MANDARIN ORIENTAL
PRAGUE

SUSTAINABILITY

Working towards a better tomorrow

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PRAGUE

Our approach **to** *sustainability*



One of our guiding principles at Mandarin Oriental is ‘acting with responsibility’, and we have established a programme to direct our efforts towards the wellbeing of the planet, of communities and of individuals.

Our ambitious goals include all of our hotels being single-use plastic free, as well as expanding our responsible procurement goals to cover key categories of seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs. As of December 2022, we are pleased to report all our hotels are 99% single-use plastic free and we continue to strive to achieve our other goals.

JOHN KITCHENS,
GENERAL MANAGER OF MANDARIN ORIENTAL, PRAGUE

Our main *goals*

at Mandarin Oriental, Prague

RESPONSIBLE PROCUREMENT

A commitment to source our key food and beverage categories only from certified suppliers. Validation ensures compliance with Mandarin Oriental Hotel Group's code of conduct, including seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs.



WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction and energy efficiency.

PAPER

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



REGULATION & TRANSPARENCY

To ensure transparency, sustainability targets and performance is independently reviewed by LRQA. Performance is included in annual balance scorecard, a key performance indicator for senior management.



ENERGY & EMISSIONS

Reducing emissions and improving energy efficiency remain central to our operations. We use innovative technologies and energy-saving LED lighting throughout the hotel, offer a full refresh of linens and towels every third day of your stay, and partner with local culinary concept providers to minimise transport-related CO_2 emissions. Guests are encouraged to join our efforts by walking, using public transport, and switching off lights when leaving the room.



WATER CONSUMPTION

Acknowledging the exceptional strides made towards sustainability, particularly in the conscious reduction of water usage. Also considering measures to re-use water.

SOCIAL IMPACT

We maximise social and economic benefits for our local community, responsibly managing our environmental impact and fulfilling our social commitments across operations and supply chains. To support this, every colleague has one paid day off a year for a community engagement activity of their choice.

ENDANGERED SPECIES

Endangered seafood species eliminated from menus based on WWF Endangered Seafood Guide.



SINGLE USE PLASTIC

With 99% of single-use plastics already eliminated, our next step is to eliminate these materials entirely, including those arriving with goods from suppliers.

The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Each team member plays an essential role in ensuring that our sustainable practices are understood and carried out to the highest standard. This journey begins from the very first day they join us, as sustainability is woven into every aspect of our workplace culture.

1. During a two-day orientation, colleagues learn about the company's history and hotel operations.
2. Each colleague undergoes a session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.
3. Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.
4. Regular refreshers and internal updates help colleagues stay informed about the latest sustainability goals, initiatives and best practices.

Our case studies in *practice*

We are very proud of the initiatives our colleagues have implemented to help us on the path to achieving our goals.



