



Sustainability

Working towards a better tomorrow

Our approach to *sustainability*



“Mandarin Oriental Mayfair, London, is committed to a sustainable future, reflecting the broader vision deeply ingrained in Mandarin Oriental’s culture and DNA.

As the first new-build hotel in Mayfair in over a decade, our design incorporates eco-friendly innovations, ensuring a reduced environmental footprint while maintaining the highest standards of luxury.

We have established initiatives aligned with ambitious sustainability goals, focusing on responsible sourcing across key categories such as seafood, coffee, tea, vanilla, cocoa, sugar, and cage-free eggs.

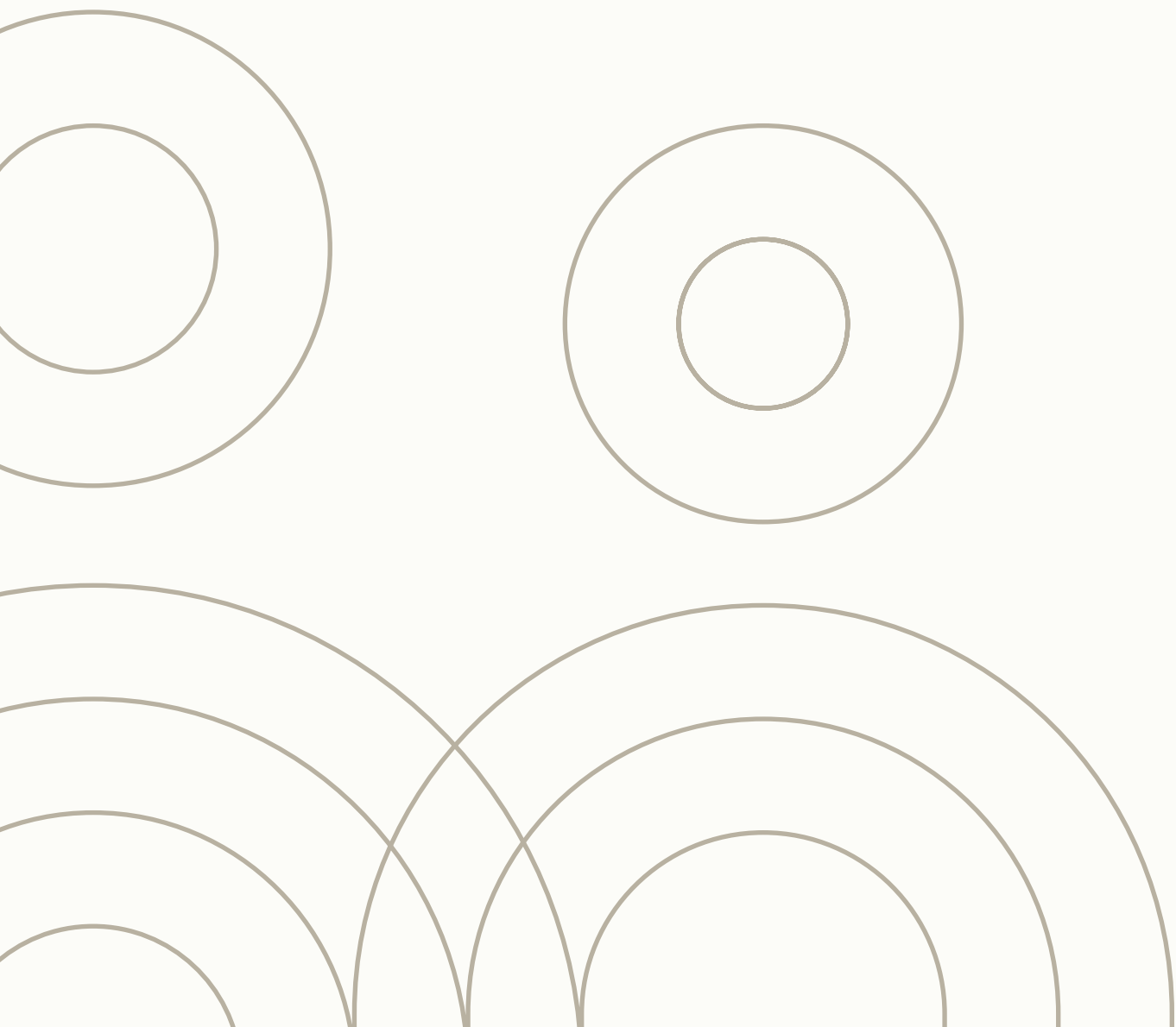
Beyond our operations, we play an active role in the community through volunteering and our commitment to an inclusive culture and equitable opportunities, reinforcing our dedication to a more responsible and ethical future.”

