



MANDARIN ORIENTAL  
BOSPHORUS  
ISTANBUL

# Sustainability



# Acting with *responsibility*

Mandarin Oriental Bosphorus, Istanbul recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. Since 2023, we are proud to have been officially 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).

We are proud that each and every colleague is directly involved in our collective efforts to achieve our sustainability goals.

“ As General Manager of Mandarin Oriental Bosphorus, Istanbul, as part of our commitment to sustainability, is dedicated to integrating eco-friendly practices into every aspect of our operations. Guided by our core values, we strive to minimise our environmental impact through initiatives such as energy and water conservation, waste reduction, and supporting local communities. Our team works tirelessly to enhance the guest experience while safeguarding the future of our planet, ensuring that every stay reflects our deep respect for the environment. We remain committed to continually improving our sustainable practices, empowering both our guests and staff to contribute to a greener, more sustainable future. ”

**MATTHIAS KINDL**  
**GENERAL MANAGER**

# Our main goals

at Mandarin Oriental Bosphorus, Istanbul



## 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, energy efficiency, and waste management.



## PAPER

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



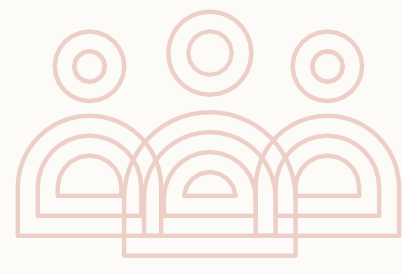
## REGULATION & TRANSPARENCY

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.



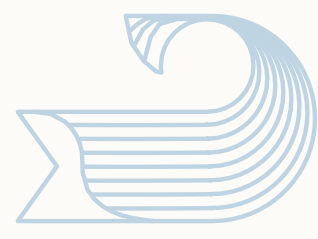
## ALIGNMENT

Our entire transfer fleet consists of electric vehicles. Our total transfer mileage is 40,000 KM, which equates to a reduction of 11549.960 kg of CO<sub>2</sub> emissions. This amount of carbon emissions has been successfully reduced. The number of electric charging stations has increased from 5 to a total of 14 this year, with 6 designated for general use and 8 for our transfer fleet.



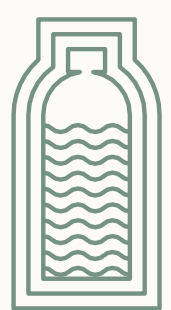
## SOCIAL IMPACT

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.



