

Working towards a better tomorrow

Our approach

to sustain ability





"Corporate responsibility and sustainability aren't just policies—they are deeply embedded in the Mandarin Oriental culture. Our commitment means we rigorously assess the environmental and social impact of every single decision made across the Group.

This dedication is formalised through a comprehensive program, driven by our core principle of 'acting with responsibility,' to ensure we create a lasting, positive impact for the planet, our communities, and the individuals we serve.

Our ambitious goals are transforming our operations globally. This includes eliminating single-use plastic across all our hotels and dramatically expanding our responsible procurement efforts to cover essential categories like seafood, coffee, tea, cocoa, sugar, and cage-free eggs.

We're proud to share that we've made significant strides: as of early 2025, we are already 99% single-use plastic free, and we remain firmly committed to achieving our comprehensive procurement goals."

DOMINIK G. REINER

GENERAL MANAGER OF MANDARIN ORIENTAL SAVOY, ZURICH

AND AREA VICE PRESIDENT, OPERATIONS

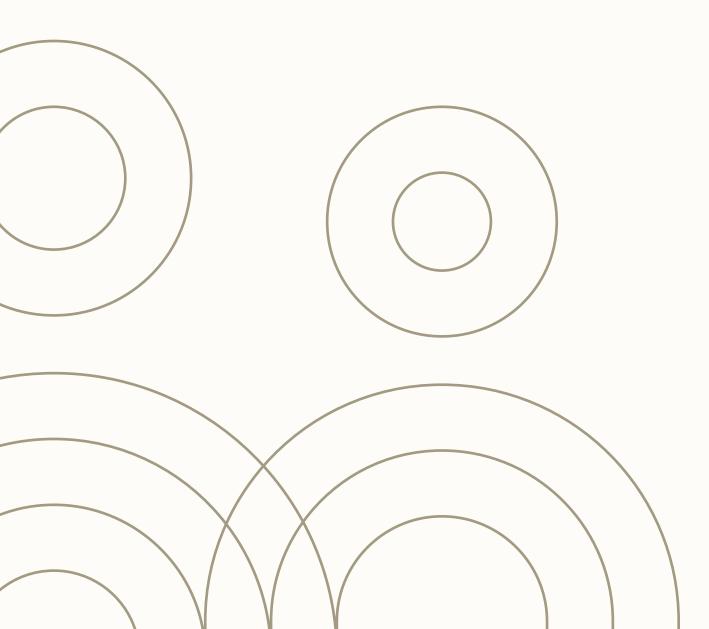
Acting with responsibility

Mandarin Oriental Savoy, Zurich recognises the environmental, social and governance risks and opportunities associated with our business and proactively manages them. We have aligned our sustainable development efforts with the industry criteria set by Global Sustainable Tourism Council (GSTC), the foremost organisation for sustainable travel and tourism, initiated and supported by a coalition of UN agencies (UNEP/UNWTO).

Importantly, we are also proud that each and every colleague is directly involved in our collective efforts to achieve our sustainability goals.

"As the General Manager of Mandarin Oriental Savoy, Zurich, it is paramount that our team leads by example. We champion the consistent and proper execution of all our corporate responsibility and sustainability initiatives. This dedicated commitment ensures we not only meet, but exceed, the high standards of integrity and positive impact expected across the entire Mandarin Oriental Group."

DOMINIK G. REINER



Our main goals

at Mandarin Oriental Savoy, Zurich



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 cagefree eggs.



WASTE MANAGEMENT

We aim to reduce energy intensity and carbon footprint through waste reduction, energy efficiency, and landfill-free waste management.



PAPER

Arevised 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 is independently reviewed by LRQA. Performance is included in annual balance scorecard, a key performance indicator for senior management.



EFFICIENCY

A strong focus on renewable energy, aiming for 62% of all energy used at the hotel being renewable.



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.



