

MANDARIN ORIENTAL  
BARCELONA

# SUSTAINABILITY

WORKING TOWARDS A BETTER TOMORROW

# Our approach to *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.

JEAN PHILIPPE MOSER,  
GENERAL MANAGER OF MANDARIN ORIENTAL, BARCELONA

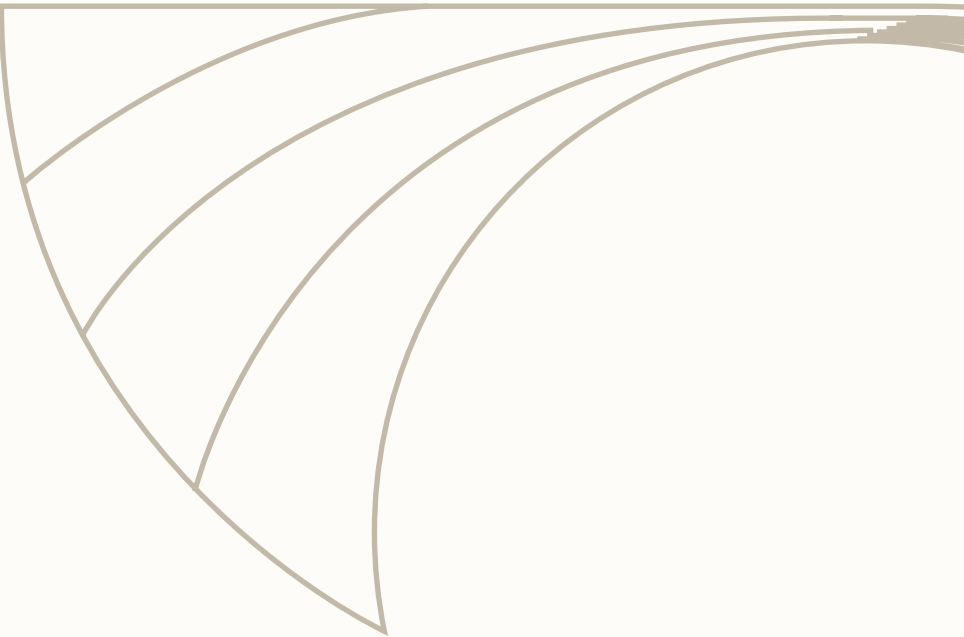
# Our *Mission* & *Efforts*

## Our Mission

Mandarin Oriental, Barcelona is dedicated to contribute to the enrichment of the local community, managing environmental impacts responsibly, and ensuring compliance with environmental regulations while continually striving for sustainability to benefit the planet, colleagues, guests, and communities.

## Our Effort

Mandarin Oriental is dedicated to transparently sharing its progress in luxury hospitality sustainability, aiming to inspire others while adhering to deeply ingrained corporate responsibility values and ambitious goals like achieving plastic-free status and responsible procurement.



# Acting with *responsibility*

Mandarin Oriental, Barcelona recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. In March 2024 we have been recognised as a certified hotel by the Global Sustainable Tourism Council (GSTC), the foremost organisation for sustainable travel and tourism, initiated and supported by a coalition of UN agencies (UNEP/UNWTO).

Whilst we can never claim that the hospitality industry is, or ever will be a sustainable industry, we have to reduce our negative, and increase our positive, impact. Although we are a small player in the world of hospitality, we have a responsibility to use the strength of our brand to amplify our message and put pressure on all our stakeholders and partners to simply do the right thing.

We keep working to raise awareness and involve our suppliers, guests and colleagues:

- In our daily fight to save our planet.
- In our endeavour to use natural resources responsibly to support present and future generations.



# Our main goals

at Mandarin Oriental, Barcelona



## RESPONSIBLE PROCUREMENT

A commitment to source our key food and beverage categories only from certified suppliers. Validation ensures compliance with Mandarin Oriental Hotel Group’s code of conduct, including seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs.



## WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction and energy efficiency.



## PAPER

A revised paper use strategy throughout the hotel, and where paper use is unavoidable, ensure the use of 100% sustainable-certified paper.



## REGULATION & TRANSPARENCY

To ensure transparency, sustainability targets and performance is independently reviewed by LRQA. Performance is included in annual balance scorecard, a key performance indicator for senior management.



## WATER CONSUMPTION

Acknowledging the exceptional strides made towards sustainability, particularly in the conscious reduction of water usage. Also considering measures to re-use water.



