



EXECUTIVE SUMMARY

Highlights Of Mandarin Oriental’s 14th Sustainability Report

Mandarin Oriental’s expanding collection of luxury hotels and residences are found in the world’s most esteemed and desirable destinations. Our vision is to extend our commitment to exceptional hospitality to all our guests, colleagues and communities.

AWARDS AND ACCREDITATIONS



GLOBAL SUSTAINABLE TOURISM COUNCIL CERTIFICATION:

23 Mandarin Oriental hotels



3 WORLD SUSTAINABLE TRAVEL & HOSPITALITY AWARDS IN 2024:

- World’s Leading Sustainable Supply Chain Programme
- World’s Leading Sustainable Development
- World’s Leading Sustainable Employer

PHILANTHROPY

100% colleagues offered one paid day volunteering in 2024.



Over **US\$293,000** in-kind donations and **US\$227,000** in cash contributions



Supported more than **500** community initiatives



78,000 volunteer hours

ENERGY

HIGHLIGHT:

Sustainable Hydrothermal Innovation at Mandarin Oriental, Geneva

Thanks to the GeniLac system, deep water from Lake Geneva is used to provide a 100% renewable thermal energy source.

Scope 3 emissions tracked:

We have tracked Scope 1 and 2 emissions since 2012, and in 2024, we began quantifying Scope 3 emissions to identify further opportunities for de-intensification.



21% ENERGY INTENSITY REDUCTION per sq m against a **target of 30% in 2030.**



30% CARBON INTENSITY REDUCTION per sq m against a **target of 50% in 2030.**

WATER

HIGHLIGHT:

Cool Flow System at Mandarin Oriental, Munich

Keeps interiors cool while treating water like the precious resource it is – all the better in a city that prides itself on precision engineering.



13% WATER INTENSITY REDUCTION
per sq m against a **target of 40% in 2030.**

WASTE

HIGHLIGHT:

Food waste reduction

Winnow's award-winning food-waste management technology uses data analysis to inform optimisation of menus and portions. This AI tool was implemented across several properties in select kitchens with a complete group-wide rollout underway for 2025.



37% WASTE INTENSITY REDUCTION
against a **target of 50% in 2030.**

MANDARIN ORIENTAL, HONG KONG CUT FOOD WASTE BY 73% IN COLLEAGUES' RESTAURANT



73% reduction
in waste weight



36 tonnes of
CO2e prevented



375,000
HK\$ saved



21,000
meals saved

SINGLE-USE PLASTICS

HIGHLIGHT:

Mandarin Oriental, Canouan became a signatory

Our Caribbean resort joined the Global Tourism Plastics Initiative spearheaded by the United Nations Environment Programme and the World Tourism Organisation in partnership with the Ellen MacArthur Foundation.



MAINTAINED 99% ELIMINATION



MANDARIN ORIENTAL, CANOUAN



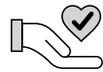
MANDARIN ORIENTAL, COSTA NAVARINO

LUXURY QUALITY EVALUATIONS

In 2024, 92.11% of the 105,000 surveyed said they were satisfied with our sustainability efforts - that's up from 90.88% for the previous year.

From 2025, 100% of our hotels will take part in Forbes Travel Guide's VERIFIED™ Responsible Hospitality programme.

PROCUREMENT



100% LRQA-VERIFIED RESPONSIBLY SOURCED
coffee, tea, cocoa, vanilla, sugar, and paper continued.



100% AVOIDED ENDANGERED SEAFOOD SPECIES
on our Endangered Seafood Avoid List, as aligned with the latest WWF guidelines.

INCLUSION, EQUITY & DIVERSITY

100% of colleagues took part in our global Safe, Respectful and Inclusive Workplace e-learning, which reinforces our promise to create a workplace where everyone feels valued and protected.

COLLEAGUE RESOURCE GROUPS (CRG) CREATED

These colleague-led CRGs supported by People & Culture have been created to encourage connection, allyship, storytelling and advocacy launching in 2025 with the Women in Mandarin Oriental CRG, supporting the advancement and visibility of women.

CERTIFIED MENTAL HEALTH FIRST AIDERS

132 colleagues earned their certification from the UK's Royal Society for Public Health-accredited certificate awarded upon completion.