MANDARIN ORIENTAL
COSTA NAVARINO

Sustainability

Working towards a better tomorrow

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Our approach to *sustainability*



Since opening our doors, sustainability has been a cornerstone of everything we do at Mandarin Oriental, Costa Navarino. From the very beginning, we have embraced the values of environmental stewardship, community engagement, and mindful hospitality, aligning seamlessly with both Mandarin Oriental's global sustainability initiatives and Costa Navarino's pioneering vision for sustainable development.

Together, we have created a haven where our commitment to protecting the planet, supporting local communities, and delivering tailored guest experiences harmoniously intertwine. This dedication continues to guide our journey as we strive to make a meaningful impact today and for generations to come.

RAUL LEVIS, GENERAL MANAGER,
MANDARIN ORIENTAL, COSTA NAVARINO

Our main *goals*



RESPONSIBLE PROCUREMENT

We are dedicated to sourcing key food and beverage items exclusively from certified suppliers. This approach ensures adherence to Mandarin Oriental's code of conduct and covers categories such as seafood, coffee, tea, vanilla, cocoa, sugar, and cage-free eggs.



WASTE MANAGEMENT

Our goal is to minimise energy intensity and carbon footprint by focusing on waste reduction, enhancing energy efficiency, and implementing landfill-free waste management practices.

PAPER

We have implemented an updated paper usage strategy across the hotel, ensuring that when paper use is unavoidable, only 100% sustainably certified paper is utilised.



REGULATION & TRANSPARENCY

To maintain transparency, sustainability targets and performance are independently reviewed by LRQA. These results are incorporated into the annual balanced scorecard, serving as a key performance indicator for senior management.

SOCIAL IMPACT

We strive to maximise social and economic benefits for our local community while responsibly managing our environmental impact and upholding our social commitments throughout our operations and supply chains.



ENDANGERED SPECIES

Endangered seafood species are removed from menus in accordance with the WWF Endangered Seafood Guide.



SINGLE-USE PLASTIC

99% single-use plastic eliminated.

The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 300 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, 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. New colleagues undergo departmental training facilitated by a departmental trainer to learn specific sustainable practices. Back-of-house managers share monthly updates and new initiatives with departmental trainers to promote sustainable education within the group.

5. All colleagues are required to complete a mandatory eLearning sustainability course to enhance their knowledge.

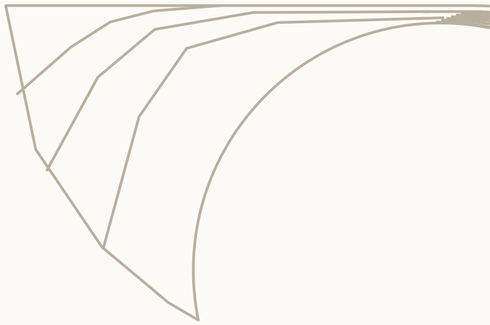
6. Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, MyMO. This fosters a culture of sustainability and promotes collective improvement

Acting with *responsibility*

We recognise our responsibility to minimise our negative impact and maximise our positive contributions. Although we may be a small player in the global hospitality sector, we have a duty to leverage the strength of our brand to amplify our message and influence stakeholders and partners to simply do what is right.

This can involve actions such as encouraging a supplier to deliver once a week instead of twice, eliminating single-use plastics in their packaging, or transitioning their delivery fleet to electric vehicles.

Similarly, we engage with our guests, promoting choices such as using our e-bikes, being mindful of bed-linen laundry options, or selecting sustainably sourced items from the menu.

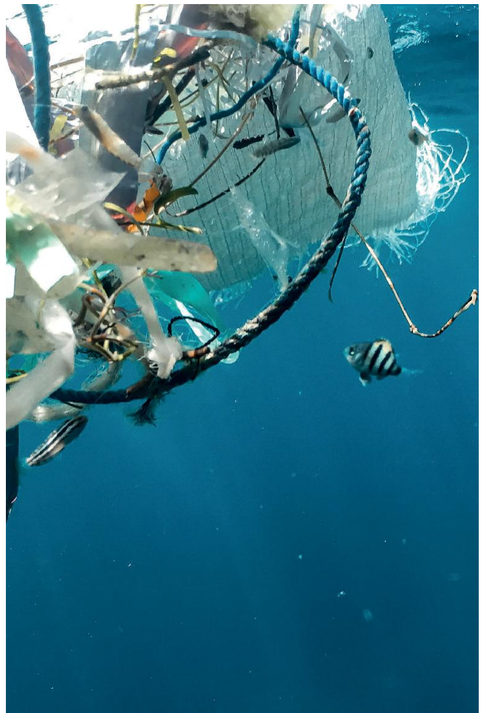




Our case studies in *practice*

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

For our 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 nearly 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 thoughtfully displayed in multi-dispense bottles. If a guest requests bathroom amenities in bottles, these are provided in aluminium tubes.
- 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.
- Our piping bags are washed and reused daily.



