



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. As of 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,
GROUP DIRECTOR OF SUSTAINABILITY
GENERAL MANAGER OF MANDARIN ORIENTAL HYDE PARK, LONDON
AND AREA VICE PRESIDENT OPERATIONS

Acting with *responsibility*

Mandarin Oriental, New York recognises 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



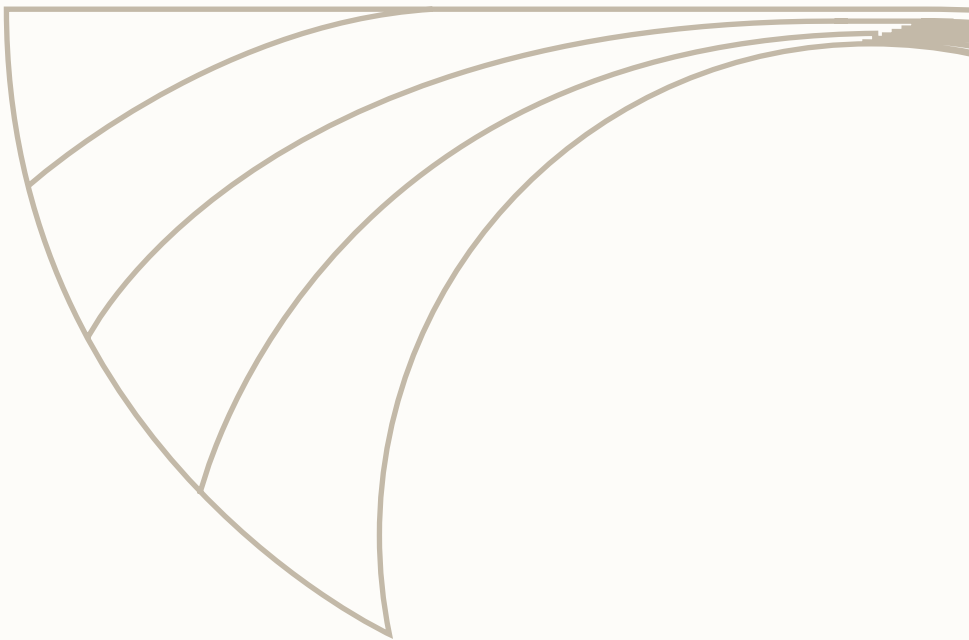
Our *Mission* & *Efforts*

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 Effort

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

at Mandarin Oriental, New York



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.



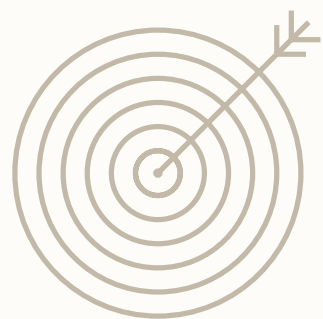
WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction 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.



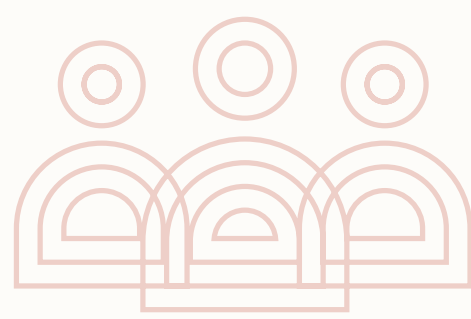
REGULATION & TRANSPARENCY

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.



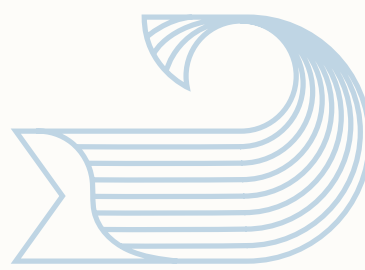
WATER CONSUMPTION

Acknowledging the exceptional strides made towards sustainability, particularly in the conscious reduction of water usage. Also considering measures to re-use water.



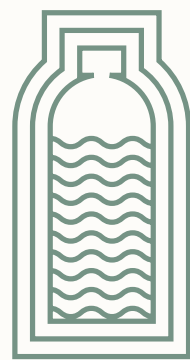
SOCIAL IMPACT

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.



