



MANDARIN ORIENTAL

RITZ MADRID

Sustainability  
2024

# Our Commitment

At Mandarin Oriental Ritz, Madrid we are committed to delivering exceptional service with sustainability at the forefront. 'Acting with Responsibility' is a core principle at Mandarin Oriental, deeply rooted in our heritage. Our sustainability initiatives are designed to make a positive impact on the world, empowering our colleagues to proactively address environmental and community needs.

- Eco-friendly collaborations with suppliers, business partners, and guests to actively reduce the environmental impact of our operations
- Single-Use Plastic free operation
- Sourcing responsibly with sustainability certified products
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights
- Training colleagues on relevant environmental and social issues and engaging guests in responsible consumption
- Reducing greenhouse gas emissions
- Reducing energy consumption through optimization processes and LEED (Leadership in Energy and Environmental Design) conversion
- Waste Management and recycling programme utilising the Reduce, Reuse, and Upcycle mode



# Our Sustainability Committee

The Sustainability Committee at Mandarin Oriental Ritz, Madrid was established with the goal of integrating sustainability into daily operations.

| Committee Members     | Committee Role             | Job Title                              |
|-----------------------|----------------------------|--|
| Ferdinand Wachs       | Head of Committee          | Hotel Manager                          |
| Bárbara Velasco       | Sustainability Chairperson | Director of Engineering                |
| Mar Martínez          | Sustainability Chairperson | Assistant Director of Finance          |
| Carmen Masferrer      | Lead                       | Senior HouseKeeping Supervisor         |
| Sergio de la Plata    | Member                     | Head Chef                              |
| Carla González        | Member                     | Assistant Director of People & Culture |
| Ernesto Fernandez     | Member                     | Kitchen - Admin                        |
| Carlos Martin         | Member                     | Palm Court Waiter                      |
| Ana María Perez       | Member                     | Sales Coordinator                      |
| Estíbaliz Ramiro      | Member                     | Assistant Executive Housekeeper        |
| Clara Mengibar Araque | Member                     | Events Sales Executive                 |
| Enrico Petrella       | Member                     | Assistant F&B Director                 |
| Rubén López           | Member                     | Director of Purchasing                 |
| Elisa Palma           | Member                     | Digital Marketing Manager              |



# Our Goals

At Mandarin Oriental Ritz, Madrid, our main goal is to make substantial progress towards our sustainability commitments, with structured objectives spanning both group-wide and hotel-specific targets across key pillars.

## Single-Use Plastic

We have successfully eliminated all single-use plastics across the operations.

## Social Initiatives

We are active community members committed to contributing 2000+ hours of charity work in 2024.

## Paper

We implemented a processes to reduce paper consumption throughout the hotel, and where paper is used, ensure 100% sustainable certified paper.

## Responsible Procurement

We are proud to source the finest natural, nutritious and traceable ingredients with the utmost integrity. Our offerings include sustainably sourced seafood, cage-free eggs and sustainability certified products. Our restaurant menus feature vegan and vegetarian options.

## Waste & Food Management

We are committed to ensuring measurement practices and waste segregation are in place.

## Energy Efficiency

We continue to be focused on light efficiency, air conditioning and heating control besides water saving.

## Endangered Species

We eliminated endangered seafood species from all menus, compliant with the W W F Endangered Seafood Guide.

## Hotel Specific Initiatives

We are committed to a minimum of two initiatives that promote:

- Efficient resource consumption
- Social community development
- Sourcing of sustainable goods



# Commitment to UN SDGs

We at Mandarin Oriental Ritz, Madrid are committed to advancing the United Nations Sustainable Development Goals (SDG), integrating them into our operations to ensure a sustainable and equitable future for all:

- Aligning operations and strategies with the SDGs to promote prosperity while protecting the planet
- Implementing specific initiatives to address SDGs relevant to our business, such as responsible consumption and production, affordable and clean energy, and decent work and economic growth
- Partnering with local communities, suppliers, and stakeholders to expand our impact on sustainable development
- Regular reporting and updates on our progress towards these goals, ensuring transparency and accountability

SUSTAINABLE DEVELOPMENT GOALS



# Commitment to our Community



## Historic Building

The hotel, which was designed and built under the supervision of legendary hotelier César Ritz, first opened its doors in 1910. The restoration in 2019 significantly enhanced the hotel's facilities and services, while maintaining its unique character, encapsulated in the Belle Époque style of the original building. Spanish architect, Rafael de La-Hoz, has been instrumental in providing the context for the historical restoration, while French designers, Gilles & Boissier, have overseen the interiors with the aim of increasing the property's appeal to local and international guests alike while celebrating César Ritz's pioneering spirit.

## Community Engagement

Since its reopening in April 2021, Mandarin Oriental Ritz, Madrid has upheld the support of art, creativity, and talent in the city of Madrid and Spain as one of its core values. This commitment has been manifested through various projects aimed at preserving the cultural heritage of Madrid. In 2022, the hotel commenced a restoration and micro-patronage project with the Thyssen-Bornemisza National Museum. In 2023, the hotel collaborated with the National Dance Company and was rewarded with a price in 2024 for promotion of local art and talent.

The most distinctive aspect of these projects is the commitment to the city's artistic heritage and talent, reflected not only in support and promotion but also in investment to ensure the conservation or realisation of artistic projects in Madrid.



# Landscape of Arts and Sciences



Madrid is already part of the World Heritage List. In 2019, Spain presented the Paseo del Prado (where the hotel is located) and Buen Retiro to UNESCO for inscription to the World Heritage List, and its proposal was approved in 2021. This area constitutes an extraordinary urban landscape where culture and nature have been united from the mid-16th century to the present day, giving it the status of Outstanding Universal Value.

