



MANDARIN ORIENTAL
KUALA LUMPUR

2024-2025

SUSTAINABILITY REPORT

01 INTRODUCTION

GENERAL MANAGER'S MESSAGE

MARTIN SCHNIDER
GENERAL MANAGER, MANDARIN ORIENTAL, KUALA LUMPUR

"At Mandarin Oriental, Kuala Lumpur, we believe that luxury and sustainability are not mutually exclusive; they are the twin pillars upon which our future is built. It is my pleasure to share this comprehensive look at our journey toward environmental harmony, social responsibility, and operational excellence.

This past year has been one of significant transformation. Our commitment to the Global Sustainable Tourism Council (GSTC) criteria has evolved beyond mere compliance into a core part of our identity. This progress is a testament to the hard work of every colleague—from the front office to back-of-house operations—ensuring that MOKUL remains a leader in responsible tourism.

Sustainability is no longer just a 'green' choice; it is our collective responsibility. From energy management to ethical procurement and human rights, every action counts. I invite each of you to take ownership of this journey. My deepest gratitude goes to our guests for their support and our colleagues for their unwavering dedication.

Together, we are not just running a hotel; we are preserving a legacy for generations to follow."





01 INTRODUCTION

OUR APPROACH TO SUSTAINABILITY

MANDARIN ORIENTAL, KUALA LUMPUR

MOKUL's environmental policy and practices are formally defined, documented, and readily accessible, as validated by achieving the global standards of GSTC Certification, and the Forbes Responsible Hospitality VERIFIED™ badge in 2025.

ISO CERTIFICATION BY SIRIM

Mandarin Oriental, Kuala Lumpur has been certificated with the ISO standards namely:

1. ISO 14001 Environmental Management system
2. ISO 45001 Occupational Health & Safety System
3. ISO 22000 Food Safety Management System

ISO is a global standard which mandates top management to document policy, set measurable objectives, implement structured processes, and commit the organization to continual environmental performance improvement. Certification valid till October 2027.

FORBES RESPONSIBLE HOSPITALITY VERIFIED™ BADGE.

This third-party designation, recognized by Forbes Travel Guide, verifies that the hotel follows best practices for environmental stewardship and overall well-being. Received in Mar 2025

GLOBAL SUSTAINABLE TOURISM COUNCIL (GSTC) CERTIFICATION

This certification verifies that the hotel's policies and operations meet the stringent GSTC Industry Criteria, which cover four pillars: Sustainable Management (including environmental policy), socio-economic, cultural, and environmental standards.





MANDARIN ORIENTAL
KUALA LUMPUR

AWARDS AND ACCREDITATIONS



02 AWARDS & ACCREDITATIONS

CERTIFIED GREEN HOTEL



MANDARIN ORIENTAL, KUALA LUMPUR

Mandarin Oriental, Kuala Lumpur has been certified as a Green Hotel, following a rigorous assessment by Ministry of Tourism, Art & Culture. The ASEAN Green Hotel Standard is a commendable initiative aimed at promoting sustainable tourism practices within ASEAN member states. The certification process involved in the Green Hotel Standard focuses on encouraging eco-friendly and energy-efficient practices in the hospitality industry.

The ASEAN MICE Venue Award is given to convention centers, hotels and resorts, and other organizations that have met the internationally recognized standards for meeting and exhibition venues.



MOKUL'S ACHIEVEMENTS

- ASEAN Green Hotel Standard 2024 - 2026
- ASEAN Green Hotel Standard 2022 - 2024
- ASEAN Green Hotel Standard 2020 - 2022
- ASEAN Green Hotel Standard 2016 - 2018
- ASEAN Green Hotel Standard 2014 - 2016
- ASEAN Green Hotel Standard 2010 - 2012

- ASEAN MICE Venue Standard 2024 - 2026
- ASEAN MICE Venue Standard 2020 - 2022



MANDARIN ORIENTAL
KUALA LUMPUR

CASE STUDY



03 CASE STUDY

PRESERVING & CELEBRATING LOCAL ARTFORMS

The hotel proudly showcases a collection of artifacts and artworks crafted by talented local artists, such as the esteemed Fauzin Mustafa, renowned for their exceptional creativity and cultural resonance.