HEMAL JAIN
GENERAL MANAGER,
MANDARIN ORIENTAL MAYFAIR, LONDON

Acting with *responsibility*

Mandarin Oriental Mayfair, London recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. We are in progress of aligning 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.



Our main goals

at Mandarin Oriental Mayfair, 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.



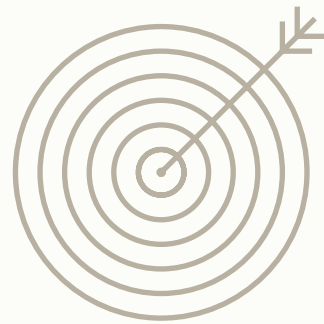
WASTE MANAGEMENT

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



PAPER

A paper use strategy throughout the hotel, and where paper use is unavoidable, ensure the use of 100% sustainable-certified paper.



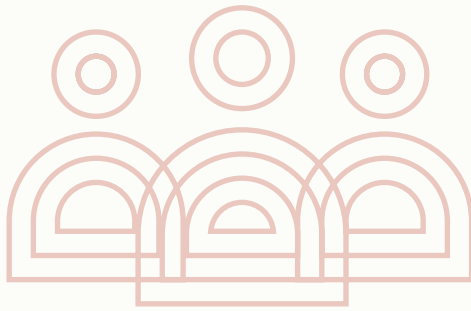
REGULATION & TRANSPARENCY

To ensure transparency, sustainability targets and performance will be independently reviewed by LRQA Performance will be included in annual balance scorecard, a key performance indicator for senior management.



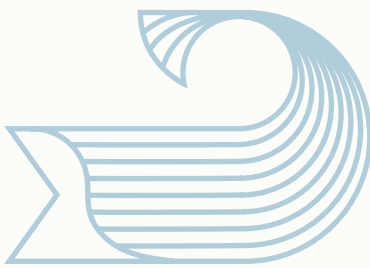
EFFICIENCY

A strong focus on energy efficiency, aiming for at least 60% of all energy used at the hotel being efficient.



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 off day a year for a community engagement activity of their choice.



SUSTAINABLE SEAFOOD

Sourcing sustainable seafood to help protect marine ecosystems, ensure that fish populations are not over-exploited and avoiding serving endangered species.



