MANDARIN ORIENTAL
HYDE PARK LONDON

SUSTAINABILITY

Working towards a better tomorrow

MANDARIN ORIENTAL
HYDE PARK LONDON

Our approach to *sustainability*



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

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.

We are committed to setting ambitious sustainability goals and making every effort to meet and exceed them. In 2025, we were proud to commission a solar thermal installation on the hotel roof and to achieve our 2030 water-reduction targets five years ahead of schedule.

At Mandarin Oriental Hyde Park, London, responsible hospitality is at the heart of everything we do"

PHILIPPE KRONBERG

GENERAL MANAGER OF MANDARIN ORIENTAL HYDE PARK, LONDON AND AREA VICE PRESIDENT, OPERATIONS

Acting with *responsibility*

Mandarin Oriental Hyde Park, London 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 Hyde Park, London, 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 food-waste management system, Winnow, which was first tested at the hotel in 2023. This way, we are able to fail small or succeed quickly."

PHILIPPE KRONBERG

Our main *goals*

at Mandarin Oriental Hyde Park, London

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

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.



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 600 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:

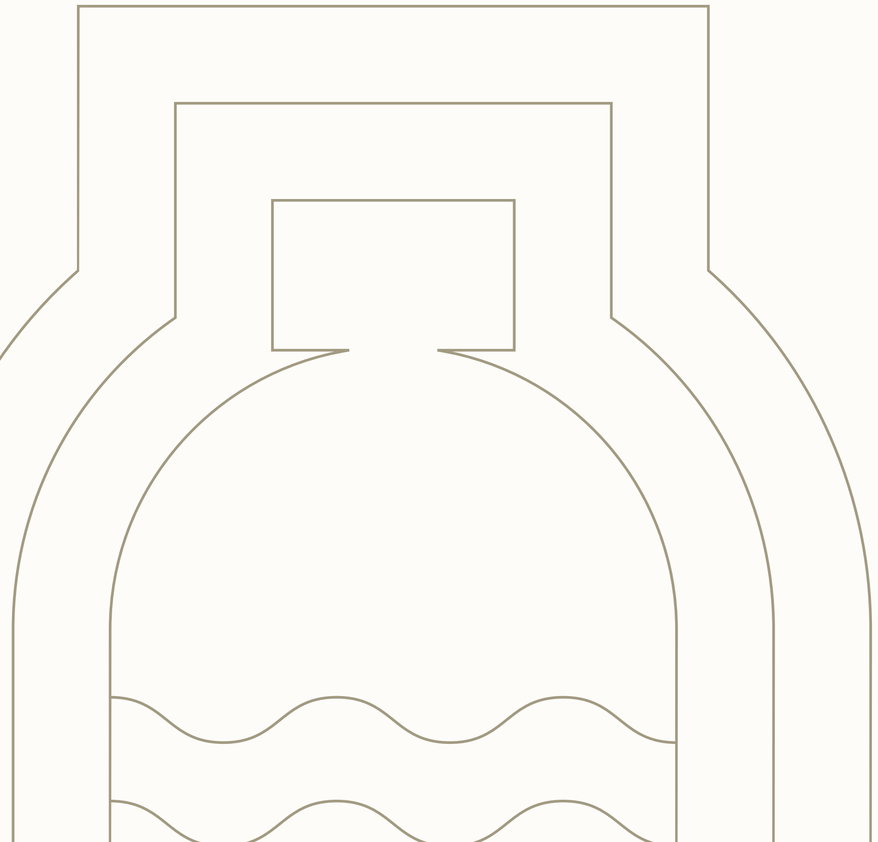
1. During a two-day orientation, colleagues learn about the company's history and hotel operations. We provide digital training materials to minimise paperwork.

2. Colleagues receive reusable items upon arrival: a water bottle, shopping tote, and a plastic-free folder for training materials during their first three months.

3. Each colleague undergoes a 1-hour session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.

4. Following the 1-hour 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*



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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.

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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.

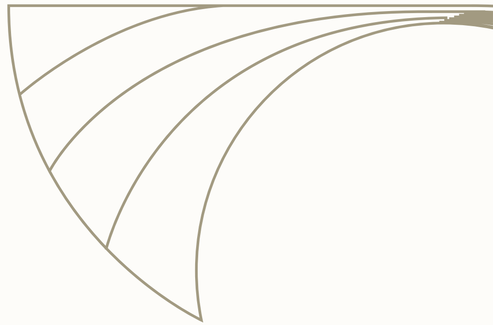
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Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.