ARTWORK ON THE LEFT

Created by Henry Fauzin Mustafa in 2024, Cambah (Sprout) is a mixed-media series commissioned for Mandarin Oriental Kuala Lumpur. Featuring repurposed Malaysian batik collage, the twin sets (I-IV) mirror the opening of a traditional hand fan. This contemporary addition honors the hotel's esteemed art collection, established in 1998.

The artwork compliments the interior design of our MO Club, Level 24.

03 CASE STUDY

**PRESERVING &
CELEBRATING LOCAL
ARTFORMS**



**SIGNATURE FAN OF MANDARIN ORIENTAL, KUALA LUMPUR,
A DESIGN THAT ENCAPSULATES MALAYSIA.**

Our iconic fan celebrates Malaysia's unity in diversity. A tribute to the nation's cultural richness, it honors our multi-ethnic heritage with Malay, Chinese, and Indian artistry, gracefully centered around the national flower, the Hibiscus



CHINESE INK CALLIGRAPHY ON LACQUERED WOOD

6-panel Chinese vintage screen crafted by renowned Malaysian artist Loo Foh Sang. Crafted from fine wood and adorned with delicate calligraphy and gold leaf, this screen showcases the artistry and skill of Chinese artisans.

A folding screen, also known as 'pingfeng', is a type of free-standing furniture consisting of several frames or panels, which are often connected by hinges or by other means. Folding screens originated from ancient China, eventually spreading to the rest of East Asia, and were popular amongst Europeans.



03 CASE STUDY

ENERGY CONSERVATION INITIATIVES

Energy conservation remains a fundamental pillar of the hotel's sustainability strategy, underscoring our commitment to responsible operations and the creation of enduring long-term value for the stakeholders, while aligning environmental stewardship with operational excellence and future-focused growth.

The hotel has obtained a comprehensive Policies and Procedures for environmental management, underpinned by clearly defined goals to reduce energy consumption across all operations. These initiatives are supported by robust monitoring and reporting systems that systematically track and record energy usage, ensuring accountability and measurable progress toward the hotel's long-term sustainability objectives.



03 CASE STUDY

RESPONSIBLE PROCUREMENT

Reinforcing our commitment to sustainability, we invested over MYR 7.61 million in responsible procurement. Key initiatives included eliminating single-use plastics, ensuring 100% responsible sourcing of agricultural commodities (coffee, cocoa, tea, vanilla, cage-free eggs, sugar, and paper products), and adopting sustainable seafood practices.

This involved full compliance with the WWF Endangered Seafood Guide and sourcing at least 56% of seafood from certified sustainable sources (MSC, ASC, and AIP). We avoided serving 19 types of endangered seafood species which are listed on Mandarin Oriental's Endangered Seafood Avoid List, as aligned with the latest WWF Endangered Seafood Guide. Innovative digital processes allowed us to significantly reduce paper usage across operations.



WOODEN KEY CARDS

Plastic key cards became obsolete when we shifted to wooden key cards in 2024. The wooden materials utilized in card production are all FSC-certified, ensuring responsible sourcing practices.



ELIMINATION OF SINGLE-USE PLASTICS

All of our takeaway packaging is made up of recyclable materials, eliminating the usage of single-use plastics. By eliminating the usage of single-use plastics, we are contributing to the preservation of our environment and the health of our planet. Every small effort counts, and by choosing eco-friendly options, we can make a big difference together.



COMMUNITY OUTREACH

In 2025, MOKUL reaffirmed its commitment to social responsibility through a series of high-impact initiatives. Driven by 3,913 dedicated volunteer hours, our efforts reached 14,726 individuals and children across diverse communities. A cornerstone of our community outreach was our partnership with Reach Out Malaysia, which we provided hot meals to the homeless in Kuala Lumpur every Monday and Thursday. Additionally, our teams supported animal welfare through community service at Galeri Animal Malaysia in Kuala Lumpur, providing essential care for stray animals



ENVIRONMENTAL OUTREACH

Environmental sustainability was another core area of focus. This includes a mangrove conservation program at Selangor Mangrove Point, Klang. The team successfully removed 350 kg of debris, protecting coastal biodiversity. Additionally, MOKUL partnered with the Klang Local Council, Reef Check Malaysia, and KLCCBEA members for the International Coastal Cleanup® 2025 at Pantai Tanjung Harapan. Volunteers collected a staggering 317.51 kg of trash, emphasizing a shared commitment to ocean protection.



MANDARIN ORIENTAL
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THANK YOU.