MANDARIN ORIENTAL
SAVOY ZURICH

SUSTAINABILITY

Working towards a better tomorrow

OUR APPROACH TO *SUSTAINABILITY*



"Corporate responsibility values are deeply ingrained in Mandarin Oriental's culture, and sustainability implications are carefully considered with each and every decision across the Group.

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 early 2025, we are pleased to report that we are 99% single-use plastic free and we continue to strive to achieve our other goals."

DOMINIK G. REINER

GENERAL MANAGER OF MANDARIN ORIENTAL SAVOY, ZURICH AND AREA VICE PRESIDENT, OPERATIONS

ACTING WITH *RESPONSIBILTY*

Mandarin Oriental Savoy, Zurich recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. We have aligned our sustainable development efforts with the industry criteria set by Global Sustainable Tourism Council (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.

“As General Manager of Mandarin Oriental Savoy, Zurich, it is important that the team leads the way in ensuring all our initiatives are carried out properly. We take pride in piloting many initiatives before they are rolled out across the wider group, for example our AI-based food waste management software, Winnow, that we are trialling. This way, we are able to fail small or succeed quickly.”

DOMINIK G. REINER

OUR MAIN *GOALS*

at Mandarin Oriental Savoy, Zurich

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, energy efficiency, and landfill-free waste management.

PAPER

Arevised 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.



EFFICIENCY

A strong focus on renewable energy, aiming for 62% of all energy used at the hotel being renewable.

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. Over 190 colleagues work to ensure that all sustainability practises are understood and executed at the highest level. This sustainable working journey starts from the moment colleagues enter the building on their first day of work:

Welcoming new colleagues every month during MOve In



1. During a three-day orientation (MOve In), colleagues learn about the company's history and hotel operations. We provide digital training materials to minimise paperwork.

2. Colleagues have the chance to win reusable items such as a water bottle, shopping tote, and a plastic-free folder during various fun activities that showcase the sustainability impact of the hotel.

3. Each colleague undergoes a short session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.

4. Following this session, colleagues attend a back of house tour showcasing waste management, including the waste disposal unit and canteen food disposal practices.

THE ROLE OF OUR *COLLEAGUES*



5

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 promote sustainable education within the group.

6

To strengthen their knowledge, the hotel now requires all colleagues to complete a mandatory eLearning sustainability course. The course was developed by a team from Mandarin Oriental Bangkok and Mandarin Oriental Hyde Park, London, and has been implemented company-wide after a successful pilot testing.

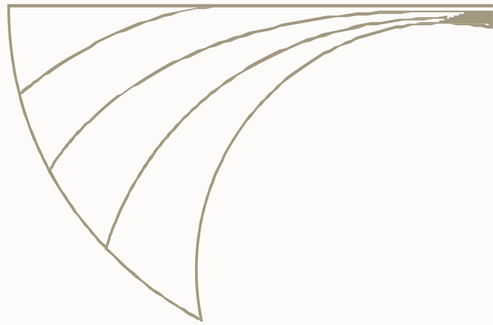
7

Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper, as well as with the dedicated e-mail address of the sustainability champions committee. This fosters a culture of sustainable working and encourages collective improvement.

OUR APPROACH TO *SUSTAINABILITY*

Whilst we can never claim that the hosptality industry is, or ever will be a sustainable industry, we have a responsibility to reduce our negative, and increase our positive, impact. Although we are a small player in the world of hospitality, we have a responsibility to use the strength of our brand to amplify our message and put pressure on all our stakeholders and partners to simply do the right thing.

