

news release

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MANDARIN ORIENTAL PROGRESS UPDATE ON ELIMINATING SINGLE-USE PLASTIC ACROSS PORTFOLIO

Hong Kong, 13 May 2020 -- In October 2019, [Mandarin Oriental Hotel Group](#) pledged to eliminate all single-use plastic, across its portfolio of luxury hotels, by the end of March 2021.

While the original timing for completion is likely to be impacted by the global effects of Covid-19, this first progress report highlights both the achievements made to date and some of the challenges encountered.

The Group has committed to eliminating single-use plastic across all areas of the hotels, including rooms, spa, transport, restaurants and bars as well as in those areas unseen by the guest, such as offices, kitchens and back of house.

The Group has initially focused on 60 of the most commonly used single-use items identified by hotels which are estimated to make up 95% of the total number of single-use plastic items used at our hotels. These items have either been eliminated or are in the process of being phased out as current plastic stock is depleted.

An example of one of the most commonly used items is plastic water bottles. On-site water bottling has been introduced at the Group's hotels in Hong Kong, Macau, Kuala Lumpur, Singapore, Taipei, Geneva, London, Miami and New York, with the view to rolling this initiative out groupwide. Current figures are encouraging; for example, Mandarin Oriental, Kuala Lumpur, has been able to eliminate almost half a million plastic water bottles from rooms and food and beverage facilities in a year.

Many of the other most commonly used plastic items have been replaced with eco-alternative materials – examples of which are sanitised, re-usable cloth laundry bags and shoe mitts, paper, metal or bamboo straws, natural loofahs, wooden spatulas and metal tasting spoons in the kitchens. Many bathroom amenities have been replaced with sustainably certified non-plastic alternatives, including cotton pads, razors, earbuds, shower caps and shaving foam.

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Hotels are also experimenting with wall mounted dispensers to replace small plastic shower gel, shampoo and conditioner containers, and are working with luxury brands such as Fig & Yarrow, and Diptyque to ensure they can be filled and re-filled with appropriate, chemical free produce.

Challenges remain as some materials, such as cling film and waste bags, are both difficult to eliminate or find truly sustainable alternatives for. Trials are currently underway to replace cling film with re-usable items that can be easily sanitised, including containers, silicone and beeswax wraps, and waste bags with water soluble toxin-free options. While it has been possible to obtain toothbrushes that are 97% plastic-free, 100% plant-based toothbrush bristles are not currently available. However, on-going research in this area means that we remain hopeful that a complete eco-solution will be available soon.

Alternatives for toothpaste tubes have also proved difficult to locate, but after many months of supplier research, the Group is now offering toothpaste bites. These small tablets of toothpaste are packaged in FSC-certified paper and are currently being rolled out across the Group.

The Group is now widening the scope of its work to identify viable eco-alternatives for the remaining single-use plastic items within its properties. Hotels are encouraged to choose reusable or unprocessed plant-fibre based eco-alternatives where possible and any eco-alternative materials that prove to be successful will then be introduced across the portfolio.

The next challenge, that was not included in our initial timeline, is an external one – namely the continued use of single-use plastic packaging used to deliver goods into our hotels. We recognise that elimination here may take much longer to achieve, as this is an area that is proving hard to influence. We will continue in our efforts to resolve this through our own Supplier Code of Conduct and ongoing supplier engagement.

The current COVID-19 pandemic has already had some impact on our efforts. The depletion of our existing stock of plastic products across our portfolio has slowed, and new hygiene protocols and requirements arising from the pandemic pose challenges that may well affect our timeline. However, we remain committed to our original objective of 100% elimination while recognising the potential for delay in the removal of some items. Work is ongoing to achieve the very best results possible across the portfolio and within our timeframe.

“We set ourselves an ambitious goal of eliminating all single-use plastic from our premises by the end of March 2021. Whilst our timeline is likely to be adjusted as a consequence of the pandemic, we remain focused on achieving our goals and we believe we can provide valuable leadership to our industry and to the world at large,” said James Riley, Group Chief Executive. “I am delighted at how our colleagues have wholly embraced this challenge as part of our joint commitment to deliver on the Group’s sustainability responsibilities,” he added.

Colleagues from every hotel have been working hard to find solutions which can be shared as best practice. Mandarin Oriental is collaborating with its suppliers to drive responsible procurement and provide alternative products that are both viable and suitable for the luxury hotel environment.

The Group will issue the next progress report in October 2020.

Mandarin Oriental’s Sustainability Objectives

Mandarin Oriental is well recognised for delivering service excellence across its portfolio of luxury hotels and for operating its hotels and residences in a responsible and sustainable way. As a supporter of the United Nations Sustainable Development Goals, the Group is committed to contributing to the communities in which it operates and responsibly managing its environmental impact and social commitment. The elimination of single-use plastic is only one part of the Group’s wider enterprises. The Group’s other initiatives are outlined in the

company's latest [Sustainability Report](#), and are supported by the dedication and hard work of Mandarin Oriental's 12,500 colleagues who continue to identify impactful ways to respond to local community and environmental needs.

About Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 33 hotels and seven residences in 23 countries and territories, with each property reflecting the Group's oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

Photography of Mandarin Oriental is available to download in the [Photo Library](#) of our [Media](#) section, at www.mandarinoriental.com. Further information is also available on our Social Media channels.

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