



MANDARIN ORIENTAL  
JAKARTA

# Sustainability

*Working towards a better tomorrow*

# Acting with *responsibility*



At Mandarin Oriental, Jakarta, we proactively manage environmental, social, and governance (ESG) risks, aligning with the UN Sustainable Development Goals (SDGs). Sustainability is a shared responsibility between our colleagues, vendors and partners, and guests that all play a part.

From sourcing cage-free eggs in Sukabumi and reducing vendors delivery frequency to eliminating single-use plastics and using biodegradable conference materials, we push for meaningful changes across our operations. In Mandarin Oriental, Jakarta we encourage colleague volunteerism by offering a full paid day to commit of charity work per-colleague, exemplifying a dedication to societal welfare. In 2024, we dedicated 1,607 volunteer hours to donation drives, food rescue, and clean-up efforts. We also hosted teachers from SMK 1 Rote for cross-departmental training and continued our partnership with Yayasan Pendidikan Astra and Emmanuel Foundation through EduNation, a 16-module hospitality mentorship program for underprivileged high school students.

Our grey water recycling system conserves water, and our comprehensive waste management efforts earned us the Best Waste Management in Commercial & Business Areas award from the Jakarta Environmental Agency in September 2024.

At Mandarin Oriental, Jakarta, true luxury means making a positive, lasting impact. Join us in building a more sustainable future, one thoughtful action at a time.

ANDREW ABRAM  
GENERAL MANAGER  
MANDARIN ORIENTAL, JAKARTA

# Our main *goals*

at Mandarin Oriental, Jakarta



## 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 strive to minimize waste and carbon footprint through energy efficiency, landfill-free waste management, and water conservation. Our grey water recycling system reduces freshwater consumption by reusing treated wastewater for operations.



## PAPER

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



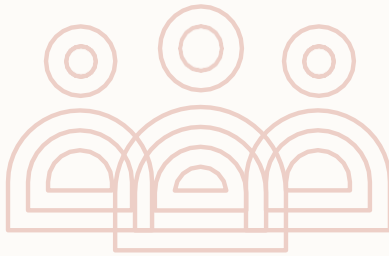
## REGULATION & TRANSPARENCY

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.



## WATER CONSUMPTION

We focus on renewable energy and water conservation to reduce our environmental impact. In addition to aiming for water conservation, we have implemented a grey water recycling system, repurposing wastewater for non-potable uses.



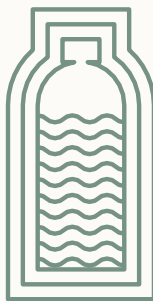
## SOCIAL IMPACT

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. To support this, every colleague has one paid off day a year for a community engagement activity of their choice.



## ENDANGERED SPECIES

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



## SINGLE USE PLASTIC

100% single-use plastic eliminated by end of 2022.

# The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 300 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 Each colleague undergoes a session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.
- 3 To strengthen their knowledge, the hotel now requires all colleagues a mandatory eLearning sustainability course.
- 4 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.



# Doing the right thing for our *planet*

Single-use Plastic Elimination

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Waste Management & Resource Recovery

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Sustainable Technology & Operations

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Responsible Procurement

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# Single-use Plastic *Elimination*

All of our takeaway packaging is made up of recyclable materials, eliminating the usage of single-use plastics.

- Our piping bags are washed and reused daily
- Our bedroom teas are supplied in sustainable, single-use plastic free, packaging.
- Our bedroom slippers are not just single-use plastic free but a product that can be used time after time.
- All of our takeaway packaging is made up of recyclable materials, eliminating the usage of single-use plastics.