The hotel is situated within the 'Golden Triangle of Art', an area defined by the most important museums in the city - the Prado, the Thyssen-Bornemisza and the Reina Sofía Museum of Modern Art.



Our Initiatives  
*Sustainability Impact*



# Energy Efficiency



## Heat Recovery

Our heat recovery system uses chiller-generated heat to preheat water

## Building & Guest Rooms Management Systems

Our facilities use 100% LED lighting and employ a presence system that deactivates lights and air conditioning in unoccupied rooms, including light movement sensors in all guest rooms, façade lighting, meeting and event spaces and back of the house

## Water

We utilise drip irrigation and automatic taps to reduce water consumption.



# Environmental Efficiency



## Smart home automation system with sensors

Automated system that detects the absence of the guest and deactivates the air conditioning system and turns off the lights.

## Green Transportation

Providing guests with the choice of electric car transportation via electric vehicles.

## LEED Gold Certification

The LEED Gold Certification awarded to Mandarin Oriental Ritz, Madrid signifies our adherence to the highest standards of environmental sustainability and green building practices.



# Environmental Efficiency



## Water Efficiency

Savings are achieved by using low-flow toilets, lavatories, and showers.

## Waste Management

Improving recycling and composting processes. Additionally, recycling efforts include paper, plastic, and tins, with used deep-frying oil converted into bio-oil.

### Targets 2024

- Achieve less than 7.9 kg of non-diverted waste per sqm
- Achieve more than 36.0% of waste diversion rate

## Food Waste Management

Mandarin Oriental Ritz, Madrid introduces Winnow system in 2024, an AI solution that measures food wastage, expects to reduce food waste effectively to by 40%.



# In-Room Practices



## Reducing Paper Use

To enhance sustainability, our Spa, In-Room Dining, and Experiences menus are no longer provided in paper format. Instead, we offer a sleek wooden cube featuring QR codes in each guest room. Guests simply scan the codes to access comprehensive information online.

## Towel and Linen Program

The opt-out towel and linen option allows guests to choose less frequent changes, reducing water consumption in laundry services.

## Eco-friendly Bathroom Components

Installation of water-efficient toilets, taps, and showers to minimise water usage, alongside repurpose stormwater and Air Conditioning condensation for non-potable applications.

## Single-Use Plastic Free

We have successfully eliminated single-use plastics from the hotel operation, while incorporating eco-friendly amenities.



# Sustainable Team



## Colleagues' Cafeteria

We use clearly labelled bins for organics (food scraps), recyclables (paper, cardboard and plastic), and general waste at the colleagues' canteen, Organic waste is then used to make compost.

## No Bins under desks

'No Bin' policy has been implemented in the offices to highlight our dedication to separate waste for subsequent recycling and therefore contributing to our broader sustainability efforts.

## Recycling Points

In the back of house areas of the hotel, various recycling points are available for items such as batteries and bottle caps. These facilities are provided for the convenience of our colleagues, allowing them to responsibly dispose of materials brought from their homes.





# Responsible Consumption

## Locally Sourced Products

We are proud to uphold the highest ethical and environmental standards, collaborating as much as possible with local producers.

### Todoli Citrus Fundació

It is a non-profit organization created for the study and dissemination of citrus fruits and citriculture.

### MadridMiel Honey

Honey is provided by MadridMiel. Homegrown, natural, organic Honey of limited Production from a nearby farm.

## Agricultural Commodities

Sourcing sustainable, organic, eco-labelled, and Fair-Trade certified products such as coffee, cocoa, tea, vanilla, sugar and seafood, ensuring no endangered species are used.

## Paper

For our office supplies, we are committed to using only FSC-certified paper to support responsible forest management and sustainable use of resources.





2024 YTD

15

initiatives

Conducted by colleagues

1,000+

volunteer hours

Dedicated by colleagues

Our Communities  
*Sustainability in Action*

# Our Communities



## Mensajeros de la Paz

Each month, a dedicated team of hotel volunteers supports the Mensajeros de la Paz association by serving breakfast to those in need.

## A la Par

We collaborate with foundations like A la Par, offering reintegration and development opportunities for individuals with intellectual disabilities.

## Cruz Roja

Twice annually, the hotel partners with the Spanish Red Cross to host a blood donation campaign and day, inviting both our dedicated colleagues and the citizens of Madrid to contribute to this vital cause.

## Basuraleza

Mandarin Oriental Ritz, Madrid actively engages in cleanup activities at various natural sites throughout the year, aiding in the preservation of our natural and historical heritage.





# Our Colleagues



## Volunteering Hours

At Mandarin Oriental Ritz, Madrid every colleague is entitled to one day paid leave annually to fulfil the volunteer commitment related to different causes.

## Sustainability Training

We prioritise continuous learning, successfully ensuring that all colleagues complete the annual colleague sustainability training to foster best practices in our industry.

## Greenview portal: Our Sustainability Management System

Greenview supports Mandarin Oriental's sustainability programme with the Greenview Portal, a sustainability data management system that allows us to monitor our progress and collective impact as a group, and individually at each hotel.





Goals  
2030

# 2030 Goals

At Mandarin Oriental Ritz, Madrid we are committed to achieving these goals:



Reduce total energy consumption by per sqm by 10%



Achieve 62% renewal energy



Reduce 40% Water intensity per guest night



Reduce non diverted Waster per sqm by 48%



Achieve 60 % of Waste Diversion Rate

