



Sustainability

Working towards a better tomorrow

Our approach to *sustainability*



“Corporate responsibility values are deeply ingrained in Mandarin Oriental’s culture, and sustainability implications are carefully considered with each and every decision across the Group.

One of our guiding principles at Mandarin Oriental is ‘acting with responsibility’, and we have established a programme to direct our efforts towards the wellbeing of the planet, of communities and of individuals.

Our ambitious goals include all of our hotels being single-use plastic free, as well as expanding our responsible procurement goals to cover key categories of seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs. Since December 2022, we are pleased to report all our hotels are 99% single-use plastic free and we continue to strive to achieve our other goals.”

TORSTEN VAN DULLEMEN,
GENERAL MANAGER OF MANDARIN ORIENTAL HYDE PARK, LONDON
GROUP DIRECTOR OF SUSTAINABILITY, AND AREA VICE PRESIDENT OPERATIONS

Acting with *responsibility*

Mandarin Oriental Hyde Park, London 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).

Importantly, we are also proud that each and every colleague is directly involved in our collective efforts to achieve our sustainability goals.

“As Group Director of Sustainability, and General Manager of Mandarin Oriental Hyde Park, London, it is important that the team leads the way in ensuring all our initiatives are carried out properly. We take pride in piloting many initiatives before they are rolled out across the wider group, for example our AI-based food waste management software Winnow that we are trialling. This way, we are able to fail small or succeed quickly.”

TORSTEN VAN DULLEMEN

Our main goals

at Mandarin Oriental Hyde Park, London



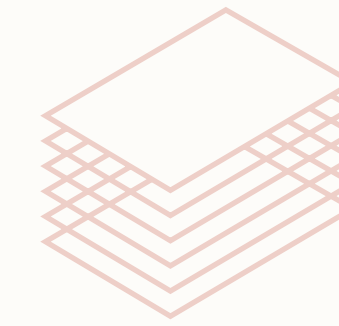
RESPONSIBLE PROCUREMENT

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.



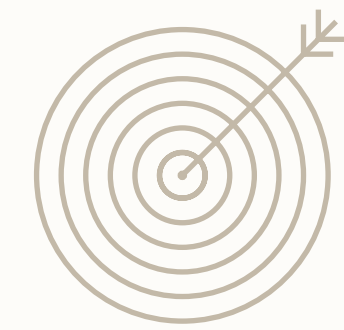
WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction, energy efficiency, and landfill-free waste management.



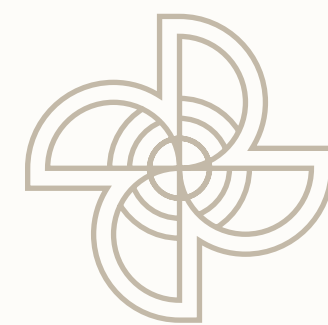
PAPER

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



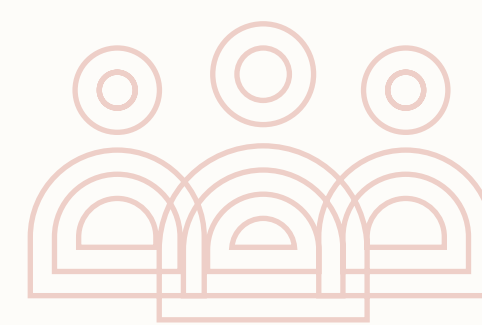
REGULATION & TRANSPARENCY

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.



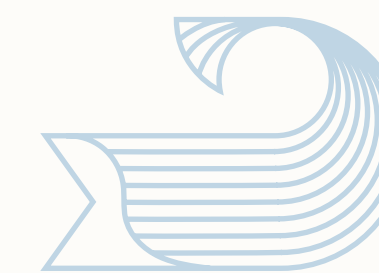
EFFICIENCY

A strong focus on renewable energy, aiming for 62% of all energy used at the hotel being renewable. We have partnered with Naked Energy to install a world-leading solar heat technology on our rooftop to decarbonise our heating, with the aim to cut the building’s carbon emissions by 7.3 tonnes each year.



