



# SUSTAINABILITY

AT MANDARIN ORIENTAL JUMEIRA, DUBAI





## Our Commitment

Sustainability is at the core of everything we do at Mandarin Oriental Jumeira, Dubai. We are committed to supporting the communities where we operate, while responsibly managing our environmental and social responsibilities.

Over the years, we have introduced several key initiatives. We partnered with Azraq for the Oceans, a non-profit marine conservation organisation, to create an artificial reef off the coast of Fujairah. This project raises awareness of the importance of coral reefs while contributing to the growth of the UAE coastline. We also launched Kind by M.O., an eco-conscious beachside store offering sustainable resort wear, swimwear, and accessories for guests seeking responsible shopping options.

We have implemented group-wide measures, including eliminating single-use plastics and using energy-efficient practices, such as LED lights in public areas and motion sensors in staff areas. These efforts highlight the resort's dedication to sustainability and our mission to promote kindness towards the earth, our community, and each other.

This is the story of Mandarin Oriental Jumeira, Dubai, where we take every step with a vision of a more sustainable future for our guests, our team, and the world around us. We invite you to join us on this journey.

Werner Anzinger  
General Manager

# Our Initiatives

**Single-Use Plastic-Free:** We are committed to eliminating single-use plastics across all outlets, opting for sustainable alternatives to reduce our environmental footprint.

**Responsible Procurement:** We prioritise responsible sourcing of agricultural products like coffee, tea, vanilla, cocoa, sugar, and paper.

**Endangered Species Compliance:** We follow Mandarin Oriental Hotel Group's Endangered Seafood Avoid List, ensuring our menu supports marine conservation.

**Waste Management:** We actively segregate and measure food waste, aiming to reduce waste intensity and divert more from landfills.

**Social Initiatives:** Our community-focused initiatives reflect our commitment to positive social impact.

**Efficiency & Environmental Initiatives:** We continuously implement strategies to improve operational efficiency and minimise our environmental impact.

**Environmental Performance:** We are committed to progressing towards our 2030 Environmental Targets, reducing our overall footprint.

# Sustainability Begins in Our Rooms

**Hard Soap Recycling:** We collect used bar soaps from guest rooms and recycle them into new bars. This process not only reduces waste but also extends the life of the soap, contributing to a circular economy and minimising environmental impact. We work together with our partner UNISOAP to do so efficiently.

**Coffee Capsules Collection:** Used coffee capsules are gathered from rooms, then processed to be repurposed or recycled. This initiative reduces waste and gives the capsules a second life.

**Linen Program:** To reduce resource consumption, we have implemented a linen program where bed linens and towels are changed every other day rather than daily. This approach lowers water and energy use while still maintaining high standards of guest comfort.

**In-House Water Filtration System:** We offer filtered water in all guest rooms and food & beverage outlets as part of our commitment to sustainability. This initiative involves installing advanced filtration systems to provide high-quality drinking water, which is both eco-friendly and cost-effective. By eliminating the need for single-use plastic bottles, we significantly reduce plastic waste and minimise the environmental impact associated with water transportation and packaging.





# Guest Awareness

**Paperless Check-In and Check-Out:** We have transitioned to a digital system for check-in and check-out processes, eliminating the need for physical paperwork. This initiative streamlines the guest experience, reduces paper waste, and speeds up the procedures, contributing to a more efficient and eco-friendly operation.

**QR Code for Hotel Information:** Guests can access all essential hotel and sustainability information through QR codes available in various locations throughout the property. By scanning these codes with their smartphones, guests can view details about amenities, services, dining options, and more, reducing the need for printed materials and enhancing the guest experience with instant access to information.

**Electric Vehicle:** We offer a Mercedes EQS electric vehicle for guest transportation, reflecting our commitment to sustainable practices. This luxury electric car not only provides a high-end experience but also reduces carbon emissions associated with traditional fossil-fuel-powered vehicles, supporting our broader environmental goals.

**Bicycles at Disposal of Guests:** Guests at Mandarin Oriental Jumeira, Dubai, are encouraged to use low-emission methods of transportation. Bicycles are available for guests to promote zero-emission transportation.

**Electric Car Charging Station:** Guests are able to charge their electric cars at one of our four vehicle charging stations.

