



MANDARIN ORIENTAL
LAGO DI COMO

Sustainability Report
2025

SUMMARY

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Our Commitment

We at Mandarin Oriental, Lago di Como 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



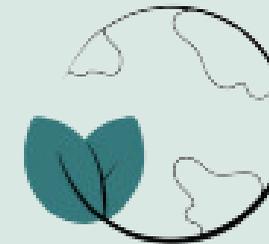


Our Commitment

At Mandarin Oriental, Lago di Como, we are dedicated to creating a better future for the next generation by protecting the environment, supporting our people, and enriching the communities we serve.

Committed to service excellence with sustainability at its core, “Acting with Responsibility” is a fundamental principle deeply embedded in our heritage. Our sustainability initiatives are designed to generate a positive impact, empowering our colleagues to take proactive steps in addressing environmental and community needs.

Environmental Certification and Verification



VERIFIED™
RESPONSIBLE HOSPITALITY

GSTC Certification (Global Sustainable Tourism Council): An internationally recognised standard for sustainable tourism. It sets global criteria for sustainability practices in tourism, ensuring environmental protection, social equity, and economic viability for tourism destinations and businesses.

Forbes Travel Guide's "VERIFIED™ Responsible Hospitality": An industry-leading designation for hotels that follow best practices to protect the environment and support the well-being of employees, guests and the community. Responsible Hospitality is recognised by Forbes Travel Guide, the global authority on hospitality excellence, as the official sustainability verification for its community of Star-Rated hotels in more than 80 countries. We are deeply honoured to be acknowledged.



Environmental Certification and Verification



We are proud to share that in 2024 we became the first hotel on Lake Como to achieve both **GSTC certification** and **Forbes Travel Guide's VERIFIED™ Responsible Hospitality** status, recognising our commitment to sustainable tourism that respects the environment, supports local communities, and promotes long-term economic balance.

We are now working on the re-verification process to reaffirm and strengthen this ongoing commitment.



Sustainability Management System

Each property within the group works under the strategic direction of the Group Sustainability Team, which sets the overarching goals and priorities for sustainability.

At the hotel level, a dedicated Sustainability Champion leads a local Sustainability Committee, consisting of members from various departments that seamlessly integrate sustainability into the hotel's daily operations

This team is responsible for driving property-specific sustainability initiatives that align with the broader corporate objectives. Regular meetings are held on scheduled days to discuss progress and plan future actions.

Communication flows smoothly both within the committee and with the corporate Sustainability Team, through calls and meetings, ensuring that each location's unique needs are addressed while maintaining a unified, group-wide approach to sustainability.





MANDARIN ORIENTAL
LAGO DI COMO

Greenview Portal

OUR SUSTAINABILITY MANAGEMENT PORTAL

Mandarin Oriental's sustainability program is managed through the Greenview Portal, a comprehensive sustainability data management platform. This system allows the collection and organization of all information related to environmental and social efforts, in line with the Group's established guidelines.

Using the Greenview Portal, detailed reports are generated to track the work completed by each individual hotel, measuring progress and comparing results against set targets. This provides both the hotels and the Group with a clear, up-to-date view of collective achievements, enabling assessment of the overall impact of sustainability initiatives and identification of areas for improvement.

Responsible Procurement



SEAFOOD AND AGRICULTURAL COMMODITIES

We strictly adhere to the WWF Endangered Seafood Guide, completely avoiding all 19 species listed as endangered or at risk. Our commitment to responsible sourcing extends beyond seafood to include only sustainable, organic, eco-labeled, and Fair Trade certified products such as coffee, cacao, tea, sugar, and vanilla. This ensures that our supply chain is free from forced and child labour, while also supporting sustainable farming practices that promote biodiversity and environmental preservation.

In addition, all eggs served across our Guests and colleagues outlets come exclusively from free-range farms, which we consider a fundamental minimum standard. This commitment reflects our dedication to animal welfare and sustainable agriculture, ensuring higher quality products while supporting ethical and environmentally friendly farming methods.

