

Mandarin Oriental Hotel Group (“the Group”) is committed to contributing to the communities in which we operate and responsibly managing our environmental impacts. This Environmental Policy was established to ensure that our operations comply with all applicable environmental legal requirements and seek continuous improvement in driving sustainability for the benefit of our planet, colleagues, guests, and communities.

Our suppliers and business partners are encouraged to pursue actions that align with and surpass the environmental sustainability standards set out in this policy.

As a responsible steward of the environment, the Group commits to:

Energy and Carbon

- Tracking energy consumption and implementing measures to minimise energy consumption
- Pursuing opportunities to increase the use of renewable energy
- Tracking significant carbon emissions from all relevant sources and implementing measures to minimise carbon emissions
- Setting and reporting progress against targets for energy and carbon intensity reduction in line with climate science
- Identifying climate-related risks (physical and transition) and opportunities, and developing appropriate mitigation and adaptation measures
- Reducing transportation requirements and promoting the use of cleaner and more resource-efficient alternatives within our operations and by guests, colleagues and suppliers

Water and Wastewater

- Tracking water consumption and implementing measures to minimise water consumption
- Pursuing opportunities to increase water reuse, such as through rainwater harvesting and greywater recycling
- Setting and reporting progress against targets for water intensity reduction
- Assessing water risk and pursuing water stewardship goals in areas of high-water stress levels
- Managing wastewater to minimise any adverse effect on the local population or the environment

Waste and Circular Economy

- Tracking generation of waste, including food waste, and implementing measures to minimise waste generation
- Pursuing opportunities to avoid waste and improve resource recovery

- Setting and reporting progress against targets for waste intensity reduction and waste diversion rate
- Managing residual waste and disposal to minimise any adverse effect on the local population or the environment
- Minimising the use of harmful substances, and substituting, when available, with innocuous products or processes
- Ensuring proper management of the storage, use, handling and disposal of chemicals

Ecological Impacts and Animal Welfare

- Incorporating sustainability considerations across all stages of our property life cycle, including planning, siting, design, construction, renovation, operation and demolition
- Ensuring appropriate management of our properties to minimise and mitigate any impact on the natural surroundings and biodiversity
- Implementing practices to minimise air, water and soil pollution, including from runoff, erosion, and ozone-depleting substances
- Implementing measures to avoid introduction of invasive species and using native species for landscaping and restoration whenever feasible
- Implementing initiatives to support biodiversity conservation
- Avoiding any involvement in the illegal harvest, consumption, display, sales or trade of wildlife species
- Avoiding the purchase of any endangered species¹
- Improving sustainable sourcing of products and services associated with animal welfare concerns

Materials Sourcing and Efficiency

- Favouring environmentally sustainable suppliers and products (including capital goods, food, beverages, building materials and consumables) by taking product life cycle into consideration
- Favouring local suppliers and products, to reduce associated transport emissions
- Favouring suppliers and products that are certified by reputable sustainability certification schemes
- Managing the purchase of consumables and disposables carefully to minimise waste
- Avoiding the purchase and use of single-use plastics in our operations and collaborating with suppliers to transit toward reuse models and reusable alternatives
- Minimising the purchase and use of non-renewable raw materials

¹ As identified by the Convention on International Trade in Endangered Species (CITES), the International Union for Conservation of Nature (IUCN) Red List of Threatened Species and the World Wildlife Fund's (WWF) Sustainable Seafood Guide.

Stakeholder Engagement

- Empowering colleagues to contribute to environmental sustainability within each of their own roles with relevant guidance, training and tools
- Engaging guests to partake in our efforts to contribute to environmental sustainability
- Engaging with suppliers and other business partners to improve environmental sustainability of their operations and products
- Supporting local communities through our initiatives and procurement decisions
- Partnering destination bodies, NGOs and industry peers to support industry efforts for environmental sustainability