## ENDANGERED SPECIES

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

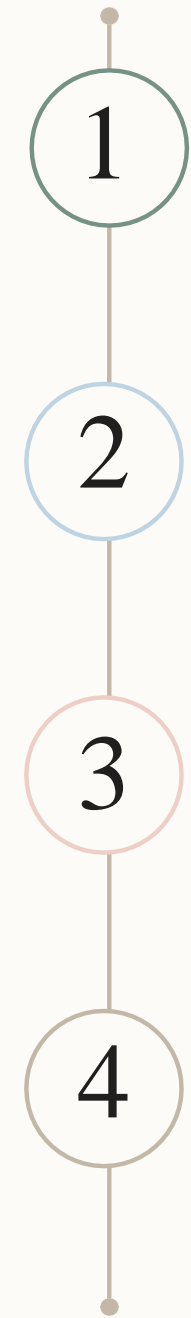
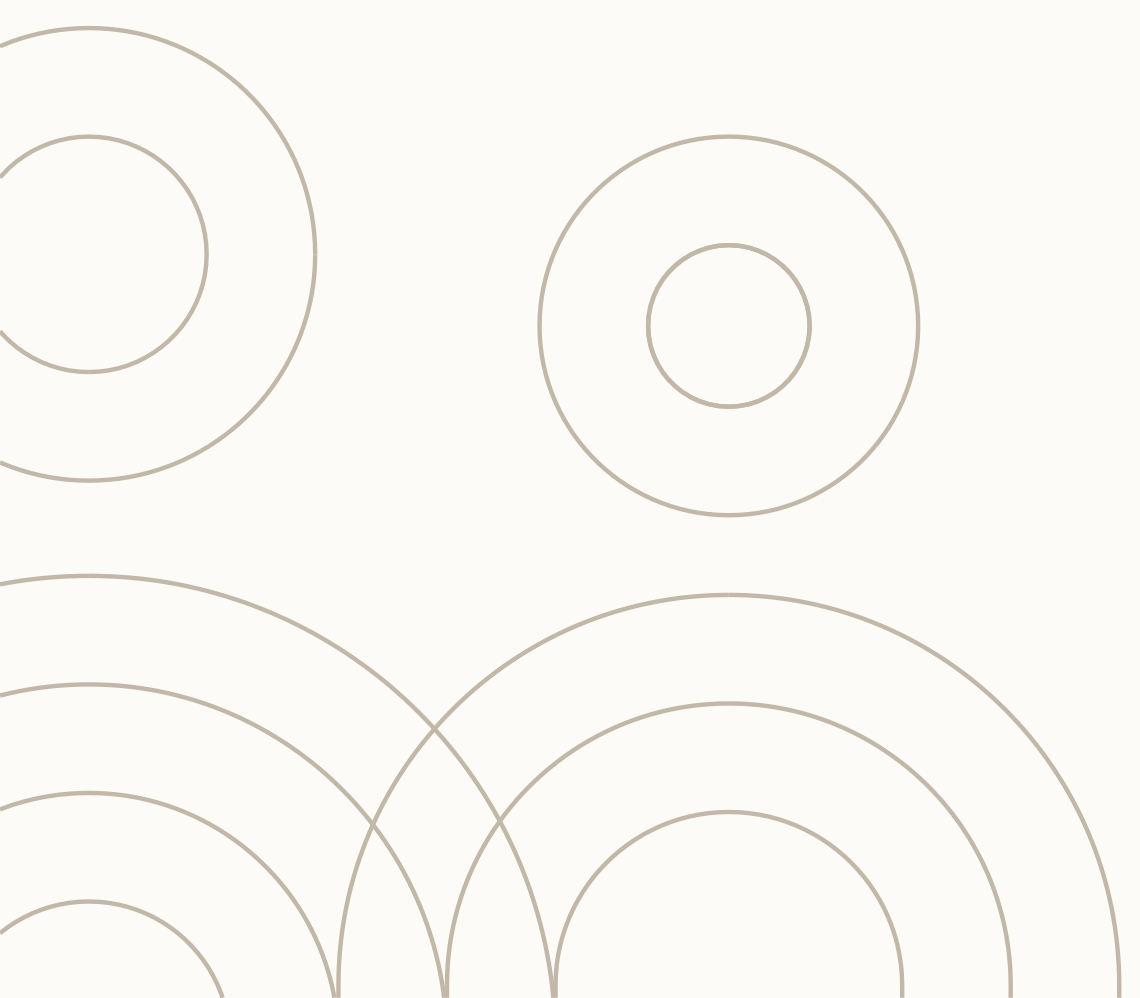


## SINGLE USE PLASTIC

99% of single-use plastic eliminated.

# The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 420 colleagues work to ensure that all sustainability practises are understood and executed at the highest level. This sustainable working journey starts from the moment colleagues enter the building on their first day of work:



