MANDARIN ORIENTAL
BOSPHORUS ISTANBUL

SUSTAINABILITY



SERKAN YALÇINKAYA
General Manager

Message from the General Manager

"At Mandarin Oriental Bosphorus, Istanbul, we are committed to integrating responsible practices into every aspect of our operations. Guided by our values, we continually seek opportunities to reduce our environmental impact, support our local communities and create meaningful experiences for our guests. Through the collective efforts of our colleagues, we are helping shape a more sustainable future while delivering the exceptional hospitality that defines Mandarin Oriental."

OUR COMMITMENT TO RESPONSIBLE LUXURY

At Mandarin Oriental Bosphorus, Istanbul, we recognise the environmental, social and governance responsibilities that come with operating a world-class luxury destination. Sustainability is embedded into our daily operations and long-term decision-making, guiding how we care for our people, our community and our environment.

Since 2023, we have been proudly recognised by the Global Sustainable Tourism Council (GSTC), the world's leading authority on sustainable tourism, reinforcing our commitment to internationally recognised best practices.

Driven by a shared vision, our colleagues actively contribute to achieving our sustainability goals through initiatives focused on environmental stewardship, responsible resource management and community engagement.

OUR MAIN GOALS

at Mandarin Oriental Bosphorus, Istanbul

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 waste management.

PAPER

A revised 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 are independently reviewed by LRQA. Performance is included in the annual balanced scorecard, a key performance indicator for senior management.

ALIGNMENT

Our entire transfer fleet consists of electric vehicles. By using electric vehicles for transfer and tour operations covering a total distance of 158,600 km, we avoided approximately 32 to 40 tonnes of CO_2 emissions compared with the equivalent use of fossil fuel-powered vehicles. The number of electric charging stations has increased from 5 to 13 this year, with 5 designated for general use and 8 for our transfer fleet.

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.

ENDANGERED SPECIES

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

SINGLE USE PLASTIC

99% of single-use plastic eliminated.

THE ROLE OF OUR COLLEAGUES

Our colleagues are at the very heart of everything we are trying to achieve through our sustainability efforts. Over 361 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 minimize paperwork.

2

New colleagues receive reusable and plastic-free items, including a shopping tote, a seed pencil and a folder for training materials. Each colleague undergoes a one-hour session on the company's sustainability practices and goals to understand the reasons behind certain processes and their role in them.

3

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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.

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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 share monthly updates and new initiatives with departmental trainers and training managers to promote sustainability education across the hotel.

6

To strengthen their knowledge, all colleagues are required to complete a mandatory eLearning sustainability course. Developed by teams from Mandarin Oriental Bangkok and Mandarin Oriental Hyde Park, London, the course was implemented company-wide following a successful pilot programme.

7

Colleagues are encouraged to provide feedback, suggestions, and sustainability-related ideas through our online survey. Their input supports continuous improvement and helps strengthen our commitment to responsible environmental and social practices.

OUR APPROACH TO SUSTAINABILITY

At Mandarin Oriental Bosphorus, Istanbul, we believe that responsible luxury begins with conscious choices. While the hospitality industry continues to face significant environmental and social challenges, we are committed to reducing our impact while creating lasting value for our guests, colleagues, communities, and destinations.

Our approach extends across every aspect of our operations, from sourcing and procurement to energy efficiency, waste reduction, and community engagement. Through close collaboration with our partners and suppliers, we continually seek innovative ways to operate more responsibly and strengthen our contribution to a more sustainable future.

Whether through reducing single-use plastics, supporting responsible sourcing, embracing energy-efficient technologies, or encouraging more sustainable choices among our guests and colleagues, every action reflects our long-term commitment to protecting the environment while delivering exceptional hospitality.

Because every meaningful journey begins with a conscious step forward.



OUR CASE STUDIES IN PRACTICE

Guided by our commitment to responsible luxury, our colleagues continue to champion initiatives that create lasting value for our communities, our environment, and future generations.

