



MANDARIN ORIENTAL
MARRAKECH

2025
SUSTAINABILITY

OUR COMMITMENT

At Mandarin Oriental, Marrakech, we are dedicated to delivering service excellence while placing sustainability at the heart of our operations. 'Acting with Responsibility' is one of our core values, firmly embedded in our heritage. Through our sustainability initiatives, we strive to create a meaningful impact on both the environment and the communities we serve, while empowering our colleagues to take proactive action in driving positive change. working closely with suppliers, partners and guests to implement eco-conscious practices that minimise the environmental footprint of our operations.

- Respecting the Universal Declaration of Human Rights guides our practices and we categorically prohibit child labor across all areas of our business.
- Procuring responsibly sourced products that are eco-labeled and Fair Trade certified.
- Providing colleagues with training on key environmental and social topics while encouraging guests to embrace responsible consumption.
- Implementing measures to decrease emissions and mitigate climate impact.
- Promoting awareness of water conservation practices.
- Waste Management and Recycling program.



OUR SUSTAINABLE COMMITTEE

Mandarin Oriental's sustainability strategy is supported by a governance structure led by our Executive Advisory Panel and executed through the Group Sustainability Department, which establishes the key objectives and direction.

Within the hotel, a sustainability champion oversees a Sustainability Committee of departmental representatives, working together to embed sustainability across all aspects of operations. This team is charged with implementing property-focused sustainability programs that reflect Group priorities and the team meets regularly to monitor progress and strategise location-specific sustainability initiatives.

Open and regular communication between the committee and the Group Sustainability Department ensures that property-specific priorities are considered while maintaining consistency with the group's unified sustainability framework.



OUR GOALS

At Mandarin Oriental, Marrakech, our priority is to drive meaningful progress on our sustainability commitments, guided by structured objectives that encompass both group-wide initiatives and hotel-specific targets across key pillars.



SINGLE-USE PLASTIC

We remain steadfast in the elimination of single-use plastics across all areas of our business.



WASTE MANAGEMENT & COMPOST

We are committed to ensuring measurement practices, compost and waste segregation.



ENERGY EFFICIENCY

We are dedicated to driving efficiency across lighting, air conditioning, heating, and water conservation measures.



RESPONSIBLE PROCUREMENT

We proudly source natural, traceable ingredients with integrity, including sustainably caught seafood, cage-free eggs and certified products, while offering a variety of vegan and vegetarian options on our menus.



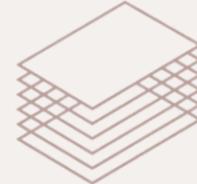
SOCIAL INITIATIVES

We are engaged community members dedicated to supporting charitable initiatives.



ENDANGERED SPECIES

Endangered seafood species have been fully excluded from our menus as part of our sustainability commitment.



PAPER

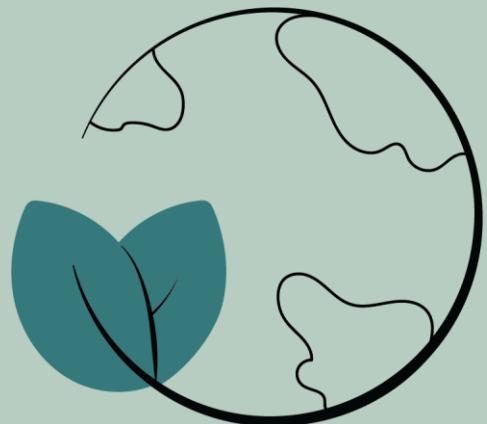
We actively reduce paper usage across the property and in cases where paper is essential, we exclusively use sustainability-certified materials.



HOTEL SPECIFIC INITIATIVES

We are dedicated to advancing initiatives that encourage efficient resource use, support community development and prioritise the sourcing of sustainable products.

SUSTAINABILITY ACCREDITATION



VERIFIED™
RESPONSIBLE HOSPITALITY
— 2025 —
Wellbeing – Environment – Community

"Forbes Travel Guide's VERIFIED™ Responsible Hospitality programme" is a leading global sustainability verification created by Forbes Travel Guide. This initiative sets a rigorous standard for hotels, restaurants and spas that protect the environment and uphold the wellbeing of guests, employees and local communities, without compromising on luxury service. Properties undergo assessment across over 100 best-practice criteria, spanning waste management, energy efficiency, resource conservation, food & beverage operations, health security, community integration and more. Earning the VERIFIED™ badge demonstrates an establishment's commitment to transparency, accountability and responsible luxury for our resort.