CASE STUDY

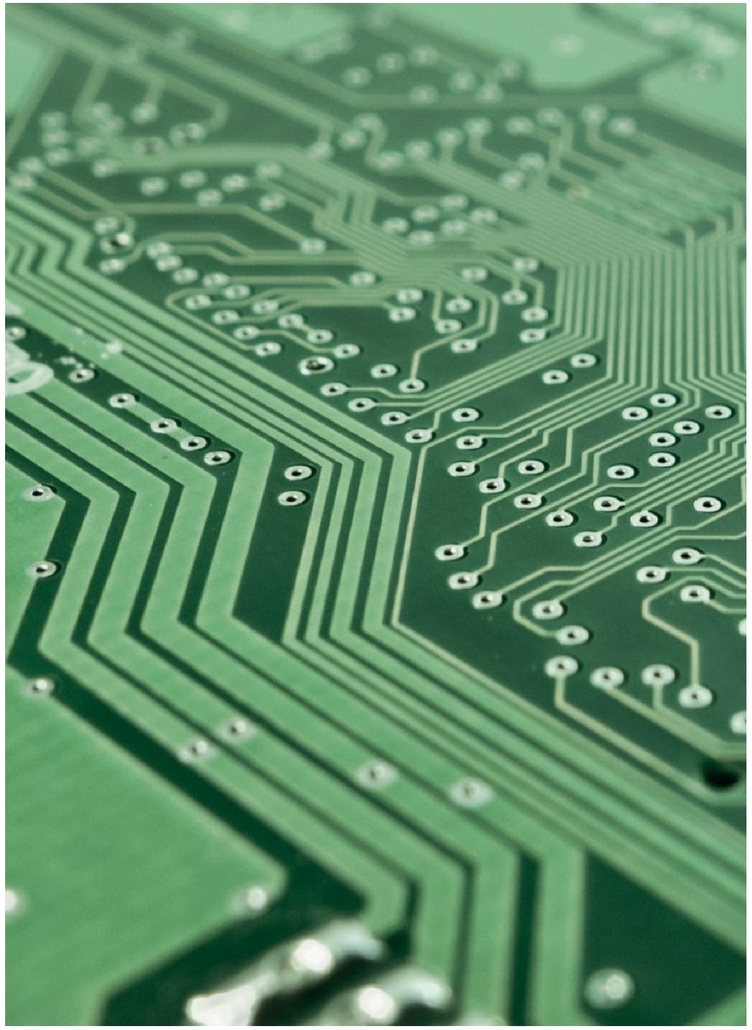
For Our *Community*

We are committed to engaging with, supporting, and enriching the local communities in which we operate through meaningful partnerships and initiatives

· **Supporting Local Suppliers**
We prioritise working with suppliers, partners, and artisans within 100 kilometres, reducing our carbon footprint while boosting the local economy. From fresh produce to handmade goods, this approach celebrates the region's cultural heritage and ensures our operations have a positive impact on the community.

· **Protecting Our Coastline**
Our team regularly organises and joins beach clean-ups to preserve the beauty of our coastline and protect the local marine ecosystem. These efforts help keep our beaches pristine while raising awareness about the importance of reducing waste and safeguarding the environment.

· **Volunteering for Animals**
Our colleagues volunteer at the local dog shelter, helping rescue and rehome stray animals. This initiative reflects our commitment to kindness and responsibility, extending our care beyond people to support the wellbeing of all living creatures in our community.



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 resort features LED lighting throughout, including light movement sensors in all accommodations, and back of house.
- To enhance energy efficiency, the air conditioning automatically turns off when accommodation doors or windows are opened.



CASE STUDY

Waste *Reduction*

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

· **Celebrating Cultural Awareness**
We foster an inclusive and diverse environment through monthly cultural awareness days at our colleague restaurant, “Sunshine,” where we celebrate cuisines and traditions from around the world.

· **Running for a Good Cause**
Our Running Club members not only promote fitness and teamwork but also support meaningful causes. We cover their race registration fees, ensuring their participation contributes to charitable initiatives.

· **Recycling Coffee Pods**
Every coffee pod used within our resort is collected and returned to the supplier for proper recycling.