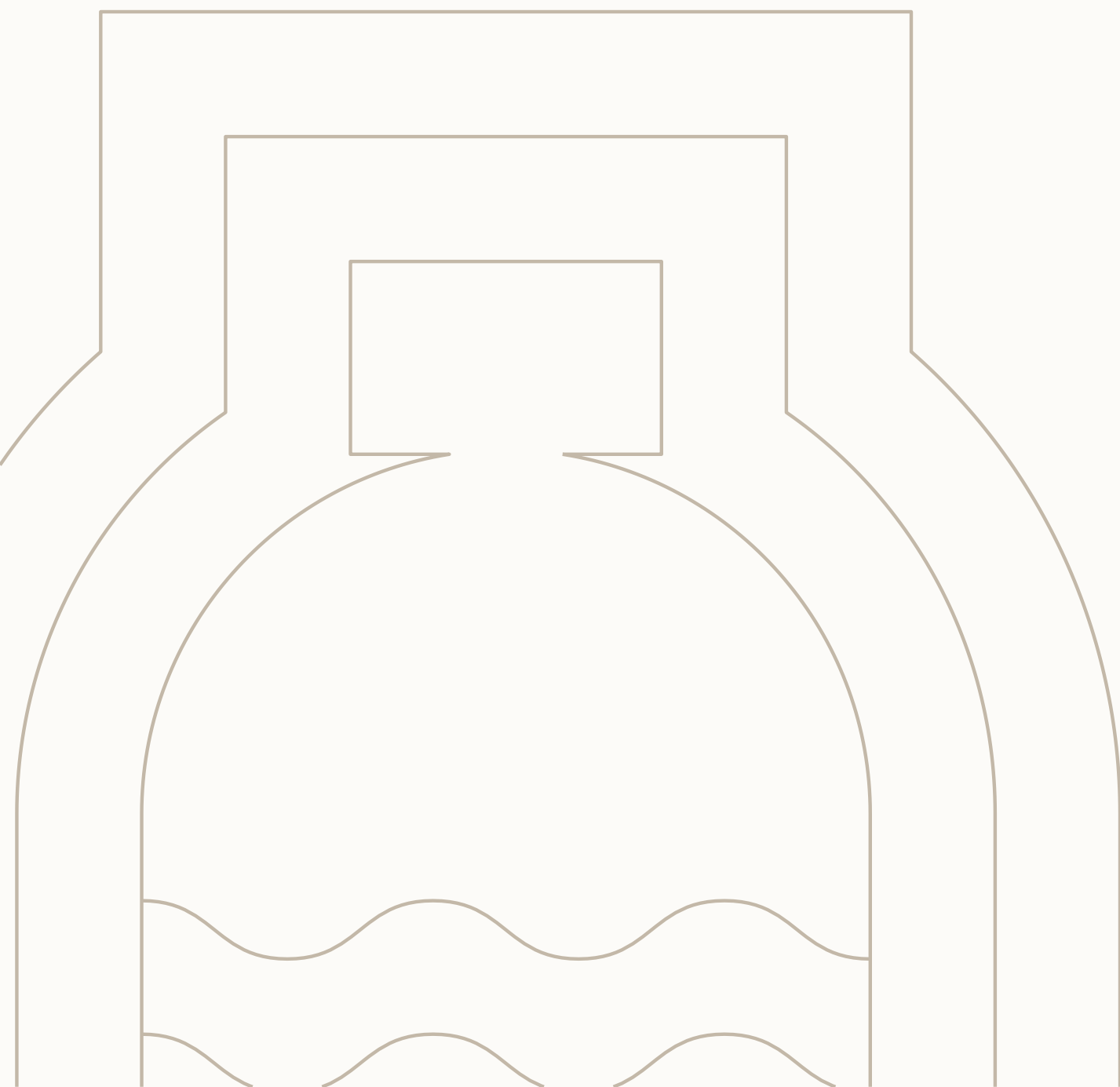
1 During a three-day orientation, colleagues learn about the company's history and hotel operations. We provide digital training materials to minimize paperwork.

2 Colleagues receive reusable items upon arrival: shopping tote, The eco-friendly seed pencil that contributes to recycling is a nature-friendly and a plastic-free folder for training materials during their first three months.

3 Each colleague undergoes a 1-hour session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.

4 Following the 1-hour session, colleagues attend a back of house tour showcasing waste management, including the waste disposal unit and canteen food disposal practices.

# The role of our *colleagues*



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New colleagues undergo departmental training facilitated by a training manager and departmental trainer to learn specific sustainable practices. Back-of-house managers shares monthly updates and new initiatives with departmental trainers and training managers to promote sustainable education within the group.

