

information

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MANDARIN ORIENTAL, BANGKOK - SOCIAL AND ENVIRONMENTAL COMMITMENT

Mandarin Oriental, Bangkok is committed to actively participating in the continuous improvement and protection of the environment for our guests, colleagues and the community. The balance between providing a luxury environment and being socially and environmentally conscious is continually being reviewed by our Corporate Social Responsibility committee.

Workplace

We recognise that our business is built on service, and our employees are what make our guest experience special. For this reason we strive to go above and beyond the minimum legal obligations to support and encourage our employees by providing continuous learning and development opportunities and a healthy, safe and comfortable working environment.

We offer a ‘hotel within a hotel’ for our 1,300+ colleagues, a place where they can relax and feel at home. Named the ‘O-Zone’ this space covers the entire second floor of our River Wing and is solely dedicated to employees, providing not only a space to relax but also opportunities to do the things that are hard to do for shift workers. For example, we invite food suppliers in to provide grocery shopping days for staff, provide on-site medical facilities, a concierge desk set up just like our hotel concierge services for our guests, and we have family and community days.

We believe that in order to meet the challenges of attracting the best staff and retaining the best people, we must endeavour to provide the best workplace. O-Zone is one of the ways in which we achieve employee loyalty and commitment—hence our excellent level of customer service.

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Environment

Mandarin Oriental is committed to contributing to the communities in which we operate and to responsibly managing our environmental impacts and social commitment.

Some of our current initiatives include:

- Regular independent energy audits
- Monthly energy monitoring programme with the principal goal of reducing energy consumption and carbon emissions by 5% per annum
- Operation of state-of-the-art fresh- and waste-water treatment plants to maximise the use of river water
- Shuttle boat engines are compliant with EU 3 Emission standards
- Waste recycling programme and kitchen waste composting
- Low-temperature washing in the hotel laundry to improve water efficiency
- Use of environmentally friendly cleaning products
- LED lighting systems are being installed in all renovated areas
- Pool ozone filtration systems and real-time water quality monitoring
- Regular river cleaning in cooperation with riverside hotels
- Responsible sourcing of fruits and vegetables from the ‘Royal Project’
- ‘Coins on Silom’ fundraiser by our OHAP students
- Making material progress towards being 100% single-use plastic free includes, but is not limited to, launching of biodegradable water bottles, introducing a Nordaq water filtration system allowing the hotel and guests to refill glass water bottles, eradicating plastic straws and bathroom products throughout the hotel and delivering laundry and dry-cleaning back in fabric bags

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In 2019 colleagues gave over 6,400 hours back to Bangkok communities, transforming several schools by painting, cleaning and enhancing classrooms, cafeterias, libraries and other educational facilities to help disadvantaged children.

Opportunities for Guest Involvement

- Encourage guests to help us preserve our environment by hanging up any towels they intend to re-use and placing a brown leather FAN card on their bed should they wish to use the bed linen more than once.
- We also ask them to donate any unwanted clothes that they may have that we forward on to carefully selected charities.

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For further information, please contact:

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