Reducing Single-Use Plastics

Supporting Local Communities

Technology with Purpose

Minimising Waste

Colleague Engagement & Awareness



ELIMINATING SINGLE-USE PLASTICS

While the hotel is approximately 99% free from single-use plastics, certain packaging materials within the supply chain remain beyond our direct control. Our commitment, however, is to continuously work towards eliminating single-use plastics wherever possible across our operations.

To support this goal, we have implemented a range of practical initiatives:

- Refillable dispensers are used for shampoo, conditioner and body wash, while all guest room amenities are free from single-use plastics.
- Minibar products have been transitioned to sustainable alternatives, significantly reducing plastic waste generated through guest room operations.
- Spa & Fitness slippers are designed for repeated use and are free from single-use plastic materials.
- All waste bags used throughout the hotel are rice-based and biodegradable.

Together, these initiatives help reduce waste, promote responsible consumption, and support our long-term commitment to a more sustainable future.



SUPPORTING OUR COMMUNITIES

At Mandarin Oriental Bosphorus, Istanbul, we are committed to creating a positive and lasting impact within our local community through meaningful partnerships and initiatives.

- To celebrate our colleagues' birthdays in a meaningful way, we donate a tree sapling to the TEMA Foundation on behalf of each employee, supporting reforestation efforts and environmental awareness.
- In collaboration with local authorities, we contributed to the restoration of the historic fountain located opposite the hotel, helping preserve a valued part of Istanbul's cultural heritage for future generations.
- We maintain an ongoing partnership with a neighbouring school that provides education for children with intellectual disabilities and special educational needs.
- Together with the Turkish Red Crescent (Kızılay), we organise regular blood donation campaigns, supporting access to life-saving medical resources.
- Each year, we support local animal shelters through donations of food and essential supplies.
- As part of the Mandarin Oriental Hotel Group's global volunteering programme, colleagues are encouraged to dedicate one paid day each year to a charitable cause of their choice.
- Mandarin Oriental Bosphorus, Istanbul is committed to contributing 2,160 hours of paid volunteer work annually, supporting the Group's wider goal of delivering more than 69,000 volunteer hours worldwide each year.

Through these initiatives, we strive to strengthen our connection with the communities around us while creating meaningful and lasting positive impact.



TECHNOLOGY IN PRACTICE

At Mandarin Oriental Bosphorus, Istanbul, technology plays an important role in supporting our sustainability goals and helping us operate more efficiently.

- Through Mandarin Oriental Hotel Group's partnership with Greenview, sustainability data is monitored, managed and assessed through a centralised platform, supporting transparency and continuous improvement.
- Energy-efficient LED lighting is used throughout the hotel, including guest rooms, meeting and event spaces, façade lighting and back-of-house areas. Motion sensors further optimise energy consumption across key operational areas.
- Smart room automation systems help reduce unnecessary energy usage by monitoring room occupancy and adjusting systems accordingly.
- We continue to increase the proportion of energy sourced from renewable resources while monitoring our progress on a regular basis.
- Water-saving fixtures are installed throughout the hotel and drip irrigation systems are used across landscaped areas to support responsible water management.

By combining innovative technologies with responsible operational practices, we continue to reduce our environmental impact while enhancing the guest experience.



WASTE REDUCTION

Reducing waste is an important part of our commitment to responsible operations and environmental stewardship. Through a range of practical initiatives, we continue to minimise waste generation while maximising resource efficiency.

- Bed linen is changed every second day unless guests request otherwise, helping to reduce water, energy and detergent consumption.
- Food waste is collected and separated to support conversion into renewable energy and biogas.
- Used cooking oil is collected and recycled into biodiesel, supporting circular economy practices.
- Waste reduction initiatives are continuously reviewed and enhanced to minimise our environmental footprint across hotel operations.

By rethinking everyday processes and encouraging more conscious consumption, we continue to reduce waste while supporting a more sustainable future.



COLLEAGUE ENGAGEMENT

At Mandarin Oriental Bosphorus, Istanbul, the wellbeing, development and engagement of our colleagues are central to our sustainability journey. Throughout the year, we foster a culture of learning, inclusion and wellbeing through a variety of initiatives and programmes.

