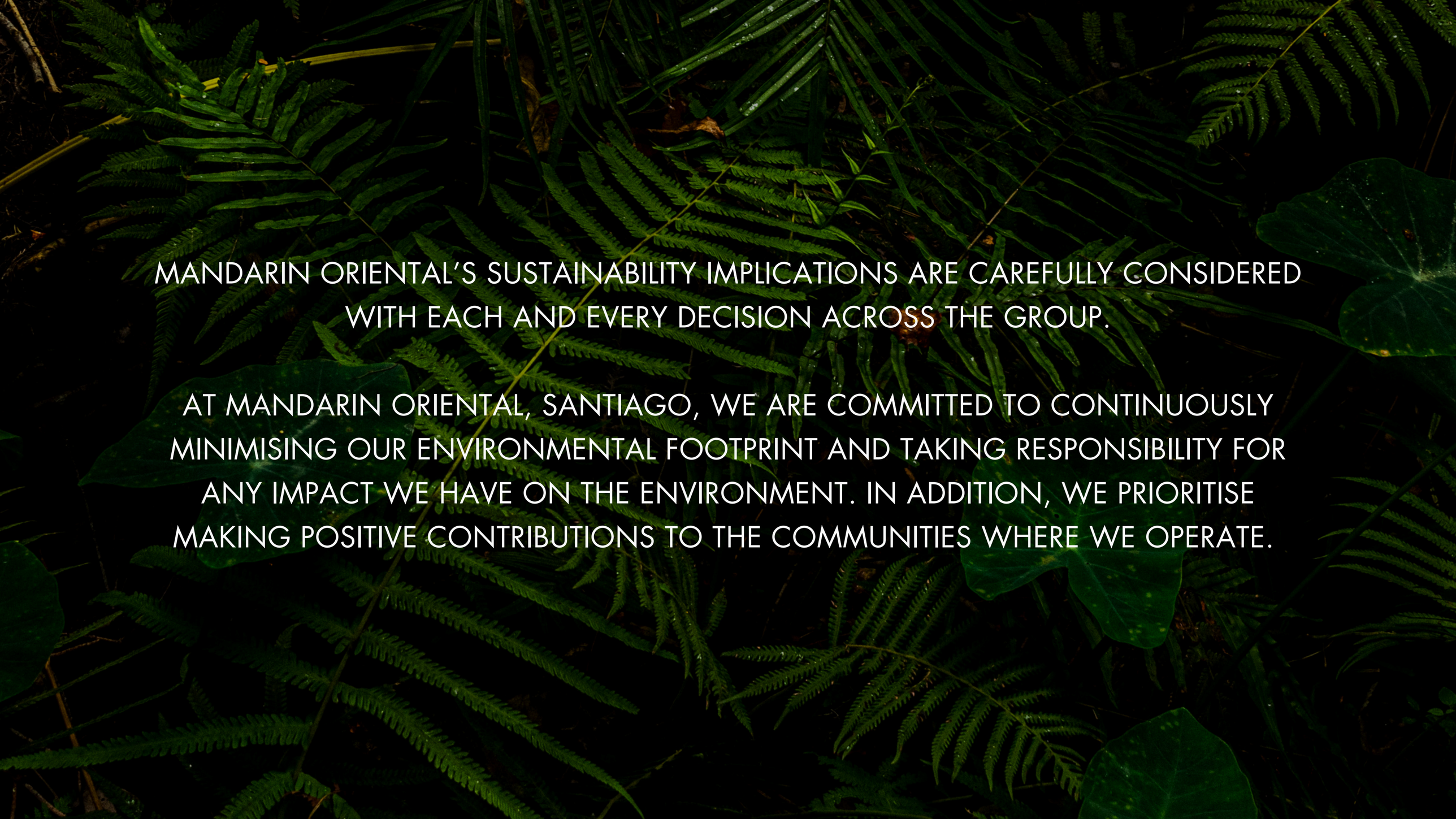

MANDARIN ORIENTAL
SANTIAGO
WORKING TOWARDS A BETTER TOMORROW



MANDARIN ORIENTAL'S SUSTAINABILITY IMPLICATIONS ARE CAREFULLY CONSIDERED WITH EACH AND EVERY DECISION ACROSS THE GROUP.

AT MANDARIN ORIENTAL, SANTIAGO, WE ARE COMMITTED TO CONTINUOUSLY MINIMISING OUR ENVIRONMENTAL FOOTPRINT AND TAKING RESPONSIBILITY FOR ANY IMPACT WE HAVE ON THE ENVIRONMENT. IN ADDITION, WE PRIORITISE MAKING POSITIVE CONTRIBUTIONS TO THE COMMUNITIES WHERE WE OPERATE.

