



MANDARIN ORIENTAL
MAYFAIR LONDON

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 highlighted in our 2024 sustainability report, the hotel proactively manages environmental, social and governance (ESG) risks and opportunities, while aligning with global standards such as the Global Sustainable Tourism Council (GSTC).

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 have aligned our sustainable development efforts with the industry criteria set by the 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.

2025 KEY ACHIEVEMENTS

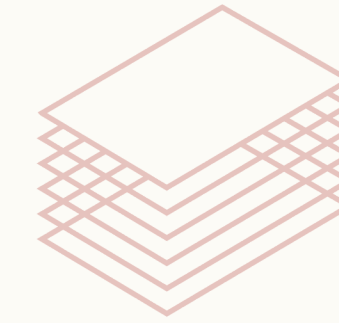
at Mandarin Oriental Mayfair, London



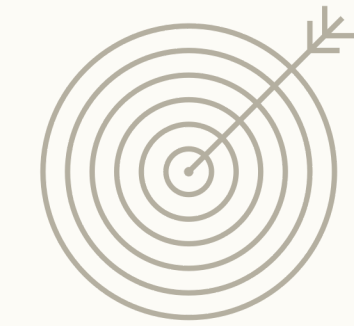
GSTC Certification
In July 2025, the hotel successfully achieved GSTC certification, marking a major milestone in aligning operations with internationally recognised sustainability standards.



WASTE MANAGEMENT
We aim to reduce energy intensity and carbon footprint through waste reduction, energy efficiency, and landfill-free waste management. The implementation of the Winnow waste management system has enabled accurate tracking and reduction of food waste, supporting our commitment to landfill reduction and operational efficiency.



FOOD & BEVERAGE WASTE REDUCTION
Our Food & Beverage team continues to lead innovative waste reduction initiatives. Surplus bread is repurposed into bread pudding for the colleagues' restaurant, while overripe bananas are transformed into banana bread for guests. These initiatives reduce waste while enhancing value and creativity within the kitchen.



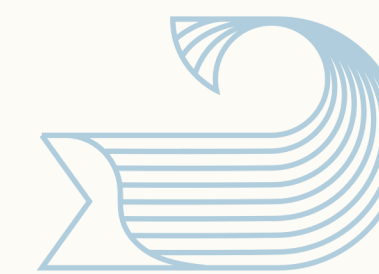
REGULATION & TRANSPARENCY
To ensure transparency, we will independently review our sustainability targets and performance with LRQA Performance in 2025. These will be included in the annual balance scorecard as a key performance indicator for senior management.



ENERGY & ENVIRONMENT
All energy used within the hotel is sourced from green and renewable resources, reinforcing our commitment to reducing carbon emissions and supporting long-term environmental goals.



COMMUNITY ENGAGEMENT
We continue to actively support our local community through meaningful initiatives. In addition to ongoing partnerships and charitable engagement, the hotel regularly provides complimentary croissants and coffee to local workers, recognising and supporting the surrounding community. This initiative strengthens local relationships and reflects our commitment to social impact.



BIODIVERSITY & LOCAL SOURCING
The hotel sponsors local beehives, with harvested honey served at breakfast. This initiative supports biodiversity, promotes local sourcing, and connects guests to sustainable practices.



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 100 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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- 5** 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.
 - 6** To strengthen their knowledge, the hotel now requires all colleagues to complete an eLearning sustainability course
 - 7** 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.

COLLEAGUE ENGAGEMENT

Our colleagues remain at the heart of our sustainability journey.

In 2025, we strengthened engagement through initiatives such as monthly breakfast meetings with the General Manager, providing an open platform for communication, feedback, and idea sharing.

These sessions encourage transparency, strengthen team culture, and support continuous improvement in sustainability practices.

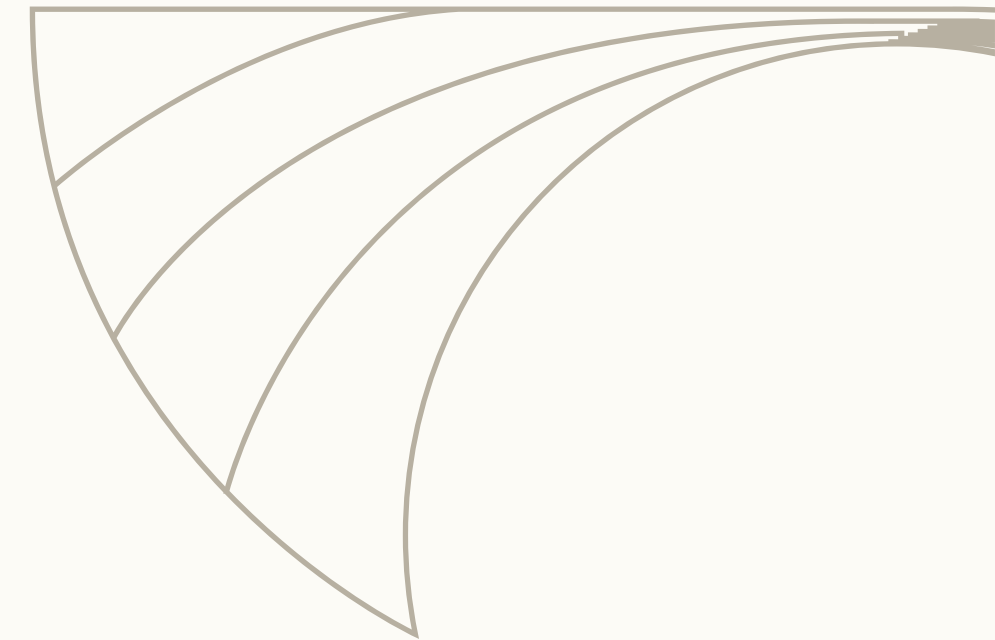
BUILDING ON OUR 2024 FOUNDATIONS

As outlined in the 2024 Sustainability Report, the hotel has achieved significant progress, including 99% elimination of single-use plastics, responsible sourcing across key categories, and strong colleague engagement. These foundations continue to support our sustainability journey and enable further progress in 2025.

We also ask our guests to consider their bed linen and laundry choices and offer only responsibly sourced items on the menu.

LOOKING AHEAD

We will continue to enhance our sustainability performance through innovation, community collaboration, and operational excellence, ensuring a positive long-term impact on the environment, our people, and the wider community.





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.