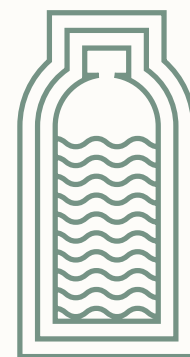
## SOCIAL IMPACT

We maximise social and economic benefits for our local community, responsibly managing our environmental impact and fulfilling our social commitments across operations and supply chains. To support this, every colleague has one paid off day a year for a community engagement activity of their choice.



## ENDANGERED SPECIES

Endangered seafood species eliminated from menus based on WWF Endangered Seafood Guide.

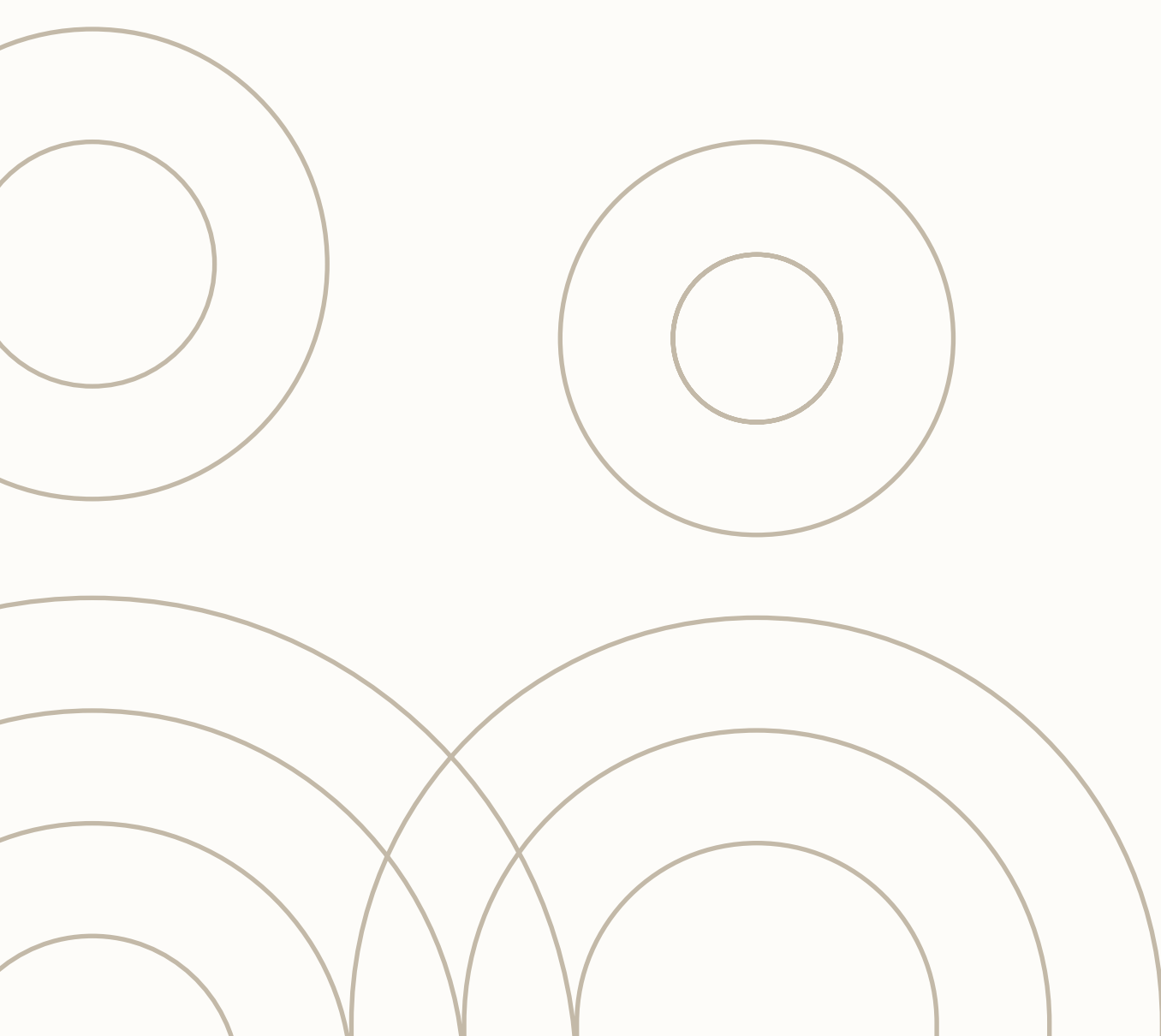


## SINGLE USE PLASTIC

99% single-use plastic eliminated by end of 2021.

