



MANDARIN ORIENTAL  
PRAGUE

# SUSTAINABILITY

Working towards a better tomorrow

# Our approach to *sustainability*



One of our guiding principles at Mandarin Oriental is 'acting with responsibility', and we have established a programme to direct our efforts towards the wellbeing of the planet, of communities and of individuals.

Our ambitious goals include all of our hotels being single-use plastic free, as well as expanding our responsible procurement goals to cover key categories of seafood, coffee, tea, vanilla, cocoa, sugar and cage-free eggs. As of December 2022, we are pleased to report all our hotels are 99% single-use plastic free and we continue to strive to achieve our other goals.

**BARBARA GOETTLING,**  
**GENERAL MANAGER OF MANDARIN ORIENTAL, PRAGUE**

# Our main goals

at Mandarin Oriental, Prague



## ENERGY & EMISSIONS

Reducing emissions and improving energy efficiency remain central to our operations. We use innovative technologies and energy-saving LED lighting throughout the hotel, offer a full refresh of linens and towels every third day of your stay, and partner with local culinary concept providers to minimise transport-related CO<sub>2</sub> emissions. Guests are encouraged to join our efforts by walking, using public transport, and switching off lights when leaving the room.



## 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.



## WATER CONSUMPTION

Acknowledging the exceptional strides made towards sustainability, particularly in the conscious reduction of water usage. Also considering measures to re-use water.



## WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction and energy efficiency.



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



## PAPER

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



## ENDANGERED SPECIES

Endangered seafood species eliminated from menus based on WWF Endangered Seafood Guide.



## REGULATION & TRANSPARENCY

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



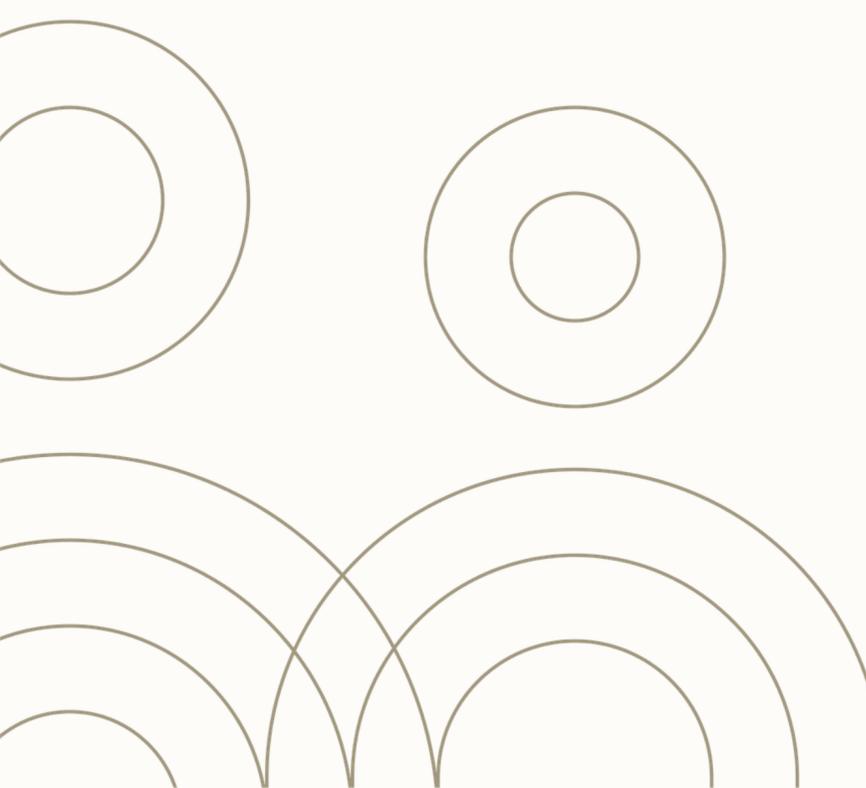
## SINGLE USE PLASTIC

With 99% of single-use plastics already eliminated, our next step is to eliminate these materials entirely, including those arriving with goods from suppliers.

# The role of our *colleagues*

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Each team member plays an essential role in ensuring that our sustainable practices are understood and carried out to the highest standard. This journey begins from the very first day they join us, as sustainability is woven into every aspect of our workplace culture.