ENDANGERED SPECIES

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

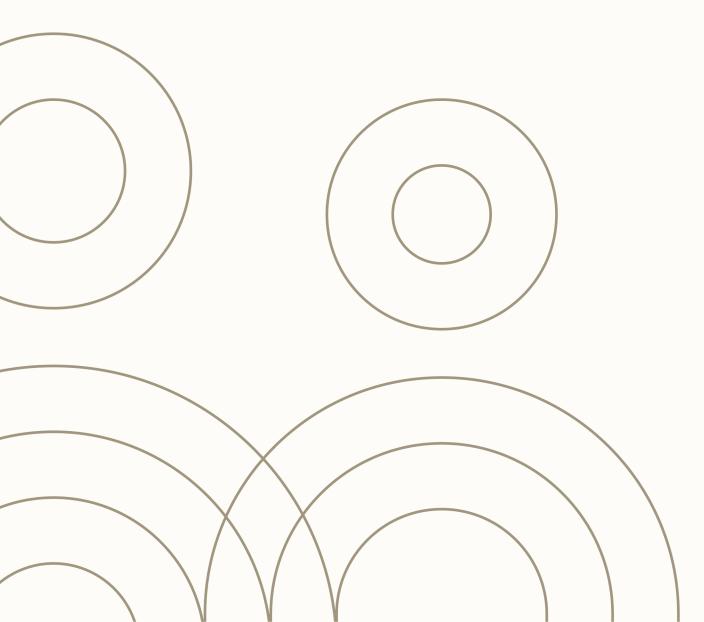


SINGLE USE PLASTIC

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. Over 180 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:



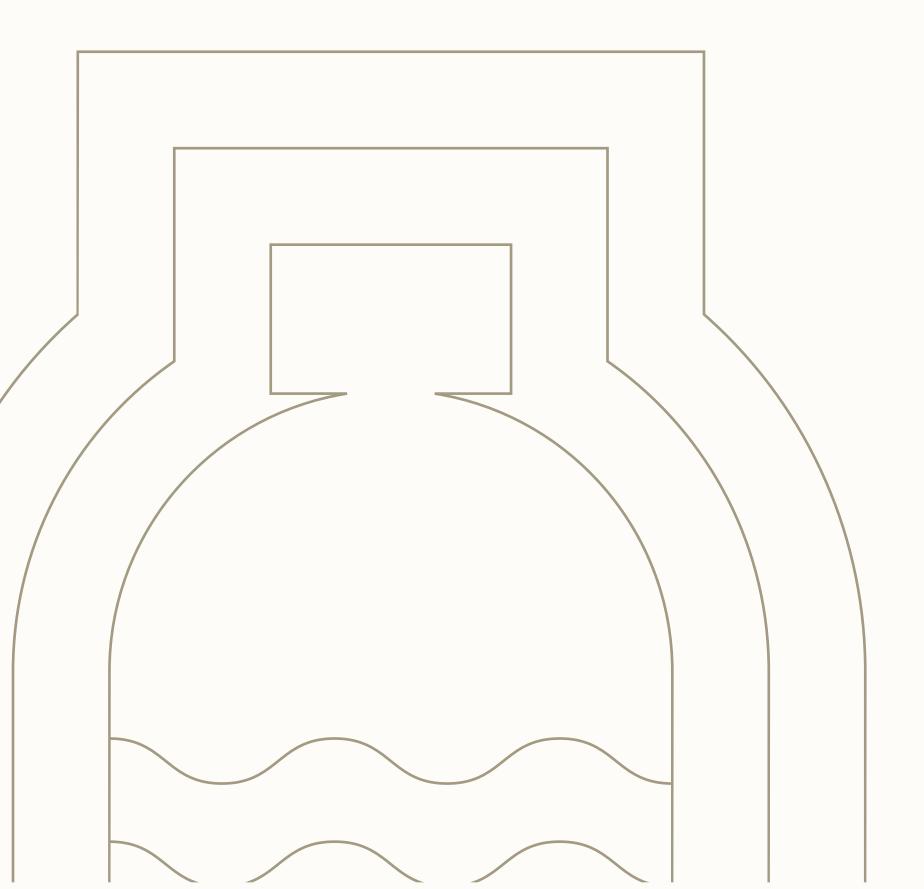
During a three-day orientation, colleagues learn about the company's history and hotel operations. We provide digital training materials to minimise paperwork.

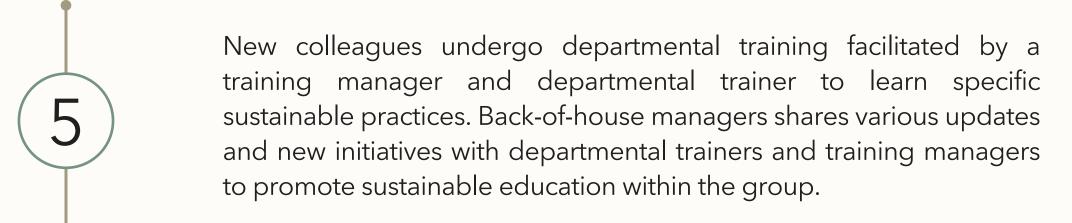
Colleagues have the chance to win reusable items such as a water bottle, shopping tote, and a plastic-free folder during various fun activities that showcase the sustainability impact of the hotel.