Single-use plastic elimination

In the community

Technology in practice

Waste reduction

Colleague engagement

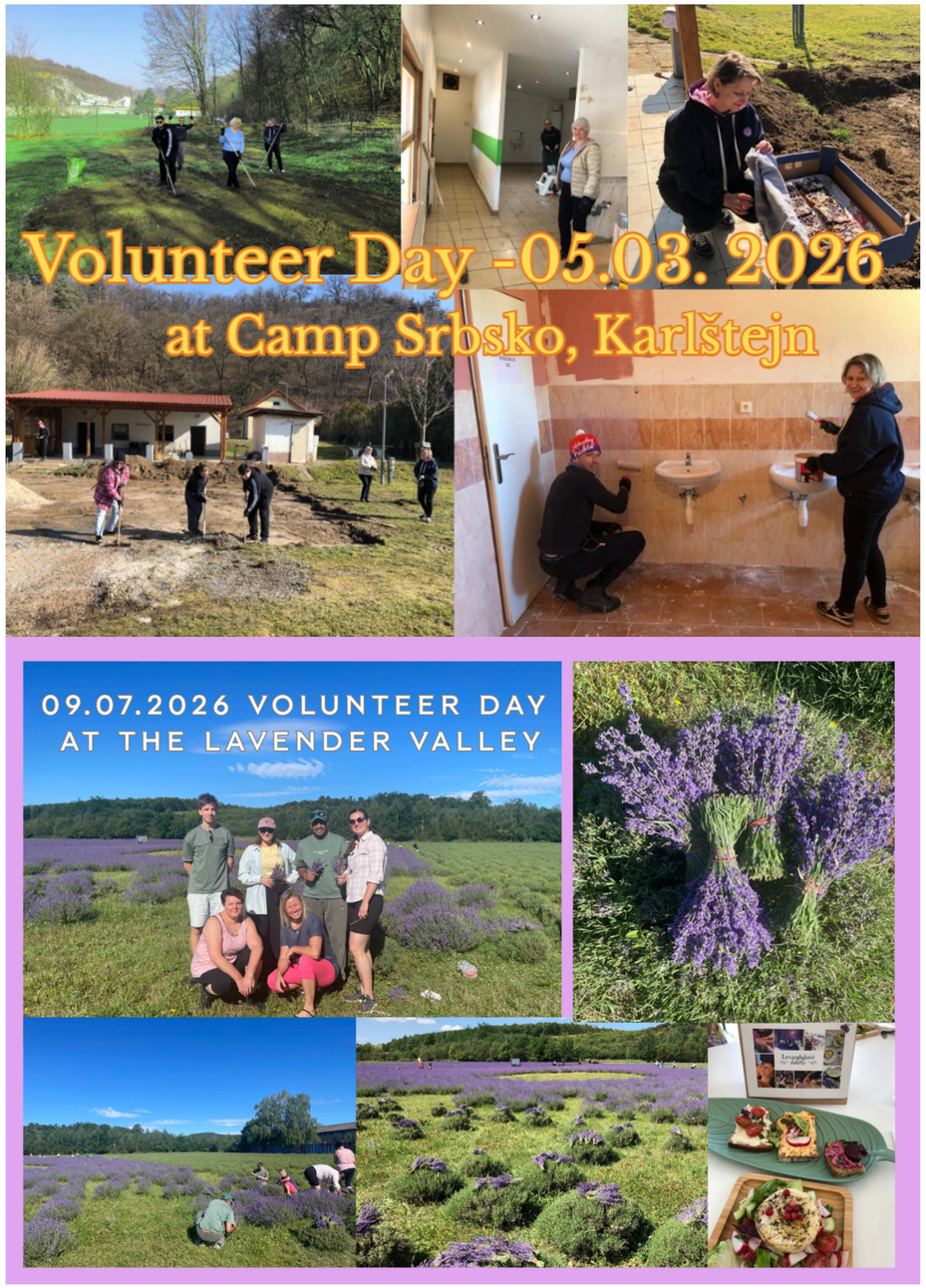


CASE STUDY

Single-use Plastic *Elimination*

We are single-use plastic-free implementing innovative solutions like refillable amenities and sustainable packaging, while collaborating with suppliers to overcome external challenges.

- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles.
- Once empty, they are returned to our partners at Diptque to refill, allowing no wastage.
- Our piping bags are washed and reused daily. Our bedroom teas are supplied in sustainable, single-use plastic free, packaging.
- Our bedroom slippers are not just single-use plastic free but a product that can be used time after time.