CERTIFIED PAPER

For our office and Guest supplies, we use only sustainable certified paper to promote responsible forest management and sustainable resource use. This ensures that the paper comes from forests managed in an environmentally and socially responsible way, supporting biodiversity and reducing our environmental impact.

Green Transportation



To reduce our carbon footprint and support sustainable mobility, we are gradually transitioning our fleet to electric and hybrid vehicles. Among them is a hotel car, a Range Rover Hybrid, available for short-distance Guest transfers and operational needs. Additionally, all golf carts used within the property's grounds are fully electric.

To further promote green transportation, we have installed three EV charging stations across our premises:

- dual-port station with both European (Type 2) and American (Type 1) connectors, powered by Edison
- additional stations, conveniently located in our Guest car parks

These installations ensure easy and accessible charging for Guests and staff, encouraging the use of electric vehicles during their stay.



ID Buzz

We offer Guests the option of complimentary eco-friendly transportation with electric vehicles, promoting sustainable travel and reducing our carbon footprint. Compared to previous years, we have replaced the older ID Buzz models with the latest versions, which offer more seating capacity and allow a greater number of Guests to travel comfortably, efficiently, and sustainably, as they are fully electric.



Winnow system

This year, Mandarin Oriental, Lago di Como implemented the Winnow system in the main kitchen to help reduce food waste, with a particular focus on overproduction and preparation waste.

Winnow is a smart kitchen technology that uses a digital scale and artificial intelligence to track and analyse food waste in real time. Kitchen staff place leftover or unused food on the scale, and the system records the type and quantity of waste, providing valuable insights through daily reports.

By identifying where and why waste occurs, Winnow helps teams make smarter decisions about food purchasing, preparation, and portioning – ultimately reducing environmental impact and improving kitchen efficiency.



Environmental Efficiency and Resource Management

Energy Efficiency

BUILDING & GUEST ROOMS MANAGEMENT SYSTEMS

Where feasible in some areas of the public spaces, we utilise motion-sensor lighting systems that automatically switch off when no one is present. In Guest rooms, lighting and air conditioning activate only when the key card is inserted into the slot. Removing the card puts the systems into energy-saving mode.

RESORT RELAMPING

We have undertaken a relamping project at the Resort, replacing old lighting systems with energy-efficient LED technology. This initiative not only reduces energy consumption but also aligns with our commitment to sustainability and environmental responsibility.

RENEWABLE ENERGY PURCHASE

All electricity consumed at Mandarin Oriental, Lago di Como, is sourced exclusively from certified renewable energy (wind, solar, ocean).





Heating and Cooling Systems

POOL HEATING SYSTEMS

The pool water heating uses polyvalent machines with lake water or high-efficiency heat pumps, replacing older, purely electric and energy-intensive systems.

HEAT PUMPS WITH LAKE WATER EXCHANGE

The entire resort's climate control system leverages thermal exchange with lake water. Refrigeration units are cooled using lake water condensation, resulting in significant energy savings.

SUSTAINABLE COOLING SYSTEM

Aerators installed on all sink faucets enable significant water savings.

Water Efficiency

WATER-SAVING FIXTURES

The installation of aerators on faucets reduces water consumption, supporting our water efficiency goals.

In-Room Practices

GREEN LINEN PROGRAM

The Green Linen Program empowers Guests to choose less frequent changes, reducing water consumption in laundry services.

SINGLE-USE PLASTIC FREE

We eliminate single-use plastic in ALL hotel areas (front and back of house). Group-nominated supplier, Palatino, has designed a full range of bespoke eco-friendly Guest rooms amenity collections. Moreover, we constantly work with our suppliers to eliminate use of unnecessary SUP delivery or shipping packaging.

RECYCLING PROGRAMS

Recycling is actively promoted throughout the entire hotel. In guestrooms, clearly marked bins are provided to encourage Guests to separate recyclables such as paper, plastic, and glass. This initiative, alongside efforts to minimise single-use plastics, supports responsible waste disposal and contributes to reducing our environmental impact.