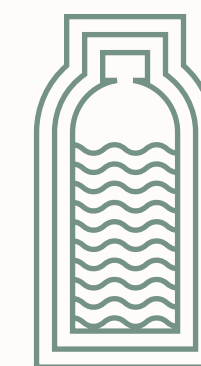
SOCIAL IMPACT

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

99% single-use plastic eliminated by end of 2021.

The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 600 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 two-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: a water bottle, shopping tote, and a plastic-free folder for training materials during their first three months.

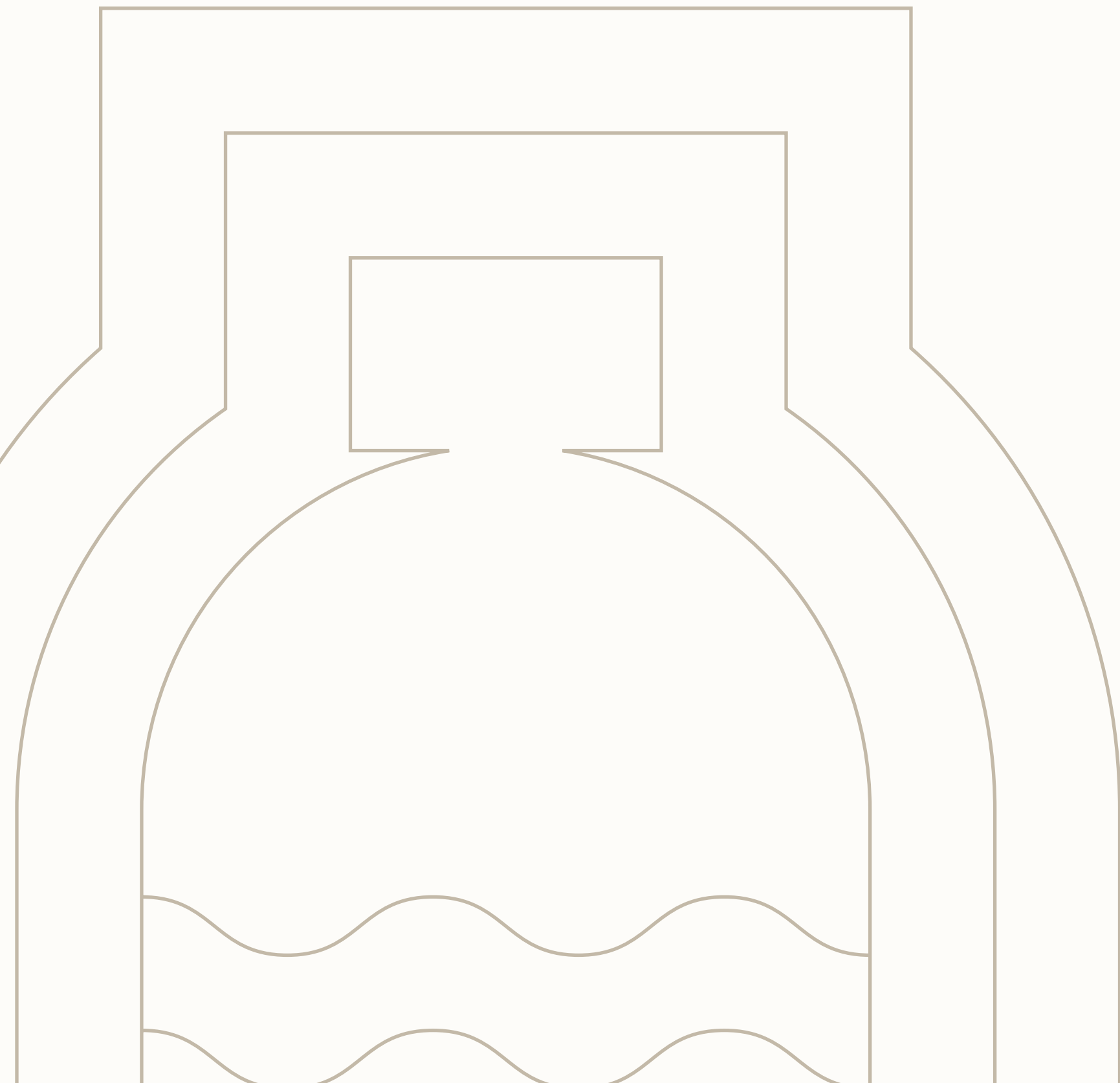
3

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*



5

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

6

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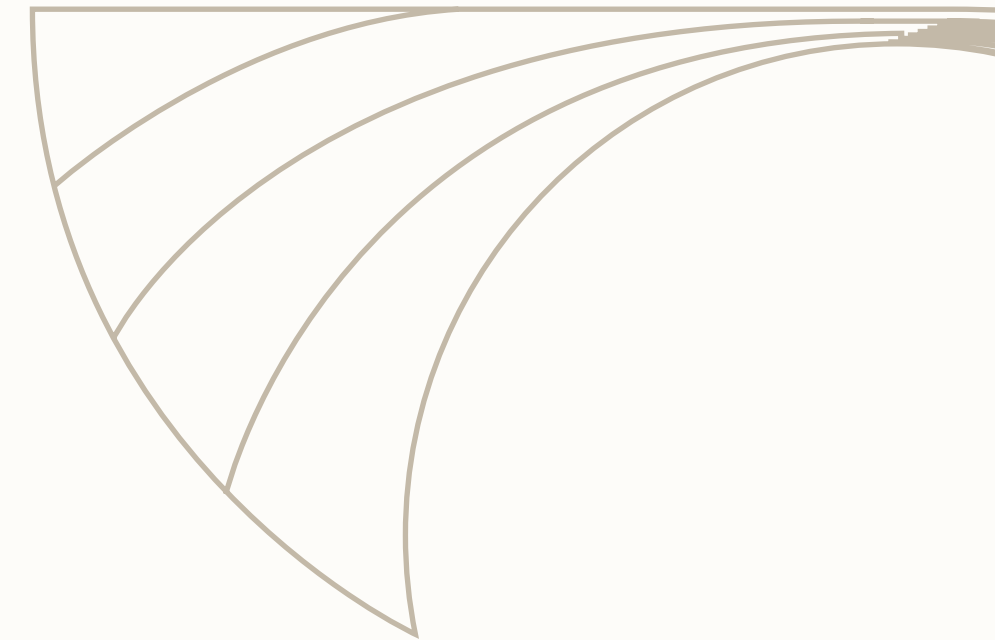
Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.

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.