CASE STUDY

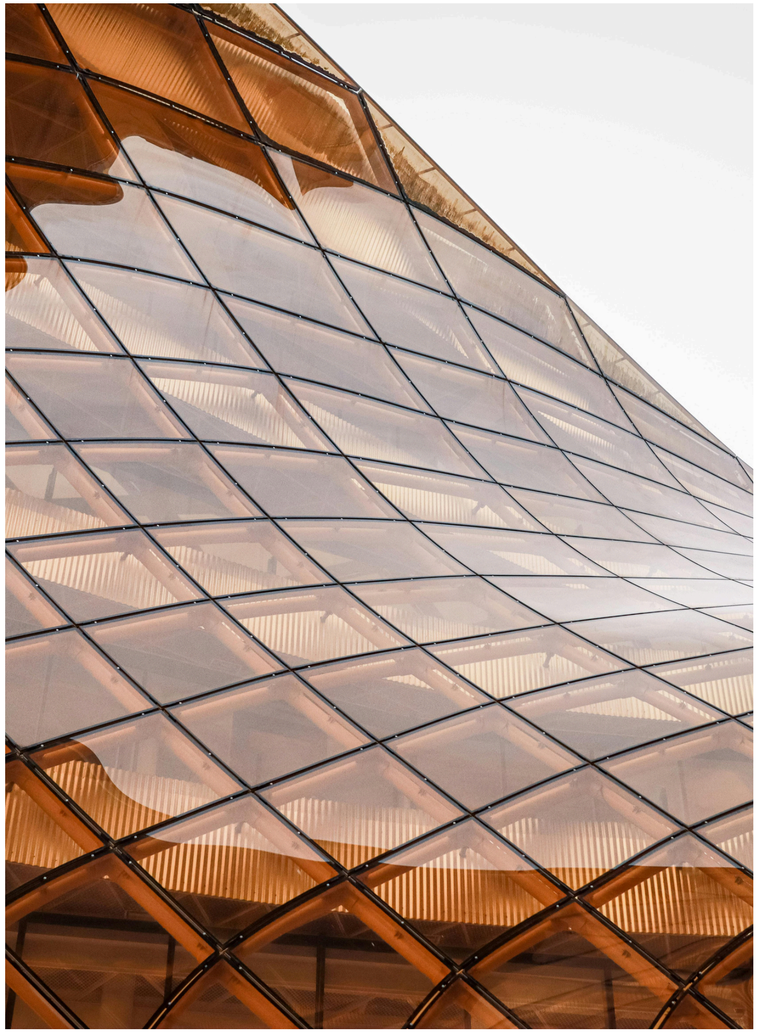
In the *Community*

Mandarin Oriental Hotel Group actively supports local communities through partnerships with charitable organisations. At Mandarin Oriental, Prague, we encourage colleagues to dedicate one working day to volunteering, supporting social welfare, environmental conservation and community initiatives.

Our volunteering activities in 2026 include:

- **Pastvina Farm** – Supporting the care of animals and maintenance of farm facilities.
- **Srbsko Camp** – Preparing the campsite for the summer season through gardening, cleaning and outdoor maintenance.
- **Sázíme Stromy** – Supporting tree planting and care for green spaces.
- **ArtFarm Skryje** – Helping with farm activities, including animal care, gardening and general maintenance.
- **Levandulové údolí** – Assisting with lavender harvesting and preparing lavender bundles.
- **Grammar School Michle** – Supporting school activities and improvements to the learning environment.
- **Útulek Bohnice** – Helping care for animals in need and maintaining their enclosures.
- **Krabice od bot** – Supporting the Christmas gift initiative for children from families in need, with volunteering activities planned for December.

In 2026, our colleagues have contributed nearly 400 hours of volunteering across nine activities, supporting local communities, animal welfare, education and environmental conservation. Two further initiatives are planned for December, bringing the projected total to over 460 volunteer hours.



CASE STUDY

Technology **in Practice**

Mandarin Oriental Hotel Group has a partnership with sustainability consultancy, Greenview, and use their software to enable the teams to manage, review and assess all sustainability related data in one portal.

- Mandarin Oriental Hotel Group has a partnership with online sustainability software company Greenview, which enables the team to manage, review and assess all sustainability related data in one portal.



CASE STUDY

Waste *Reduction*

Waste is one of the largest contributors to carbon emissions. We proactively influence the waste cycle where we can and have put in numerous new practices to assist our reduction efforts:

- At Mandarin Oriental, Prague we are committed to protecting the environment. We offer a full refresh of linens and towels every third day.