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To strengthen their knowledge, the hotel now requires all colleagues to complete a mandatory eLearning sustainability course. The course was developed by a team from Mandarin Oriental Bangkok and Mandarin Oriental Hyde Park, London, and has been implemented company-wide after a successful pilot testing.

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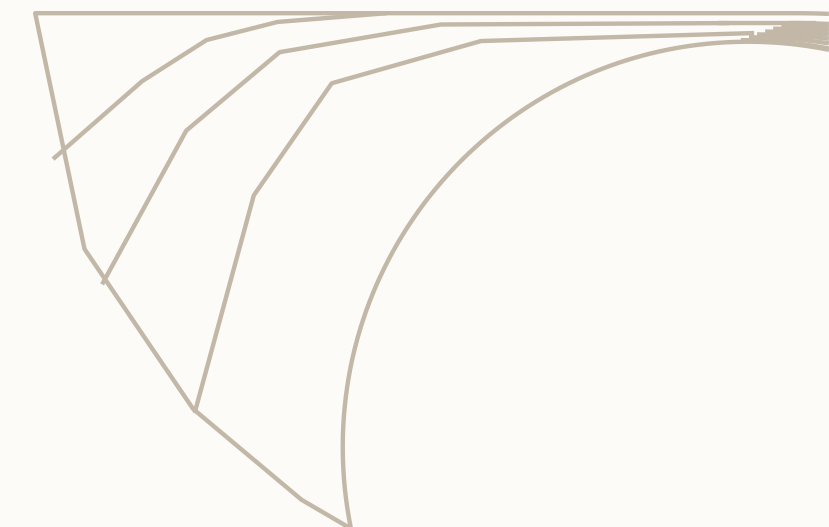
Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.

# Our Approach to *Sustainability*

Whilst we can never claim that the hospitality industry is, or ever will be a sustainable industry, we have a responsibility 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.

This can range from encouraging a supplier to deliver once a week rather than twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles. It could also be with our guests, be it encouraging them to take our

electric house car rather than a regular car, considering their bed-linen laundry choices or only offering attainably-sourced items on the menu. Our colleagues are also encouraged to play their part, with simple initiatives like a mantra in the staff canteen to fill their plate as much as they want, but only with what they can eat.





# 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.



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Single-use plastic elimination

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In the community

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Technology in practice

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Waste reduction

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Colleague engagement



## CASE STUDY

# Single-use Plastic *Elimination*



Although within the hotel we are 100% single-use plastic free, there are external elements we cannot control - packaging in the supply chain for example - which makes us nearer 99% single-use plastic free.

However, in our quest to become 100% single-use plastic free, we have considered innovative solutions to everyday single-use plastic problems within our walls, and we work collaboratively with our suppliers to find solutions that work for all parties.

- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles. All amenities used in our guest rooms are free from single-use plastics (SUP).
- Our piping bags are washed and reused daily.
- Our bedroom teas are supplied in sustainable, single-use plastic free, packaging.
- Our Spa & Fitness center slippers are not just single-use plastic free but a product that can be used time after time.
- All garbage bags used in our hotel are rice-based and biodegradable.



## CASE STUDY

# In the *Community*

We continually endeavour to engage with, support, and enhance the local community we live within through our partnerships and initiatives:

- Just over US\$10 was donated for every room night booked to Disaster and Emergency Management Authority of Turkey for post disaster humanitarian assistance, totaling US\$214,000 in 2023.
- We have a partnership with a neighboring school that provides education for autistic children with special needs. Through this collaboration, the hotel offers technical support, organizes social activities for students, and helps with celebrations on special occasions.
- Each year, we provide support to an animal shelter by donating consumables and food supplies. They visit the shelter to raise awareness and encourage the protection and adoption of the animals there.
- Mandarin Oriental Hotel Group encourages all colleagues to volunteer one day of their time, paid, to a charity of their choice. We have proactively supported our local neighbours throughout the year with several initiatives.