SINGLE USE PLASTIC

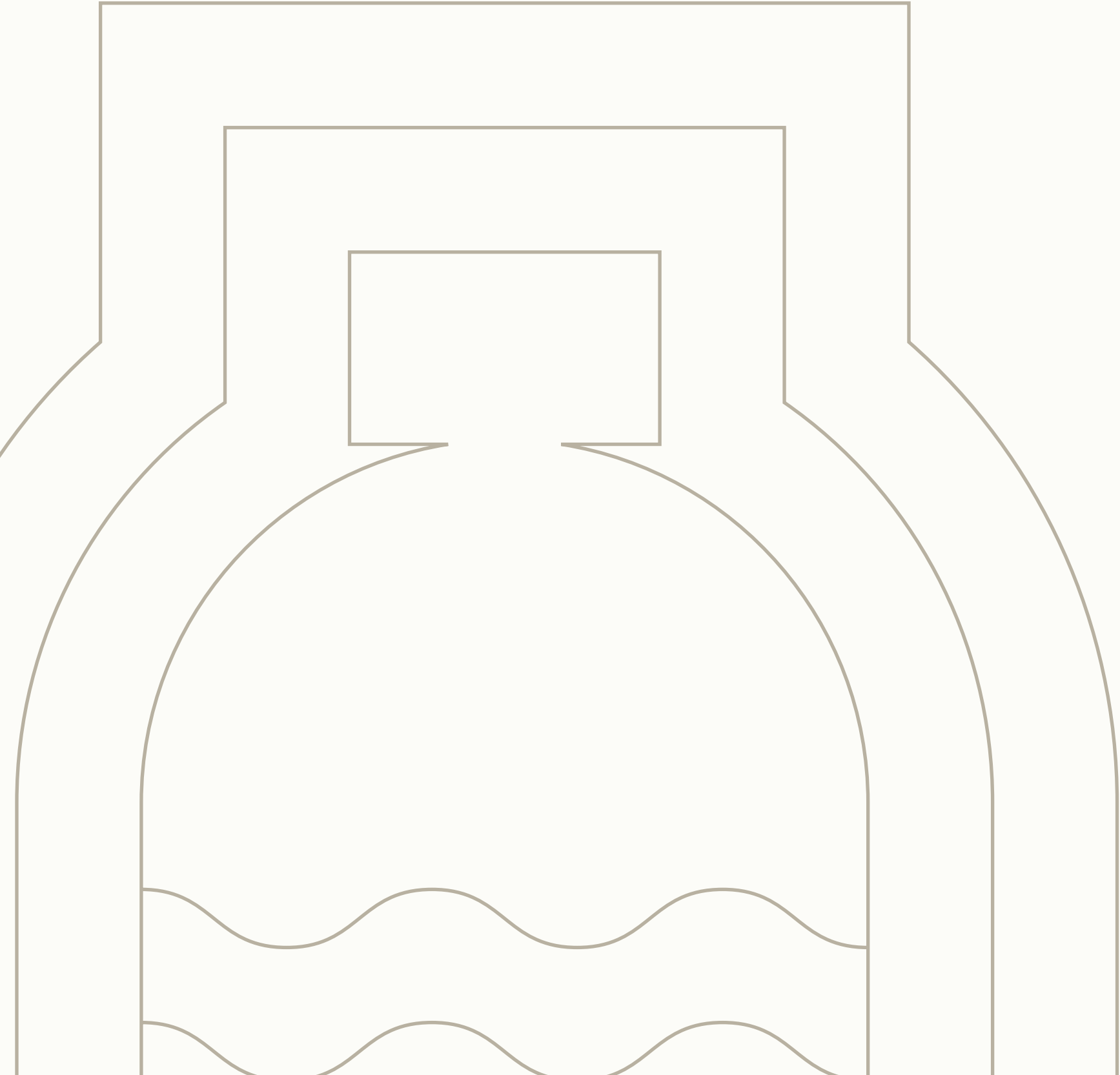
99% single-use plastic free.

The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 230 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, drawstring bag and a pen 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.

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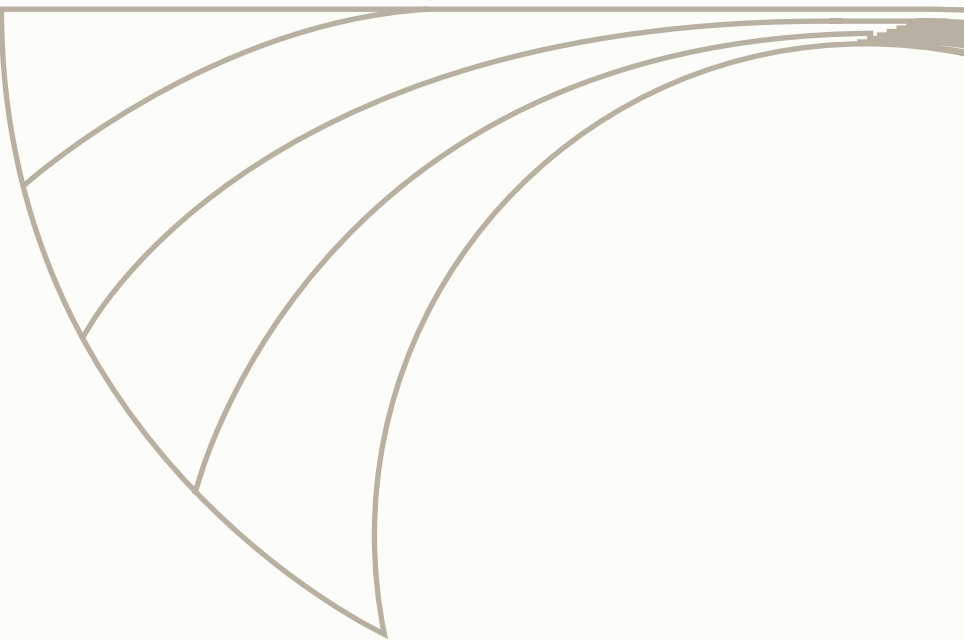
Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper. This fosters a culture of sustainable working and encourages collective improvement.

Our Approach to *Sustainability*

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 than twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles.

It could also be with our guests, considering their bed-linen laundry choices or only offering responsibly sourced items on the menu.



Our case studies in *practice*

We will be implementing the following initiatives to help us on the path to achieving our goals.