Our Approach to *Sustainability*

Whilst we can never claim that the hospitality 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.

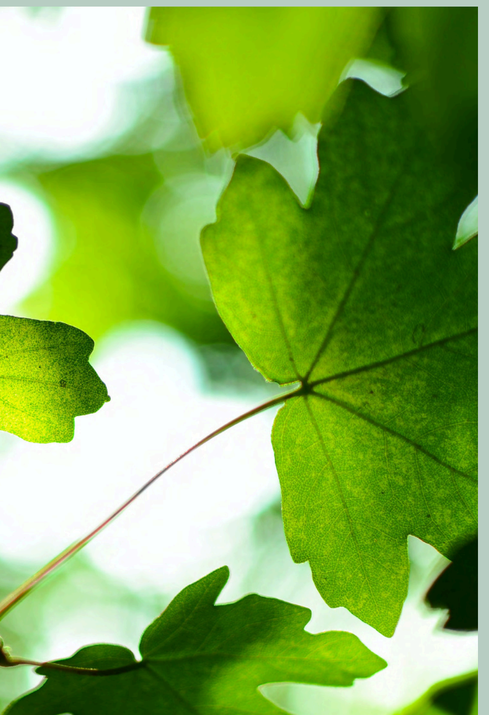
This can range from encouraging a supplier to deliver once a week rather that twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles. It could also be with our guests, be it encouraging them to take our electric house car rather than a regular car, considering their bed-linen laundry choices or only offering sustainably-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.

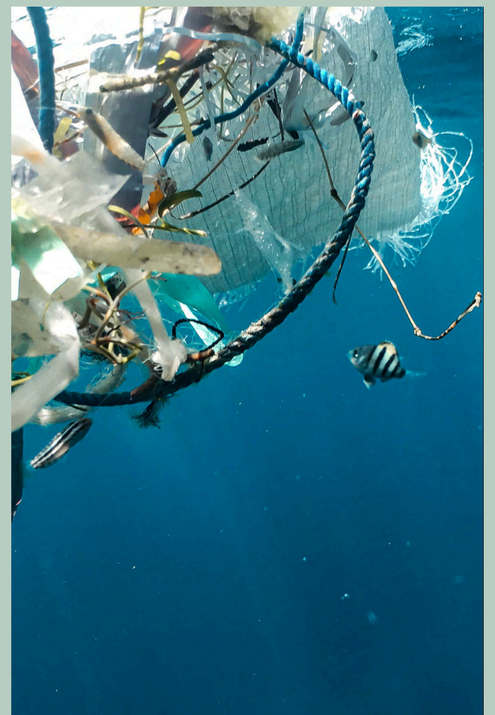




Our case studies in *practice*

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 are all luxuriously displayed in refillable bottles.
- Once empty, they are returned to our partners at Diptyque 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.

