



MANDARIN ORIENTAL  
NEW YORK

# SUSTAINABILITY REPORT

2024-2025





## CONTENTS

01	INTRODUCTION	<u>3</u>	05	LOCAL CASE STUDIES	<u>11</u>
02	AWARDS AND ACCOLADES	<u>4</u>	06	GLOBAL SUSTAINABILITY	<u>18</u>
03	OUR MISSION AND EFFORTS	<u>7</u>	07	GREEN GUIDE TO	<u>21</u>
04	OUR GOALS	<u>8</u>		VISITING NYC	

# ACTING WITH RESPONSIBILITY

Luxury today is no longer simply about beauty or comfort. It is about responsibility, honoring the cultures and communities we serve, while preserving the natural environments we operate in, and leaving a positive legacy for future generations.



Mandarin Oriental, New York recognizes the environmental, social and governance risks and opportunities associated with our business and proactively manages them.

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.

We strive to create a better future for the next generation. We do this by protecting the environment, our people, and the communities we serve.

Marcel Thoma

General Manager of Mandarin Oriental, New York  
and Area Vice President Operations

## AWARDS AND ACCREDITATIONS

Mandarin Oriental, New York is honored as the first hotel in North America to receive the esteemed Global Sustainable Tourism Council (GSTC) certification. The achievement is a testament to the hotel's commitment and dedication towards sustainability and corporate responsibility.

The Global Sustainable Tourism Council is an independent non-profit organization that establishes and manages global standards for sustainable travel and tourism, known as the GSTC criteria. The council is an international global authority that acknowledges businesses that excel in sustainable business management while effectively maximizing and preserving socioeconomic, cultural and environmental impacts.

*"We congratulate Mandarin Oriental, New York on achieving accredited certification, the highest level of assurance of credible validation of hotel sustainability claims. Certified as a sustainable hotel, we hope Mandarin Oriental will inspire others in the region to prioritize sustainability,"* says Randy Durband, GSTC CEO.

As the importance of sustainability in luxury tourism continues to grow, achieving the first hotel GSTC certification in North America recognizes Mandarin Oriental, New York as a leader in sustainable luxury hospitality.

*"Achieving GSTC certification is an acknowledgment of Mandarin Oriental's dedication to sustainability and responsible tourism practices,"* says Marcel Thoma, Mandarin Oriental, New York General Manager and Area Vice President, Operations. *"Together with Mandarin Oriental, New York's sustainability committee who worked diligently towards achieving the certification, we are deeply honored and humbled to be the first hotel in North America to receive the esteemed distinction. It reflects our steadfast commitment to being responsible stewards of our environment and community, while continuing to offer unparalleled luxury to our guests."*



## AWARDS AND ACCREDITATIONS

Mandarin Oriental, New York has earned the Responsible Hospitality VERIFIED<sup>^</sup> badge, an industry-leading designation for hotels that follow best practices to protect the environment and support the well-being of employees, guests and the community. Responsible Hospitality is recognised by Forbes Travel Guide, the global authority on hospitality excellence, as the official sustainability verification for its community of Star-Rated hotels in more than 80 countries. We are deeply honoured to be acknowledged.







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.





# OUR MISSION AND EFFORTS

## OUR MISSION

Mandarin Oriental, New York is dedicated to contribute to the enrichment of the local community, managing environmental impacts responsibly, and ensuring compliance with environmental regulations while continually striving for sustainability to benefit the planet, colleagues, guests, and communities.

## OUR EFFORTS

Mandarin Oriental is dedicated to transparently sharing its progress in luxury hospitality sustainability, aiming to inspire others while adhering to deeply ingrained corporate responsibility values and ambitious goals like achieving plastic-free status and responsible procurement.

## OUR MAIN GOALS



### RESPONSIBLE PROCUREMENT

A commitment to source our key food and beverage categories only from certified suppliers. Validation ensures compliance with Mandarin Oriental'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 and energy efficiency.



### PAPER

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



### REGULATION AND 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.



# OUR MAIN GOALS



## WATER CONSUMPTION

Acknowledging the exceptional strides made towards sustainability, we implement low flow fixtures and innovative technology designed to reduce water usage.



## SOCIAL IMPACT

We maximize 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.



## NO ENDANGERED SPECIES

Endangered seafood species are not procured and served based on WWF Endangered Seafood Guide.



## SINGLE-USE PLASTIC FREE

99% single-use plastic eliminated since 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 400 colleagues work to ensure that all sustainability practices 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.



During a two-day orientation, colleagues learn about the company's history and hotel operations.



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



To strengthen their knowledge, the hotel now requires all colleagues a mandatory eLearning sustainability course.



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 CASE STUDIES  
IN PRACTICE

## 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.

- We offer wooden key cards and is one of the pilot hotels in the Mandarin Oriental Hotel Group to adapt its use.
- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles. If a guest requests bathroom amenities in bottles, these are provided in aluminum tubes.
- 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

Mandarin Oriental actively supports the local community through partnerships with organizations.

In Mandarin Oriental, New York we encourage colleague volunteerism by offering a full paid day to commit of charity work per-colleague, exemplifying a dedication to societal welfare.

Since 2003, we have supported *City Harvest* to provide food for the local homeless population. In that time, the hotel has donated over \$200,000 which allowed the organization to rescue and deliver over 541,000 pounds of food and feed over 25,000 families for a week.

In 2024, our colleagues contributed over 500 volunteer hours with *City Harvest* and other non-profit organizations, including *New York Cares* to support senior citizen care and provide winter relief, as well as *Alex's Lemonade Stand Foundation* to bring comfort and resources to children and families impacted by cancer.