- We carefully monitor and record food waste in our kitchen to better understand consumption patterns, improve planning and preparation processes, and continuously reduce unnecessary waste as part of our commitment to more sustainable operations.



CASE STUDY

Colleague *Engagement*

Our colleagues actively engage in initiatives promoting physical and mental well-being, including cultural awareness days and hotel-organised charity events, organised by the Sustainability Committee, showcasing our commitment to holistic wellness and community support.

A look at *2025-2026*

Highlights of Mandarin Oriental's Sustainability Report.

Click here to view the full Sustainability Report

Mandarin Oriental continues to strengthen its commitment to responsible hospitality through MO.RE, our new sustainability platform launched in 2026. Built around three key pillars – Resilience, Reconnection and Regeneration – MO.RE guides our efforts to reduce environmental impact, support local communities and protect cultural heritage. As of 2026 40 Mandarin Oriental hotels are GSTC certified.

- Across Mandarin Oriental, we supported more than 500 community initiatives, dedicated 78,000 hours to volunteering and donated over 293,000 USD in in-kind donations and 227,000 USD in cash contributions.

- Since 2012, we have monitored our Scope 1 and 2 greenhouse gas emissions and are expanding our Scope 3 assessments to better understand and reduce our environmental impact. As of 2025, we have achieved a 23% reduction in energy intensity, a 33% reduction in carbon emissions intensity and a 19% reduction in water intensity (all per sq m) compared to 2012. Our goal is to reach net-zero Scope 1 and 2 emissions by 2050.

- We continue to minimise waste and reduce our environmental footprint. As of 2025, we achieved a 41% reduction in waste intensity compared to 2012, with 40% of waste diverted from disposal.
- Continuing our responsible procurement efforts, we maintain 100% sustainable sourcing of coffee, tea, cocoa, vanilla and paper, while avoiding 19 types of endangered seafood.
- Supporting local communities remains a key priority. Through our MO.RE sustainability platform, we focus on biodiversity preservation, vocational education and the protection of arts and cultural heritage.

Our Social Impact

- Nearly 80,000 hours of volunteering contributed by Mandarin Oriental colleagues to date.

- Every colleague is entitled to one paid working day per year to support a charitable cause or community initiative.

- Through our MO.RE sustainability platform, we are committed to supporting biodiversity, vocational education and cultural heritage.

- By 2030, we aim to provide 1,000 young people with access to hospitality training, work experience or scholarships.

A look at *2025-2026*

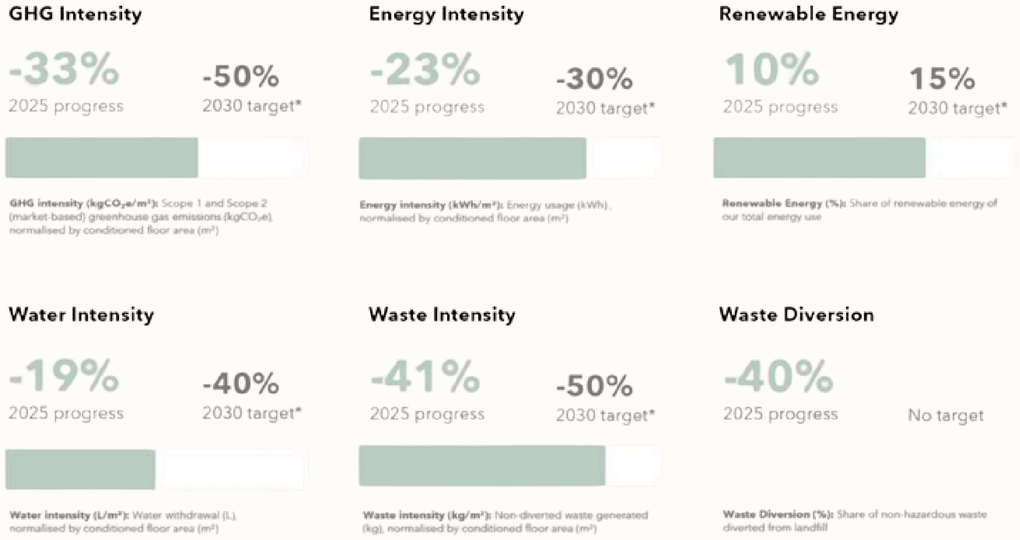
Highlights of Mandarin Oriental's Sustainability Report.