Single-use plastic elimination

In the community

Technology in practice

Waste reduction



CASE STUDY

Single-use Plastic *Elimination*

Although within the hotel we will be 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 will work collaboratively with our suppliers to find solutions that work for all parties.

- Our Shampoo, Conditioner and Body Wash will be all luxuriously displayed in large bottles.
- Our piping bags will be washed and reused daily.
- Our bedroom teas will be supplied in sustainable, single-use plastic free, packaging.
- Our bedroom slippers will be not just single-use plastic free but a product that can be used time after time.

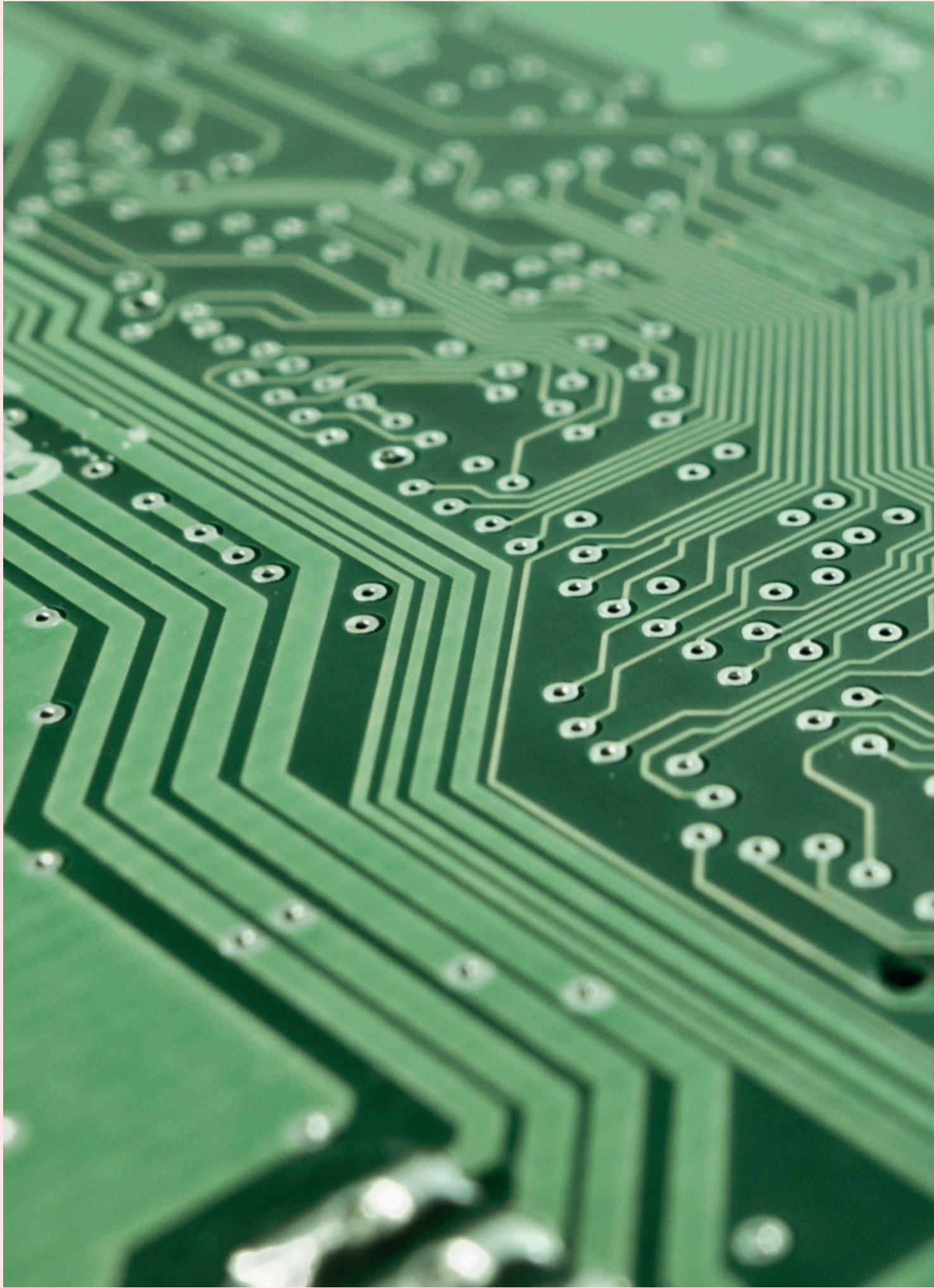


CASE STUDY

In the *Community*

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

- We assist with fighting 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.
- We have proactively supported our local neighbours throughout the year, including collaborating with Fair Shot, a local social enterprise café and registered UK charity on a mission to transform the lives of young adults with learning disabilities through specialty coffee.



