

# Executive Summary

## Highlights of Mandarin Oriental's 13th Sustainability Report

Image: Mandarin Oriental, Doha

**At our 38 hotels and nine 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.**

### GSTC-Committed

Based on Mandarin Oriental's strong commitment to sustainability and by applying the GSTC Criteria, we achieved this status with Global Sustainable Tourism Council. With 11 Mandarin Oriental hotels accredited with GSTC Certification in 2023, we have an ambitious goal to get all our hotels across the portfolio certified by 2025.

### Energy and emissions

While our overall combined energy use and emissions rose in 2023 from a 2012 baseline, due to the growth in the number of hotels, our energy intensity per square metre fell by 22% from a 2012 baseline, and our renewable energy use rose from 4% to 8% over the same period.

### Single-use plastic elimination

By the end of 2022, we had eliminated 99% of single-use plastic from Mandarin Oriental hotels and we're working hard to weed out the remaining 1%. Some single-use plastics are difficult to avoid, given limitations in alternatives and the lack of control over all packaging used by suppliers. As a group, we have always pushed for 100% eradication and thanks to this dedication we have avoided the equivalent of just under 1,000 metric tons of plastic waste every year.

## **World Sustainable Hospitality Alliance**

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Mandarin Oriental has a goal to reduce carbon by 50% by 2030, and they are helping the whole industry progress by supporting development of the Net Zero Methodology.

## **Sustainability Champions**

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Each of our hotels and residences has a sustainability champion who brings determination and drive to advance Mandarin Oriental's mission. They are supported by our robust sustainable governance structure and provided with an array of toolkits and resources.

## **Responsible sourcing**

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By 2023, all of our coffee, tea, vanilla, cocoa, paper and sugar is LRQA-verified responsibly sourced, and all 19 types of endangered seafood species avoided as listed on our Endangered Seafood Avoid List, aligned with the latest WWF Endangered Seafood Guide.

We sourced almost 92% of our eggs from cage-free chickens as a minimum welfare standard and strive for 100% by 2024.

## **Developing eco-friendly amenities**

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We have worked with leading suppliers to design a full range of bespoke guest room amenities, including toothpaste sachets. Thinking outside of the box – literally – we worked with our dry amenities supplier to create sachets that almost entirely eliminate plastic (save a very thin PLA protective lining) and plastic-free options for sanitary bags, shower caps, and shavers.

## **Sustainability Survey Results**

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As part of the post-stay survey, we ask guests to rate their satisfaction with the hotel's sustainability practices. 2023's year-end result found 88% of guests were satisfied overall (out of almost 34,500 responses).

## **Food waste reduction with Winnow**

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This food-waste-management technology uses data analysis to inform optimisation of menus and portions and this award-winning AI-powered system is being rolled out across all our kitchens. A stand-out challenge across hospitality, organic waste contributes up to 10% of global greenhouse gas emissions, according to the UNEP Food Waste Index 2021.

*Image:* Mandarin Oriental, Singapore



## **Volunteering days**

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In 2023, we rolled out a group-wide commitment to ensure a paid day-off for colleagues to devote to volunteering. We saw a 150% increase in volunteer hours year on year, arising from this group-wide initiative.

## **Commitment to Diversity & Inclusion**

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We believe diverse perspectives – combined with an inclusive culture and equitable opportunities – stimulate innovation, increase organisational agility and strengthen resilience to disruption. We are proud that our workforce represents more than a hundred different nationalities. We deliberately foster a workplace where all colleagues can freely express themselves and their backgrounds without fear of discrimination or harassment.

## **Universal design**

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Blending form with function in a way that everyone regardless of age or disability can enjoy time in our non-discriminatory spaces, we follow product standards and guidelines which consider the needs of all abilities. There's the official promise to comply with the ADA (Americans with Disabilities Act) and the equivalent regulations in all regions. This covers many considerations from having at least one lift each to guestroom floor and public area, accessible swimming pools, restaurants and bars which can be accessed by wheelchair and handles, pulls, latches and locks that are all easy to grasp.

*Image:* Mandarin Oriental, Costa Navarino