Apart from volunteering with organizations, we also support the community through initiatives such as linen donations to shelters, Thanksgiving turkey donations to local law enforcement, and participation in *Operation Backpack*, providing school supplies to children in need. These grassroots efforts reflect our commitment to supporting and nurturing the communities where we live and work.



## CASE STUDY

# CELEBRATING DIVERSITY

As part of our commitment to sustainability and social responsibility within our local community, we also celebrate diversity and inclusion through the arts.

In 2024, we partnered with *Moulin Rouge! The Musical* to support the *National Queer Theater*, helping to create opportunities for diverse voices and underrepresented communities in the performing arts. By investing in cultural initiatives, we aim not only to enrich our communities but also to foster a more inclusive and equitable society.





## CASE STUDY

# TECHNOLOGY IN PRACTICE

Mandarin Oriental has a partnership with sustainability consultancy *Greenview*, leveraging their software to manage, review, and assess all sustainability-related data in one central portal.

The hotel features LED lighting throughout the hotel in all guest rooms, common areas, meeting and event spaces, and back-of-house.

Additionally, we have installed water flow restrictors in all showerheads, ensuring energy and water efficiency every day.

To further reduce energy consumption, our systems include automated detection that switches off air conditioning in unoccupied or unbooked rooms, minimizing unnecessary usage while maintaining guest comfort.



## CASE STUDY

# SUSTAINABLE TRANSPORTATION



Mandarin Oriental, New York launched a local bike program that offers a refreshing, eco-friendly way for guests to explore Central Park and the hotel's neighborhood.

Additionally, we have added a fully electric house car to bring guests to their destination. These are both complimentary services that allow us to reduce carbon dioxide emissions.



## CASE STUDY

### BEEHIVE ADOPTION

It may be but one little word, but 'biodiversity' has far-reaching significance since it refers to the vast, rich variety of all life on Earth – and in a luxury hotel operations context, this topic touches everything from food on our plates to the wellbeing of local wildlife and also our communities and the resilience of natural resources.

Mandarin Oriental, New York adopted beehives in Queens, NY to promote local pollination and biodiversity, which enhances ecosystem health while supplying honey for the pastries we serve.





SUSTAINABILITY  
BEYOND OUR WALLS





## A GLOBAL LOOK AT SUSTAINABILITY

Mandarin Oriental uses 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).

At a company level, since 2021, we have continued our hard work of eliminating 99% of single-use plastics across all operations.

Continuing our responsible procurement endeavors from 2021, our key priority categories of endangered seafood, coffee, tea, cocoa, vanilla and paper achieved 100% responsible sourced status.

Energy audits provide insights to hotel operations, which inform recommended strategies and efficiency projects.



Click [here](#) to view the full  
Mandarin Oriental 2024  
Sustainability Report.



## A GLOBAL LOOK AT SUSTAINABILITY



### GLOBAL SUSTAINABLE TOURISM COUNCIL CERTIFICATION

23 Mandarin Oriental Hotels (2024)



### WORLD SUSTAINABLE TRAVEL & HOSPITALITY AWARDS

In 2024, Mandarin Oriental was the most awarded group at the inaugural World Sustainable Travel & Hospitality Awards held in Belize, winning the following recognitions:

World's Leading Sustainable Supply Chain Program  
World's Leading Sustainable Development  
World's Leading Sustainable Employer





## GREEN GUIDE TO NYC

We encourage guests to support our sustainability proposition during their visit to Mandarin Oriental, New York. Beyond our walls, there are multiple ways to go green and have a more eco-friendly approach to travel, as suggested by [NYC Tourism](#).

# GREEN GUIDE TO NYC



## USE MASS TRANSIT

NYC Subways are ideal for a low-carbon footprint travel option that can get you almost everywhere in the five boroughs of New York. A 2012 report shows that the average mass transit rider prevents 10 pounds of greenhouse gas emissions for the equivalent of a car ride.



## TAKE A BIKE OR WALKING TOUR

New York is a great city for biking and walking, with an extensive system of bike lanes and paths. At Mandarin Oriental, New York, we offer complimentary bike usage and access to a walking tour to enjoy Central Park and our neighborhood. Ask our Concierge for more information.



## VISIT GREEN LANDMARKS

Explore the parks and outdoor spaces of the city. Central Park is a short 2-minute walk from the hotel where you can wander its forest paths or enjoy a picnic. Visit the High Line which is an urban park that was transformed from an abandoned railway.



## EAT AT FARM-TO-TABLE RESTAURANTS

Reduce your carbon footprint while pleasing your palate at restaurants that celebrate sustainably sourced and locally grown foods. Ask our Concierge for dining recommendations during your stay.



# GREEN GUIDE TO NYC



## REDUCE WASTE

Cut down trash as much as you can. Eat at a restaurant instead of doing takeout, which often entails single-use disposable plastic; and when you do, skip plastic straws. Enjoy one of the major fashion capitals of the world and bring a tote bag when shopping.



## RECYCLE

There are numerous recycling receptacles along NYC sidewalks. Visitors can contribute to the city's 2030 zero waste goal by making sure you follow the paper, plastic and metals recycling policy of the bins.



## HELP US GO GREEN

You can support our sustainability efforts by turning off the air conditioning and lights when leaving your room, taking shorter showers, and participating in our linen reuse program, which helps reduce water and energy consumption by avoiding unnecessary daily washing.



## DRINK FROM REUSABLE CANTEENS

New York City's tap water is sourced from reservoirs upstate and is of famously good quality. A New York Times named it "the champagne of drinking water." While traveling, carry your own reusable container to fill up at fountains and from taps.



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.