Each colleague undergoes a short session on company sustainability practices and goals to understand the reasons behind certain processes and their role in them.

Following this session, colleagues attend a back of house tour showcasing waste management, including the waste disposal unit and canteen food disposal practices.

The role of our colleagues





To strengthen their knowledge, the hotel now requires all colleagues to complete a mandatory eLearning sustainability course. The course was developed by a team from Mandarin Oriental Bangkok and Mandarin Oriental Hyde Park, London, and has been implemented company-wide after a successful pilot testing.

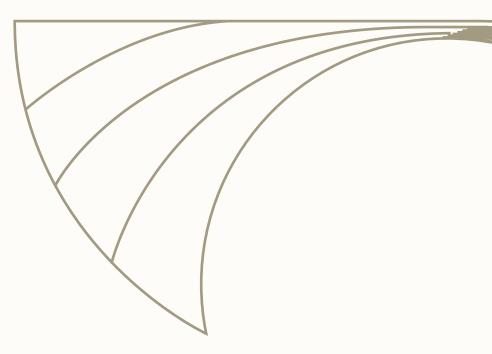
Colleagues are encouraged to share sustainable practices and ideas on our internal social media platform, Beekeeper, as well as with the dedicated e-mail address of the sustainability champions committee. This fosters a culture of sustainable working and encourages collective improvement.

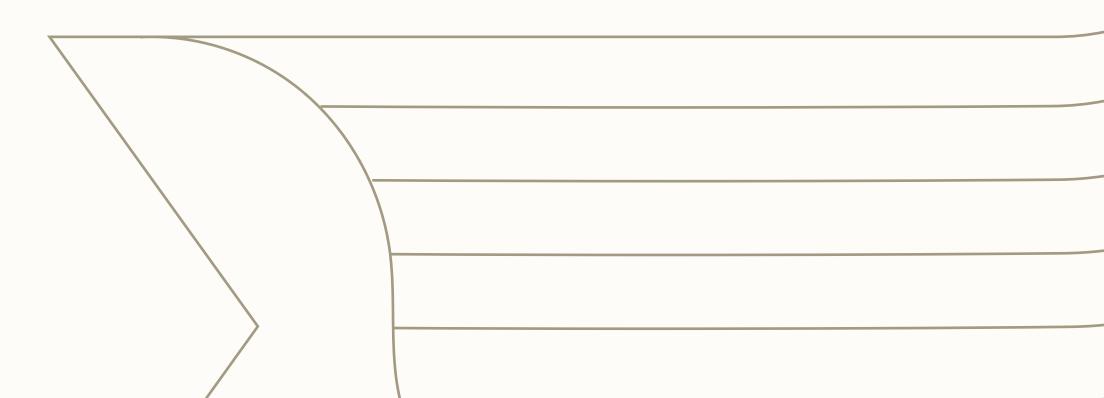
Our Approach to Sustainability

Whilst we can never claim that the hosptality industry is, or ever will be a sustainable industry, we have a responsibility to reduce our negative, and increase our positive, impact. Although we are a small player in the world of hospitality, we have a responsibility to use the strength of our brand to amplify our message and put pressure on all our stakeholders and partners to simply do the right thing.

This can range from encouraging a supplier to deliver once a week rather that twice, to eliminating single-use plastic in their packaging or upgrading their delivery fleet to electric vehicles. It could also be with our guests, be it encouraging them to take our

electric car service or public transportation rather than a regular car, considering their bed-linen laundry choices or only offering sustainability-sourced items on the menu. Our colleagues are also encouraged to play their part, with simple initiatives like instructions on how to reduce food waste in the staff canteen.





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.