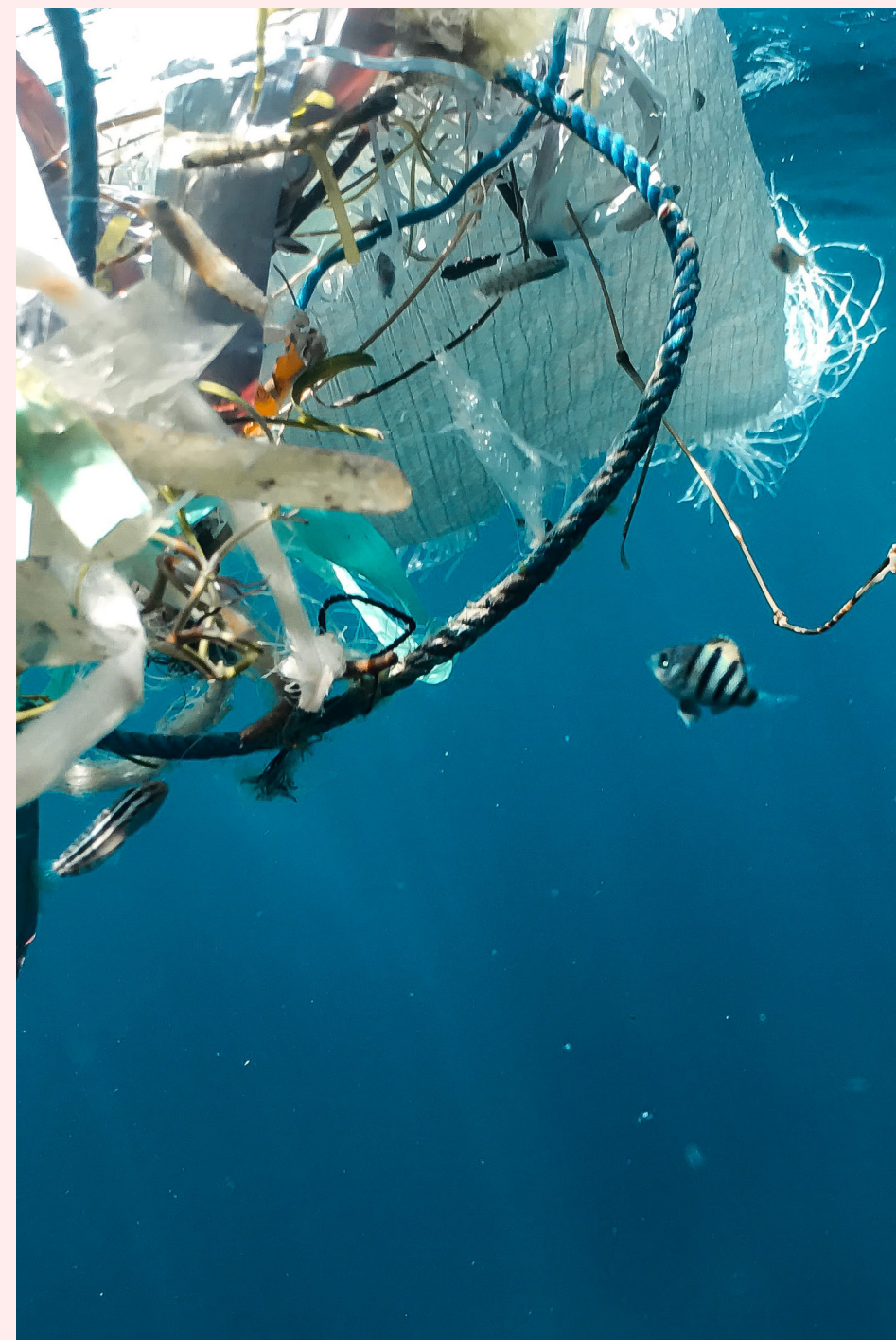
This can range from encouraging a supplier to deliver once a week rather than twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles. It could also be with our guests, be it encouraging them to take our

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.



Single-use plastic elimination

In the community

Technology in practice

Waste reduction

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. Once empty, they are returned to our partners at Diptque to refill, allowing no wastage. If a guest requests bathroom amenities in bottles, these are provided in aluminium tubes.
- 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.