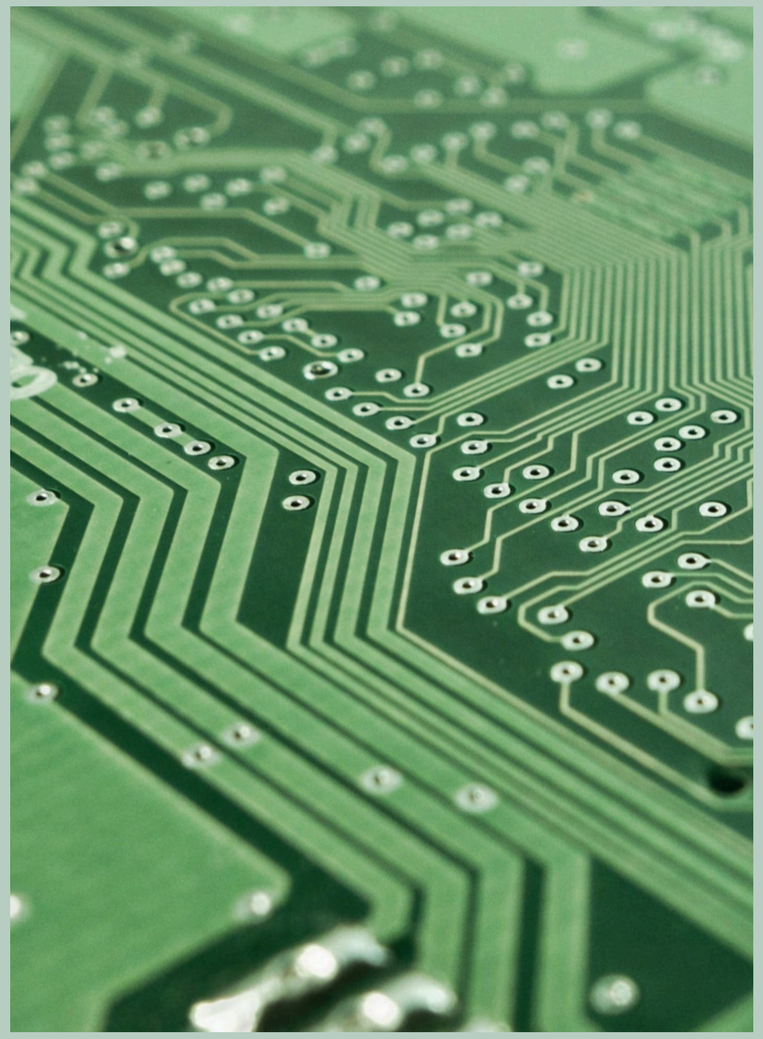


CASE STUDY

In the *Community*

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

- We strive to fight homelessness by partnering with One Pavement Away, and we fight hunger in the UK by donating time and resources into working with the Felix Project, who ensure struggling families all across London have access to food, whilst ensuring there is no food wastage in the process. We are also a member of Hospitality Action, providing additional support for all our colleagues.
- Mandarin Oriental Hotel Group encourages all colleagues to volunteer one day of their time, paid, to a charity of their choice. Mandarin Oriental Hyde Park, London's commitment is to complete 4,800 hours of paid charity work in 2025, and across the group this equates to 69,000 of paid charity hours a year.



CASE STUDY

Technology **in Practice**

Mandarin Oriental has partnered with Greenview, a sustainability consultancy, and uses 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 Hyde Park, London has implemented Winnow food waste management, a ground-breaking waste management solution that incorporates AI to intelligently measure and reduce wastage in the hotel.
- The hotel features LED lighting throughout, including light movement sensors in all guest rooms, facade lighting, meeting and event spaces and back of house.
- As of April 2025, we have installed thermal heating tubes on the roof of the penthouse to pre-heat the feed water before it is fed into the boilers. This reduces the fuel required to heat the water.



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, 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.

- Mandarin Oriental Hyde Park, London is proud to report that in 2025, we met our 2030 water reduction goals. This impressive achievement was completed through various initiatives including implementing sensor systems on our sinks and optimising our toilet water usage.

- By collecting food waste in the kitchen in separate bins we are able to recycle it into renewable energy, gas, and high quality biofertilizer used in farms around the UK, whilst used kitchen oil is collected and converted into biodiesel.



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.

- Monthly cultural awareness days in colleague restaurant, The Hyde Away and cultural awareness training sessions for all colleagues.
- A diverse colleague social calendar organised by the MOCare Social committee, including a summer social in the park, pub quizzes, regular ‘welcome to work’ and colleague thank you celebrations, a hotel softball league team and a Winter Ball.
- We focus on mental and physical wellbeing, including the hosting of four financial wellbeing & pension workshops with the company’s benefits broker that are designed to raise awareness and help colleagues with financial management. We also arrange nutritional talks with experts to assist with nutritional wellbeing, and wellness events ranging from yoga, meditation, singing bowl sessions and a celebration of Global Wellness Day.
- We offer a series of opportunities to participate in hotel organised charity initiatives: bake sales and coffee mornings with the charity Macmillan, a Mandarin Marketplace with proceeds going to various charitable causes, hotel-wide celebration of Pride month with rainbow fan pins and activations throughout the hotel, hosting an AgeUK afternoon tea for the elderly in our community, and one paid day volunteering per colleague per year.

A look at *2024*

Highlights of Mandarin Oriental's 14th Sustainability Report.

