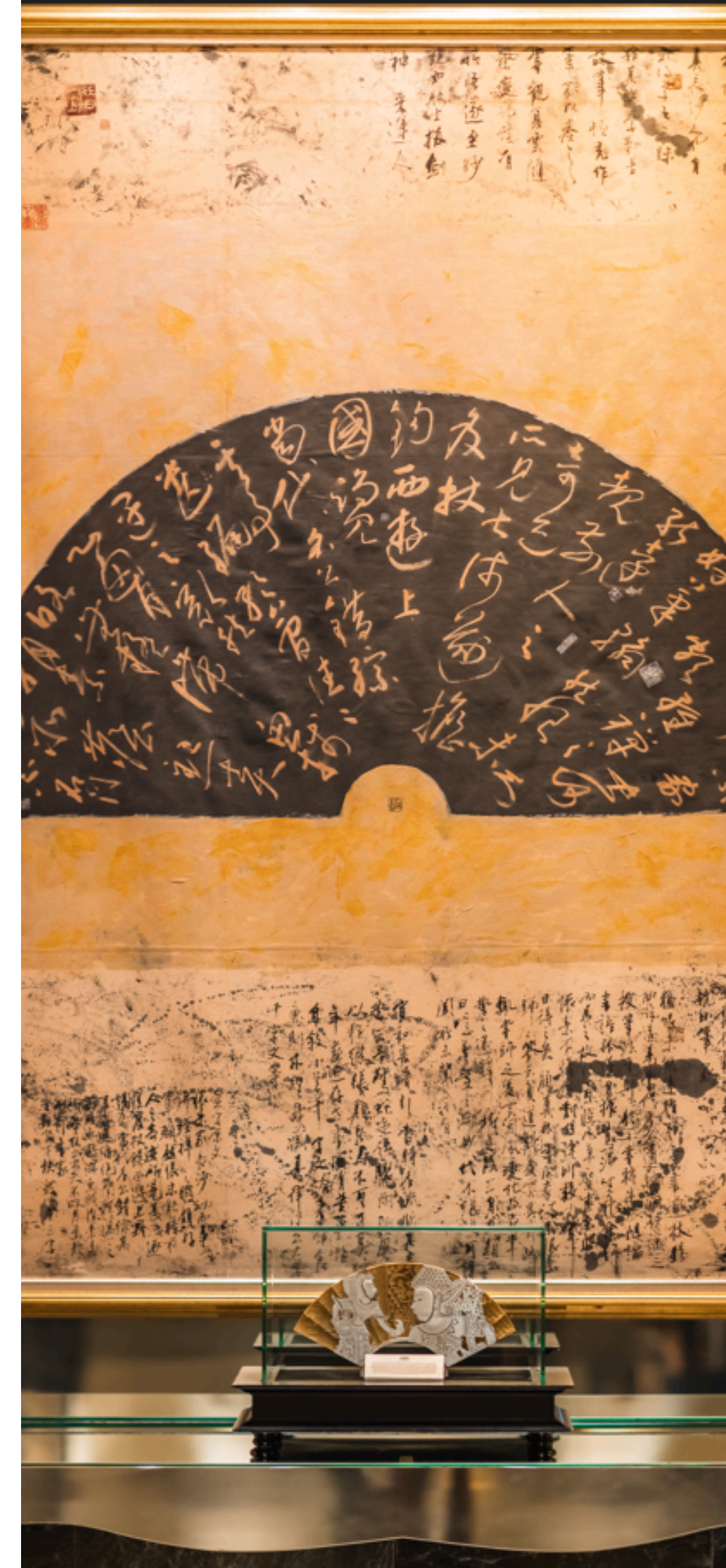
Preserving & Celebrating Local Artforms

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

Responsible Procurement

Reinforcing our commitment to sustainability, we invested over MYR 6 million in responsible procurement. Key initiatives included eliminating single-use plastics, ensuring 100% responsible sourcing of agricultural commodities (coffee, cocoa, tea, vanilla, cage-free eggs, sugar, and paper products), and adopting sustainable seafood practices. This involved full compliance with the WWF Endangered Seafood Guide and sourcing at least 56% of seafood from certified sustainable sources (MSC, ASC, and AIP).





Case Study

Wooden Key Cards

Plastic key cards became obsolete when we shifted to wooden key cards in 2024. The wooden materials utilised in card production are all FSC-certified, ensuring responsible sourcing practices.





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

In 2024, our dedication to social responsibility was evident through various impactful initiatives. Through 3,725 volunteer hours, we provided support and food to 18,012 individuals, including children, from diverse communities.

One of our core focuses was combating poverty and hunger. Through partnerships with Reach Out Malaysia and Kechara Soup Kitchen, we provided essential meals to vulnerable communities, including the homeless. We also extended support to the elderly at Rumah Kasih Charity Home in Setapak through community service activities.





PRUSSIENS COOKIES FOR CHARITY

RM 10 PER PACK

Available from 10 September
until sold out

Purchase yours at QMS Office, Level 3A.
All proceeds will be donated to charity.

Indulge in our delightful Prussiens -
a delicate rolled puff pastry, lightly
brushed with butter, baked to perfection,
and beautifully caramelized with a
sprinkling of icing sugar. Perfect for
dipping into a hot cup of teh tarik.

Did you know? This exquisite pastry is
known by different names around the
world. The French call them "palmiers"
(palm leaves) or "cœur de France"
(French hearts); the Spanish refer to them
as "orejas" (ears), while in Switzerland,
they are known as "Prussiens" or
"dessert Prussians."

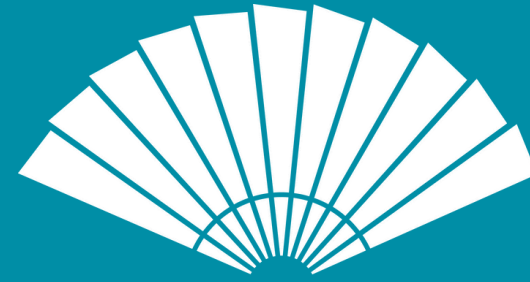
Allergens: Dairy & Gluten



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 KLCC Group and its BEA partners. As part of this initiative, our team participated in the Bake for Charity event, where our in-house experts baked and packed delicious cookies. We were proud to raise RM5,000 in 2024, contributing to a total of RM24,125 - raised in partnership with KLCC Convention Centre, Traders Hotel, Impiana Hotel, Suria KLCC, The Everly, and DoubleTree Putrajaya, for URBANICE Malaysia's Komuniti Hab Project, an initiative dedicated to enhancing quality of life for a healthier, happier, and more productive community.





MANDARIN ORIENTAL
KUALA LUMPUR

Thank you.