## 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.
- The building automation system used in rooms detects whether guests are in the room, ensuring that energy in guest rooms is used efficiently, resulting in energy savings.
- Special water-saving fixtures have been used in the hotel to promote water conservation. A drip irrigation system is used for landscape watering to ensure water conservation.







## CASE STUDY

# Waste *Reduction.*

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 tag on their bed, indicating they want their bedding changed daily.
- As a part of increasing the recycling percentage and giving back to the community, in 2023 for example we diverted 18,825 kg of mixed packaging and 15,900 kg of glass waste have been separated. Additionally, 15,696 kg of fried oil has been converted into biodiesel and hazardous waste has been disposed of through appropriate methods.



## CASE STUDY

# Colleague *Engagement*

Throughout the year our colleagues are constantly engaged with a series of initiatives to support their physical and mental well-being.

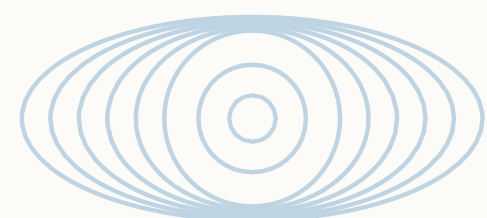
- As part of the MOve-In training, we provide cultural sustainability training to each of our employees. In this training, we raise awareness by introducing the materials, equipment, decorations, or practices used in our hotel to sustain our culture. We also ensure that this information is communicated correctly to guests, allowing them to experience and gain knowledge of our culture.
- We focus on mental and physical wellbeing, and wellness events ranging from yoga, meditation, singing bowl sessions and a celebration of Global Wellness Day.



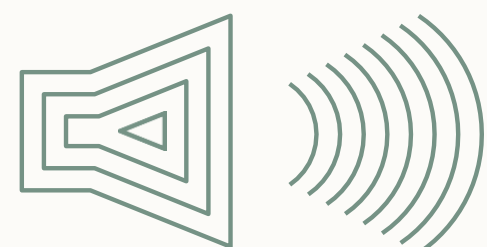


# A look at 2023

Highlights of Mandarin Oriental's 13th Sustainability Report.



