MANDARIN ORIENTAL
MUNICH

SUSTAINABILITY

TOGETHER TOWARD A MORE EQUITABLE AND SUSTAINABLE WORLD

OUR APPROACH TO SUSTAINABILITY



"At Mandarin Oriental, Munich, our commitment to sustainability is an integral part of who we are.

Guided by the values that define Mandarin Oriental, we strive to operate responsibly, respecting both our community and the environment that surrounds us.

Occupying a cherished place in the heart of Munich, our hotel blends timeless elegance with mindful innovation.

Through ongoing improvements to our operations, we continue to reduce our environmental footprint while ensuring that the guest experience remains synonymous with comfort and excellence.

We are proud to support our global sustainability goals, placing a strong emphasis on ethical and responsible sourcing - from seafood and coffee to cocoa, sugar, and free range eggs.

Our dedication extends beyond our walls. By engaging with local initiatives, volunteering, and fostering an inclusive workplace, we aim to create lasting, positive change within our community and contribute to a more sustainable and equitable future."

BARBARA GÖTTLING
GENERAL MANAGER
MANDARIN ORIENTAL, MUNICH

ACTING WITH
RESPONSIBILITY

Mandarin Oriental, Munich recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. We are proud to have received the Global Sustainable Tourism Council (GSTC) certification, which reflects our strong commitment to sustainable development and responsible hospitality. This achievement aligns our sustainability efforts with the industry-leading criteria established by the GSTC - the foremost organisation for sustainable travel and tourism, initiated and supported by a coalition of UN agencies (UNEP/UNWTO).

Importantly, we are also proud that each and every colleague is directly involved in our collective efforts to achieve our sustainability goals. A Sustainability Committee was established to unite the voices of colleagues across all departments and drive meaningful change together.

MANDARIN ORIENTAL, MUNICH

OUR GOALS



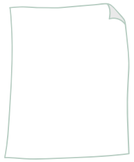
RESPONSIBLE PROCUREMENT

All key food and beverage categories are sourced from sustainable certified suppliers in line with Mandarin Oriental's responsible procurement programme.



WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction, energy efficiency, waste separation, and landfill-free waste management.



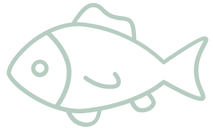
PAPER

A paper use strategy throughout the hotel, and where paper use is unavoidable, ensure the use of 100% sustainable certified paper.



EFFICIENCY

We are placing a strong focus on energy efficiency, aiming for at least 60% of all energy used at the hotel being efficient.



SUSTAINABLE SEAFOOD

Sourcing sustainable seafood to help protect marine ecosystems, ensure that fish populations are not over-exploited and avoiding serving 19 types of endangered species.



SINGLE-USE PLASTIC ELIMINATION

Our hotel is 99% single-use plastic free.



SOCIAL INITIATIVES

Through various activities throughout the year we maximise social and economic benefits for our local community.



REGULATION AND TRANSPARENCY

To ensure transparency, sustainable commitments and performance will be independently verified by LRQA annually.

THE ROLE OF OUR
COLLEAGUES

At Mandarin Oriental, Munich, our sustainability journey begins with each colleague from their very first day.

During a two-day orientation, colleagues learn about the company's history and hotel operations. We provide digital training materials to minimise paperwork.

Colleagues receive reusable items upon arrival: a water bottle and a pen during their first three months.

Each colleague undergoes a 1-hour session on Group's sustainability commitments and goals to grasp the significance of this important topic and their role within it.

New colleagues undergo departmental training facilitated by a training manager and departmental trainer to learn specific sustainable practices. Back-of-house managers shares monthly updates and new initiatives with departmental trainers and training managers to foster sustainable culture within the property.

To strengthen their knowledge, all colleagues are required to complete mandatory sustainability training.

Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, MyMO. This fosters a culture of sustainable working and encourages collective improvement.

Colleagues have the opportunity to join our Sustainability committee to actively design sustainable practices at the property.