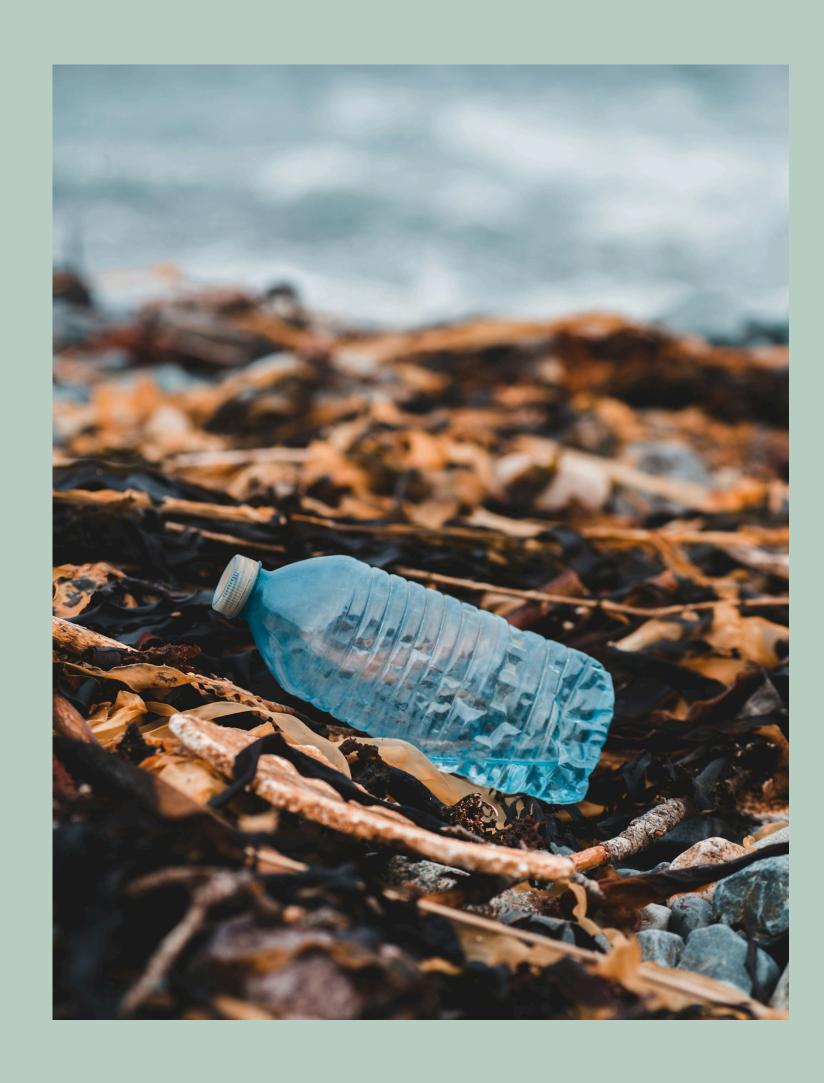
Single-use plastic elimination

In the community

Technology in practice

Waste reduction

Colleague engagement



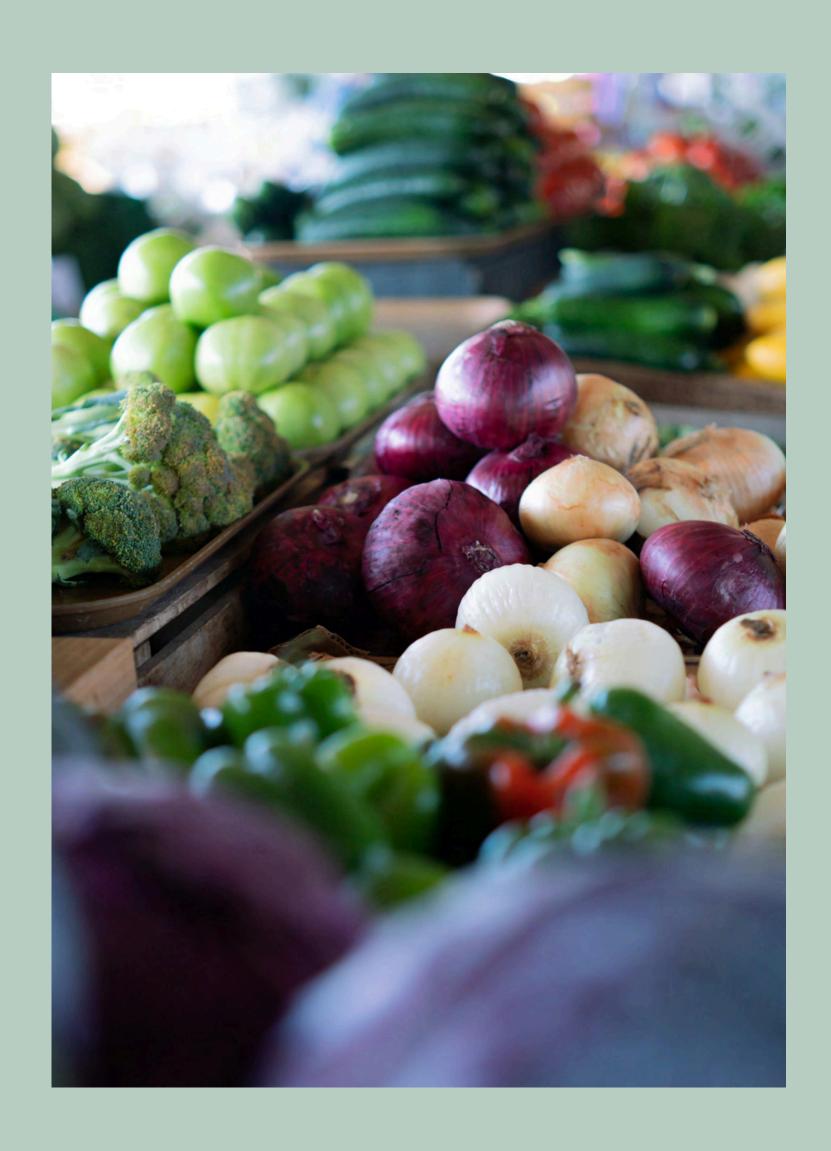
CASE STUDY

Single-use Plastic Elimination

Although within the hotel we are 100% single-use plastic free, there are external elements we cannot control - packaging in the supply chain for example - which makes us nearer 99% single-use plastic free.

However, in our quest to become 100% single-use plastic free, we have considered innovative solutions to everyday single-use plastic problems within our walls, and we work collaboratively with our suppliers to find solutions that work for all parties.

- Our Shampoo, Conditioner and Body Wash are all luxuriously displayed in refillable bottles.
- Once empty, they are returned to our partners at Diptyque to refill, allowing no wastage.
- If a guest requests bathroom amenities in bottles, these are provided in aluminium tubes.