OUR APPROACH TO SUSTAINABILITY



At Mandarin Oriental, Santiago, we are deeply committed to environmental care and the development of a more sustainable future. As part of this commitment, we actively implement and support sustainability initiatives that contribute to the preservation of our natural surroundings.

We promote various sustainability efforts. For example, did you know that all of the energy our hotel consumes comes from certified sustainable sources?

Every action matters, and from our position, we strive to adopt responsible practices that foster resource conservation, waste reduction, and environmental respect.

We invite you, our valued guests, to join us in this effort—because together, we can make a meaningful difference.
Thank you for supporting a more conscious and respectful approach to travel.

MARTIN CRAMER
General Manager

ACT RESPONSIBLY



In 2025, we began a project to install polyvalent chillers, which allowed us to reduce our natural gas consumption by 60%. Later, in July 2023, we launched our most important sustainable project in recent times: a 290 m2 carbon-negative high-rise garden powered by solar panels that, in addition to producing different vegetables to be used in the hotel's food production, has a beekeeping area to harvest our own honey.

A couple of months later we renewed our minibar, offering delicious sweet and savoury products in glass and reusable containers, thus avoiding plastic waste.

Since 2021 and in alliance with our suppliers, Mandarin Oriental, Santiago only works with sustainably packaged products —such as glass and biodegradable materials—eliminating the use of single-use plastic.

Likewise, we replaced the single-use amenities in the rooms with innovative containers made with environmentally friendly materials, without affecting their quality and associated first-class experience.

As a hotel, we are committed to continuing to promote and encourage these types of initiatives that not only do good for the environment but also for the conscious culture that we are interested in promoting among our guests and colleagues.

THE ROLE OF OUR COLLEAGUES

At Mandarin Oriental, Santiago

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 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

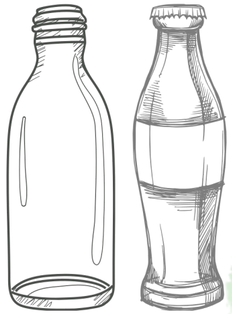
1. During a three-day orientation, colleagues learn about the company's history and hotel operations.
2. We provide digital training materials to minimize paperwork.
3. Each colleague undergoes a session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.
4. Following the session, colleagues attend a back of house tour showcasing waste management, including the waste disposal unit and canteen food disposal practices.
5. To strengthen their knowledge, the hotel requires all colleagues to complete a mandatory eLearning sustainability course.
6. 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.

SUSTAINABLE ACTIONS

At Mandarin Oriental, Santiago



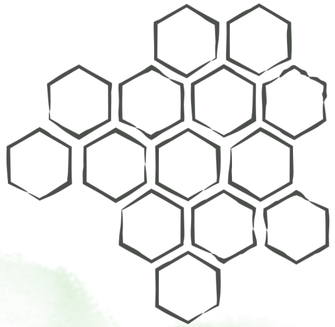
100% of our colleagues are fully trained on issues of sustainability, carbon neutrality, and other related matters.



We only work with sustainably packaged products, completely eliminating single- use plastic, including bottles and straws that have been replaced by glass containers and biodegradable materials.



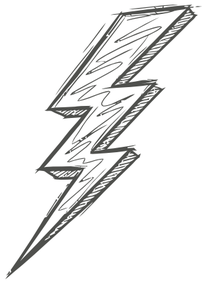
We replaced single-use amenities in the rooms with containers made of environmentally friendly materials.



We have our own apiary, where we keep bees and harvest our own honey, which is served to guests at breakfast.

SUSTAINABLE ACTIONS

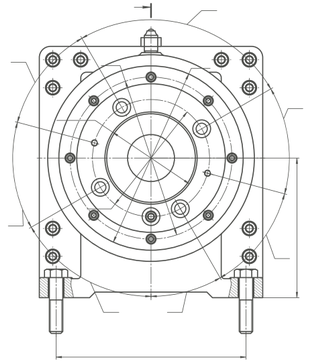
At Mandarin Oriental, Santiago



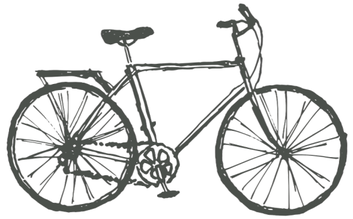
All the energy used by the Hotel has been injected into the electrical system through the generation of Non-Conventional Renewable Energy (ERNC), as stated in the certification delivered by ENEL and Green Solutions.