BEST PRACTICES

RESPONSIBLE FOR OUR PLANET



- The building is equipped with the latest Building Management System to reduce energy consumption and plays a vital role in the building optimisation.
- The hotel features LED lighting throughout, including light movement sensors in all guest rooms, facade lighting, meeting and event spaces and back of house.
- Water-Conserving Cool Flow System. A system which keeps the interiors cool while treating water like the precious resource it is.
- Mandarin Oriental uses the Greenview portal, which enables the team to manage, review and assess all sustainability related data in one portal.

BEST PRACTICES

SUPPORT LOCAL SOURCING

- Artisanal breads from Brotmeisterei Fritz and Hofbräuhaus-Kunstmühle from the mill next to the hotel.
- Locally produced cheese from Münchner Käsemanufaktur, the first cheese manufacturer in Munich.
- Organic free-range eggs from Billesberger Hof – we use exclusively size “M” eggs.
- Fresh fish from Deutsche See.
- Speciality coffees from DINZLER Kaffeerösterei.
- Exquisite honey from GenussImkerei which is located just outside Munich.

BEST PRACTICES

GIVE BACK TO THE COMMUNITY



- Run Club – Encouraging health, wellbeing, and team spirit, our Run Club brings guests together regularly to stay active and support one another.
- Charity Afternoon with Lichtblick – In partnership with Lichtblick e.V., our colleagues spend meaningful time with elderly people in need, sharing conversations, laughter, and care to brighten their day.
- Business Charity Run – We participate in the B2Run to raise funds for local causes, combining fitness with a shared commitment to giving back.
- Summer Celebration at the Orphanage – Our culinary team hosted a burger grill for children and staff at a local orphanage’s summer party, bringing joy, good food, and a sense of community.
- Lichtblick Charity Raffle - each ticket raises funds for a good cause – and gives guests the chance to win great prizes this festive season.
- Every Advent, a local Children’s Choir performs festive songs and collect donations for charity.

CERTIFICATION

GLOBAL SUSTAINABLE TOURISM COUNCIL

GSTC
CERTIFIED
GSTC HAUC250107

United Certification Systems

- GSTC certification is recognised globally as the leading standard for sustainable tourism and responsible hospitality.
- Serves as the official benchmark for hotels demonstrating compliance with internationally aligned sustainability criteria.
- Evaluates properties across key pillars of sustainability, including:
  - Environmental stewardship
  - Social and cultural integrity
  - Community engagement and support
  - Effective sustainability management
- Ensures alignment with criteria developed with the support of UN agencies, including UNEP and UNWTO.
- Provides guests and partners with trusted, third-party verification of a property's sustainability performance and long-term commitment.

MANDARIN ORIENTAL'S SUSTAINABILITY REPORT 2024



Click here to view the full 2024 Sustainability Report

Carbon & Energy Progress – Achieved a 21% reduction in energy intensity and 30% reduction in carbon intensity per square meter, progressing toward 2030 goals of 30% and 50%, respectively; began tracking Scope 3 emissions for deeper impact measurement.

Water & Waste Initiatives – Reached a 13% water intensity reduction and 37% waste intensity reduction; rolled out innovative systems like Munich's Cool Flow and Geneva's GeniLac hydrothermal energy system; Winnow AI technology implemented to cut food waste across properties.

Responsible Sourcing – Maintained 100% responsibly sourced coffee, tea, cocoa, vanilla, sugar, and paper, verified by LRQA; completely avoided endangered seafood species in alignment with WWF guidelines.

Waste & Plastics Reduction – Achieved 99% elimination of single-use plastics; Mandarin Oriental Canouan joined the Global Tourism Plastics Initiative by UNEP, UNWTO, and the Ellen MacArthur Foundation.

People & Community Impact – Over 500 community initiatives supported, 78,000 volunteer hours, and 100% of colleagues offered a paid day of volunteering; created Colleague Resource Groups and trained 132 certified Mental Health First Aiders.

Recognition & Guest Engagement – Earned 3 World Sustainable Travel & Hospitality Awards (2024) and Global Sustainable Tourism Council Certification for 23 hotels; 92% of guests reported satisfaction with sustainability efforts.