# The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. 237 colleagues work to ensure that all sustainability practises are understood and executed at the highest level. This sustainable working journey starts from the moment colleages enter the building on their first day of work.

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- 1 During a two-day orientation, colleagues learn about the company's history and hotel operations.
  - 2 Each colleague undergoes a session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.
  - 3 To strengthen their knowledge, the hotel now requires all colleagues a mandatory eLearning sustainability course.
  - 4 Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.





# Our case studies in *practice*

We are very proud of the initiatives our colleagues have implemented to help us on the path to achieving our goals.

Single-use plastic elimination

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In the community

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Technology in practice

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Colleague engagement

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Waste reduction & separation

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## CASE STUDY

# Single-use Plastic *Elimination*

We are single-use plastic-free implementing innovative solutions like refillable amenities and sustainable packaging, while collaborating with suppliers to overcome external challenges.

- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles. If a guest requests bathroom amenities in bottles, these are provided in aluminium tubes.
- Our bedroom teas are supplied in sustainable, single-use plastic free, packaging.
- Our bedroom slippers are not just single-use plastic free but a product that can be used time after time.





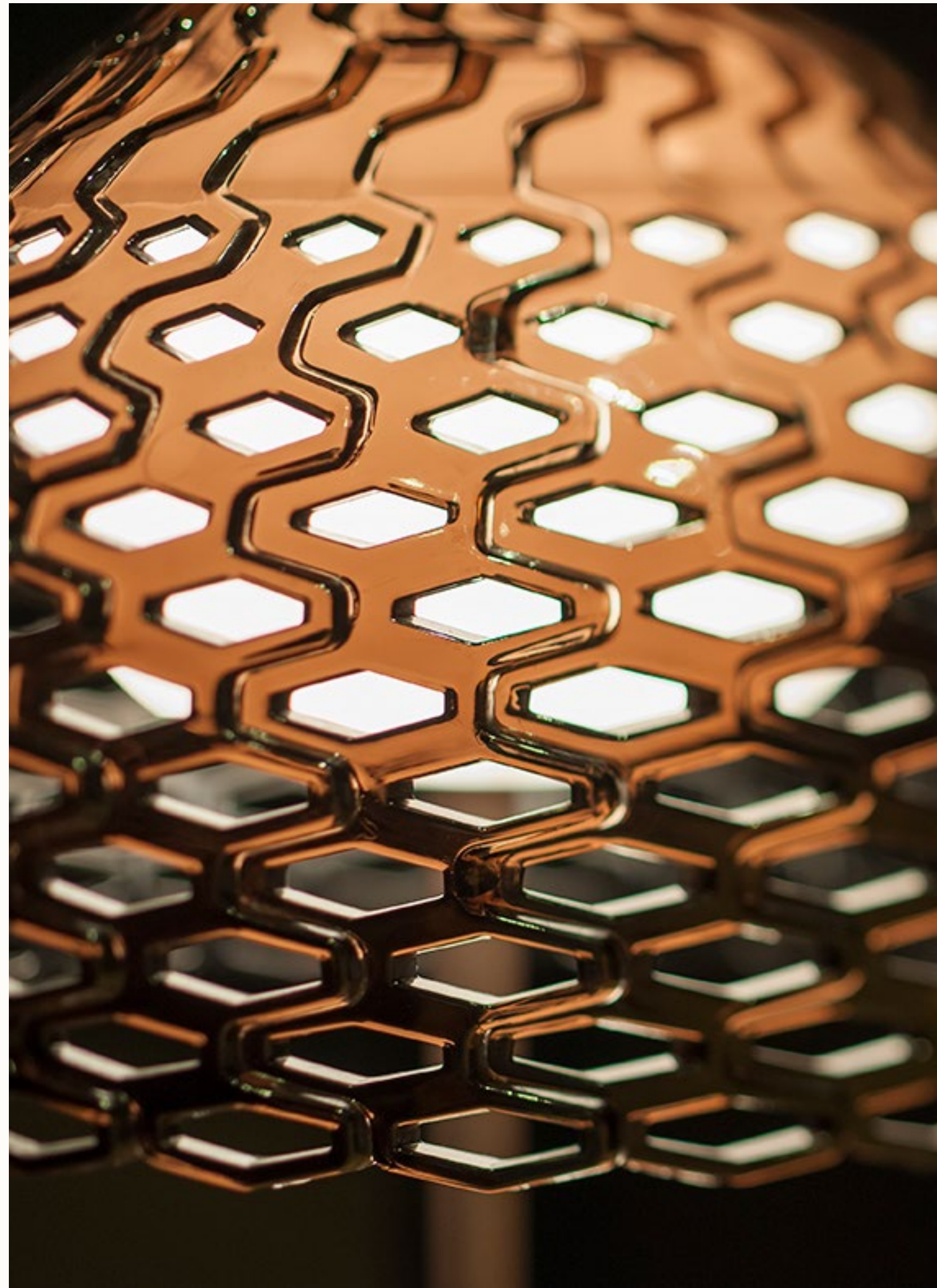
## CASE STUDY

# In the *Community*

Mandarin Oriental Hotel Group actively supports the local community through partnerships with organisations. In Mandarin Oriental, Barcelona we encourage colleague volunteerism by offering a full paid day to commit of charity work per-colleague, exemplifying a dedication to societal welfare. Some of the organisations and entities with which we have partnered include:

- Collserola Cleaning. *Let's clean up Europe*
- Animal Shelter. *Animals Sense Sostre*
- Visit of elderly people. *Amigos de los mayores*
- Blood donation. *Donar sang Gencat*
- Sea cleaning. *ProjectSeaCleaners*