# Being Mindful About our Waste

## **LFC Food Digester:**

The LFC Food Digester is an innovative waste management solution designed to process organic food waste efficiently. This system uses advanced technology to break down food scraps into nutrient-rich compost or other useful byproducts, which can be repurposed for gardening or other applications. By reducing the volume of waste sent to landfills and converting it into a valuable resource, the LFC Food Digester supports our sustainability goals and promotes responsible waste management.

## **Food Waste Measurement – AI Winnow:**

Winnow is a cutting-edge system that leverages artificial intelligence to track and analyse food waste. This technology helps us monitor the quantity and types of food being discarded, providing valuable insights into waste patterns and enabling us to implement targeted strategies for waste reduction. By using data-driven approaches to improve kitchen operations and menu planning, Winnow helps us enhance efficiency, reduce costs, and further our commitment to sustainability.



# Colleague Involvement

Mandarin Oriental is committed to contributing to the communities in which we operate and responsibly managing our environmental impacts and social commitments. We're on a journey to make things 'Naturally Better' for the planet, for communities, and for our guests. As well as embracing and putting into practice our global sustainability initiatives, here at Mandarin Oriental Jumeira, Dubai we also have our own local initiatives to make sure we play our part in making every single stay more sustainable.

## CSR Activities

In addition to the internal sustainability education each team member is granted one paid day off each year to participate in volunteer work. We encourage all employees to dedicate six hours to community service or other volunteer activities offered throughout the year. Below are some examples of the activations that have successfully taken place in 2024.

1. Towels and Linen Donation (SPA)
2. Linen & Uniforms Donation (Laundry)
3. Food Bank Donation
4. Al Wathba Wetland Reserve Clean Up
5. Tree Planting
6. Clothes Giveaway
7. Linen Donation (MOHouse)

Volunteering hours goal 2024: 3500 h

The image shows the storefront of a 'Kind by M.O.' store. The store has a wooden facade with large glass windows. The sign above the entrance reads 'kind by M.O.' in white text on a dark background. The windows display various items, including clothing and accessories. The background is a blurred view of a modern building with balconies.

kind  
by M.O.

## Our Community

Kind by M.O. is a beachside eco-conscious concept store that offers a carefully curated collection of fully sustainable resort wear, swimwear and accessories designed by emerging local talents as well as global artisanal retailers. The name Kind is simple yet powerful, implying a positive attitude towards life. It's the Resort's way to encourage kindness towards the Earth, the community and to one another.

[Watch the Kind by M.O. film](#)



# Signature Fan

Created by Emirati multidisciplinary designer Aljoud Lootah, the signature fan of Mandarin Oriental Jumeira, Dubai is an artistic blend of local Emirati heritage with modern touches. The main geometric pattern is inspired by Khous, traditional palm fond weaving, while the curved outline references the sea, which was essential to the historic coastal town of Dubai, and also forms a vital part of the modern thriving city is today.





# Environmental & Energy Efficiency

**Conversion to LED Lights:** LED lights are significantly more energy-efficient than traditional incandescent or fluorescent bulbs, consuming up to 80% less energy.

**Solar Panels for Warm Water:** Solar water heating is a renewable and eco-friendly solution that reduces our reliance on fossil fuels and lowers our energy costs. By using solar energy to provide hot water for our facilities, we contribute to reducing greenhouse gas emissions.

**AC Regulated Temperature:** We maintain a regulated temperature setting in guest rooms to prevent air conditioning units from overworking.

**Reusing AC Condensation Water:** We capture and repurpose condensation water from our air conditioning units for use in flushing toilets.

**Batteries Recycling Container:** We have placed dedicated recycling containers in our back office areas for disposal of used batteries in an environmentally responsible manner. This program ensures that batteries are properly collected and disposed.

**Guest In-House Laundry:** By processing laundry on-site instead of transporting it to an external facility, we significantly cut down on vehicle emissions and associated carbon footprint. This approach supports our goal of reducing overall environmental impact while providing convenience for our guests.



## Accessibility Is A Priority

**Guest Rooms:** Designed with ample space, they ensure easy movement for guests using wheelchairs or other mobility aids, featuring wide pathways and clearances for unrestricted mobility. The rooms feature accessible wardrobes, bathrooms, and an Emergency Alarm System.

**Public Areas:** All divisions in the hotel are accessible-friendly, including elevators, ramps, washrooms, and pools.

**Wheelchairs:** Wheelchairs are available upon request in case of injury or malfunction of privately owned wheelchairs.



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