CASE STUDY

Technology in Practice

Mandarin Oriental Hotel Group 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.

- 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.
- The building is equipped with the latest Building Management System to reduce energy consumption and plays a vital role in the building optimisation.

- The hotel features LED lighting throughout, including light movement sensors in all guest rooms, facade lighting, meeting and event spaces and back of house.



CASE STUDY

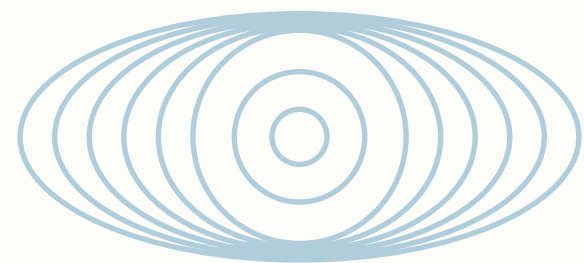
Responsible procurement

At Mandarin Oriental Mayfair, our commitment to sustainability aligns with the group's dedication to responsible sourcing and environmental stewardship.

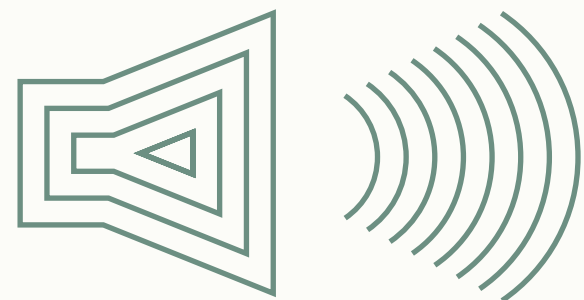
- Mandarin Oriental Mayfair’s minibar selection in the rooms and suites features locally sourced products that promise a taste of the region’s finest while minimising our environment footprint. From artisanal beverages to gourmet snacks, each item reflects our commitment to sustainability.
- Throughout the hotel, Delphis Eco, B Corp certified, is used, a plant-based, biodegradable cleaning product range free from harmful chemicals like phosphates and VOCs . Their range includes antibacterial kitchen sanitisers, bathroom cleaners and multi-purpose cleaners, all designed to be effective while minimizing environmental impact.

A look at 2023

Highlights of Mandarin Oriental’s 13th Sustainability Report.



Click [here](#) to *view* the full 2023 Sustainability Report



Click [here](#) to *listen* the full 2023 Sustainability Report

- We use Greenview Portal as our sustainability data management system, and we are in progress of aligning with the robust industry criteria set by Global Sustainable Tourism Council (GSTC).
- In 2023, we reduced our Scope 1 emissions from 16% in 2012 to 12%, while Scope 2 emissions increased from 84% to 88% over the same period, due to the expansion of the group. We are not yet reporting on Scope 3 emissions, but we are working closely with our industry peers to help develop this framework.
- We achieved a 29% carbon reduction, 22% energy intensity, 12% water intensity reduction (all per sq m), all in line against our 2012 baselines. We are on track with our Environmental Group Targets for 2030, with positive progress made by our hotels in meeting their individual property targets.

- Energy audits in our hotels at three-year intervals provide insights to hotel operations, which inform recommended strategies and efficiency projects. 18 energy audits were performed between 2022 and 2023 in line with guidance from the American Society of Heating, Refrigerating and Air-conditioning Engineers Procedures for Commercial Energy Audits.

We have continued our hard work of eliminating 99% of single-use plastics across all operations in 2023 where possible and excluding supplier packaging. We estimate our efforts avoid more than 1000 metric tons of plastic waste yearly.

Continuing our responsible procurement endeavours
 - from 2022, our key priority categories of endangered seafood, coffee, tea, cocoa, vanilla and paper achieved 100% responsible sourced status, verified by LRQA our independent third-party assurance.
Social impact is very important to us, as we strive to
 - provide support to the communities in which we operate.

- In 2023:
- More than 500 social impact initiatives were conducted by colleagues.
 - 52,000 volunteer hours were carried out by colleagues in Mandarin Oriental.
 - USD \$609,000 donations were made in total from colleagues and the Mandarin Oriental Foundation.



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”