- Wecooku - Preparation of food for people in need. *Fundació Tochete*
- Tree Planting in Garraf Natural Park. *Reforesta*
- El gran recapte. *Banc dels Aliments*
- 7th Annual Barcelona Race Against Cancer





## CASE STUDY

# *Technology* in Practice

Mandarin Oriental Hotel Group has a partnership with sustainability consultancy, Greenview, and use their software to enable the teams to manage, review and assess all sustainability related data in one portal.

- The hotel features LED lighting throughout, including light movement sensors in all guest rooms, facade lighting, meeting and event spaces and back of house.
- We have installed tap aerators in our public areas to reduce the water usage and prevent water loss.
- We have installed led lighting throughout, and also we have two different movement sensors in our colleague areas that reduce the intensity of the light or switch it off when not needed, this reducing the energy consumption.





## CASE STUDY

# Colleague *Engagement*

Our colleagues actively engage in initiatives promoting physical and mental well-being, including cultural awareness days and hotel-organised charity events, organised by the Sustainability Committee, showcasing our commitment to holistic wellness and community support.





## CASE STUDY

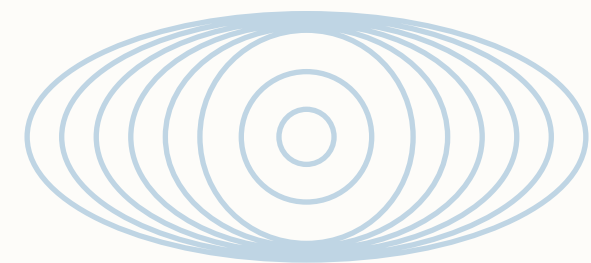
# Waste Reduction & *Separation*

Waste is one of the largest contributors to carbon emissions. We proactively influence the waste cycle where we can and have put in numerous new practices to assist our reduction efforts:

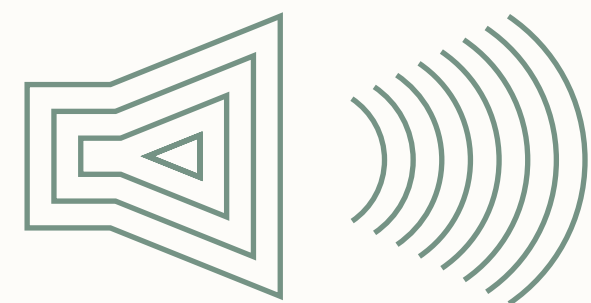
- We proactively change bedding every second day, unless guests place a bamboo fan on their bed, indicating they want their bedding changed daily.
- Thanks to our pre-composting machine, leftover food is dehydrated and transformed into nutrient-rich pre-compost, ready for future use. This eco-friendly initiative not only minimise waste but also enriches our soil, promoting sustainable practices for a greener and healthier environment. This way, we establish a circular economy, reinforcing our commitment to responsible resource management.



# A look at 2023



Click [here](#) to *view* the full 2023 Sustainability Report



Click [here](#) to *listen* the full 2023 Sustainability Report

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

At company level, we have continued our hard work of eliminating 99% of single-use plastics across all operations in 2023 where possible excluding supplier packaging. 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.