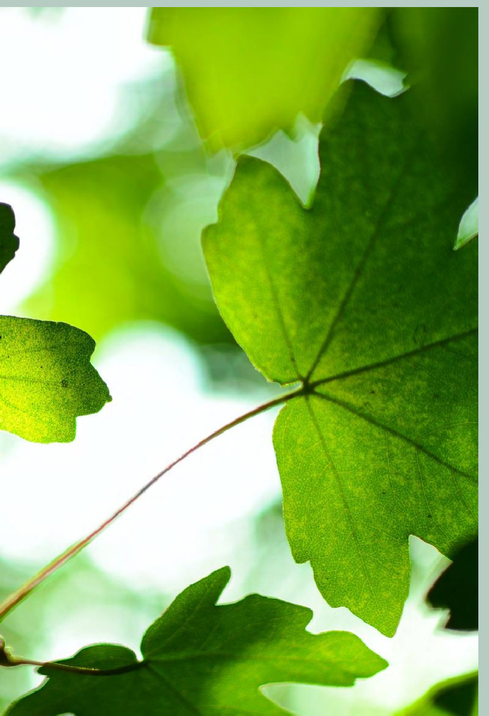
This can range from encouraging a supplier to deliver once a week rather that twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles. It could also be with our guests, be it encouraging them to take our electric car service rather than a regular car, considering their bed-linen laundry choices or only offering sustainability-sourced items on the menu. Our colleagues are also encouraged to play their part, with simple initiatives like a mantra in the staff canteen to fill their plate as much as they want, but only with what they can eat.

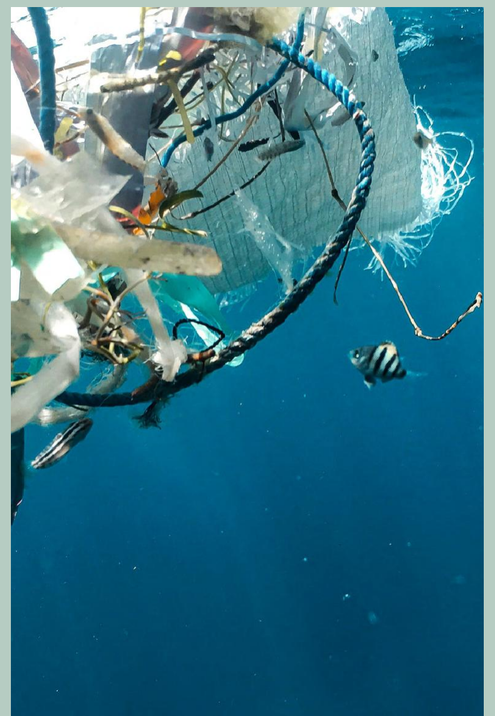




OUR CASE STUDIES IN *PRACTICE*

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

Although within the hotel we are 100% single-use plastic free, there are external elements we cannot control. packaging in the supply chain for example - which makes us nearer 99% single-use plastic free.

However, in our quest to become 100% single-use plastic free, we have considered innovative solutions to everyday single-use plastic problems within our walls, and we work collaboratively with our suppliers to find solutions that work for all parties.

- Our Shampoo, Conditioner and Body Wash from Amouage are all luxuriously displayed in refillable bottles.
- Once empty, they are returned to our partners at Amouage to refill, allowing no wastage.
- If a guest requests bathroom amenities in bottles, these are provided in aluminium tubes.
- 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.
- Bio-degradable vacuum bags are used in the kitchen for slow cooking.
- Room guest amenities are wrapped in paper and are made of bio-degradable bamboo material.