- 1 During a two-day orientation, colleagues learn about the company's history and hotel operations.
- 2 Each colleague undergoes a session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.
- 3 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.
- 4 Regular refreshers and internal updates help colleagues stay informed about the latest sustainability goals, initiatives and best practices.



# Our case studies in *practice*

We are very proud of the initiatives our colleagues have implemented to help us on the path to achieving our goals.



**Single-use plastic elimination**

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**In the community**

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**Technology in practice**

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**Waste reduction**

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**Colleague engagement**



## CASE STUDY

# Single-use Plastic *Elimination*

We are single-use plastic-free implementing innovative solutions like refillable amenities and sustainable packaging, while collaborating with suppliers to overcome external challenges.

- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles.
- Once empty, they are returned to our partners at Diptque to refill, allowing no wastage.
- Our piping bags are washed and reused daily. Our bedroom teas are supplied in sustainable, single-use plastic free, packaging.
- Our bedroom slippers are not just single-use plastic free but a product that can be used time after time.

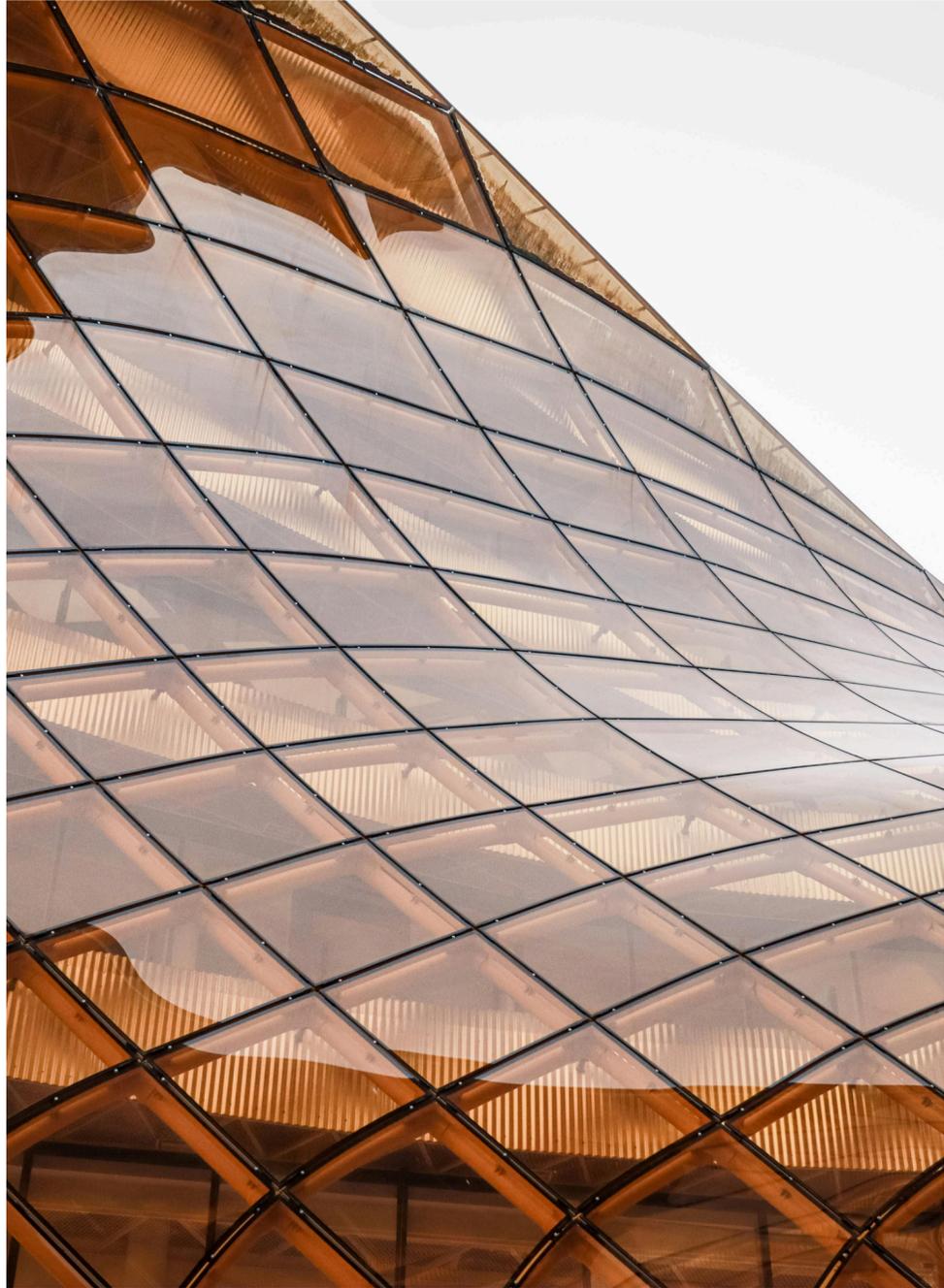


## CASE STUDY

# In the *Community*

Mandarin Oriental Hotel Group actively supports the local community through partnerships with organisations. In Mandarin Oriental, Prague we encourage colleague volunteerism by offering a full paid day to commit of charity work per-colleague, exemplifying a dedication to societal welfare. Some of the organisations and entities with which we have partnered include:

- **Pastvina Farm.** Care of livestock pens, cleaning of facilities.
- **Srbsko Camp.** Preparation of the campsite for the summer season, outdoor maintenance and cleaning.
- **Útulek Bohnice.** We cared for animals in need and helped clean their enclosures.
- **Život 90.** We organised a musical spa experience in our Spa for a group of women from this organisation, followed by a hotel tour.
- **Levandulové údolí.** During the lavender harvest in July and August, we lent a helping hand - trimming lavender and tying it into bunches.
- **Special Primary School.** After the school's renovation, we helped with post-painting cleaning, assembling furniture, washing windows and tidying up spaces for children.
- **Tree aftercare.** In this outdoor activity, we supported young trees by removing weeds, adding mulch to the soil and protecting them with nets against animals.



