



MANDARIN ORIENTAL
BOSTON

SUSTAINABILITY BROCHURE

Working towards a better tomorrow

ACTING WITH RESPONSIBILITY

Mandarin Oriental Boston, recognizes the environmental, social and governance risks and opportunities associated with our business and proactively manages them. We have aligned our sustainability development efforts with the industry criteria set by Global Sustainable Tourism Council (GSTC), the foremost organization 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.

“At Mandarin Oriental, Boston, our team takes an active leadership role in advancing and executing our sustainability initiatives with precision and accountability.

We are proud to serve as a pilot property for innovative programs before they are introduced across the broader Mandarin Oriental portfolio, including the implementation of AI-driven food waste management technology such as Winnow.

By embracing this forward-thinking approach, we are able to test, refine, and scale solutions efficiently—learning quickly and driving meaningful impact.”

Markus Lindner,
General Manager





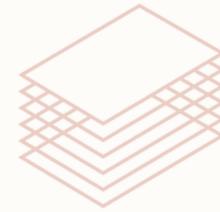
RESPONSIBLE PROCUREMENT

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.



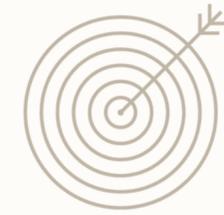
WASTE MANAGEMENT

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



PAPER USAGE

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 an annual balance scorecard, a key performance indicator for senior management.

OUR MAIN GOALS



SOCIAL IMPACT

We create social and economic value for our local community through responsible environmental practices and social commitments. Every colleague also receives one paid day per year to volunteer for a community engagement activity.



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. Colleagues work to ensure that all sustainability practices 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, a plastic-free folder for training materials during their first three months.
- 3 Each colleague undergoes a 1-hour session training 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

5

New colleagues undergo training facilitated by a manager and departmental trainer to learn specific sustainable practices. Back-of-house managers share 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 designed collaboratively by our corporate office and hotels worldwide to ensure alignment with our values and global sustainability goals.

7

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.





OUR CASE STUDIES
IN PRACTICE





CASE STUDY

SINGLE-USE PLASTIC ELIMINATION

Although within the hotel we are 100% single-use plastic free, there are external elements we cannot control - such as packaging in the supply chain - which makes us closer to 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 bath amenities are all displayed in multi-use bottles.
- Our piping bags are washed and reused daily.
- Our bedroom slippers are not just single-use plastic free, but a product that can be used time after time.

CASE STUDY

WASTE REDUCTION AND SEGREGATION

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 third 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.
- We offer dual waste bins, ensuring waste is going to the correct space.



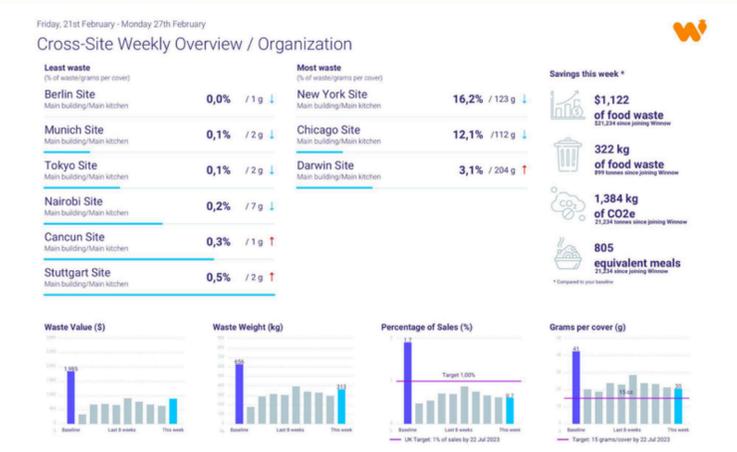


CASE STUDY

TECHNOLOGY IN PRACTICE

Mandarin Oriental 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.

- The hotel features LED lighting throughout, including light movement sensors in guest rooms, facade lighting, meeting and event spaces, and back-of-house areas—significantly reducing energy waste and supporting our broader commitment to minimizing our environmental footprint.
- We implemented Winnow in our kitchen, a groundbreaking AI-powered food waste management system that intelligently measures and helps reduce wastage in real time.



Example of mock data

CASE STUDY

IN THE COMMUNITY

Since 2022, we have proudly partnered with and supported Franciscan Children's through volunteer services and various fundraising initiatives, such as a colleague-organized bake sale and a local plant truck sale.

Additionally, we have donated 100% of the proceeds from our holiday ornament sales, as well as featured spa treatment sales, to this meaningful cause. Our dedicated colleagues contribute over 200 volunteer hours annually to several nonprofit organizations within our local community, demonstrating our ongoing commitment to making a positive impact. Most recently, our colleagues participated in the Walk for Boston Children's, proudly showing our support for the children and the community.