# Waste Management and Resource *Recovery*

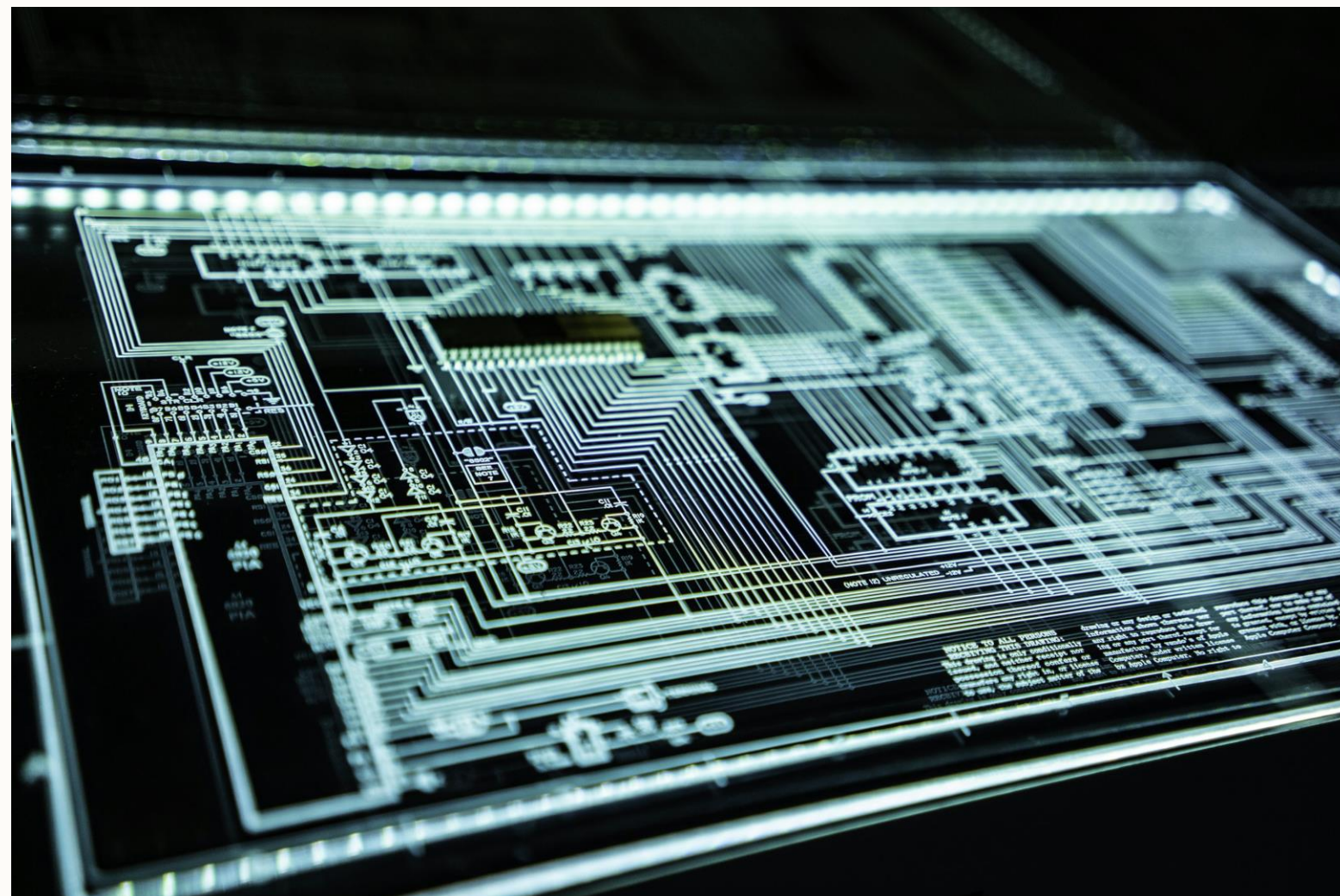
We adopt circular practices in our waste management :



