



MANDARIN ORIENTAL  
DOHA

Sustainability  
2024

# Our Commitment

At Mandarin Oriental, Doha, we are committed to delivering service excellence with sustainability at the forefront. 'Acting with Responsibility' is a core principle at Mandarin Oriental, deeply rooted in our heritage. Our sustainability initiatives are designed to make a positive impact on the world, empowering our colleagues to proactively address environmental and community needs.

- Eco-friendly collaborations with suppliers, business partners, and guests to actively reduce the environmental impact of our operations
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights and prohibiting child labour
- Sourcing responsible, eco-labelled, and fair-trade certified products
- Training colleagues on relevant environmental and social issues and engaging guests in responsible consumption
- Reducing greenhouse gas emissions
- Reducing energy consumption through optimization processes and LEED conversion
- Spreading awareness about practices to save water
- Waste Management and recycling programme utilizing the Reduce, Reuse, and Upcycle mode



# Our Sustainability Committee

The Sustainability Committee at Mandarin Oriental, Doha was established with the goal of integrating sustainability into daily operations.

Committee Members	Committee Role	Job Title
Thomas Kinsperger	Head of Committee	General Manager
Alton Hutton	Sustainability Chairperson	Director of Engineering
Raoul Steinbach	Member	Director of Food & Beverage
Anastasia Papaspyridi	Member	Director of Marketing Communications
Felix Kessel	Member	Director of Commercial Strategy
Vuslat Sivri	Member	Director of People & Culture
Cassandra Forrest	Member	Director of Spa & Wellness
Hyung Gyu Kim	Member	Executive Chef
Abdollah Mahmoud	Member	Director of Business Development
Javier Verdejo	Member	Rooms Division Manager
Joseph Ndava	Member	People & Culture Manager
Annie Damalerio	Member	Colleague Health & Wellness Manager
Prajith Thekkekara	Member	Materials Manager
Shahadat Hosen	Member	Engineering Manager
Madonna Echalar	Member	Engineering Coordinator



# Our Accreditations



Mandarin Oriental, Doha has earned official certification from Global Sustainable Tourism Council (GSTC), highlighting the hotel's commitment to sustainability. As sustainability gains prominence in luxury tourism, this certification serves as a strong testament to Mandarin Oriental, Doha's efforts in adopting sustainable practices.



LEED is an influential rating system developed by the U.S. Green Building Council that evaluates green building design, construction, operations and performance, and Gold is one of the top rating levels that a building can achieve. The hotel is part of the ambitious sustainable Msheireb Downtown Doha development project which has one of the greatest concentrations of LEED-certified buildings in the world.



# Our Goals

At Mandarin Oriental, Doha, our main goal is to make substantial progress towards our sustainability commitments, with structured objectives spanning both group-wide and hotel-specific targets across key pillars.

## Single-Use Plastic

We have successfully achieved single-use plastic free status by eliminating all single-use plastics.

## Social Initiatives

We are committed to two social impact initiatives every year.

## Paper

Implement processes to reduce paper consumption throughout the hotel, and where paper is used, ensure 100% sustainable certified paper.

## Responsible Procurement

We are committed to procuring certified commodities, including coffee, tea, vanilla, cocoa, and sugar, as well as paper.

## Waste & Food Management

We are committed to ensuring measurement practices and waste segregation are effectively in place.

## Energy Efficiency

Strong focus on renewable energy, having installed solar panels (both photovoltaic and thermal technologies).

## Endangered Species

Eliminate endangered seafood species from all menus, compliant with the WWF Endangered Seafood Guide.

## Hotel Specific Initiatives

We aim to complete a minimum of two sustainability initiatives annually, driven by the property's own objectives.



# Commitment to UN SDGs

We at Mandarin Oriental, Doha are committed to advancing the United Nations Sustainable Development Goals (SDG), integrating them into our operations to ensure a sustainable and equitable future for all:

- Aligning operations and strategies with the SDGs to promote prosperity while protecting the planet
- Implementing specific initiatives to address SDGs relevant to our business, such as responsible consumption and production, affordable and clean energy, and decent work and economic growth
- Partnering with local communities, suppliers, and stakeholders to expand our impact on sustainable development
- Regular reporting and updates on our progress towards these goals, ensuring transparency and accountability

SUSTAINABLE DEVELOPMENT GOALS





# Msheireb Downtown Doha

Advancing sustainability practices within the tourism industry is a fundamental pillar of Msheireb's strategy.

## Building Design

Ensure all tourism-related infrastructure, such as hotels, restaurants, and attractions, adheres to strict green building standards to minimize energy consumption, water use, and waste production. This includes using renewable energy sources, integrating energy-efficient technologies, and implementing water-saving practices.

## Operation

Hotels are encouraged to pursue certifications that recognize and promote green practices. Additionally, responsible consumption should be prioritized, including the adoption of organic, eco-labeled, and fair-trade products to ensure sustainable and ethical sourcing.

## Community Engagement

Initiatives that foster community development and benefit both internal and external stakeholders by tackling social issues like education, healthcare, and cultural preservation, as well as environmental challenges including conservation, waste management, pollution control, and resource sustainability.



# Sustainable Practices in Msheireb



## Urban Design and Cooling

Streets are oriented to capture cool breezes and shade pedestrians, with buildings massed to shade each other and light-colored to reduce cooling needs.

## Energy Efficiency

Use of eco-friendly building materials, thicker walls, and heat-isolating glass reduces energy for cooling. Photovoltaic panels on over 6,400 rooftops generate electricity and 1,400 panels provide hot water, contributing to a 30% reduction in energy use, supported by advanced building designs and a high-efficiency district cooling plant.