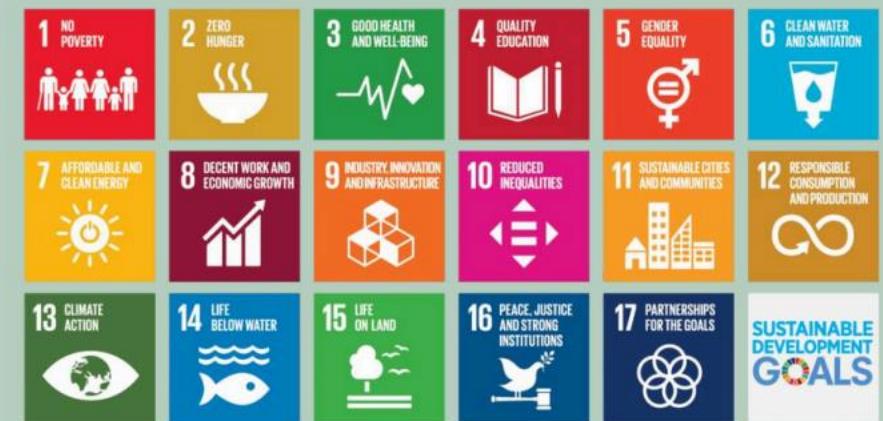


OUR COMMITMENT TO UN SDGs

At Mandarin Oriental, Marrakech, we are committed to supporting the United Nations Sustainable Development Goals (SDGs) by integrating them into our daily operations, ensuring that we contribute to a more sustainable and equitable future for all.

- We align our operations and strategies with the United Nations Sustainable Development Goals (SDGs) to foster prosperity while safeguarding the planet.
- Our efforts include implementing targeted initiatives that address key SDGs relevant to our business, such as responsible consumption and production, affordable and clean energy, decent work and economic growth.
- We actively collaborate with local communities, suppliers and stakeholders to amplify our contribution to sustainable development.
- In addition, we provide regular reporting and updates on our progress for a full transparency and accountability.

SUSTAINABLE DEVELOPMENT GOALS





OUR ENVIRONMENTAL INITIATIVES



ENVIRONMENTAL EFFICIENCY

Biomass Heater

We support sustainable energy production and contribute to environmental conservation by using the biomass technology which is a renewable energy solution that converts organic materials into useful forms of energy. This process helps reduce dependence on fossil fuels while promoting waste recycling and lowering greenhouse gas emissions. At the resort, we use the biomass heating for the main building including our spa, kitchens, 7 suites and the main swimming pool.

Green Transportation

Eco-friendly transportation with an electrical vehicle is offered to guests to promote sustainable travel and reduce our carbon footprint.

Electrical Car Charging Station

Electric car charging station is conveniently located in our carpark, contributing to a lower environmental impact. They produce zero tailpipe emissions, reducing air pollution and greenhouse gas emissions that contribute to climate change.





ENVIRONMENTAL EFFICIENCY

LED TECHNOLOGY

We have implemented a relamping project across the resort, replacing outdated lighting systems with energy-efficient LED technology. This initiative helps lower energy consumption while reinforcing our dedication to sustainability and environmental stewardship.

COMMON AREAS & GUEST ROOMS ENERGY MANAGEMENT SYSTEM

At our common areas for guests and colleagues, we use a motion sensor lighting system that automatically switches off when there is no movement. 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 to ensure energy conservation.



IN-ROOM PRACTICES

SINGLE USE PLASTIC ELIMINATION

We continue to strive for full elimination of single-use plastics in both front and back of house operations. A full range of eco-friendly guest room amenity is available. We work closely with our suppliers to remove unnecessary single-use plastic from delivery and shipping packaging.

GREEN LINEN PROGRAMME

The towel and linen reuse programme encourages guests to opt for fewer changes, helping to conserve water by minimising laundry operations.