- Waste is sorted daily into general, organic, recyclable, and hazardous streams.
- **Greywater Recycling:** We are committed to responsible water conservation by implementing a greywater recycling system for non-potable uses.
- **Black Soldier Fly Project:** Together with PT Fino Jaya Mandiri, we run a Black Soldier Fly (BSF) program to convert food waste into animal feed. The waste is sent to PT Anugerah Harmoni Tjutaja, where BSF larvae process it efficiently.
- **Used Cooking Oil Collection:** In partnership with STARLAX, we recycle used cooking oil into biodiesel, reducing waste and promoting cleaner energy. Since 2019, we have collected 8,901 liters of used cooking oil, converting 7,120.8 liters into biodiesel. The revenue generated, IDR 48,990,000, has been reinvested into community programs, including Biopore projects and support for local organizations such as Desa Citaringgul, Rumah Singgah Peduli, and Waste Banks.
- **Cooling Tower Systems:** Our Cooling Tower is an essential part of the central air conditioning system. It uses PAM (municipal) water, which is filtered and circulated to absorb heat from the chiller. The heated water is then cooled through evaporation in the Cooling Tower before being recirculated throughout the system.



# Sustainable *Technology & Operations*



We integrate environmentally friendly technologies across our operations:

- **LED Lighting:** We use energy-efficient LED lighting throughout the hotel, including the façade, guestrooms, meeting and event spaces, and back-of-house areas.
- **Motion Sensors:** Our hotel uses an in-room energy-saving system with motion sensors that detect occupancy. When no movement is detected, the electricity automatically switches off, helping reduce energy consumption and environmental impact.
- **Wet Cleaning:** For the past two years, we have pioneered the transition from traditional dry cleaning to a more sustainable wet clean method. This approach uses water and specialized machines, completely eliminating the need for chemical solvents.
- **Water Aerators:** To support water conservation, we have installed tap aerators in guest rooms and public areas. These devices mix air with water to reduce flow without affecting pressure, helping to minimize water usage and support our sustainability efforts.
- **Group Security Incidents Investigations Capture System:** GSIICS is a centralized platform used to document, monitor, and analyze security incidents. It enables real-time tracking, enhances compliance, supports timely preventive actions, and reduces paper use through digital reporting.
- **Greenview Portal:** Mandarin Oriental has a partnership with online sustainability software company Greenview, which enables Mandarin Oriental, Jakarta to manage, review and assess all sustainability related data in one portal.



# Responsible *Procurement*



Reinforcing our commitment to sustainability, we invested in responsible procurement. Key initiatives included eliminating single-use plastics, ensuring 100% responsible sourcing of agricultural commodities (coffee, cocoa, tea, vanilla, cage-free eggs, sugar, and paper products), and adopting sustainable seafood practices. This involved full compliance with the WWF Endangered Seafood Guide and sourcing at least 56% of seafood from certified sustainable sources (MSC, ASC, and AIP).



# Doing the right thing for our *Guests*

Eco-conscious Amenities

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Guest Digital Experience

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Mindful Meetings

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EV Charging Station

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# *Eco-conscious* Amenities

## **Green Linen Programme**

Our Green Linen programme empowers guests to participate in our sustainability efforts by reducing unnecessary linen and towel changes. Guests can choose to refresh their linens on the third day of their stay or earlier by placing the Green Card on their pillow.

## **Sustainable In-Room Amenities**

We provide eco-conscious in-room amenities, including bamboo toothbrushes and combs, as well as plastic-free vanity kits, shoe mitts, shower caps, and sewing kits. All items are thoughtfully packaged using sustainable materials.



# Guest Digital *Experience*

We have adopted a fully paperless approach across all hotel operations, reinforcing our commitment to sustainability. From digital check-in to e-signatures, every step is designed to reduce paper use. All guests can also enjoy access to a wide selection of digital newspapers and magazines throughout their stay.

To further enhance the guest experience, we use Hello MO, a digital communication platform that connects guests with our team via their preferred channels, including WhatsApp, LINE, Telegram, and Facebook Messenger. Through Hello MO, guests can request services, browse F&B menus, and receive our curated Green Hotel Map, a walking route guide from our Concierge to encourage eco-tourism and exploration of Jakarta's landmarks.