## Water and Landscape Management

Non-potable water saving is at 70% of city consumption, using refined water, and landscape needs are minimized by using native species and efficient irrigation systems.

## Waste and Transportation

The city employs an advanced waste collection and segregation system with most waste recycled or reused and promotes green transport with a tram system and dedicated lanes for bicycles and pedestrians.







Our Initiatives  
*Sustainability Impact*

# Environmental Efficiency



## Electric Car Charging Stations

Electric car charging stations, provided in partnership with Tesla, are available in the car park for enhanced guest convenience.

## Green Transportation

Providing guests with the choice of electric car transportation via an electric vehicle.

## LEED Gold Certification

The LEED Gold Certification awarded to Mandarin Oriental, Doha's buildings signifies our adherence to the highest standards of environmental sustainability and green building practices.



# Environmental Efficiency



## Water Efficiency

Water used for landscaping and flushing toilets is non-potable. Savings are achieved by using low-flow toilets, lavatories, and showers.

## Waste Management

The implementation of Automated Waste Collection System AWCS efficiently segregates three types of waste streams, improving recycling and composting processes. Additionally, recycling efforts include paper, plastic, and tins, with used deep-frying oil converted into bio-oil.

### Targets 2024

- Achieve less than 2.2 kg of non-diverted waste per sqm
- Achieve more than 42.0% of waste diversion rate





# Energy Efficiency



## Solar Panels

Solar panels have been installed to pre-heat water and power emergency lighting, significantly reducing reliance on gas and electricity.

## Building & Guest Rooms Management Systems

Our GRMS automatically turns off lights in unoccupied rooms, deactivates air conditioning when doors or windows are open, and regulates temperature for optimal energy conservation.

## Building Design

Ventilation in the basement car park is regulated by carbon monoxide sensors to control demand.



# In-Room Practices



## Nordaq

Nordaq, our in-house bottling plant, serves water in reusable glass bottles.

## Towel and Linen Program

The towel and linen exchange program empowers guests to choose less frequent changes, reducing water consumption in laundry services.

## Eco-friendly Bathroom Components

Installation of eco-efficient toilets, taps, and showers to minimize water usage, alongside repurposing stormwater and A/C condensation for non-potable applications.

## Single-Use Plastic Free

We have successfully eliminated of single-use plastics from its operations, while also incorporating eco-friendly amenities.





# Sustainable Canteen



## Meatless Monday

At the staff canteen MOments, 'Meatless Mondays' have been established, offering a selection of non-meat and plant-based dishes in line with our commitment to environmental stewardship.

## No Bin Tuesday

'No Bin Tuesdays' at MOments highlight our dedication to eliminating food waste, contributing to our broader sustainability efforts.



# Responsible Procurement



## Agricultural Commodities

Sourcing exclusively sustainable, organic, eco-labelled, and Fair-Trade certified products such as coffee, cacao, tea, vanilla, and seafood, ensuring no endangered species are used.

## Paper

For our office supplies, we are committed to using only FSC-certified paper to support responsible forest management and sustainable use of resources.

## Heenat Salma Farm

Mandarin Oriental, Doha partners with Heenat Salma Farm, sourcing fresh, organic vegetables and herbs for our dining outlets and staff canteen, thereby supporting local agriculture and ensuring the highest quality of produce.



# Responsible Procurement



## Beekeeping Initiative

The beekeeping initiative at Mandarin Oriental, Doha exemplifies our responsible consumption by managing 15 beehives across the country, producing honey from the Sidra tree in harmony with sustainable practices.

## Malika Honey

Mandarin Oriental, Doha collaborates with Bu Saif's Apiary to produce Malika, a natural Qatari honey named after the Arabic word for "queen," reflecting the queen bee's pivotal role. Purchasing this honey and its derivative confections aids in the hotel's biodiversity protection efforts—a cornerstone of its sustainability strategy.







**2023**



**22**

**annual initiatives**

Conducted by colleagues

**1,000+**

**annual volunteer hours**

Dedicated by colleagues



**Our Communities**  
*Sustainability in Action*

# Our Communities



## Natural Landscapes Conservation Efforts

Mandarin Oriental, Doha actively engages in cleanup activities at various archaeological sites and beaches throughout the year, aiding in the preservation of our natural and historical heritage.

## Breast Cancer Awareness Contribution

In alignment with Breast Cancer Awareness, Mandarin Oriental, Doha pledges to donate a portion of proceeds from selected services and products sold in October to support breast cancer research and treatments in Qatar.

## Partnering with Purpose

Mandarin Oriental, Doha engages with diverse partners across Qatar to serve a spectrum of local community needs, focusing on educating and motivating the younger generation about the importance of social contribution and active citizenship.





# Our Colleagues



## Volunteering Hours

At Mandarin Oriental Doha, every colleague is entitled to one paid day leave annually to fulfil their volunteer hours, with a commitment to contribute six hours to any of the community and volunteering activities available throughout the year.

## Sustainability Training

We prioritise continuous learning, successfully ensuring that all colleagues complete the annual colleague sustainability training to foster best practices in our industry.

## Greenview Portal: Our Sustainability Management System

Greenview supports Mandarin Oriental's sustainability programme with the Greenview Portal, a sustainability data management system that allows us to monitor our progress and collective impact as a group, and individually at each hotel.





Goals

2030

# 2030 Goals

At Mandarin Oriental, Doha, we are committed to achieving these goals:



Achieve equal to or less than 275.0 kWh of Total Energy Per sqm



Achieve 1% Renewal Energy



Achieve equal to or less than 529.0 L of Total Water Consumption Per sqm



Achieve equal to or less than 4.5 kg of Non-diverted Waste Per sqm



Achieve equal to or more than 17.0 % of Waste Diversion Rate

