

MANDARIN ORIENTAL
LAGO DI COMO

Sustainability Report
2024

Commitment to UN SDGs

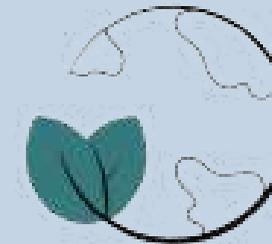
We at Mandarin Oriental, Lago di Como are committed to advancing the United Nations Sustainable Development Goals (SDG), integrating them into our operations to ensure a sustainable and equitable future for all:

- 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



Environmental Certification and Verification



VERIFIED™
RESPONSIBLE HOSPITALITY

GSTC Certification (Global Sustainable Tourism Council): An internationally recognized standard for sustainable tourism. It sets global criteria for sustainability practices in tourism, ensuring environmental protection, social equity, and economic viability for tourism destinations and businesses.

Forbes Travel Guide's "VERIFIED™ Responsible Hospitality": 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.

Our Commitment

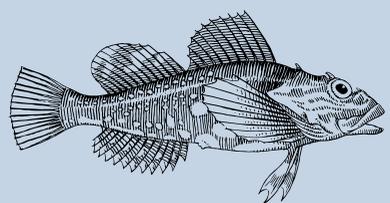


At Mandarin Oriental, Lago di Como, we are committed to delivering service excellence with sustainability at the forefront. 'Acting with Responsibility' is a core principle at Mandarin Oriental, deeply rooted in our heritage. Our sustainability initiatives are designed to make a positive impact on the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

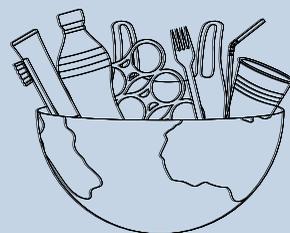
- Eco-friendly collaborations with suppliers, business partners, and guests to actively reduce the environmental impact of our operations
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights and prohibiting child labour
- Sourcing responsible, eco-labelled, 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 through optimization processes and LEED conversion
- Spreading awareness about practices to save water
- Waste Management and recycling programme utilizing the Reduce, Reuse, and Upcycle mode

Our Commitment

At Mandarin Oriental, Lago di Como, 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.



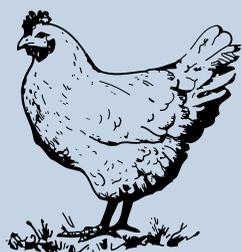
Responsible
Procurement



100%
Single-Use Plastic Free



Electrical vehicles at
Guests' disposal



100% cage-free
shell and liquid eggs



100% Certified Paper
and Paper-Free Procedures



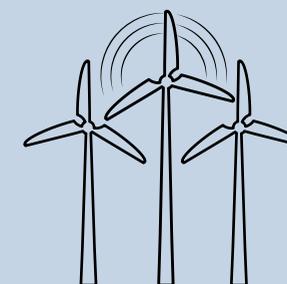
Total Switch to
LED Light Bulbs



Certified Agricultural
Commodities



Environmental and Social
Initiatives



100%
Renewable Energy

Our Sustainability Committee



Each property within the group works under the strategic direction of the **Corporate Sustainability Team**, which sets the overarching goals and priorities for sustainability.

At the hotel level, a dedicated **Sustainability Champion** leads a local **Sustainability Committee**, consisting of members from various departments that seamlessly integrate sustainability into the hotel's daily operations

This team is responsible for driving property-specific sustainability initiatives that align with the broader corporate objectives. Regular meetings are held on scheduled days to discuss progress and plan future actions.

Communication flows smoothly both within the committee and with the corporate Sustainability Team, through calls and meetings, ensuring that each location's unique needs are addressed while maintaining a unified, group-wide approach to sustainability.



Our Initiatives
Sustainability Impact

Environmental Efficiency



ELECTRIC CAR CHARGING STATIONS

Electric car charging stations are conveniently located in our car parks to enhance Guest convenience.

GREEN TRANSPORTATIONS

We offer guests the option of eco-friendly transportation with electric vehicles, promoting sustainable travel and reducing our carbon footprint..

ECO-FRIENDLY HEATER

At CO.MO Bar & Bistrot, we have installed external heaters powered by high-efficiency pellet stoves. The pellets are PEFC-certified, ensuring they come from sustainably managed forests, reducing our environmental impact while promoting responsible forestry practices.

Environmental Efficiency



HEAT PUMPS

The pool water heating systems use polyvalent machines with lake water or high-efficiency heat pumps; the old purely electric and high-consumption systems have been abandoned.