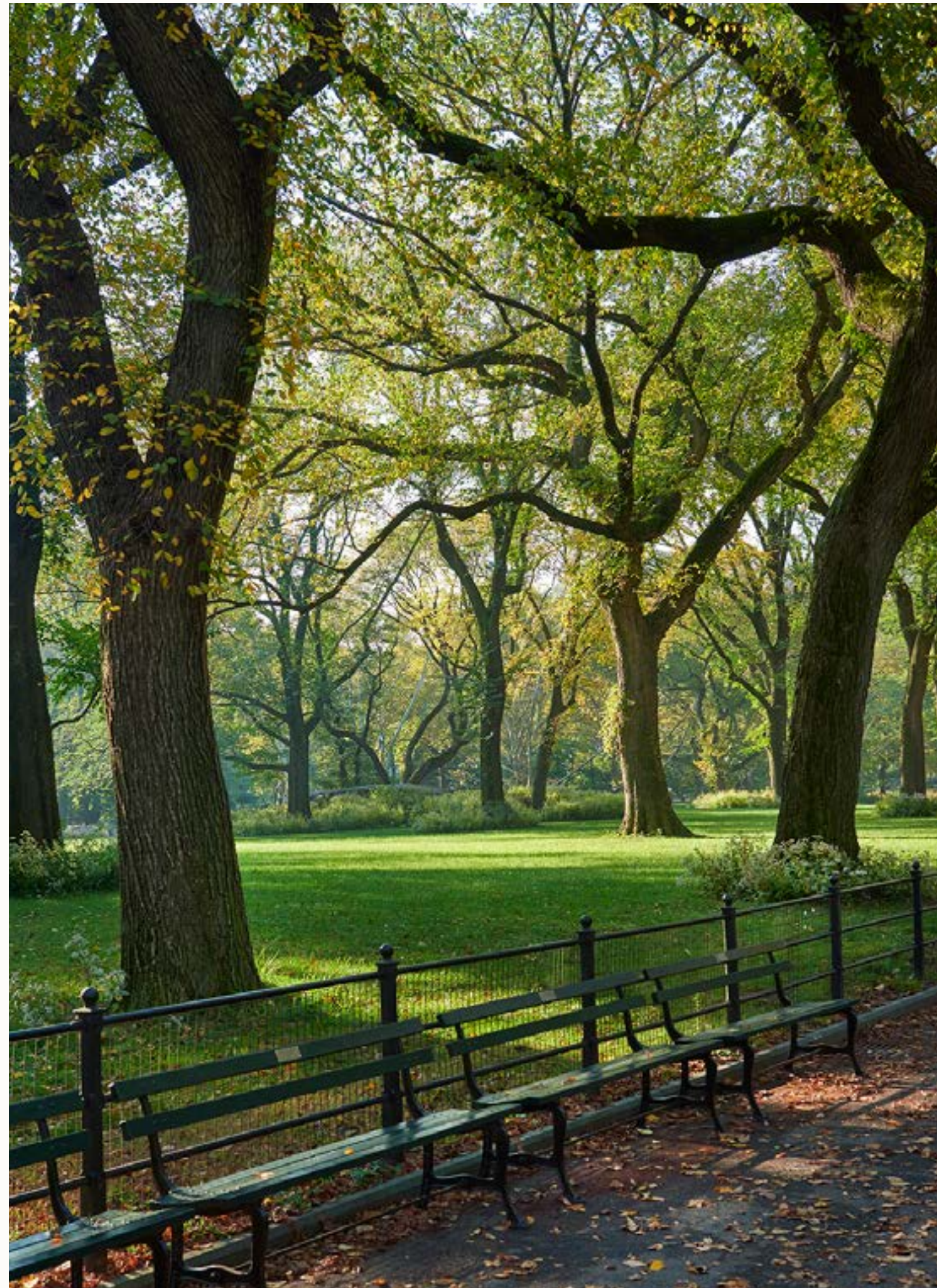
SINGLE USE PLASTIC

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 400 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.
- 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.



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

Sustainable transportation

Beehive adoption



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 aluminium tubes.
- 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