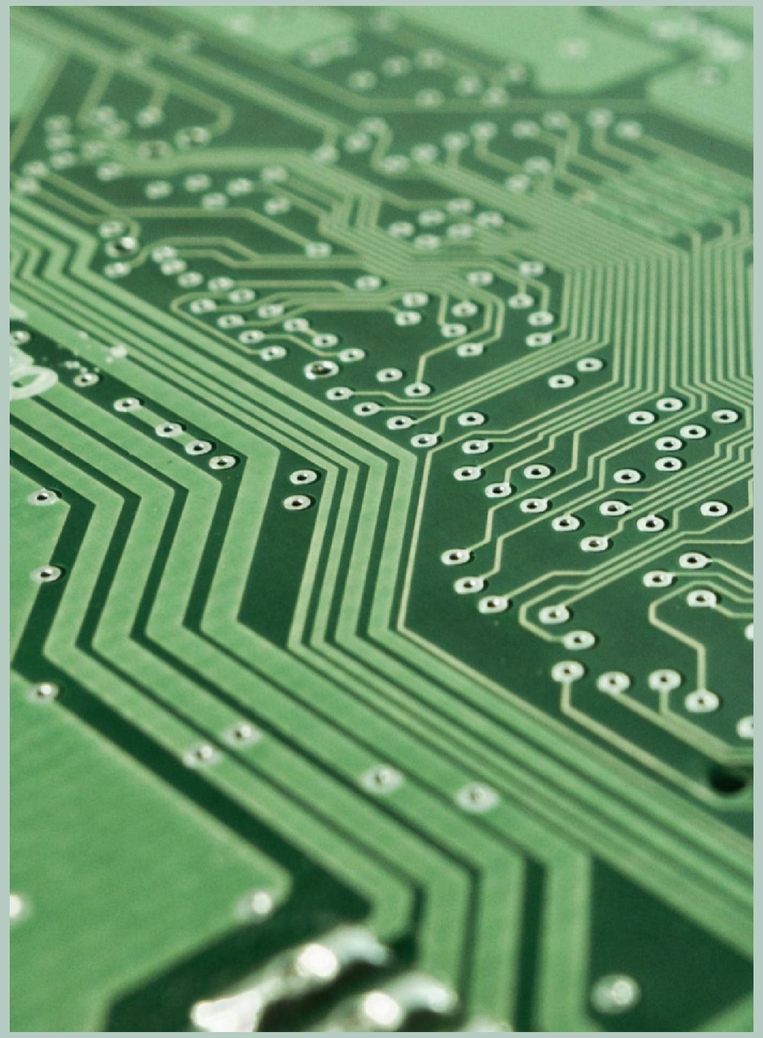


CASE STUDY

IN THE *COMMUNITY*

We continually endeavour to engage with, support, and enhance the local community we live within through our partnerships and initiatives:

- Our commitment to giving back is deeply reflected in our partnership with the Make-A-Wish Foundation. We actively support their invaluable mission to fulfill the cherished wishes of children facing critical illnesses. By donating complimentary stays, unforgettable dining experiences, and resources, we help transform moments of hardship into moments of pure joy and celebration, creating lasting memories for these brave children and their families. This collaboration is a heartfelt extension of our dedication to hospitality and community well-being.
- Mandarin Oriental Hotel Group encourages all colleagues to volunteer one day of their time, paid, to a charity of their choice. Mandarin Oriental Savoy, Zurich's commitment is to complete 900 hours of paid charity work in 2026, and across the group this equates to 69,000 of paid charity hours a year.



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.
- Mandarin Oriental Savoy, Zurich will implement the Winnow food waste management tool, a ground-breaking waste management solution that incorporates AI to intelligently measure and reduce wastage, by end of 2026.
- The hotel features LED lighting throughout, including light motion sensors in all guest rooms, facade lighting, meeting and event venues and back of house.
- As of 2025, we have installed air filters with wooden frames in the ventilation system, making them 100% recyclable.



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:

- We proactively change bedding every second day and with each new guest, unless guests place a bamboo fan on their bed, indicating they want their bedding changed daily. This initiative helps us to reduce our energy, water and detergent usage.
- The hotel offers bio-degradable coffee pods in each guest room and the tea comes in refillable metal containers
- By collecting food waste in the kitchen in separate bins we collected over 85 tonnes of food waste in 2025. The food waste is recycled into renewable gas, whilst used kitchen oil is collected and converted into biodiesel. A total of 4.3 tonnes of used cooking oil was recycled in 2025.









CASE STUDY

COLLEAGUE *ENGAGEMENT*

- Throughout the year our colleagues are constantly engaged with a series of initiatives to support their physical and mental well-being.

- We prioritize the mental and physical wellbeing of our team during the annual Global Wellness Month, offering a comprehensive suite of activities designed for stress relief and restoration. Colleagues can access various supportive classes and treatments, including relaxing massages and structured mindfulness and movement sessions (yoga, meditation, and pilates). To support daily balance, we also offer practical initiatives such as organised hikes to explore the beautiful Swiss surroundings, complimentary healthy juices, a dedicated nutritious wellness menu in the canteen, and simple tools like stress balls to aid immediate relief. This holistic approach ensures our team remains healthy, focused, and resilient.

- A diverse colleague social calendar, including a runner's club, football club, padel club and high intensity training club, as well as regular social gatherings, contribute to a work-life balance.

