

Mandarin Oriental Hotel Group strongly opposes all forms of modern slavery. We will continue to learn and adopt best practices from external experts and industry peers to combat modern slavery and human trafficking. This statement is made by Mandarin Oriental (UK) Limited and Mandarin Oriental Hyde Park Limited (“MOUK”) pursuant to the UK’s Modern Slavery Act 2015 for its financial year ending 31 December 2022. MOUK is part of the Mandarin Oriental Hotel Group (the “Group”) and its ultimate parent company, Mandarin Oriental International Limited, is incorporated in Bermuda and has a standard listing on the London Stock Exchange, with secondary listings in Bermuda and Singapore, and is a member of the Jardine Matheson Group. The Group is an international hotel investment and management group which owns, manages and operates 36 hotels and 9 residences in 24 countries and territories in Asia-Pacific, Europe, Middle East and the Americas.

This statement sets out the measures taken by MOUK to ensure that its business and supply chain remain free from modern slavery and human trafficking. MOUK does not operate a UK website, and this statement will be published on the Group’s website operated by Mandarin Oriental Hotel Group Limited. This statement was approved by the boards of directors of MOUK on 19 June 2023.

We aim to operate in a manner consistent with the United Nations (UN) Universal Declaration of Human Rights and with the International Labour Organization’s Fundamental Conventions regarding child and forced labour, wages and working hours, health and safety, freedom of association and non-discrimination. The UN’s Sustainable Development Goals serve as an important reference point for the Group as we execute our sustainability policy and programmes.

The following policies demonstrate the Group’s commitment to the above:

- The Group requires all hotels, regional offices and corporate offices to comply with all applicable laws and regulations and to maintain proper standards of business conduct and its Code of Conduct is incorporated into every employee’s employment terms.
- The Group’s Human Rights Policy requires processes to identify, prevent and mitigate human rights risks, including modern slavery and human trafficking.
- The Group’s Responsible Procurement Policy ensures purchasing decisions respect human and labour rights. The policy also includes a Supplier Code of Conduct, which sets out the principles and the minimum standards that the Group expects its suppliers, and their own suppliers and subcontractors, to adhere to, including ethical practices and compliance with all applicable legislation such as the Modern Slavery Act.
- In support of the Group’s Code of Conduct and Supplier Code of Conduct, the Group has established whistleblowing policies to facilitate employees and suppliers to report their concerns, including a “Speak Up” platform operated by Deloitte which offers three channels for reporting serious and genuine concerns about malpractice at the earliest practicable stage so we can take appropriate action: dedicated toll-free whistleblowing telephone lines; a website; and email. The MOHG Speak Up website is available in 12 languages and toll-free telephone lines are available in 24 locations and 10 languages.

- All hotels are required to comply with Group Policies and Procedures, including the Group Security Operations Manual which sets out indicators of potential victims of human trafficking and suggested responses.

All colleagues undergo our Code of Conduct training on an annual basis. The Group has run modern slavery awareness training since 2020. The training covers key areas of modern slavery risks within the hospitality sector, and the role that colleagues could play to prevent and mitigate the risks of modern slavery and human trafficking across operations and supply chains. This important training is conducted annually for MOUK colleagues, and all new colleagues as part of their onboarding. Externally, we work closely with a number of NGOs, including the Mekong Club, in whose Hospitality Roundtable we participate to discuss initiatives to address modern slavery with industry peers.

The Group's initiatives on human rights including modern slavery are overseen by our Group Sustainability Governance Structure, headed by the Executive Advisory Panel consisting of the CEO and key senior management personnel. They define the key priorities for the Group and provide both resources and accountability mechanisms, while regular Panel meetings are held to review progress in our sustainability priorities. The Group Director of Sustainability, supported by the Sustainability Department, is responsible for mobilising and coordinating the sustainability programme across the Group.



TORSTEN VAN DULLEMEN
Group Director of Sustainability & Area Vice President Operations

19 June 2023

Mandarin Oriental Hotel Group