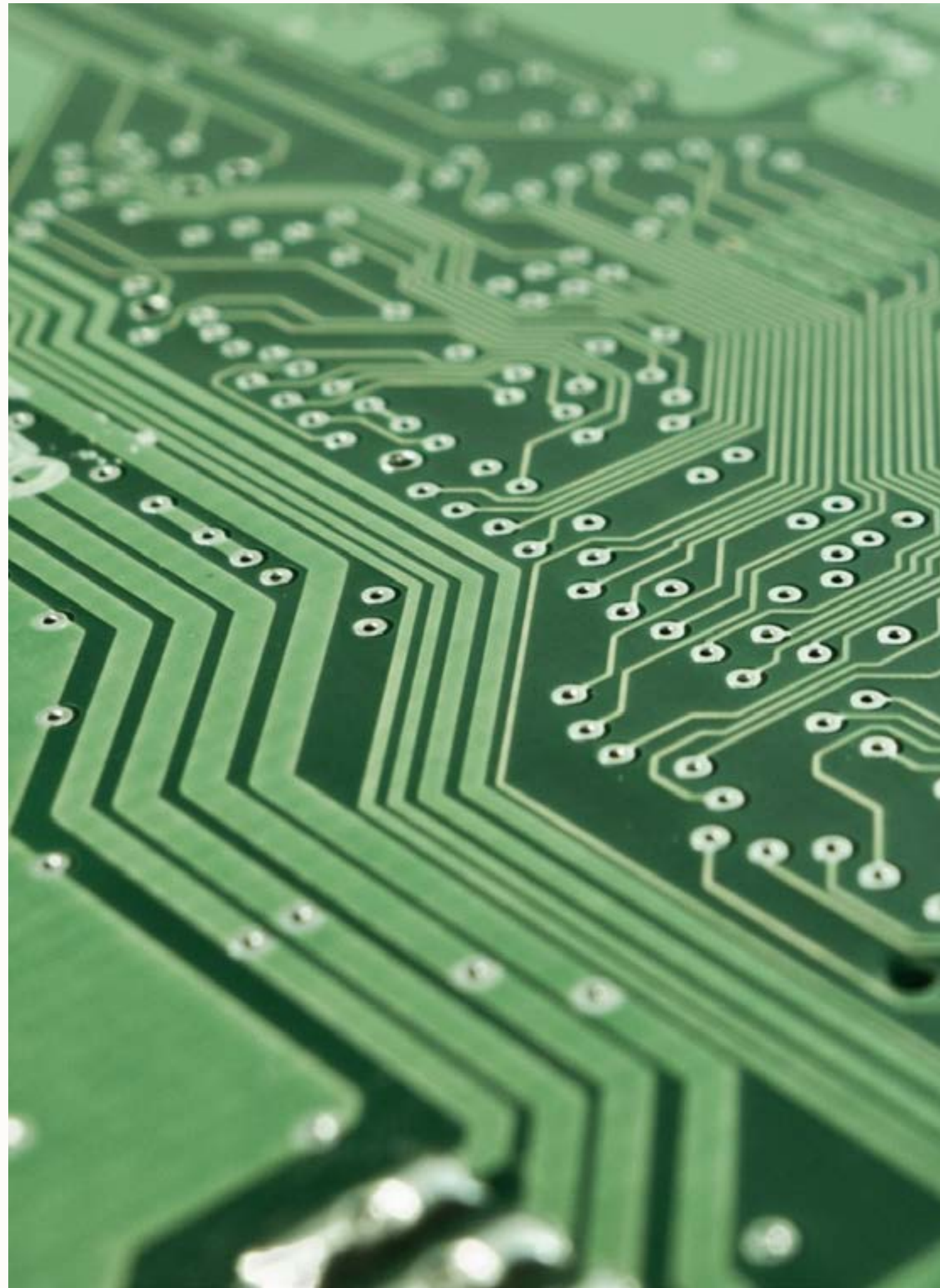
In the *Community*

Mandarin Oriental Hotel Group actively supports the local community through partnerships with organisations. 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 2004, we have supported City Harvest to provide food for the local homeless population. In 2023, our colleagues contributed over 500 volunteer hours with them and other non-profit organizations,

including projects that support LGBTQ+ health, senior citizen care, and local park clean-up.

Apart from organizations we volunteer with, we provide linen donations to shelters and Thanksgiving turkey donations to local law enforcement. These grassroots initiatives are all aimed to support and nurture the local community in which we operate.