RESPONSIBLE PROCUREMENT



SEAFOOD AND AGRICULTURAL COMMODITIES

Sourcing sustainable, organic, eco-labelled, and Fair Trade certified products such as coffee, cocoa, tea, vanilla, sugar, cage-free eggs and seafood, ensuring no endangered species are used and no forced or child labour is involved and promoting sustainable farming practices and biodiversity protection.



SUSTAINABILITY-CERTIFIED PAPER

We are committed to using only FSC-certified paper for guests and colleagues to support responsible forest management and sustainable use of resources.



HOTEL INITIATIVES

COMPOST INITIATIVE

We turn our organic and biodegradable waste into nutrient-rich compost using a compost machine. This process reduces the amount of waste sent to landfills lowers greenhouse gas emissions and supports sustainable waste management. The compost produced is used to enrich the potager gardens, promoting healthier plant growth and reducing the need for chemical fertilizers.

BEEKEEPING INITIATIVE

By maintaining beehives on-site, it protects local bee populations, which play a vital role in pollinating plants and sustaining ecosystems. The initiative also offers educational opportunities for guests to learn about the importance of bees in nature. Additionally, the honey produced can be used in our restaurants, spas, or gift shops, showcasing a natural, locally sourced product. This initiative reflects our dedication to conservation, community engagement, and sustainable practices.



RECYCLING INITIATIVE

In the back of house areas, recycling points are available for items such as batteries, coffee capsules, plastic and bread.





OUR COMMUNITY INITIATIVES

OUR COMMUNITIES



COMMUNITY ENGAGEMENT THROUGH BLOOD DONATION

Once a year, we organise a one-day blood donation event for colleagues, in support of Marrakech's main hospital and the health needs of the local community.



IN-KIND DONATION TO RADIA ASSOCIATION

We donate clothes, milk, cookies and diapers for abandoned babies.





OUR COMMUNITIES



SUPPORTING EDUCATION THROUGH ENGAGEMENT

We welcomed young girls from a rural boarding school for a Ramadan Ftour at the hotel, creating an opportunity for exchange with the General Manager and department leaders to promote education and community engagement.



KID'S CLUB COMMUNITY SUPPORT INITIATIVES

We organised a day of activities at our Kids' Club for children with disabilities, in collaboration with the Lions Club Association, to foster inclusion and create a more supportive environment for all children.



OUR COMMUNITIES

NATURAL LANDSCAPE CONSERVATION EFFORTS

Regular clean-up initiatives are organised throughout the year, including community and natural-area clean-ups. These actions strengthen environmental responsibility among our colleagues and contribute to both sustainability and community engagement.



WORKSHOPS AT ATLAS KINDER VILLAGE

We organised creative workshops for children living at the Atlas Kinder Village, offering them a joyful and uplifting day of art, play, and shared moments. The aim of this initiative is to inspire confidence, encourage self-expression, and help every child feel valued and included in the world around them.



OUR COLLEAGUES

COLLEAGUE WELLNESS WEEK

Every year, we devote an entire week to wellness by organising engaging activities for our colleagues. This event gives a wonderful opportunity for everyone to connect, unwind, and prioritise their well-being in a positive and supportive atmosphere.

SUSTAINABILITY TRAINING

We place strong emphasis on continuous learning, ensuring that all colleagues complete the annual sustainability training programme to promote industry-leading environmental practices.

VOLUNTEERING HOURS

At Mandarin Oriental, Marrakech every colleague is entitled to one day paid leave annually to fulfil their volunteering hours.





OUR GOALS
FOR 2030

2030 GOALS

At Mandarin Oriental, Marrakech, we are committed to achieving:



**Equal to or less than 731.0
kwh of total energy per sqm**



**Equal to or less than 17.7 kg
of non-diverted waste per sqm**



**Equal to or less than 5547.0 L
of total water consumption per sqm**



**Equal to or more than 28.0% waste
diversion rate**



GREENVIEW PORTAL



OUR SUSTAINABILITY MANAGEMENT SYSTEM

The Greenview Portal is a platform used to track our sustainability progress, measure our collective impact and monitor hotel performance. It provides Mandarin Oriental with a comprehensive, centralised view of sustainability data across the Group.