· **Breakfast Alternatives Against Food Waste**
To reduce food waste, we’ve introduced the “Paramana” breakfast concept, where guests are served a tray of fresh, daily-selected delicacies directly at their table. This personalised approach eliminates the surplus of buffet-style breakfast while offering a unique and thoughtfully curated culinary experience..

· **Reducing Plastic Waste**
By using water purifiers in back-of-house and Colleague accommodation areas, we have saved 35,606 water bottles, significantly reducing plastic waste.



CASE STUDY

Colleague *Engagement*

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· **Running for a Good Cause**
Our Running Club members not only promote fitness and teamwork but also support meaningful causes. We cover their race registration fees, ensuring their participation contributes to charitable initiatives.

· **Volunteering and Giving Back**
Our colleagues are deeply committed to supporting the community through various actions. We host at least two blood donation drives annually on the resort premises and actively participate in initiatives like beach clean-ups and supporting the local dog shelter, Navarino Pet Community.

· **Promoting Colleague Wellness**
Wellness is a priority, and we actively support our colleagues’ physical and mental health. We organise a dedicated Wellness Month with daily sports and relaxation activities, alongside weekly sessions featuring meditation, massages, and fitness classes. Additionally, we celebrate Global Wellness Day with events across the resort and the Messenia area, encouraging a balanced and mindful lifestyle.



SUSTAINABLE TIPS

Join us

In Our Efforts

Join us in our efforts for a more sustainable world by taking simple steps during your travels:

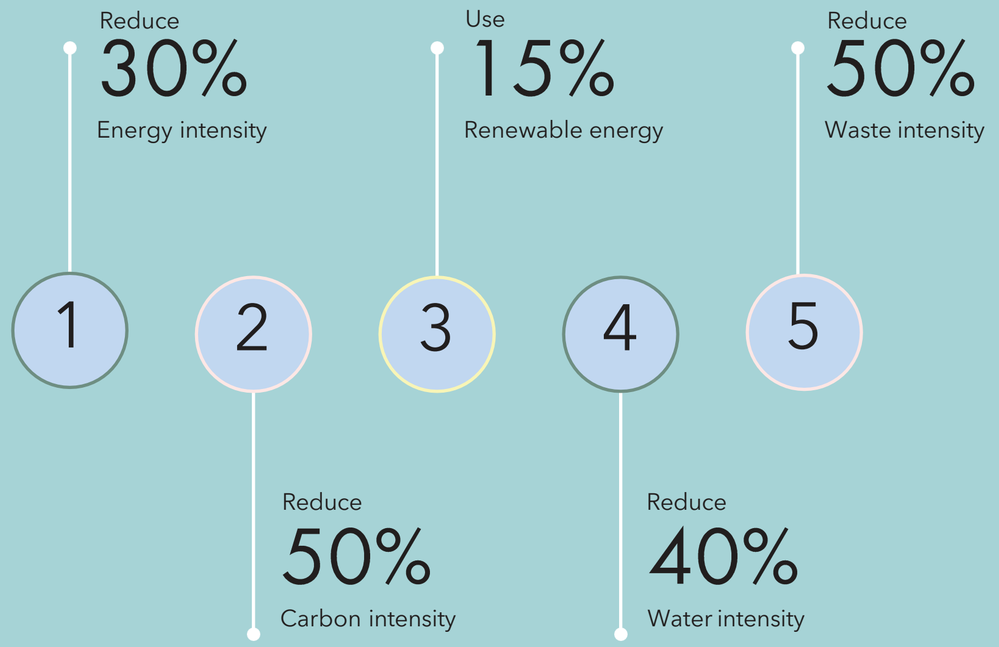
- Keep the air-conditioning thermostat between 23-24 °C
- Use the main power switch when leaving the room
- Take a shower instead of a bath
- Turn off the tap while brushing your teeth
- Savour every bite and order thoughtfully
- Opt for local and seasonal dishes and ingredients
- Recycle and properly dispose of your waste when visiting the surrounding areas
- Shop from locally owned businesses and support local artists
- Participate in activities which bring you closer to the local culture
- To ensure a harmonious experience, be considerate of local laws and customs
- Remember to ask permission when taking photos of other people (parents and legal guardians can give permission for children)
- Promptly report any suspicions of child abuse or exploitation (inform front office or call 112)
- Avoid activities which could potentially be harmful to the mental or physical wellbeing of an animal
- Please do not use products containing substances potentially harmful to biodiversity

Our commitment goals - *2030*

at Mandarin Oriental

Mandarin Oriental is committed to contributing to the communities in which we operate and responsibly managing our environmental impacts and social commitments.

Click here to ***view*** the full 2024 Sustainability Report



MANDARIN ORIENTAL

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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.