- As part of our onboarding programme, colleagues receive training that promotes cultural sustainability and raises awareness of the traditions, materials, practices and heritage reflected throughout the hotel experience.
- We actively support physical and mental wellbeing through wellness initiatives including yoga, meditation, singing bowl sessions, reflexology treatments, mental wellbeing programmes and Global Wellness Day activities.
- Our People & Culture Social Committee organises a diverse calendar of social activities designed to strengthen colleague engagement and foster a sense of community.
- Activities include sports tournaments, knowledge-based competitions, appreciation events and celebrations that recognise and reward the contributions of our colleagues.
- Through these initiatives, we encourage a workplace culture built on connection, wellbeing, continuous learning and shared purpose.

By investing in our people, we create a more engaged workforce, strengthen our culture, and support the long-term success of our sustainability ambitions.



OUR COMMITMENT GOALS - 2030

At Mandarin Oriental hotels and residences, around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet.

We have set ourselves five ambitious goals for the future.

1

Reduce

30%

Energy intensity

2

Reduce

50%

Carbon intensity

3

Higher

15%

Renewable energy

4

Reduce

40%

Water intensity

5

Reduce

50%

Waste intensity

OUR SUSTAINABILITY COMMITMENTS

At Mandarin Oriental Bosphorus, Istanbul, responsible luxury is guided by a clear set of environmental, social and governance principles that shape the way we operate, engage with our communities, and work with our partners.

GOVERNANCE & ETHICS

- Complying with all applicable local and international laws, regulations and industry standards.
- Continuously monitoring and improving sustainability performance across our operations.
- Upholding internationally recognised human rights and labour principles.
- Providing fair remuneration and safe working conditions.
- Maintaining a workplace free from discrimination, harassment and intimidation.
- Encouraging colleagues and partners to report concerns through confidential reporting channels.

ENVIRONMENT

- Monitoring and reducing energy consumption across all operations.
- Increasing the use of renewable energy sources.
- Tracking and reducing carbon emissions.
- Conserving water through efficient management practices.
- Managing wastewater responsibly to minimise environmental impact.
- Protecting biodiversity and reducing the use of harmful substances.
- Supporting animal welfare and prohibiting the use or trade of endangered species and related products.

PEOPLE & COMMUNITIES

- Providing equal opportunities in recruitment, training, development and promotion.
- Making employment decisions based on merit, capability and performance.
- Supporting local employment and talent development.
- Treating all colleagues with fairness, dignity and respect.
- Protecting confidential and personal information.

RESPONSIBLE SUPPLY CHAIN

- Working with suppliers who share our commitments to integrity, responsibility and sustainability.
- Promoting responsible sourcing and procurement practices.
- Collaborating with partners to improve sustainability throughout the supply chain.
- Continuing efforts to eliminate single-use plastics and encourage reusable alternatives.

Through these commitments, we strive to create long-term value for our guests, colleagues, communities and the environment while preserving the exceptional standards of hospitality that define Mandarin Oriental.

OUR ENERGY AND CARBON POLICY

At Mandarin Oriental Bosphorus, Istanbul, we are committed to reducing energy consumption and carbon emissions while continuously improving the environmental performance of our operations. Through responsible resource management, continuous monitoring, and targeted initiatives, we strive to increase efficiency and minimise our overall carbon footprint.

Our commitments include:

- Monitoring energy consumption and implementing measures to reduce energy use across all operations.
- Increasing the proportion of energy sourced from renewable resources whenever possible.
- Tracking significant carbon emissions and implementing actions to minimise their impact.
- Establishing measurable targets for energy efficiency and carbon reduction, and regularly reviewing progress against these goals.
- Identifying climate-related risks and opportunities while developing appropriate mitigation and adaptation strategies.
- Reducing transportation-related emissions by promoting cleaner, more resource-efficient alternatives across our operations and encouraging responsible travel choices among guests, colleagues and suppliers.

Through these efforts, we continue to support a more sustainable future while maintaining the exceptional guest experiences that define Mandarin Oriental.



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BOSPHORUS ISTANBUL

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”

GSTC
GSTC HARCTR230039

ROYALCERT

We are proud to have been officially recognised as a certified hotel in line with Global Sustainable Tourism Council standards, acknowledging our commitment to sustainability.