- 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.
- Bio-degradable vacuum bags are used in the kitchen for slow cooking.
- Room guest amenities are wrapped in paper and are made of bio-degradable bamboo material.

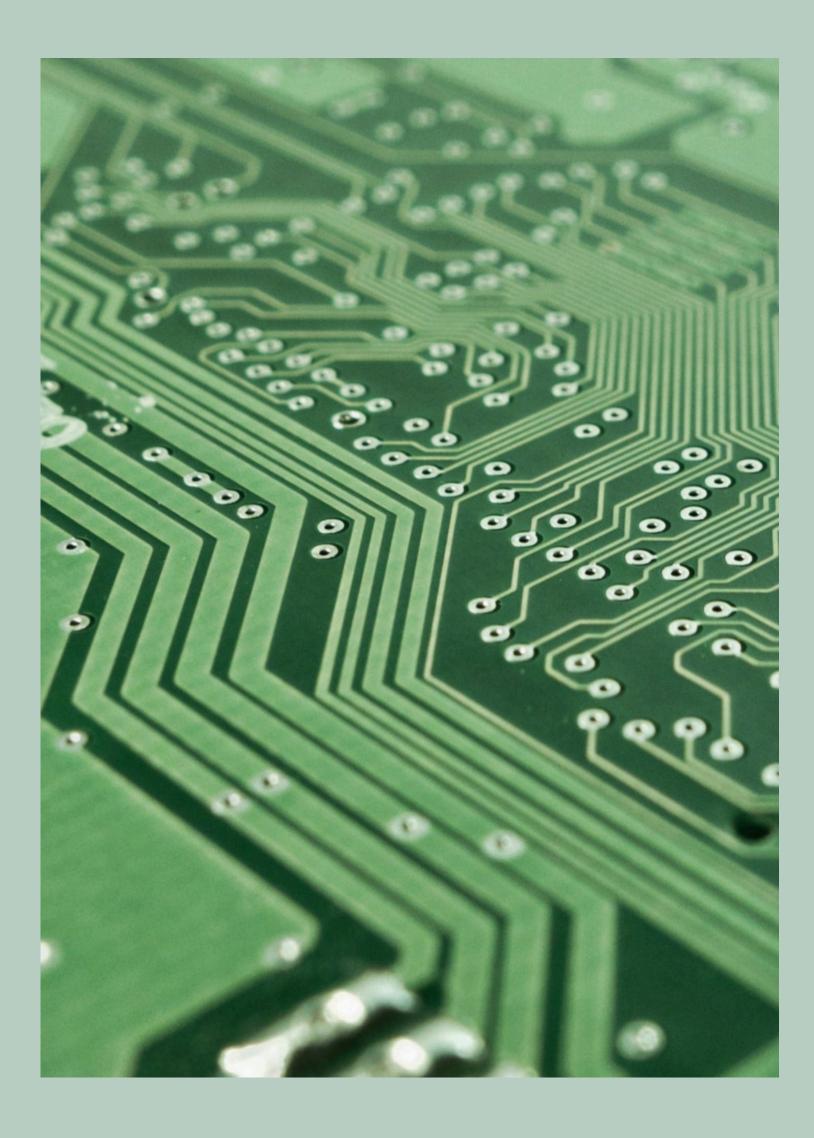


In the Community

We continually endeavour to engage with, support, and enhance the local community we live within through our partnerships and initiatives:

• Our commitment to giving back is deeply reflected in our partnership with the Make-A-Wish Foundation. We actively support their invaluable mission to fulfill the cherished wishes of children facing critical illnesses. By donating complimentary stays, unforgettable dining experiences, and resources, we help transform moments of hardship into moments of pure joy and celebration, creating lasting memories for these brave children and their families. This collaboration is a heartfelt extension of our dedication to hospitality and community well-being.