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



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

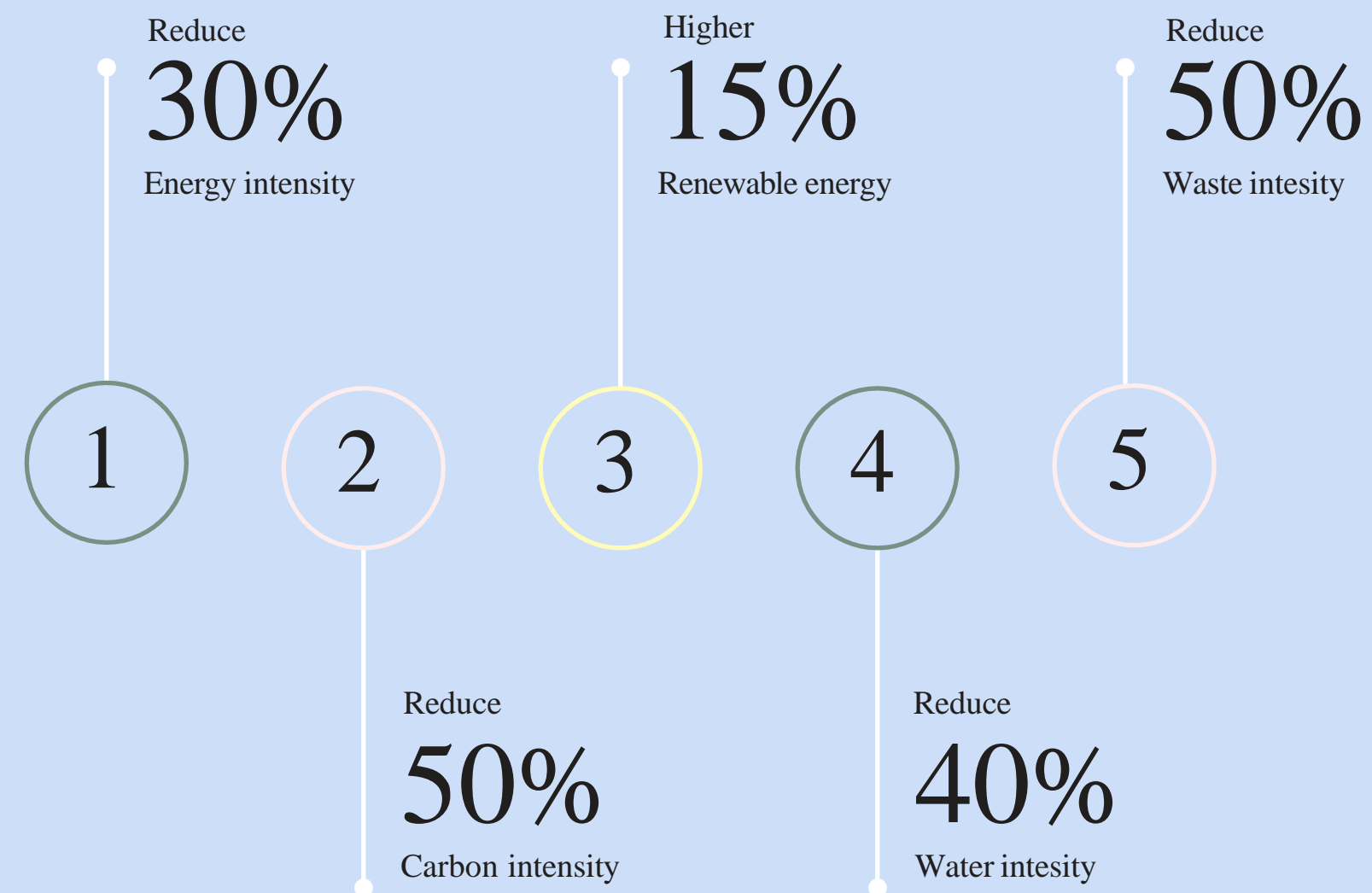
- We use Greenview Portal as our sustainability data management system, and all our hotels are in progress of aligning with the robust industry criteria set by Global Sustainable Tourism Council (GSTC).
  - In 2023, we reduced our Scope 1 emissions from 16% in 2012 to 12%, while Scope 2 emissions increased from 84% to 88% over the same period, due to the expansion of the group. We are not yet reporting on Scope 3 emissions, but we are working closely with our industry peers to help develop this framework.
  - We achieved a 29% carbon reduction, 22% energy intensity, 12% water intensity reduction (all per sq m), all in line against our 2012 baselines. We are on track with our Environmental Group Targets for 2030, with positive progress made by our hotels in meeting their individual property targets.
  - Energy audits in our hotels at three-year intervals provide insights to hotel operations, which inform recommended strategies and efficiency projects. Eighteen energy audits were performed between 2022 and 2023 in line with guidance from the American Society of Heating, Refrigerating and Air-conditioning Engineers Procedures for Commercial Energy Audits with estimated future savings of US
  - We have continued our hard work of eliminating 99% of single-use plastics across all operations in 2023 where possible and excluding supplier packaging. We estimate our efforts avoid more than 1000 metric tons of plastic waste yearly.
  - 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, verified by LRQA, our independent third-party assurance.
  - Social impact is very important to us, as we strive to provide support to the communities in which we operate.
- In 2023:
- 529 social impact initiatives were conducted by colleagues.
  - 52,000 volunteer hours were carried out by colleagues.
  - USD\$ 606,000 donations were made in total from colleagues and the Mandarin Oriental Foundation.

# Our commitment goals - 2030

At Mandarin Oriental hotels and residences, around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet.

We have set ourselves five ambitious goals for the future.

## 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.