Our Green Projects

BAT BOXES

Bat boxes have been installed in the Resort park, to provide some help in reducing insects in the area without the need for harmful products that could negatively impact the environment.

ECO-FRIENDLY HEATER

At CO.MO Bar & Bistrot, we have installed external heaters powered by high-efficiency pellet stoves. The pellets are PEFC-certified, ensuring they come from sustainably managed forests, reducing our environmental impact while promoting responsible forestry practices.

CIGARETTE BUTT DISPOSAL AWARENESS CAMPAIGN

We have launched an awareness campaign to encourage proper disposal of cigarette butts in a playful way for colleagues. The collected butts will be repurposed for insulation in clothing and buildings, while being disposed of separately by a waste management organisation.

CLEAN THE WORLD

We have activated the programme, to recycle used soaps, sanitise them, and repurpose them into new bars. These recycled soaps are then distributed to communities in need, promoting hygiene and reducing waste.

FREE MEAT MONDAY

In our staff canteen, we have introduced Free Meat Monday – a weekly initiative encouraging our colleagues to explore delicious plant-based alternatives. This small but meaningful step supports more sustainable food choices and raises awareness about the environmental impact of meat consumption.



Sustainable Initiatives for Guests and Colleagues

Beekeeping Initiative

As part of our ongoing dedication to sustainability and biodiversity, we proudly marked this year's World Bee Day with meaningful initiatives that engaged our Team, Guests, and local community.

EMPOWERING OUR TEAM

We organised inspiring mornings at Agape Beekeeping, where our staff deepened their understanding of bees and their crucial role in the environment. These hands-on experiences included caring for the Mandarin Oriental's own beehives, fostering awareness and enthusiasm for protecting pollinators.

ENHANCING GUEST EXPERIENCES

On May 20th, our Guests enjoyed a specially curated program featuring a 30-minute Wildflower Honey Scrub at our SPA and the exclusive Bee Knees Cocktail—a unique blend of gin and bee pollen—served at CO.MO Bar & Bistrot. Complementing these, honey-themed amenities were thoughtfully provided at arrival, breakfast, and lunch, creating a memorable and sustainable stay.



Charity Dinner at SocioLario

Our annual charity dinner at SocioLario is a cornerstone event that promotes social inclusion and well-being for people with disabilities. This initiative goes beyond fundraising—it fosters community awareness, encourages personal growth, and supports the development and experimentation of innovative social models designed to empower individuals with disabilities.



Community Engagement Through Play

We welcomed children from Blevio Kindergarten for a day of fun and educational activities in our resort park. The event focused on raising awareness about the importance of bees and their role in our ecosystem. Through hands-on experiences and playful learning, the children discovered how bees contribute to biodiversity and why it is essential to protect them.

This initiative fosters community engagement while promoting environmental education and well-being from an early age.



Clean The Lake

On Earth Day, our team dedicated a morning to cleaning the lake by collecting waste using kayaks. This activity was carried out in collaboration with WeRoof, a local environmental organisation focused on protecting and restoring aquatic ecosystems through community-driven actions and innovative solutions.

Together, we worked to remove litter from the lake, raising awareness about pollution and the importance of preserving our natural environment for future generations.





Together for Our Four-Legged Friends

Continuing our ongoing support for Parco Canile Valbasca (CO), our team recently volunteered by helping prepare meals and walk the dogs. In addition, we organised another successful donation drive, with great participation from our team and community, collecting food, blankets, toys, and other essentials. All items were delivered during our visit, providing valuable support to the shelter.

This experience reaffirms our commitment to animal welfare and highlights the meaningful impact of collective efforts over time.

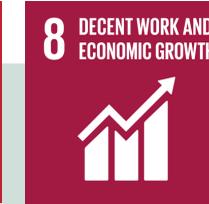


Supporting the Fight Against Breast Cancer



Also this year, we participated in the PittaRosso Pink Parade 2025 in support of the Veronesi Foundation's efforts to fund scientific research against female cancers. The funds raised through the event finance an advanced platform for breast cancer treatment, utilising highly personalised therapeutic approaches.

