

Executive Summary

Highlights of Mandarin Oriental's 12th Sustainability Report

At our 36 hotels and 9 residences in 24 countries and territories around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet.



IMAGE: Mandarin Oriental Ritz, Madrid

Over the past year, we have made **enhancements in our ESG Policies**, and disclosed climate-related financial risks in our first Task Force on Climate-related Financial Disclosures report in 2022.

Communication is a key to our success, and a dedicated sustainability department was set up in 2022 to enhance the overall sustainability governance structure.

We use **Greenview Portal** as our sustainability data management system, and we are in progress of aligning with the robust industry criteria set by Global Sustainable Tourism Council (GSTC).

In 2022, we reduced our Scope 1 emissions from 16% in 2012 to 12%, while Scope 2 emissions increased from 84% to 88% over the same period. We are not yet reporting on Scope 3 emissions, but we are working closely with our industry peers to help develop this framework.

We achieved a **30% carbon intensity reduction, 31% energy intensity reduction, and 16% water intensity reduction** against our 2012 baselines.

We are on track with our Environmental Group Targets for 2030, with positive progress made by our hotels in meeting their individual property targets.

Energy audits in our hotels at three-year intervals provide insights to hotel operations, which inform recommended strategies and efficiency projects. Six energy audits were performed in 2022 in line with guidance from the American Society of Heating, Refrigerating and Air-conditioning Engineers Procedures for Commercial Energy Audits with estimated future savings of US\$1.1 million per annum.

We have continued our hard work of **eliminating 99% of single-use plastics across all operations in 2022** excluding supplier packaging. We estimate our efforts avoid more than 930 metric tons of plastic waste yearly.

Continuing our responsible procurement endeavours from 2021, our key priority categories of endangered seafood, coffee, tea, cocoa, vanilla and paper **achieved 100% responsible sourced status**, verified by Lloyd's Register Quality Assurance, our independent third-party assurance.

The wellbeing of guests remains a top priority.

In 2022, we achieved an **average group score of 93.4% for our Safe and Sound audit**, a solid achievement with an increase of 0.65% from 2021. The year-end guest survey result also found that **87.6% of guests were satisfied** with Mandarin Oriental's sustainability efforts.

Our colleagues are the core of delivering legendary service, and we prioritise supporting mental and physical health and wellbeing.

We also place great emphasis on growing our talent and supporting diversity and inclusion throughout our workforce – in 2022 two female senior managers partook in a leadership programme with INSEAD.



IMAGE: Mandarin Oriental, Bangkok

Social impact is very important to us, as we strive to provide support to the communities in which we operate.

In 2022:

- » **426 social impact initiatives** were conducted by colleagues.
- » **19,000 volunteer hours** were carried out by colleagues.
- » **USD\$ 1.69M donations** were made in total from colleagues and the Mandarin Oriental Foundation.

Greenview conducted a sustainability risk assessment for us, taking into account climate, water, socioeconomic factors, biodiversity and regulations for all 36 properties, where risks and opportunities were identified and put in practice.

This sustainability report is different from our previous reports – we are reducing our environmental impact by publishing the report as PDF only to reduce our digital carbon footprint, and ensuring all the key messages are succinct and strong. We have created a more accessible and inclusive report which is more reader friendly and includes an audio recording of the full report.

We stay true to our guiding principles: delivering service excellence to our guests, supporting the development of our colleagues, serving the communities where we operate, and acting with responsibility for our planet.