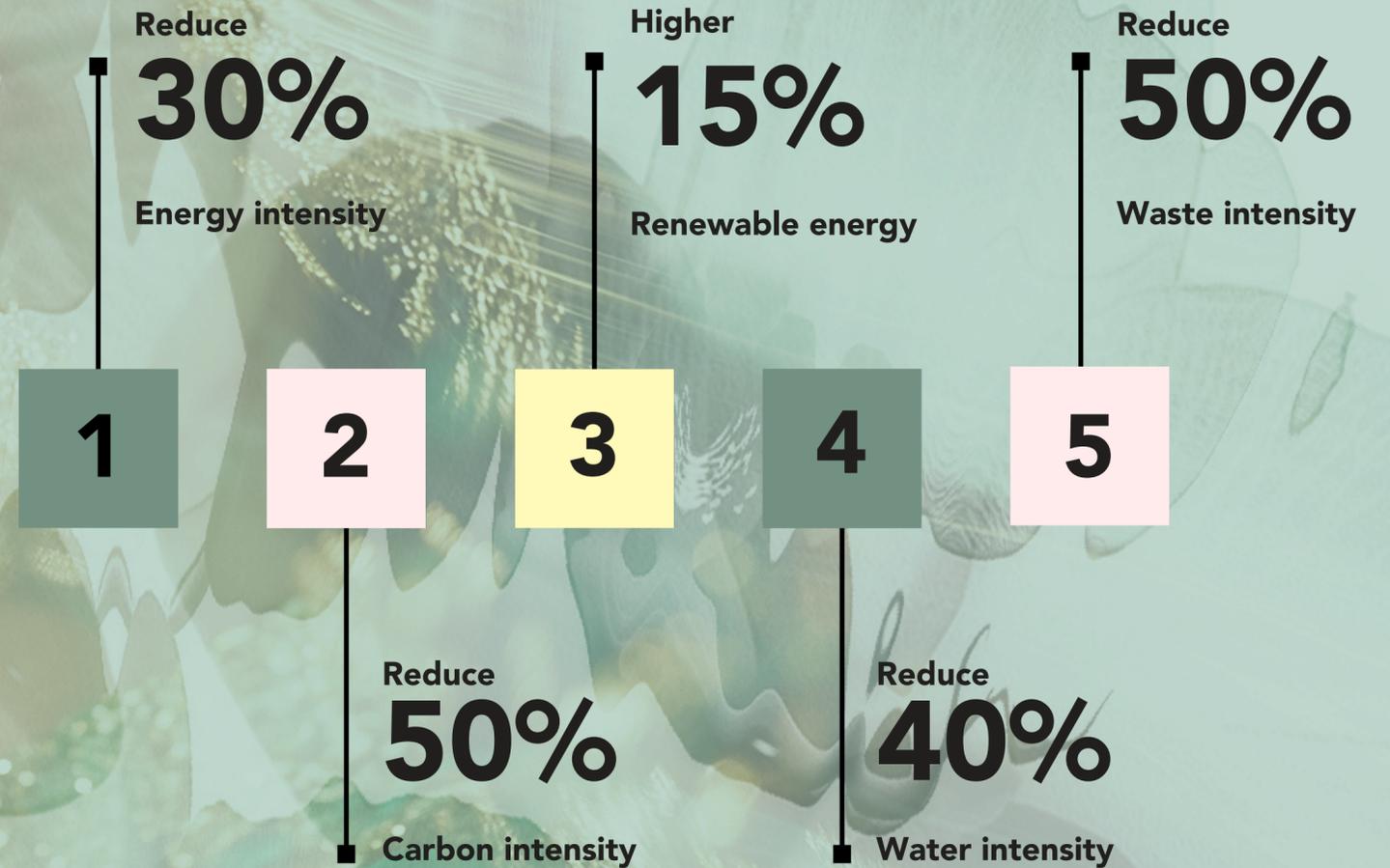
OUR GROUP COMMITMENT GOALS 2030

At Mandarin Oriental, Boston, and Mandarin Oriental across the globe, sustainability is about acting responsibly by ourselves, by our colleagues, by our families and by the planet.

We have set ourselves five ambitious goals for the future.



SUSTAINABLE TARGETS:



OUR ACCREDITATIONS



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.

We are delighted to be recognised by Forbes Travel Guide as a VERIFIED Responsible Hospitality destination. This prestigious distinction sets a global benchmark for sustainable luxury, honouring hotels that demonstrate exceptional commitment to environmental stewardship, employee wellbeing, and community engagement.



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.