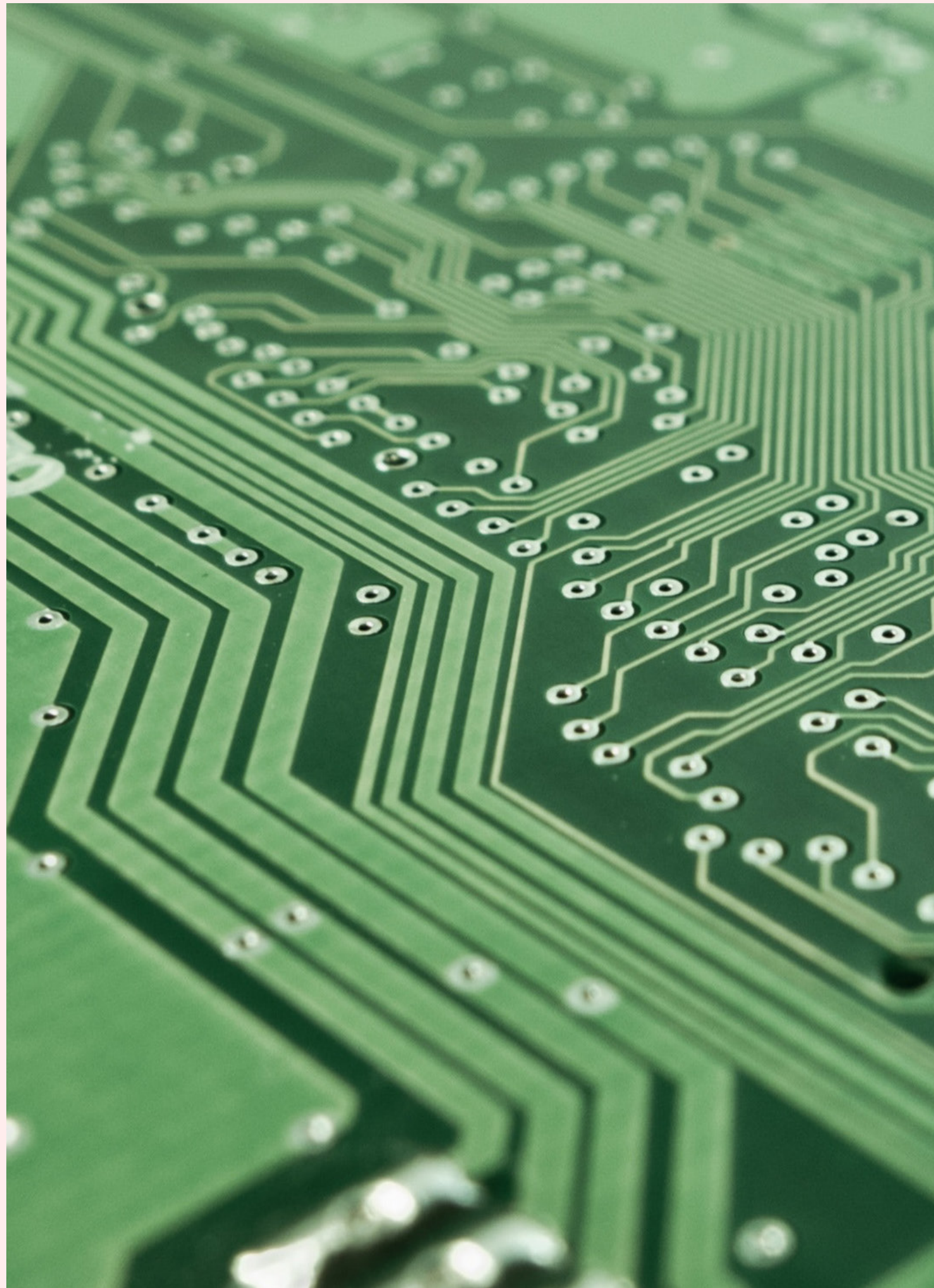
CASE STUDY

In the *Community*

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

- We strive to fight homelessness by partnering with One Pavement Away, and we fight hunger in the UK by donating time and resources into working with the Felix Project, who ensure struggling families all across London have access to food, whilst ensuring there is no food wastage in the process. We are also a member of Hospitality Action, providing additional support for all our colleagues.

- Mandarin Oriental Hotel Group encourages all colleagues to volunteer one day of their time, paid, to a charity of their choice. Mandarin Oriental Hyde Park, London's commitment is to complete 4,800 hours of paid charity work in 2024, and across the group this equates to 69,000 of paid charity hours a year.
- 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.

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- Mandarin Oriental Hyde Park, London is currently a pilot hotel for Winnow food waste management, a ground-breaking waste management solution that incorporates AI to intelligently measure and reduce wastage.

