

MANDARIN ORIENTAL
MILAN

SUSTAINABILITY BROCHURE

OUR COMMITMENT

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At Mandarin Oriental, Milan, we are committed to delivering service excellence with sustainability at the forefront. 'Acting with Responsibility' is a core principle at Mandarin Oriental, deeply rooted in our heritage. Our sustainability initiatives are designed to make a positive impact on the world, empowering our colleagues to proactively address environmental and community needs.

- Eco-friendly collaborations with suppliers, business partners, and guests to actively reduce the environmental impact of our operations
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights and prohibiting child labour
- Sourcing responsible, eco-labelled, and fair-trade certified products
- Training colleagues on relevant environmental and social issues and engaging guests in responsible consumption
- Reducing greenhouse gas emissions
- Reducing energy consumption through optimization processes and LED relamping
- Spreading awareness about practices to save water
- Waste Management and recycling programme using the Reduce, Reuse, and Upcycle mode

COMMITMENT TO UN SDGS

We at Mandarin Oriental, Milan are committed to advancing the United Nations Sustainable Development Goals (SDG), integrating them into our operations to ensure a sustainable and equitable future for all:

- Aligning operations and strategies with the SDGs to promote prosperity while protecting the planet
- Implementing specific initiatives to address SDGs relevant to our business, such as responsible consumption and production, affordable and clean energy, and decent work and economic growth
- Partnering with local communities, suppliers, and stakeholders to expand our impact on sustainable development
- Regular reporting and updates on our progress towards these goals, ensuring transparency accountability



OUR GOALS

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At Mandarin Oriental, Milan, our main goal is to make substantial progress towards our sustainability commitments, with structured objectives spanning both group-wide and hotel-specific targets across key pillars.



RESPONSIBLE PROCUREMENT



99% SINGLE-USE PLASTIC FREE



ELECTRICAL VEHICLES AT GUESTS' DISPOSAL



100% CAGE-FREE SHELL AND LIQUID EGGS



100% CERTIFIED PAPER AND PAPER-FREE PROCEDURES



TOTAL SWITCH TO LED LIGHT BULBS



CERTIFIED AGRICULTURAL COMMODITIES



ENVIRONMENTAL AND SOCIAL INITIATIVES



100% RENEWABLE ENERGY



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Our Initiatives
SUSTAINABILITY IMPACT

ENVIRONMENTAL EFFICIENCY



COURTESY BIKE
Guests can use our electric courtesy bikes and car, with energy that comes from certified renewable sources, reducing CO2 emissions.

WATER CONSUMPTION REDUCTION
We are reducing water consumption in guest rooms and in the back of house areas by installing aerators on all taps.

PUBLIC TRANSPORTS SUBSCRIPTION
We provide ATM public transport passes to all colleagues with permanent contracts to encourage the use of sustainable mobility.

PLASTIC CONSUMPTION REDUCTION
We distribute reusable water bottles to all colleagues and have installed refill stations throughout the offices.

ENERGY EFFICIENCY



AIR CONDITIONING

The hotel's air conditioning system operates using heat pumps that utilise groundwater, which is drawn from a well and subsequently returned to the groundwater source.

SUSTAINABLE ENERGY PURCHASE

Our electrical energy is purchased from certified renewable sources, reducing CO2 emissions (wind, solar and oceanic).

HOTEL RELAMPING

We have undertaken a relamping project throughout the hotel, replacing old lighting systems with energy-efficient LED technology. This initiative reduces energy consumption and aligns with our commitment to sustainability and environmental responsibility (100% completed).



IN-ROOM PRACTICES



GREEN LINEN PROGRAMME

We follow the Green Linen Programme, changing sheets and towels every other day unless otherwise requested, to reduce water consumption.

PLASTIC-FREE AMENITIES

We have eliminated single-use plastic in our rooms, implementing instead plastic-free amenities.



RESPONSIBLE PROCUREMENT



Many of our products, including coffee, cacao, tea, vanilla and seafood are sustainably sourced, organic, eco-certified and responsibly obtained. We ensure they do not involve endangered species and are produced without forced or child labour.

For our office and Guest supplies, we are committed to using only FSC-certified paper to support responsible forest management and sustainable use of resources.

Our commitment to supplier traceability, combined with our zero-waste approach in the kitchen—where leftovers are transformed into broths, reductions and sauces—ensures that every ingredient is used to its fullest potential.







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Our Communities

SUSTAINABILITY IN ACTION

OUR COMMUNITIES







“A CASA DI ANTONIO” CHARITY LUNCHES

Chef Antonio Guida welcomes guests into his home once a month for a unique experience: a family-style meal designed for up to twelve guests. This initiative aims to raise funds in support of non-profit organisations, including L'Abilità Onlus, which is dedicated to enhancing the wellbeing of children with disabilities and their families. Chef Guida is also taking part in different charity dinners together with other colleagues, such as *Stelle per la Stanza Blu*, *Fondazione Serena Onlus*, *Centro Clinico Nemo*, and *Milano Squisita*.