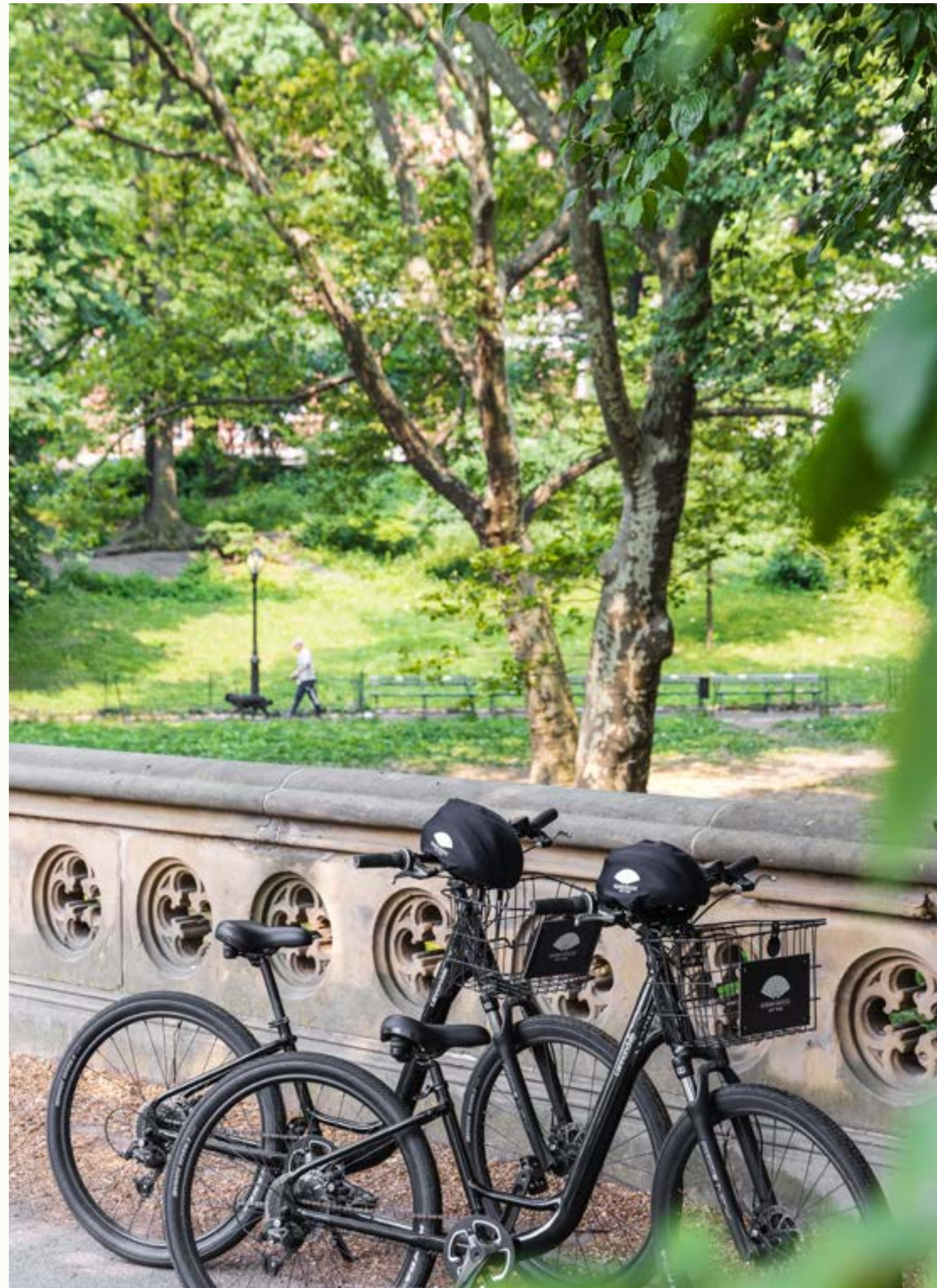


CASE STUDY

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 also features LED lighting throughout the hotel in all guest rooms, common area, meeting and event spaces, and back of house. We also implemented water flow restrictors in all showerheads, ensuring we are providing energy and water efficient solutions every day.



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.

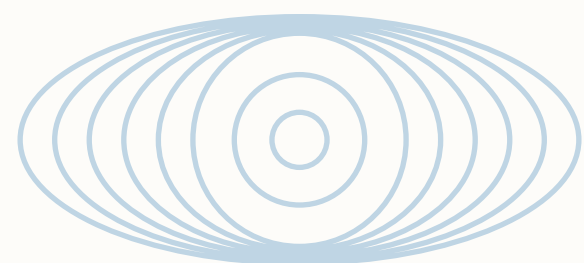


CASE STUDY

Beehive *Adoption*

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.

A look at 2023



Click [here](#) to *view* 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).

At a company level, we have continued our hard work of eliminating 99% of single-use plastics across all operations in 2023 where possible.

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.

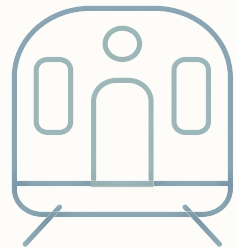
Energy audits provide insights to hotel operations, which inform recommended strategies and efficiency projects.



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

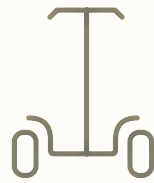
Green Guide to *NYC*

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](#).



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.



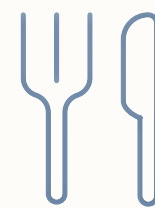
TAKE A BIKE OR WALKING TOUR

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.



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 help our sustainability efforts by turning off the AC and lights when you go out or taking shorter showers.



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* [article](#) 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.

“Doing the right thing”