GSTC
CERTIFIED
GSTC HAUC250105

Mandarin Oriental, Santiago has been officially recognized by the Global Sustainable Tourism Council (GSTC) as a certified hotel, becoming the first property in South America to receive this distinction.



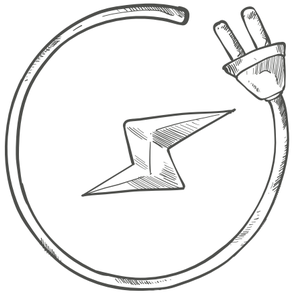
In 2025, we began an energy efficiency project involving the installation of polyvalent chillers, which allowed us to reduce our natural gas consumption by 60%.



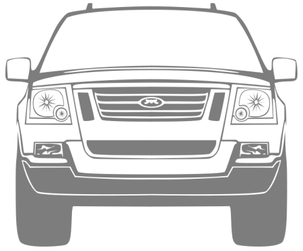
We have a bicycle rack for guests in order to facilitate, promote and encourage sustainable transport.

SUSTAINABLE ACTIONS

At Mandarin Oriental, Santiago



We are part of the country's electromobility network with electric vehicle chargers available at the hotel.



Hybrid cars are available at the hotel for guests to rent and use during their stay, offering a convenient and sustainable transportation option for exploring Santiago and its surroundings.



Our latest sustainable project is a 290 m² high-rise garden powered by solar panels that produces vegetables to supply the hotel restaurants.



During November, guests can calculate and offset the carbon footprint of their stay at check-out—joining us in building a more sustainable future.

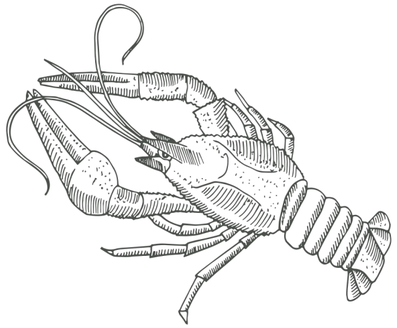
RESPONSIBLE PROCUREMENT

At Mandarin Oriental, Santiago

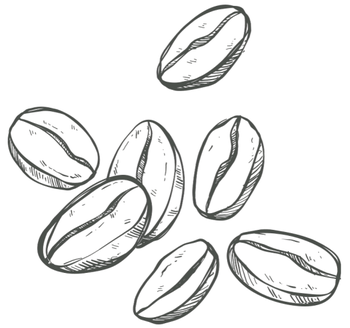


Since 2021, we have not received products wrapped in single-use plastic from our F&B suppliers. In the Wellness area, the policy remains largely in place, with only a few isolated exceptions.

Our food suppliers must commit to guaranteeing that they are an ethically responsible source of all their products, and their raw materials must be collected and processed respecting the ethical principles of their workers.



All seafood served at Mandarin Oriental, Santiago complies with current sustainable fishing, harvesting, and trade regulations.



The tea, coffee, cocoa, sugar, eggs, and vanilla served across our restaurants are responsibly sourced and backed by recognized sustainability certifications.

SUSTAINABILITY MONTH

At Mandarin Oriental, Santiago

Every November, we celebrate Sustainability Month, a dedicated time to highlight our sustainability efforts. During this month, we showcase key initiatives, share major milestones, and present the CO_2 reduction figures achieved throughout the year. We also take the opportunity to set new environmental goals for the year ahead.



COLLEAGUES

Throughout the month, our colleagues wear a green ribbon on their uniforms. The goal is to spark curiosity among guests and clients and open the conversation about Sustainability Month.



COMMUNICATION

The latest figures and key data on our commitment will be published on our website, social media channels, and in our local sustainability report.



HOTEL BUILDING

Ourfaçade is lit upin green, along with the waterfall, throughout the entire month.



F&B INITIATIVES

Throughout the month, we offer a low carbon footprint dessert and cocktail. The same goes for the welcome tea served to guests, which is made with lavender from our own garden.

OUR OWN SUSTAINABLE GARDEN

At Mandarin Oriental, Santiago

Our 290-square-meter Green Garden is a cornerstone of our commitment to sustainability and local sourcing. Powered by solar panels, it produces a variety of fresh vegetables and leafy greens that are used daily in the preparation of meals at the hotel's restaurants.

In addition to the garden, we are proud to operate our own apiary on-site. Here, we care for a healthy population of bees, which play a vital role in pollinating our plants while also contributing to local biodiversity. The honey harvested from our hives is served to our guests each morning at breakfast, offering a sweet and sustainable touch to start the day.