Drop by to say hello: [hello.mandarinoriental.com/mojkt](https://hello.mandarinoriental.com/mojkt)





# Mindful *Meetings*

We believe that a successful meeting goes beyond discussions that it should inspire, energize, and enhance well-being. Our Mindful Meeting package is thoughtfully designed to incorporate stress-reducing practices, purposeful movement, and nourishing cuisine, creating an environment that fosters focus, productivity, and overall wellness.

Each Mindful Meeting includes usage of meeting room, infused waters, four healthy menu options, 10% discount on spa treatments, a mindful break, and unique spa offers.

[Discover Mindful Meetings offers](#)





# *EV* Charging Station

As part of our unwavering commitment to sustainability, we are proud to offer an eco-friendly amenity that aligns with our green initiatives. Our EV charging stations provide a seamless and convenient way to ensure your electric vehicle is always charged and ready for your next adventure, allowing you to explore Jakarta with peace of mind.



# Doing the right thing for our *Community*

Colleagues Volunteering

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EduNation

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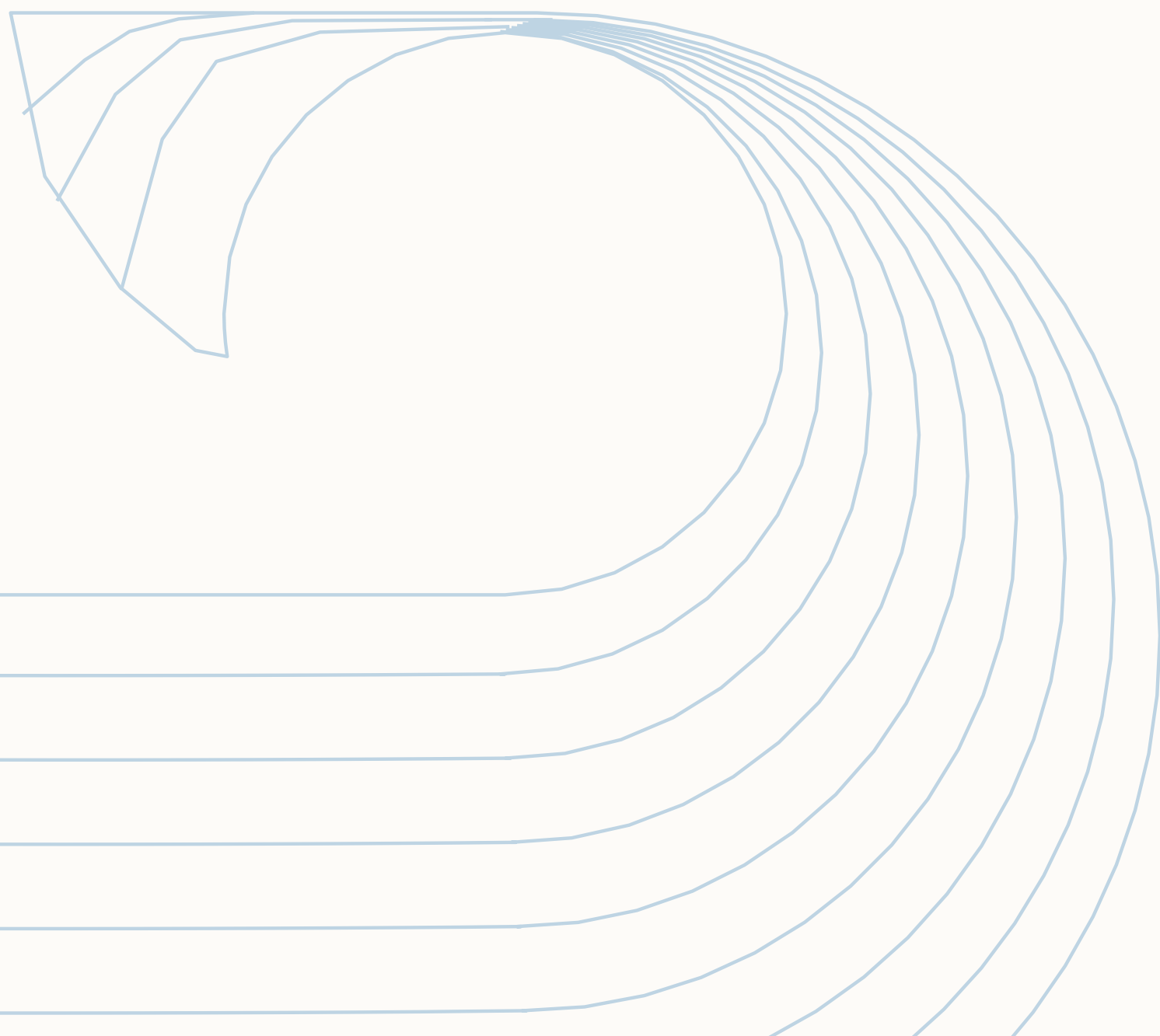
Mobile Library Programme