SUSTAINABLE COOLING SYSTEM

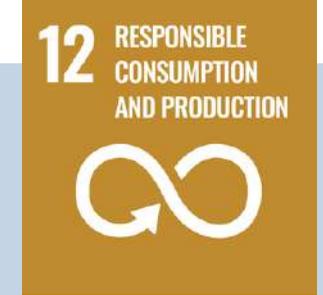
Throughout the entire Resort, the climate control system is based on thermal exchange with lake water. Additionally, all refrigeration units are cooled using lake water condensation. This approach results in significant energy savings.

WATER EFFICIENCY

The installation of aerators on all sink faucets enables significant water savings.



Energy Efficiency



PURCHASE OF RENEWABLE ENERGY

Here at Mandarin Oriental, Lago di Como, we ensure that all the electrical energy we purchase comes solely from certified renewable sources (wind, solar, ocean).

RESORT RELAMPING

We have undertaken a relamping project at the Resort, replacing old lighting systems with energy-efficient LED technology. This initiative not only reduces energy consumption but also aligns with our commitment to sustainability and environmental responsibility.

BUILDING & GUEST ROOMS MANAGEMENT SYSTEMS

Where feasible, we utilize motion-sensor lighting systems that automatically switch off when no one is present. In Guest rooms, both lighting and air conditioning are activated only when the key card is inserted into the slot. Once the card is removed, all systems shut down, ensuring energy conservation.

In-Room Practices

TOWEL AND LINEN PROGRAM

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

SINGLE-USE PLASTIC FREE

We eliminate SUP in ALL hotel areas (front and back of house). Group nominated supplier, Palatino, has designed a full range of bespoke eco-friendly Guest rooms amenity collections.

Moreover, we constantly work with our suppliers to eliminate use of unnecessary SUP delivery or shipping packaging.

BIOVA BEER

In Guest rooms, we offer Biova beer, created through an initiative by ConfCommercio to reduce food waste and promote a circular product life. This beer is made using unsold bread from bakeries and restaurants around Lake Como.



Responsible Procurement



SEAFOOD AND AGRICULTURAL COMMODITIES

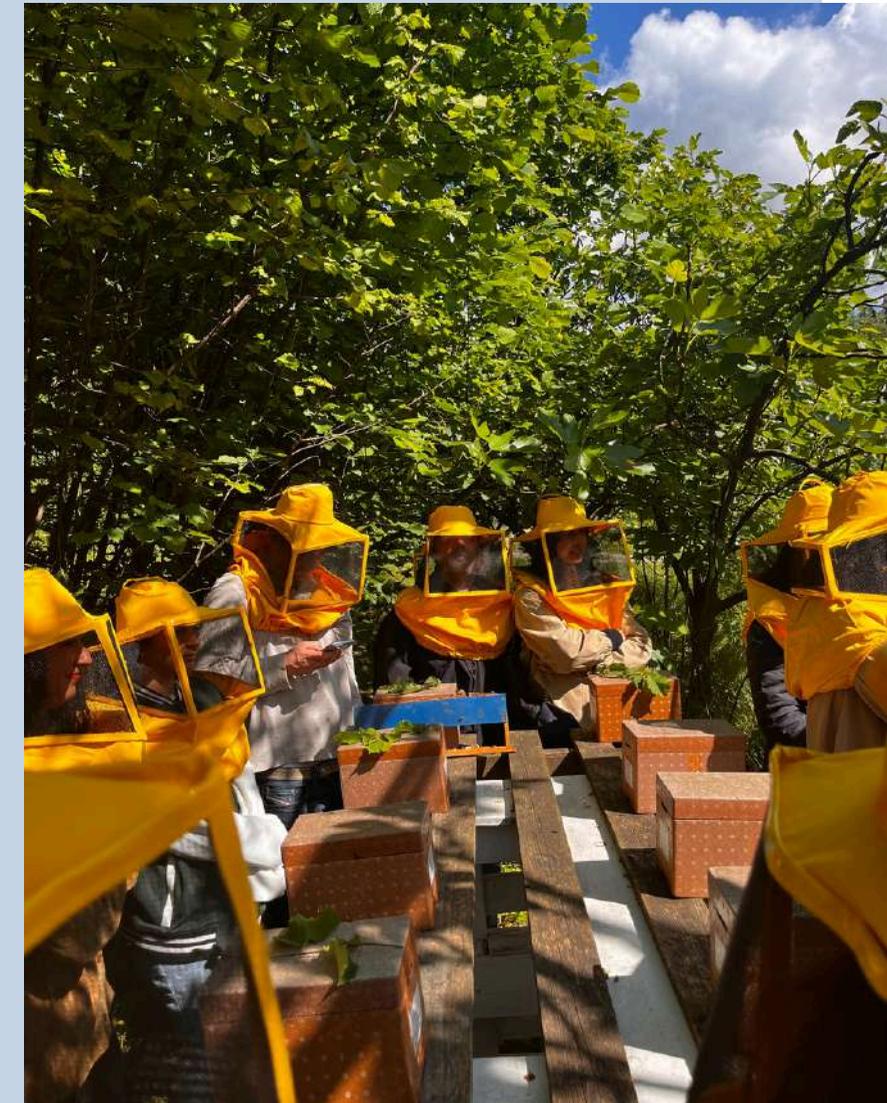
We strictly follow the WWF Endangered Seafood Guide, avoiding all 19 listed of seafood species. We also source only sustainable, organic, eco-labeled, and Fair Trade certified products, as coffee, cacao, tea, sugar, vanilla and eggs, ensuring no forced or child labor is involved and promoting sustainable farming practices and biodiversity protection.