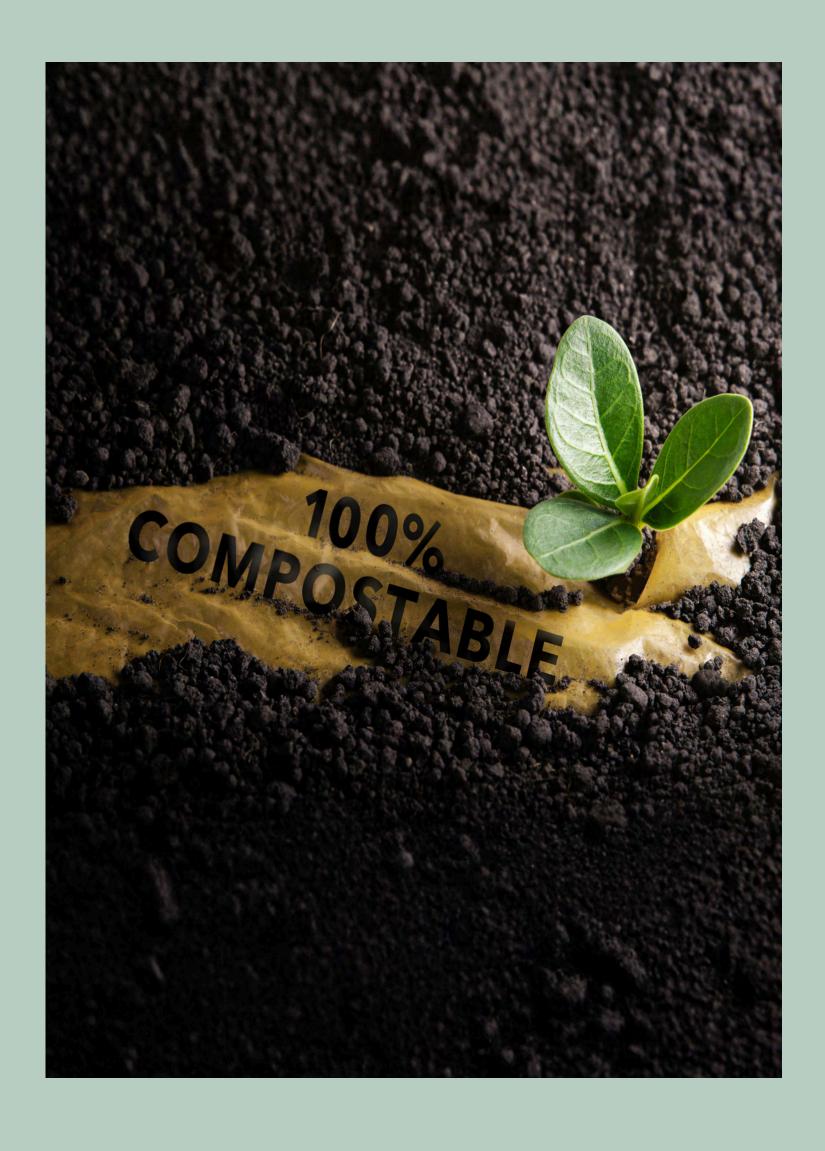
• Mandarin Oriental Hotel Group encourages all colleagues to volunteer one day of their time, paid, to a charity of their choice. Mandarin Oriental Savoy, Zurich's commitment is to complete 1,400 hours of paid charity work in 2026, and across the group this equates to 69,000 of paid charity hours a year.



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.