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Food Rescue Programme

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Sweetening Lives: A Treat for  
Goodness



# Colleagues *Volunteering*

Our colleagues are encouraged to volunteer through a fully paid day dedicated to charitable work. In 2024, we contributed a total of 1,607 volunteer hours to donation drives, food rescue programs, and environmental clean-up activities.

We also hosted teachers from SMK 1 Rote for cross-departmental training and continued our partnership with Yayasan Pendidikan Astra and the Emmanuel Foundation through EduNation, a 16-module hospitality mentorship program for underprivileged high school students.





# EduNation

In partnership with The Emmanuel Foundation, Mandarin Oriental, Jakarta supports EduNation, a 16-module hospitality mentorship program designed to empower underprivileged high school students. Our hotel team developed the full curriculum and delivers the sessions directly.

Upon completion and passing the final assessment, students receive a certificate that can support job or training opportunities at Mandarin Oriental, Jakarta or other hotels.





# *Mobile Library* Programme

In collaboration with The Emmanuel Foundation, we support the Mobile Library Programme, an initiative that promotes literacy in underprivileged communities. Specially designed trucks equipped with over 13,500 donated books bring library access to children in Bogor, Greater Bogor, and Jakarta, particularly in areas without school libraries.

We enrich the programme by introducing children to the hospitality industry. Our colleagues lead interactive sessions, share insights about their roles, and engage the children through educational games.





# *Food Rescue* Programme

We proudly support The Emmanuel Foundation's Food Rescue Programme, Indonesia's first food rescue initiative, established in 2003. Through this partnership, we donate surplus food that would otherwise go to waste, distributing meals to 200–400 children, mothers, and elderly individuals each day.

Collections are made from Monday to Friday, ensuring safe and timely delivery to those in need. This initiative reflects our commitment to food security and sustainability, helping to reduce waste while combating hunger.



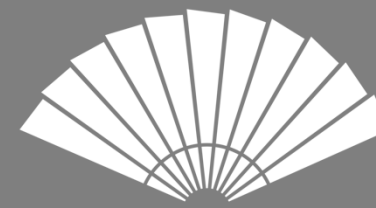


# Sweetening Lives: *A Treat for Goodness*

We donate 5% from our American Chocolate Cake sales to support The Emmanuel Foundation's Food Rescue Programme. In 2024, total donation of IDR 45,643,975 was raised, helping the FRP programme to redistribute 19,562 kg of food and positively impacting 46,388 scavenger children and families have benefited from meals and better nutrition through the programme over the last twelve months.







MANDARIN ORIENTAL  
JAKARTA

*“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.”*