CERTIFIED PAPER

For our office and Guest supplies, we are committed to using only certified paper to support responsible forest management and sustainable use of resources.

BEEKEEPING INITIATIVE

We organized activities for our colleagues and special amenities for our Guests on Bee Day. These efforts seek to raise awareness about the importance of pollinators, the threats they face, and their crucial role in sustainable development.





Our Communities

SUPPORTING CHILDREN THROUGH SPORTS ACTIVITIES

We engaged with elementary school children in Brunate, organizing sports activities to celebrate the end of the school year. This initiative aimed to bring joy and support to children from challenging backgrounds, fostering a sense of community and well-being.

COMMUNITY ENGAGEMENT THROUGH PLAY

We welcomed children from Blevio Kindergarten for a day of fun activities in our resort park. This activity fosters community engagement while promoting education and well-being.

Our Communities



CHARITY DINNER AT SOCIOLARIO

Our annual charity dinner at SocioLario promotes social inclusion and well-being for people with disabilities. Through community awareness, personal growth, and the experimentation of innovative models, we aim to create a more inclusive and supportive environment.

NATURAL LANDSCAPES CONSERVATION EFFORTS

We organize regular environmental clean-up events, including collaborations with local schools and communities. These initiatives foster a sense of responsibility for our natural surroundings, contributing to environmental sustainability and community involvement.



Our Communities



TOGETHER FOR OUR FOUR-LEGGED FRIENDS

Our Team visited Parco Canile Valbasca (CO), where we volunteered by helping prepare meals and walk the dogs. Their work depends on local support, and it was a meaningful experience to witness how small gestures can make a big difference.

IN-KIND DONATION TO CASA DELLA SPERANZA ONLUS
All the furniture from 26 rooms at Mandarin Oriental, Lago di Como, removed during the renovation in winter 2023/2024, has been donated to the flood victims of Emilia-Romagna through the Casa della Speranza Onlus project.



Our Colleagues

3 GOOD HEALTH AND WELL-BEING



VOLUNTEERING HOURS

Every colleague is entitled to one paid day leave annually to fulfil their volunteer hours, with a commitment to contribute six 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 trainings to foster best practices in our industry.

BREAST CANCER AWARENESS

During Breast Cancer Awareness month, we organize an exclusive event for colleagues, featuring discussions with leading local doctors. This initiative focuses on raising awareness and promoting prevention strategies among our team.

COLLEAGUE WELLNESS MONTH

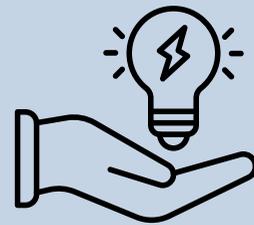
Each year, we dedicate a whole month to wellness, organizing activities for colleagues. It is a great opportunity for everyone to come together, relax, and focus on well-being in a fun and supportive environment.



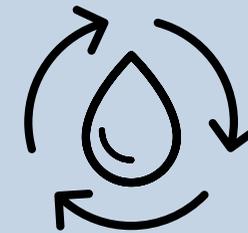
Our Goals
2030

2030 Goals

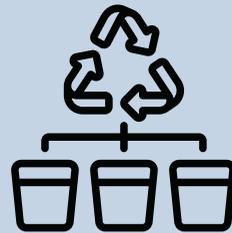
At Mandarin Oriental, Lago di Como, we are committed to achieving the following goals:



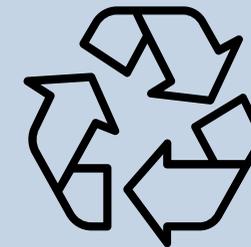
Achieve equal to or less than 490.0 kWh
of Total Energy Per sqm



Achieve equal to or less than 3,880.0 L
of Total Water Consumption Per sqm



Achieve equal to or less than 0.2 kg
of Non-diverted Waste Per sqm



Achieve equal to or more than 95.0 % of
Waste Diversion Rate by the year 2030



Greenview Portal

OUR SUSTAINABILITY MANAGEMENT SYSTEM

Greenview supports Mandarin Oriental's sustainability program through the Greenview Portal, a comprehensive sustainability data management system.

This platform enables us and the Group to track our progress, measure our collective impact, and monitor the performance of each hotel individually.



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