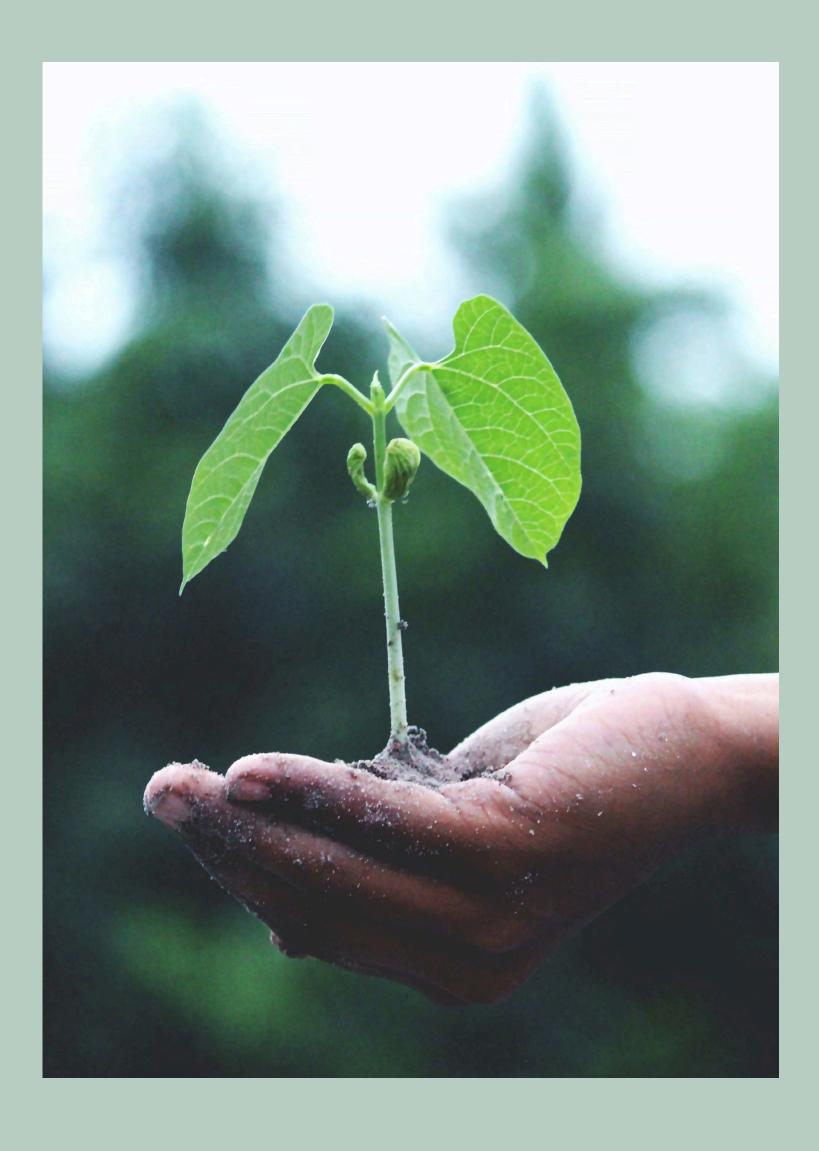
- Mandarin Oriental Hotel Group has a
 partnership with online sustainability software
 company Greenview, which enables the team
 to manage, review and assess all sustainability
 related data in one portal.
- Mandarin Oriental Savoy, Zurich will implement the Winnow food waste management tool, a ground-breaking waste management solution that incorporates AI to intelligently measure and reduce wastage, by end of 2026.
- The hotel features LED lighting throughout, including light motion sensors in all guest rooms, facade lighting, meeting and event venues and back of house.
- As of October 2025, we have installed air filters with wooden frames in the ventilation system, making them 100% recyclable.



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:

- We proactively change bedding every second day and with each new guest, unless guests place a bamboo fan on their bed, indicating they want their bedding changed daily. This initiative helps us to reduce our energy, water and detergent usage.
- The hotel offers bio-degradable coffee pods in each guest room and the tea comes in refillable metal containers
- By collecting food waste in the kitchen in separate bins we collected over 85 tonnes of food waste in 2024. The food waste is recycled into renewable gas, whilst used kitchen oil is collected and converted into biodiesel. A total of 4.3 tonnes of used cooking oil was recycled in 2024.



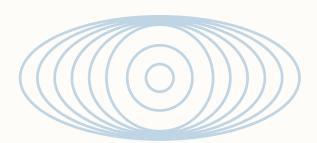
Colleague Engagement

Throughout the year our colleagues are constantly engaged with a series of initiatives to support their physical and mental well-being.