Click here to *view* the full 2024 Sustainability Report

- We use Greenview Portal as our sustainability data management system, allowing us to keep track of our progress. All of our hotels are in progress of aligning with the robust industry criteria set by the Global Sustainable Tourism Council (GSTC). As of 2024 23 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 tracked our Scope 1 and 2 emissions, and in 2024, we expanded our efforts by beginning to quantify our Scope 3 emissions to uncover further opportunities for reduction. We're proud to report significant progress in 2024: a 21% reduction in energy intensity, a 30% decrease in carbon intensity, and a 13% drop in water intensity (all pr sq m).
- We have continued our hard work of eliminating 99% of single-use plastics across all operations in 2024, where possible excluding supplier packaging. We were also able to reduce our waste intensity by 37%.
- Continuing our responsible procurement endeavours, our key priority categories of endangered seafood, coffee, tea, cocoa, vanilla, and paper achieved a 100% responsibly sourced status, verified by Lloyd's Register Quality Assurance, our independent third-party assurance, and WWF guidelines.
- Social impact is very important to us, as we strive to provide support to the communities in which we operate.

In 2024:

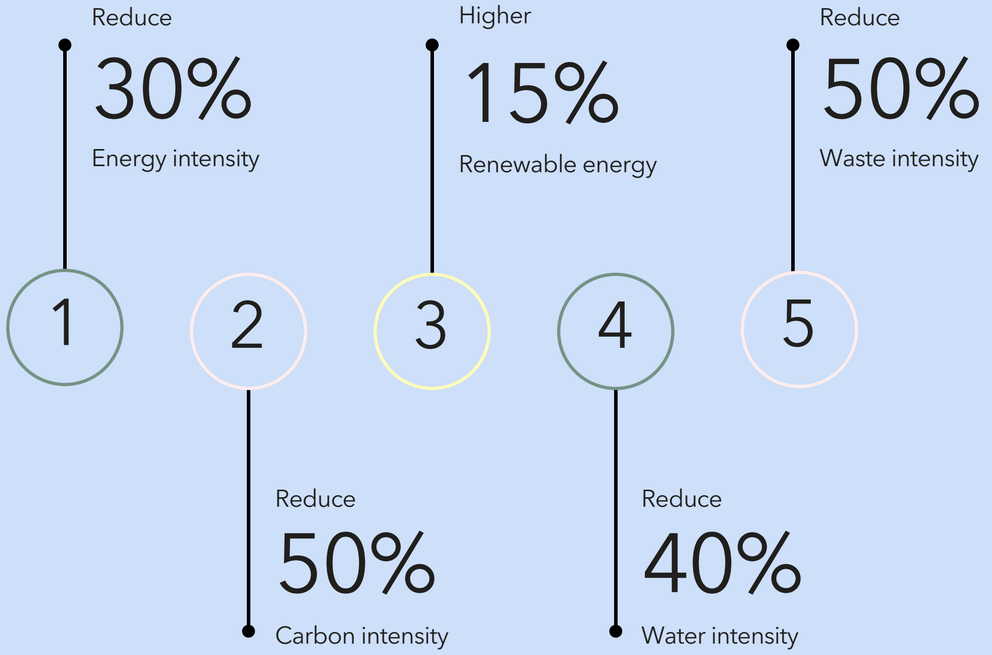
- 426 social impact initiatives were conducted by colleagues.
- 19,000 volunteer hours were carried out by colleagues.
- USD$ 1.69M donations were made in total from colleagues and the Mandarin Oriental Foundation.

Our commitment goals - *2030*

at Mandarin Oriental Hyde Park, London

At Mandarin Oriental's 45 hotels and 12 residences, in 28 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 Hyde Park London, we have set ourselves five ambitious goals for the future.

SUBSTAINABLE TARGETS:



Our *Certifications*

GSTC

GSTC HAUC230101

United Certification Systems

We have officially been recognised 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

SUSTAINABLE HOTEL OF THE YEAR AWARDS

COUNTRY&TOWN HOUSE x Polestar

SUSTAINABLE HOTEL OF THE YEAR

WINNER 2025

We are honoured to be named Sustainable Hotel of the Year by Country & Town House, in partnership with Polestar. This prestigious award recognises our unwavering commitment to placing sustainability at the heart of our strategy and our role in setting a new benchmark for environmental leadership in hospitality. We are proud to use our global platform to inspire meaningful change across the industry.

MANDARIN ORIENTAL

HYDE PARK LONDON

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”