- The hotel features LED lighting throughout, including light movement sensors in all guest rooms, facade lighting, meeting and event spaces and back of house.
- We are currently in the process of installing Thermal Heating tubes on the roof of the penthouse to pre-heat the feed water to the boilers.



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 fan on their bed, indicating they want their bedding changed daily.
- We operate a zero to land fill policy. As a part of increasing the recycling percentage and giving back to the community, in 2022 for example we diverted 70Kg of wine and champagne bottle corks from the waste stream. Instead, they were donated to an organisation hiring less privileged youth who repurpose and sell the recycled corks, with part of the profit going back to charity.
- The hotel also separates coffee grounds from the waste stream by converting them in to high-performance biofuels, which are carbon neutral and reduce the need to use fossil fuels. A total of 4,420Kg tonnes of coffee grounds were collected in 2023.
- By collecting food waste in the kitchen in separate bins we collected over 218 tonnes of food waste in 2023. The food waste is recycled into renewable energy, gas, and high quality biofertilizer used in farms around the UK, whilst used kitchen oil is collected and converted into biodiesel. A total of 22.21 tonnes of used cooking oil was recycled in 2023.



CASE STUDY

Colleague *Engagement*

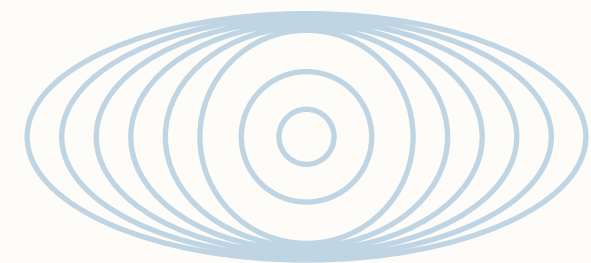
Throughout the year our colleagues are constantly engaged with a series of initiatives to support their physical and mental well-being.

- Monthly cultural awareness days in colleague restaurant The Hyde Away and cultural awareness training sessions for all colleagues.
- A diverse colleague social calendar organised by the MOCare Social committee, including a summer social in the park, pub quizzes, regular 'welcome to work' and colleague thank you celebrations, a hotel softball league team and a Winter Ball.

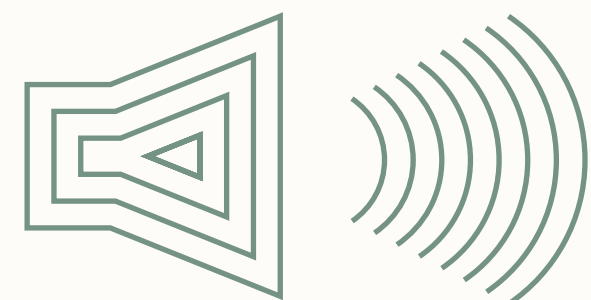
- We focus on mental and physical wellbeing, including the hosting of four financial wellbeing & pension workshops with the company's benefits broker that are designed to raise awareness and help colleagues with financial management. We also arrange nutritional talks with experts to assist with nutritional wellbeing, and wellness events ranging from yoga, meditation, singing bowl sessions and a celebration of Global Wellness Day.
- We offer a series of opportunities to participate in hotel organised charity initiatives: bake sales and coffee mornings with the charity Macmillan, a Mandarin Marketplace with proceeds going to various charitable causes, hotel-wide celebration of Pride month with rainbow fan pins and activations throughout the hotel, and also one paid day volunteering per colleague per year.

