



MANDARIN ORIENTAL

TOKYO

Sustainability Report  
2023

# Our Commitment

At Mandarin Oriental, Tokyo, we are committed to delivering service excellence with sustainability at the forefront. 'Acting with Responsibility' is a core principle at Mandarin Oriental, deeply rooted in our heritage. Our sustainability initiatives are designed to make a positive impact on the world, empowering our colleagues to proactively address environmental and community needs.

- Eco-friendly collaborations with suppliers, business partners, and guests to actively reduce the environmental impact of our operations
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights and prohibiting child labour
- Sourcing responsible, eco-labelled, and fair-trade certified products
- Training colleagues on relevant environmental and social issues and engaging guests in responsible consumption
- Reducing greenhouse gas emissions
- Reducing energy consumption Spreading awareness about practices to save water Waste Management and recycling programme utilizing the Reduce, Reuse, and Upcycle mode



# Our Sustainability Committee



The Sustainability Committee at Mandarin Oriental, Tokyo was established with the goal of integrating sustainability into daily operations. Our proud members include colleagues from different departments, including engineering, sales and marketing, administration, human resources, food and beverage and more, led by Hotel Manager Yoshihito Kaseda.



# Our Goals

At Mandarin Oriental, Tokyo, our main goal is to make substantial progress towards our sustainability commitments, with structured objectives spanning both group-wide and hotel-specific targets across key pillars.

## Single-Use Plastic

We have successfully achieved single-use plastic free status by eliminating all single-use plastics.

## Community Engagement

We are committed to engaging 6 hours of social impact initiatives per person through the year.

## Energy Efficiency

We have plans to proceed the energy efficient lighting with LEDs in the guest areas.

## Responsible Procurement

We are committed to procuring certified commodities, including coffee, tea, vanilla, cocoa, and sugar. We have a network of over 50 farmers and producers in Japan in order to source the most seasonal ingredients to be used in restaurants outlets.

## Paper

Implement processes to reduce paper consumption throughout the hotel, and where paper is used, we are committed to using only FSC-certified paper to support responsible forest management and sustainable use of resources.

## Endangered Species

Eliminate endangered seafood species from all menus, compliant with the WWF Endangered Seafood Guide.

## Waste & Food Management

We are committed to ensuring measurement practices and waste segregation are effectively in place.



# Commitment to UN SDGs

We at Mandarin Oriental, Tokyo are committed to advancing the United Nations Sustainable Development Goals (SDG), integrating them into our operations to ensure a sustainable and equitable future for all:

- Aligning operations and strategies with the SDGs to promote prosperity while protecting the planet
- Implementing specific initiatives to address SDGs relevant to our business, such as responsible consumption and production, affordable and clean energy, and decent work and economic growth
- Partnering with local communities, suppliers, and stakeholders to expand our impact on sustainable development
- Regular reporting and updates on our progress towards these goals, ensuring transparency and accountability

## SUSTAINABLE DEVELOPMENT GOALS





Our Initiatives  
*Sustainability Impact*

# Environmental Efficiency



## Energy Efficiency

LED replacement in the guestrooms and guest area is in progress. Guestrooms on 2 floors have been completed.

## Water Management

Recycled water is used for landscaping and flushing toilets at some of the hotel area.

## Waste Management

Waste segregation in various spots in the hotel, including the kitchens, heart of the house area, colleague canteen.

## Green Transportation

Providing guests with the choice of electric car transportation via an electric vehicle.

## Targets 2024

- Achieve 6.93 kg or less of landfill waste per sqm
- Achieve 51.0% or more of waste diversion rate



# Energy Efficiency



## Building & Guest Rooms Management Systems

Our guestroom INNCOM automatically turns off lights in unoccupied rooms, activate the energy saving mode with a wider temperature offset point for unrented rooms, and regulates temperature for optimal energy conservation during the guest stays.

At the guest area and heart of house areas, the operation of the lighting, ventilation system and air conditioning system are scheduled by the Building Management System.

## Occupancy sensor

The lighting at the heart of house area are equipped with motion sensor in order to reduce electricity consumption.







# In-Room Practices



## Nordaq

Nordaq, our in-house bottling plant, serves water in reusable glass bottles.

## Towel and Linen Program

The towel and linen exchange program empowers guests to choose less frequent changes, reducing water consumption in laundry services.

## Eco-friendly Bathroom Components

Installation of eco-efficient toilets, taps, and showers to minimize water usage, alongside repurposing stormwater and A/C condensation for non-potable applications.

## Single-Use Plastic Free

We have successfully eliminated of single-use plastics from its operations, while also incorporating eco-friendly amenities and refillable bathroom amenities in sustainable packaging.





2,712  
annual volunteer hours  
Dedicated by colleagues

Our Communities  
*Sustainability in Action*

# Our Communities



## Blood Donation

Colleagues are invited to donate their blood which represents 4 hours as art of the community engagement service.

## Beach and River Clean up

Mandarin Oriental, Tokyo actively engages in cleanup activities at various beaches and Nihonbashi Bridge and River twice a month, aiding in the preservation of our natural and historical heritage.

## Gardening Volunteer

Colleagues participate in gardening as a mindfulness activity to create a win-win relationship with Maggie's garden, a UK organization based in Tokyo and supporting Cancer patients.



# Our Colleagues



## **Volunteering Hours**

At Mandarin Oriental Tokyo, every colleague is invited to contribute annually to six paid hours to any of the community and volunteering activities available throughout the year.

## **Sustainability Training**

We prioritise continuous learning, successfully ensuring that all colleagues complete the annual colleague sustainability training to foster best practices in our industry.

## **Greenview Portal: Our Sustainability Management System**

Greenview supports Mandarin Oriental's sustainability programme with the Greenview Portal, a sustainability data management system that allows us to monitor our progress and collective impact as a group, and individually at each hotel.



# Case Study



## Tsunagift

Introducing "Tsunagift" – a sustainable collaboration between Mandarin Oriental, Tokyo and the iconic Nihonbashi Mitsukoshi Main Store. Building on the success of our spring partnership, we are proud to present our special "Chestnut and Blackcurrant Panettone."

In early summer 2023, we embraced local sustainability by incorporating freshly harvested 'Nihonbashi Honey,' produced on the rooftop of Nihonbashi Mitsukoshi, into our traditional Italian panettone recipe. The honey, combined with dried blackcurrants and carefully aged dough, creates a rich, marron glacé-like texture. The delicate balance of chestnut sweetness and blackcurrant tartness offers a truly memorable flavor, highlighting the importance of local, sustainable ingredients in our creations.

This collaboration showcases our commitment to sustainability and supporting local communities.





Goals

2030

# Suitability Target - 2030 Goals

At Mandarin Oriental, Tokyo, we are committed to achieving these goals:



Energy Intensity  
-7%



Renewable Energy  
+ 1%



Water Intensity  
-10%



Waste to Landfill  
-9%



Waste Diversion Rate  
54%