FONDAZIONE ALLIANZ - UMANAMENTE

Through the Umanamente project, the Allianz Foundation strives to enhance the lives of individuals in challenging circumstances, with a particular focus on supporting young people in building a brighter future through sustainable employment opportunities.

DONATION OF USED CLOTHING

The initiatives in cooperation with the Fondazione Arché Onlus and Casa della Carità of Milan collect used clothes to help families in need.

OUR COMMUNITIES



RITA
Reskilling, Inclusion, Talent Achievement

PROJECT RIPARTO DA ME

“Riparto da me” is an initiative dedicated to supporting the reintegration of inmates from Milan Bollate prison into the workforce. The programme provides participants with a structured pathway, including guidance and training opportunities, to facilitate their transition back into professional life.

PARTNERING FOR INCLUSIVE EMPLOYMENT

Through our collaboration with Fondazione Adecco, we support the inclusion of people with disabilities, vulnerable young people, women facing hardship, and refugees in the labour market. By participating in initiatives such as Project R.I.T.A., we contribute to upskilling and reskilling pathways that empower women in fragile circumstances. The program combines career guidance, specialised training, and active job placement support to foster long-term employability and social inclusion.

OUR COMMUNITIES



AZIONE CONTRO LA FAME

We actively support the campaign “Ristoranti contro la fame” by donating to the cause 2 euros for each “special dish” sold, from end of October to 31 December.

BREAST CANCER AWARENESS MONTH

Through our partnership with LILT (Lega Italiana per la Lotta contro i Tumori), we support initiatives that promote cancer prevention and awareness. On 18 September, our colleagues will take part in the Pigiama Run, helping to raise funds for children affected by cancer. During Breast Cancer Awareness Month in October, we will once again organize on-site breast health screenings for our female colleagues in collaboration with LILT. We also plan to encourage participation in the PittaRosso Pink Parade, supporting research on female cancers and promoting the importance of prevention.

OUR COLLEAGUES



VOLUNTEERING HOURS

Every colleague is entitled to one paid day leave annually to fulfil their volunteer hours, with a commitment to contribute six hours to any of the volunteering activities available throughout the year.

SUSTAINABILITY TRAINING

We prioritise continuous learning, successfully ensuring that all colleagues complete the annual sustainability trainings to foster best practices in our industry.

BLOOD DONATION WITH AVIS MILANO

In order to raise awareness about blood donations, we partnered with AVIS to place a blood donating point in Via Andegari, close to the Hotel, where colleagues could actively participate.



NEW PARENTS – TILLA BABY BOX

By giving the new parents a Tilla Baby Box, we support an ethical start-up that produces sustainable gift boxes and donates 2% of its profits to initiatives empowering women and supporting families in need.

WOMEN'S DAY HEALTH INITIATIVE

In collaboration with LILT, we offer breast screenings for our female colleagues on International Women's Day, promoting awareness and early prevention.

OUR COLLEAGUES





COLLEAGUES WELLNESS MONTH

Each year, we dedicate a whole month to wellness, organizing activities for colleagues. It is a great opportunity for everyone to come together, and focus on well-being in a supportive environment.

HUMAN MAPLE CAMPAIGN #RICICCAMI

Launched in October, the #RICICCAMI campaign promotes environmental awareness by encouraging the proper disposal and recycling of cigarette butts through dedicated ashtrays installed in our colleagues' smoking area.

WINNOW ORGANIC WASTE REDUCTION

In partnership with Winnow, we use AI technology to track and reduce food waste in our kitchens, promoting sustainability and improving efficiency.

URBAN CLEAN-UP INITIATIVE

In partnership with Angeli del Bello Milano, we launched a new urban clean-up initiative to help care for and enhance our local community. Through volunteer activities, our colleagues contribute to keeping public spaces clean, welcoming, and enjoyable for everyone. This initiative reflects our commitment to environmental responsibility, civic engagement, and creating a positive impact beyond the workplace.



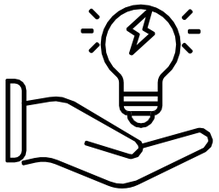
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OUR GOALS 2030

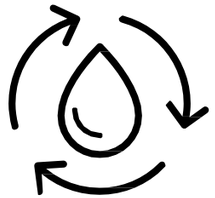
2030 GOALS

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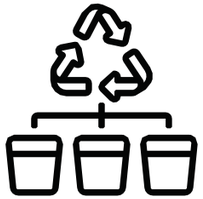
At Mandarin Oriental, Milan, we are committed to achieving the following goals:



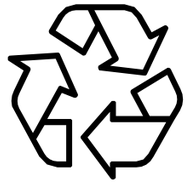
Achieve equal to or less than 446 kWh
of Total Energy per sqm



Achieve equal to or less than 3061 l/sqm
of Total Water Consumption



Achieve equal to or less than 2.50
kg/sqm of non-diverted Waste



Achieve equal to or more than 83%
of Waste Diversion Rate


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