- We prioritise the mental and physical wellbeing of our team during the annual Global Wellness Month, offering a comprehensive suite of activities designed for stress relief and restoration. Colleagues can access various classes and treatments, including relaxing massages and structured mindfulness and movement sessions (yoga, meditation, and pilates). To support daily balance, we also offer practical initiatives such as organised hikes to explore the beautiful Swiss surroundings, complimentary healthy juices, a dedicated nutritious wellness menu in the canteen, and simple tools like stress balls to aid immediate relief. This holistic approach ensures our team remains healthy, focused, and resilient.
- A diverse colleague social calendar, including a runners club and football club, as well as regular social gatherings, contribute to a work-life balance. In addition, the #ElevateHer programme focuses on creating mentoring and leadership opportunites, specifically for the female colleagues.
- We offer a series of opportunities to participate in hotel organised charity initiatives: clean up days to improve the cleaniness of the surroundings of the hotel; participation in the 70th anniversary of the Bahnhofstrasse neighbourhood event where colleagues supported with food & beverage and service; Participation in "Suppentag" where the hotel provided and served soup to those in need.
- To lower carbon emissions from commuting, we actively support our colleagues by providing a financial incentive for public transportation, making sustainable travel to work both easy and affordable.

Alookat 2024

Highlights of Mandarin Oriental's 14th Sustainability Report.



Click <u>here</u> 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 thirdparty 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:

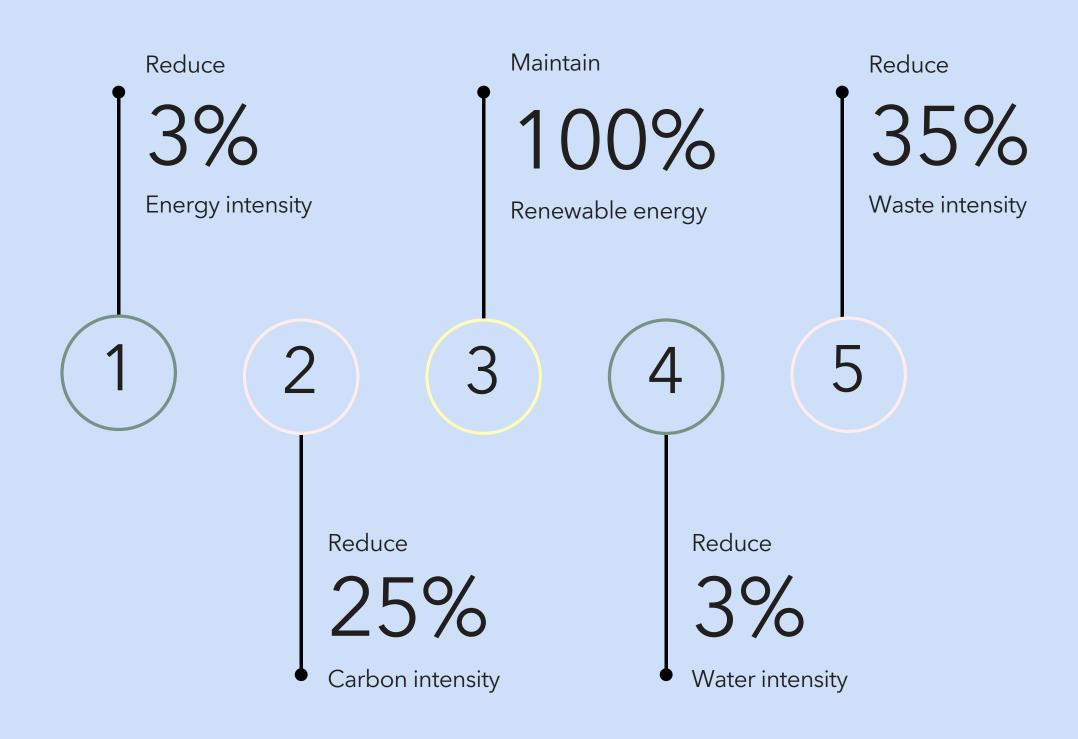
- 426 social impact initiatives were conducted by colleagues.
- 19,000 volunteer hours were carried out by colleagues.
- USD\$ 1.69M donations were made in total from colleagues and the Mandarin Oriental Foundation.

Our commitment goals - 2030

at Mandarin Oriental Savoy, Zurich

At Mandarin Oriental's 44 hotels and 12 residences, in 27 countries and territories around the globe, sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet. At Mandarin Oriental Savoy, Zurich, we have set ourselves five ambitious goals for the future.

SUBSTAINABLE TARGETS:



Our Accreditations



We are delighted to be recognised by Forbes Travel Guide as a VERIFIED Responsible Hospitality destination. This prestigious distinction sets a global benchmark for sustainable luxury, honouring hotels that demonstrate exceptional commitment to environmental stewardship, employee wellbeing, and community engagement - all while delivering an uncompromising guest experience.



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"