



MANDARIN ORIENTAL
TOKYO

SUSTAINABILITY
2025

Our Commitment

At Mandarin Oriental, Tokyo, we are committed to delivering service excellence 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
- Acknowledging and respecting the principles contained in the Universal Declaration of Human Rights and prohibiting child labour
- Sourcing responsible, eco-labelled, and fair-trade certified products
- Training colleagues on relevant environmental and social issues and engaging guests in responsible consumption
- Reducing greenhouse gas emissions
- Reducing energy consumption Spreading awareness about practices to save water Waste Management and recycling programme utilising the Reduce, Reuse, and Upcycle mode





Our Sustainability Committee

The Sustainability Committee at Mandarin Oriental, Tokyo was established with the goal of integrating sustainability into daily operations. Our proud members include colleagues from different departments, including engineering, sales and marketing, administration, People & Culture, food and beverage and more, led by Hotel Manager Denis Krupp.



Our Accreditation



Mandarin Oriental, Tokyo has officially been recognised by The Global Sustainable Tourism Council (GSTC), as a certified hotel, acknowledging its great efforts in the name of sustainability. Understanding the innate importance and growing relevance of sustainable travel, Mandarin Oriental, Tokyo is proud to achieve such a certification.

Mandarin Oriental, Tokyo has earned the Responsible Hospitality VERIFIED badge, 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.



Our Goals

At Mandarin Oriental, Tokyo, 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 are committed to eliminating single-use plastics by transitioning to sustainable, non-plastic alternatives.

Community Engagement

We are committed to engaging 6 hours of social impact initiatives per person through the year.

Energy Efficiency

We have plans to proceed the energy efficient lighting with LEDs in the guest areas.

Responsible Procurement

We are committed to procuring certified commodities, including coffee, tea, vanilla, cocoa, and sugar. We have a network of over 50 farmers and producers in Japan in order to source the most seasonal ingredients to be used in restaurants outlets.

Waste & Food Management

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

Endangered Species

Eliminate endangered seafood species from all menus, compliant with the WWF Endangered Seafood Guide.

Paper

Implement processes to reduce paper consumption throughout the hotel, and where paper is used, we are committed to using only FSC-certified paper to support responsible forest management and sustainable use of resources.



Commitment to UN SDGs

We at Mandarin Oriental, Tokyo 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 INITIATIVES SUSTAINABILITY IMPACT



Environmental Efficiency



Energy Efficiency

LED replacement in the guestrooms and guest area is in progress.
Guestrooms on 2 floors have been completed.

Water Management

Recycled water is used for landscaping and flushing toilets at some of the hotel area.

Waste Management

Waste segregation in various spots in the hotel, including the kitchens, heart of the house area, colleague canteen.

Green Transportation

Providing guests with the choice of electric car transportation via an electric vehicle.

Targets 2025

- Achieve 8.0 kg or less of landfill waste per sqm
- Achieve 49.0% or more of waste diversion rate





Energy Efficiency

Building & Guest Rooms Management Systems

Our guestroom INNCOM automatically turns off lights in unoccupied rooms, activate the energy saving mode with a wider temperature offset point for unrented rooms, and regulates temperature for optimal energy conservation during the guest stays.

At the guest area and heart of house areas, the operation of the lighting, ventilation system and air conditioning system are scheduled by the Building Management System.

Occupancy Sensor

The lighting at the heart of house area are equipped with motion sensor in order to reduce electricity consumption.





In-Room Practices



Nordaq

Nordaq, our in-house bottling plant, serves water in reusable glass bottles.

Green Linen Programme

The towel and linen exchange program empowers guests to choose less frequent changes, reducing water consumption in laundry services.



Eco-friendly Bathroom Components

Installation of eco-efficient toilets, taps, and showers to minimise water usage, alongside repurposing stormwater and A/C condensation for non-potable applications.

Single-Use Plastic Free

We are committed to reducing single-use plastics across our operations and continue to expand the use of eco-friendly and refillable amenities.



A photograph of a group of people standing in a field of green grass and white flowers. The people are silhouetted against a bright, cloudy sky. The image has a soft, painterly quality.

OUR COMMUNITIES SUSTAINABILITY IN ACTION



2,284
Annual Volunteer Hours
Dedicated by our colleagues last year





Our Communities



Blood Donation

Colleagues are invited to donate their blood which represents 4 hours as part of the community engagement service.

Beach and River Clean up

Mandarin Oriental, Tokyo actively engages in cleanup activities at various beaches and Nihonbashi Bridge and River twice a month, aiding in the preservation of our natural and historical heritage.

Gardening Volunteer

Colleagues participate in gardening as a mindfulness activity to create a win-win relationship with Maggie's garden, a UK organisation based in Tokyo and supporting Cancer patients.



Our Colleagues



Volunteering Hours

At Mandarin Oriental Tokyo, every colleague is invited to contribute annually to six paid 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 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.



Case Study



Tsunagift

Introducing "Tsunagift" - a sustainable collaboration between Mandarin Oriental, Tokyo and the iconic Nihonbashi Mitsukoshi Main Department Store. Building on the success of our spring partnership, we are proud to present our special "Chestnut and Blackcurrant Panettone."

In early summer 2023, we embraced local sustainability by incorporating freshly harvested 'Nihonbashi Honey,' produced on the rooftop of Nihonbashi Mitsukoshi, into our traditional Italian panettone recipe. The honey, combined with dried blackcurrants and carefully aged dough, creates a rich, marron glacé-like texture. The delicate balance of chestnut sweetness and blackcurrant tartness offers a truly memorable flavor, highlighting the importance of local, sustainable ingredients in our creations.

This collaboration showcases our commitment to sustainability and supporting local communities.





GOALS
2030

2030 Goals

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



Reduce the energy
intensity by 30%



At least 15% renewable
energy use



Reduce the water
intensity
by 40%



Reduce the waste
intensity by 50%



Reduce the carbon
intensity by 50%