- We offer a series of opportunities to participate in hotel organised charity initiatives: clean up days to improve the cleaniness of the surroundings of the hotel, supporting people in need and distribution of food supplies, support local farmers and wildlife, collect donations for our partner Make-A-Wish-Foundation Switzerland

- To reduce carbon emissions of our colleagues while they get to work, the hotel provides them with a public transportation financial incentive

A look at *15 years of sustainability support*

MO.RE
MANDARIN ORIENTAL

Click here to *view* the full MO.RE Sustainability report

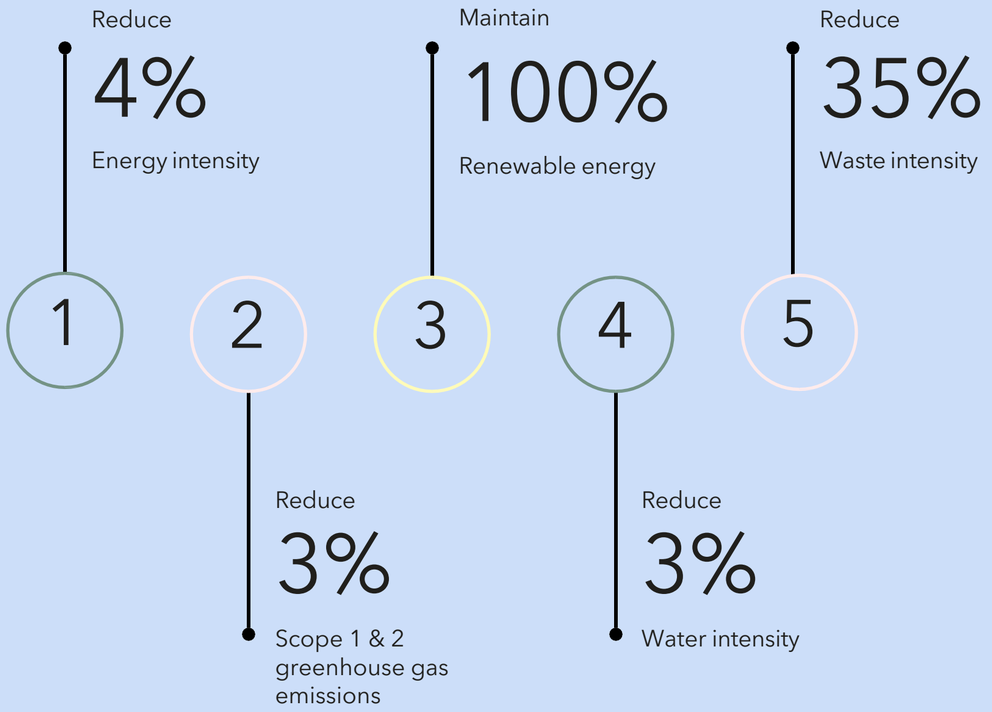
As part of its long-term commitment to responsible luxury hospitality, Mandarin Oriental has launched in 2026 MO.RE, a new sustainability platform that places Resilience, Reconnection and Regeneration at the heart of the Group's strategy and operations. Building on more than 15 years of sustainability initiatives, the Group has already achieved a **33% reduction in Scope 1 and 2 carbon emissions** and contributed over **80,000 colleague volunteering hours**. Through MO.RE, Mandarin Oriental is taking a more ambitious approach by integrating sustainability across the entire hotel lifecycle, from development and design to daily operations and guest experiences. The platform is underpinned by a commitment to reduce Scope 1 and 2 greenhouse gas emissions intensity by 50% by 2030 (vs. 2012 baseline) and achieve net-zero emissions by 2050, while strengthening climate resilience, deepening connections with local cultures and communities, and creating lasting positive impact in the destinations where the Group operates.

OUR COMMITMENT GOALS - *2030*

at Mandarin Oriental Savoy, Zurich

At Mandarin Oriental's 47 hotels, 16 residences and 43 exclusive homes, in 27 countries and territories around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet. At Mandarin Oriental Savoy, Zurich, we have set ourselves five ambitious goals for the future.

SUSTAINABLE TARGETS:



OUR *ACCREDITATIONS*

GSTC CERTIFIED GSTC HAUC250106

United Certification Systems

We have officially been recognised in 2025 by The Global Sustainable Tourism Council (GSTC) as a certified hotel, acknowledging our journey to sustainability. As the importance of sustainability in luxury tourism continues to grow, achieving and proudly displaying such certification is a clear affirmation of our dedication to sustainability.

MANDARIN ORIENTAL
SAVOY ZURICH

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"