## 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.

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## CASE STUDY

# Waste *Reduction*

Waste is one of the largest contributors to carbon emissions. We proactively influence the waste cycle where we can and have put in numerous new practices to assist our reduction efforts:

- At Mandarin Oriental, Prague we are committed to protecting the environment. We offer a full refresh of linens and towels every third day.
- We carefully monitor and record food waste in our kitchen to better understand consumption patterns, improve planning and preparation processes, and continuously reduce unnecessary waste as part of our commitment to more sustainable operations.



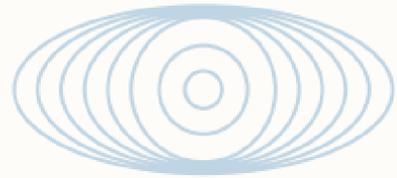
## CASE STUDY

# Colleague *Engagement*

Our colleagues actively engage in initiatives promoting physical and mental well-being, including cultural awareness days and hotel-organised charity events, organised by the Sustainability Committee, showcasing our commitment to holistic wellness and community support.

# A look at 2024

Highlights of Mandarin Oriental's 14th Sustainability Report.



Click [here](#) to view the full 2024 Sustainability Report

- We use Greenview Portal as our sustainability data management system, allowing us to keep track of our progress. All of our hotels are in progress of aligning with the robust industry criteria set by the Global Sustainable Tourism Council (GSTC). As of 2024 23 Mandarin Oriental hotels are GSTC certified.
  - Across Mandarin Oriental, we supported more than 500 community initiatives, dedicated 78,000 hours to volunteering and donated over 293,000 USD in in-kind donations and 227,000 USD in cash contributions.
  - Since 2012, we have tracked our Scope 1 and 2 emissions, and in 2024, we expanded our efforts by beginning to quantify our Scope 3 emissions to uncover further opportunities for reduction. We're proud to report significant progress in 2024: a 21% reduction in energy intensity, a 30% decrease in carbon intensity, and a 13% drop in water intensity (all pr sq m).
  - We have continued our hard work of eliminating 99% of single-use plastics across all operations in 2024, where possible excluding supplier packaging. We were also able to reduce our waste intensity by 37%.
  - Continuing our responsible procurement endeavours, our key priority categories of endangered seafood, coffee, tea, cocoa, vanilla, and paper achieved 100% responsible sourced status, verified by Lloyd's Register Quality Assurance, our independent third-party assurance, and WWF guidelines.
  - Social impact is very important to us, as we strive to provide support to the communities in which we operate.
- In 2024:
- 426 social impact initiatives were conducted by colleagues.
  - 19,000 volunteer hours were carried out by colleagues.
  - USD\$ 1.69M donations were made in total from colleagues and the Mandarin Oriental Foundation.