SUSTAINABLE COOLING SOLUTIONS

At Mandarin Oriental, Santiago

In 2025, we completed the installation of an atmospheric free cooling system to save energy whenever weather conditions allow us to do so.

Also in 2025, we replaced an old chiller with polyvalent chillers to reduce the use of gas boilers. With this initiative, we reduced the use of natural gas by 60% and achieved a 28% reduction in CO_2 emissions to date, consequently reducing our carbon footprint.



RENEWABLE ENERGY

At Mandarin Oriental, Santiago

100% of our electricity comes from renewable and non- conventional sources. This accounts for over 65% of the total energy consumed by our hotel.

With the implementation of the polyvalent chillers, this percentage is expected to increase further due to the reduced reliance on natural gas.



WASTE MANAGEMENT

At Mandarin Oriental, Santiago

Since 2023, we have undertaken a significant transformation in our waste management practices, introducing robust strategies to maximize waste segregation. Currently, we are segregating 28% of our waste, which means that 28% is being sent to recycling processes. This year, we aim to increase that percentage by adding new waste categories to our program.

At the same time, we are actively working to reduce the overall amount of waste generated. At the end of 2024, we installed our first AI-powered device—Winnow—to help minimize organic waste in our commissary area. With this technology, we had achieved a 25% reduction in organic waste in this area by the end of 2025.



ENVIROMENTAL AND SOCIAL INITIATIVES

At Mandarin Oriental, Santiago

In addition to the initiatives previously mentioned, the hotel has installed a set of solar panels to generate its own energy. These panels produce 19 MWh annually, enabling a yearly reduction of 14,400 kilograms of CO_2—equivalent to planting 800 trees each year.

At Mandarin Oriental, Santiago we also carry out social initiatives aligned with our brand's commitment to social responsibility. This year, for example, we expect to complete over 5,000 hours of volunteer activities alongside our colleagues.



OUR COMMITMENT: GOALS 2030

At Mandarin Oriental, Santiago

In line with our brand's core values and long-term sustainability vision, we have established a series of ambitious environmental commitments to be achieved by 2030. These goals are designed to significantly reduce our environmental impact, promote responsible resource management, and inspire meaningful change within our community and the hospitality industry as a whole.

Here are some of the key commitments we are working toward:

- Achieve 70% in renewable energy
- Reduce energy consumption in 19% from the base line of 2018
- Reduce non-diverted waste in 9% from the base line of 2018
- Increase the waste diversification to over 26%
- Reduce water consumption in 19% from the baseline of 2018



CODE OF ETHICS: CONDUCT FOR SUSTAINABLE TOURISM

Travel with awareness, respect, and sustainability, caring for the environment and valuing local culture

WE EMBRACE OUR LOCAL IDENTITY

In every corner of our hotel, you will find stories that proudly celebrate the richness of our land.



AT OUR LOBBY

The oriental fan inspires the lobby’s design, with curved and symmetrical shapes in the ceilings, lighting, and sculptures, using wood, bronze, and natural fibers.



PIECES OF ART

Our hotel showcases contemporary artworks by Chilean female artists, inspired by nature and local worldviews, as part of a curation that blends regional identity with luxury in public spaces and guest rooms.



OUR DISTINCTIVE FAN

Created by the renowned muralist Mario Toral, it depicts the essence of Chile through its iconic symbols in watercolor and reflects our commitment to promoting local culture and artistic heritage.



CULTURAL IDENTITY

The moai replica at Anakena’s entrance pays tribute to Rapa Nui culture and reflects the hotel’s commitment to Chilean cultural identity by honoring and integrating ancestral heritage.



LOCAL CUSTOMS

Before traveling, learn about local customs and traditions to better integrate into the community, and respect everything that makes your destination unique.



LOCAL ECONOMY

Choose local handcrafts and products to support family economies, avoid prohibited items, and learn about the legal restrictions on bringing products into or out of the country you are visiting.



RESPECT FOR THE ENVIROMENT

During your trip, avoid products made from endangered species, reduce waste, and save water and energy through small actions.



NATURAL AND ARCHAELOGICAL AREAS

In natural sites, follow the rules, do not leave trash, do not feed wildlife or extract resources, and choose low-impact tours to help protect the environment.



INFORMED AND RESPECTFUL TRAVELER

Respect laws and human rights, protect minors, and learn how to access medical or consular assistance in case of an emergency.




MANDARIN ORIENTAL
SANTIAGO