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

In 2023:

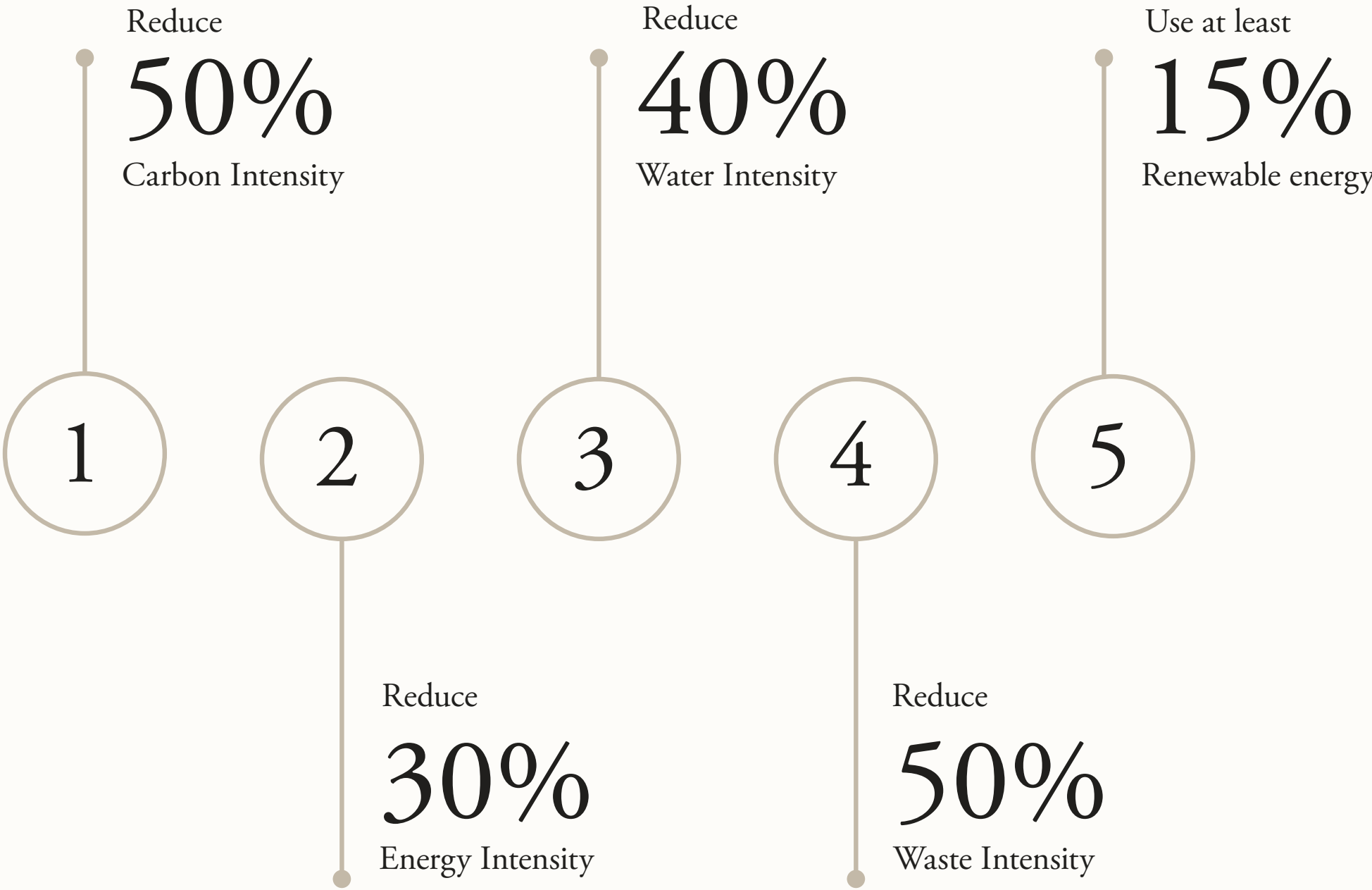
- 29 social impact initiatives were conducted by our colleagues collaborating with “bank dels aliments”, doing activities with elderly people in the hotel, blood donation etc.
- 527 volunteering hours were carried out by our colleagues.

# Our commitment goals - 2030

at Mandarin Oriental, Barcelona



## SUSTAINABLE TARGETS:







Every day we strive to ensure a better future for the next generations; protecting the environment, people, and communities are the fundamental pillars to which we devote our efforts every day.

*“Doing the right thing”*



We are proud to have been officially recognised by the Global Sustainable Tourism Council (GSTC) as a certified hotel, acknowledging our commitment and dedication towards sustainability.