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

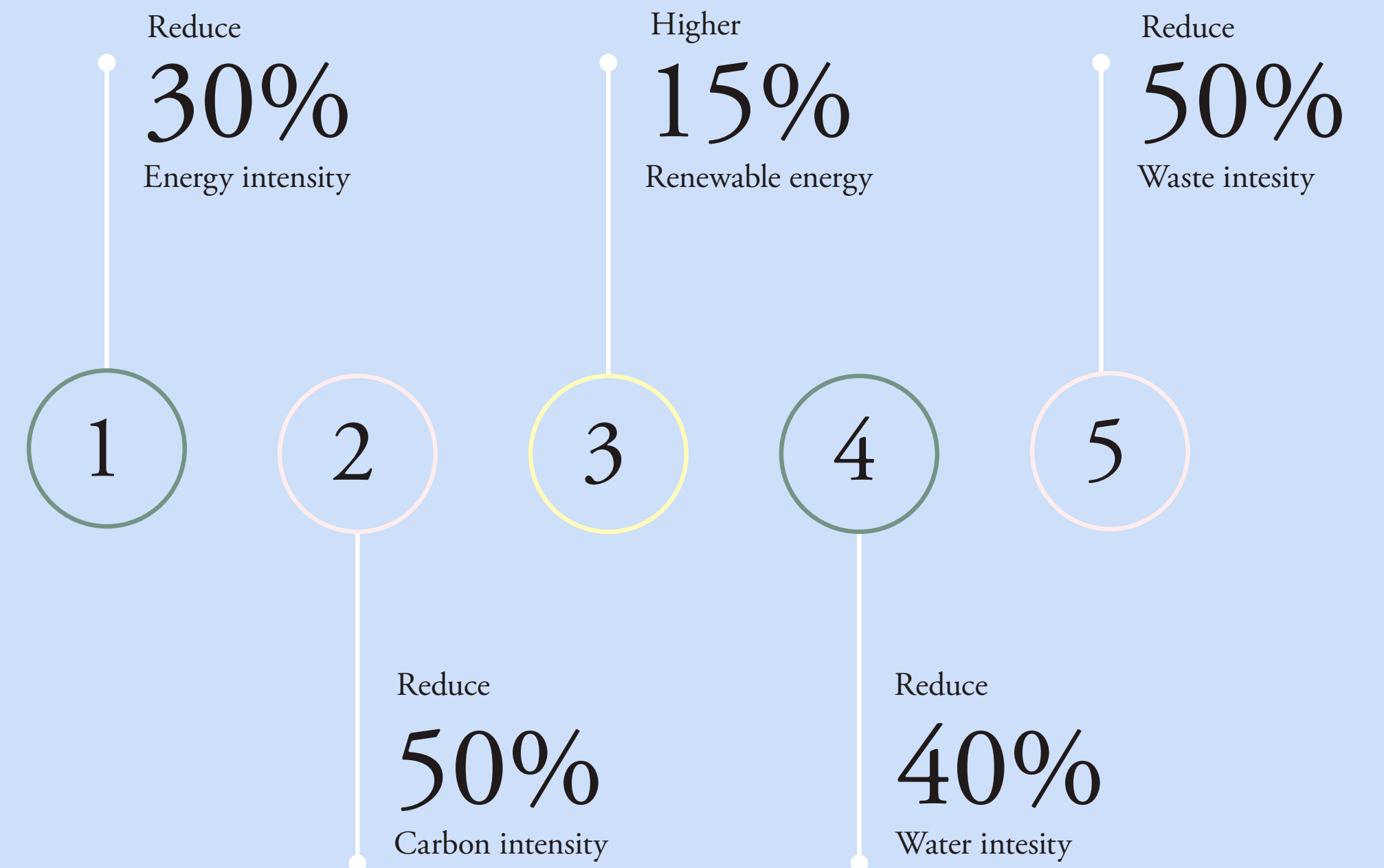
- We use Greenview Portal as our sustainability data management system, and all our hotels are in progress of aligning with the robust industry criteria set by Global Sustainable Tourism Council (GSTC).
 - In 2023, we reduced our Scope 1 emissions from 16% in 2012 to 12%, while Scope 2 emissions increased 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 Lloyd's Register Quality Assurance, 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 Hyde Park, London

At Mandarin Oriental's 41 hotels and 9 residences, in 24 countries and territories around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet. At Mandarin Oriental Hyde Park London, 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.