DECARBONISATION ROADMAP

Turning Ambition into a Pathway

50% GHG emissions intensity reduction by 2030 and net zero by 2050 (Scope 1 and 2, vs 2012)

Our pathway to net zero by 2050 begins with the choices we make today. Building on our 2030 targets, it guides the deeper changes needed across energy, buildings, operations, development and investment, shaping how we reduce portfolio emissions as we operate, invest and grow.



3 - SCOPE 3 EMISSIONS

Moving Beyond Our Hotel Walls

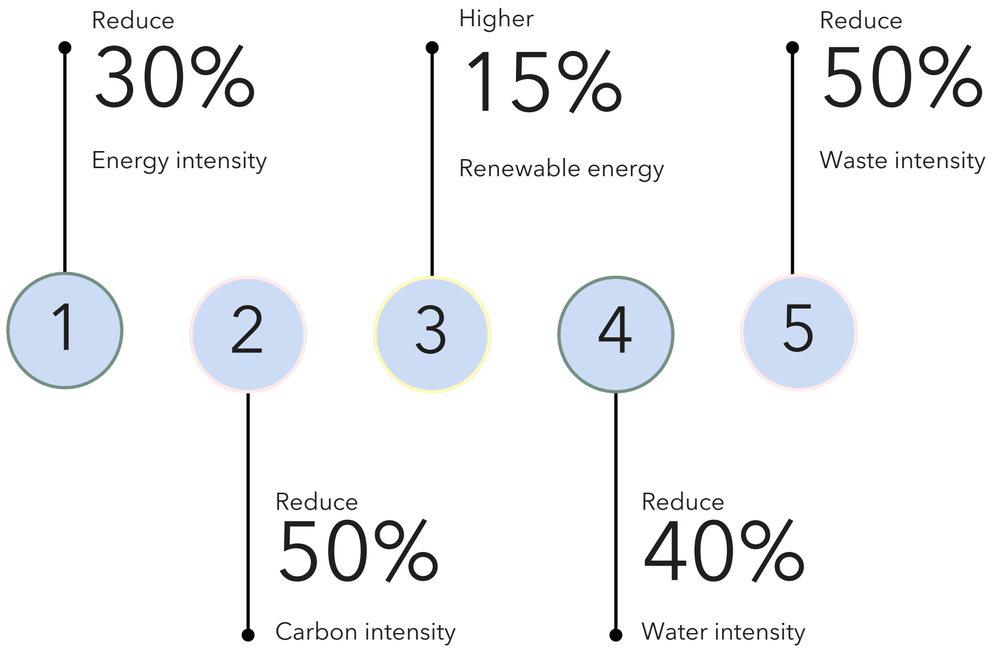
By 2028, complete Scope 3 GHG assessments for all fully operational hotels to identify our most material indirect emissions sources.

Our impact extends beyond our direct operations. We are improving visibility of emissions from goods and services, food, construction, capital expenditure, waste and transport. As part of our decarbonisation strategy, we are working with suppliers, owners and development partners to drive meaningful reductions of Scope 3 GHG emissions over time.

Our commitment goals - *2030*

at Mandarin Oriental, Prague

SUBSTAINABLE TARGETS:



MANDARIN ORIENTAL

PRAGUE

Every day we strive to ensure a better future for the next generations; protecting the environment, people, and communities are the fundamental pillars to which we devote our efforts every day.

“Doing the right thing”