Our Colleagues



VOLUNTEERING HOURS

Every colleague is entitled to one paid day leave annually to fulfil their volunteer hours, with a commitment to contribute six hours to any of the community and volunteering activities available throughout the year.

SUSTAINABILITY TRAINING

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

BREAST CANCER AWARENESS

During Breast Cancer Awareness month, we organise an exclusive event for colleagues, featuring discussions with leading local doctors. This initiative focuses on raising awareness and promoting prevention strategies among our team.

COLLEAGUE WELLNESS MONTH

Each year, we dedicate a whole month to wellness, organising activities for colleagues. It is a great opportunity for everyone to come together, relax, and focus on well-being in a fun and supportive environment.

Local Partnership



BIOVA BEER

In our guest rooms, we offer Biova Beer – a local craft beer made from surplus bread collected from bakeries and restaurants around Lake Como. This project, supported by ConfCommercio, promotes circular economy and helps reduce food waste.

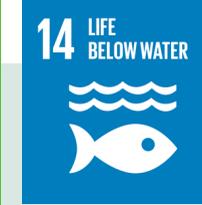
FRANCIACORTA WINES Special Edition

As part of our in-room amenities, guests can enjoy Ferghettina Franciacorta Satèn (375 ml) – a fine local sparkling wine from the Franciacorta region. It reflects Italian elegance and winemaking tradition, right in the comfort of your room.

AMARO BREVA *limited edition*

Amaro Brevia is a limited-edition local digestif made with wild herbs naturally found around Lake Como. Created in collaboration with Opificio Cattaneo, it supports local craftsmanship and sustainable ingredient sourcing.





Local Partnership

ORGANIC HONEY

Our Organic Acacia Honey comes from Agape, a local sustainable beekeeper in Como. We support their eco-friendly practices by maintaining hives and offering their honey in elegant jars, reflecting the unique flavors of the pre-Alpine region.

NUVOLA *by Beretta*

We offer Nuvola, an artisanal pastry from the Beretta family's bakery, 'Il Fornaio' of Como. By featuring this local delicacy, we support tradition, sustainability, and the community's cultural heritage.



SLEEPWALKER MILANO

We proudly offer Sleepwalker's Astro loungewear—luxurious, sustainable pieces made from leftover silk materials sourced locally in Como. This collaboration supports eco-conscious production and local craftsmanship, blending comfort, style, and sustainability.

LAGO DI COMO SCARF BY JOANNE SHIPP

The Lago di Como Scarf, designed exclusively for us by local artist Joanne Shipp, is crafted from 100% Como silk. Featuring elegant lakefront-inspired artwork, it connects guests to local heritage. Guests can also create their own personalised scarf as a unique souvenir.

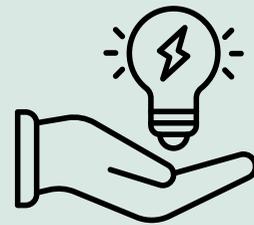




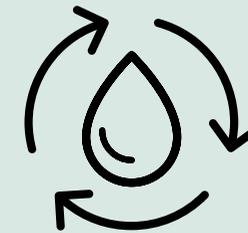
Our Goals
2030

2030 Goals

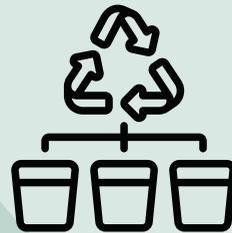
At Mandarin Oriental, Lago di Como, we are committed to achieving the following goals within 2030:



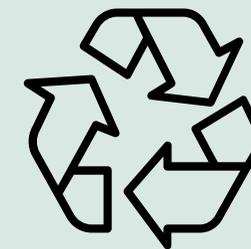
Achieve equal to or less than 528.0 kWh of
Total Energy per sqm



Achieve equal to or less than 4,448.0 L of
Total Water Consumption per sqm



Achieve equal to or less than 0.6 kg of
Non-diverted Waste per sqm



Achieve equal to or more than 89.0 % of
Waste Diversion Rate by the year 2030



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