




Mandarin Oriental Hotel Group



ITB FACHFORUM WELLNESS 2011 Berlin
ITB EXPERTS FORUM WELLNESS 2011 Berlin

Agenda:

-  What does Sustainability Mean?
-  Trust
-  Organization
-  Action
-  Delivering Success

What does Sustainability Mean?

-  Moral and ethical obligation
-  Financial reward
-  Healthier Environment
-  Innovation
-  **HAPPY FACES**





Trust?

D I S T I N C T I V E

E X O T I C

L I V E L Y

I M A G I N A T I V E

G U E S T - C E N T E R E D

H A R M O N I O U S

T I M E



ISO 26000:
Social Responsibility Guidance Standard



Corporate Level:

Establishing the system

Communicating the policy

Stakeholder engagements

Creating effective measurement

Driving the targets and objectives



Property Level:

Grass roots movement

Ideas

Implementation

Individual certification



People

Terry Stinson

Standards



Committee of Leaders

Consultant guidance

Global Reporting Initiative

ISO



LEED, HQE, etc

Documentation

Reporting structure

Targets and objectives

Auditing

Distribution

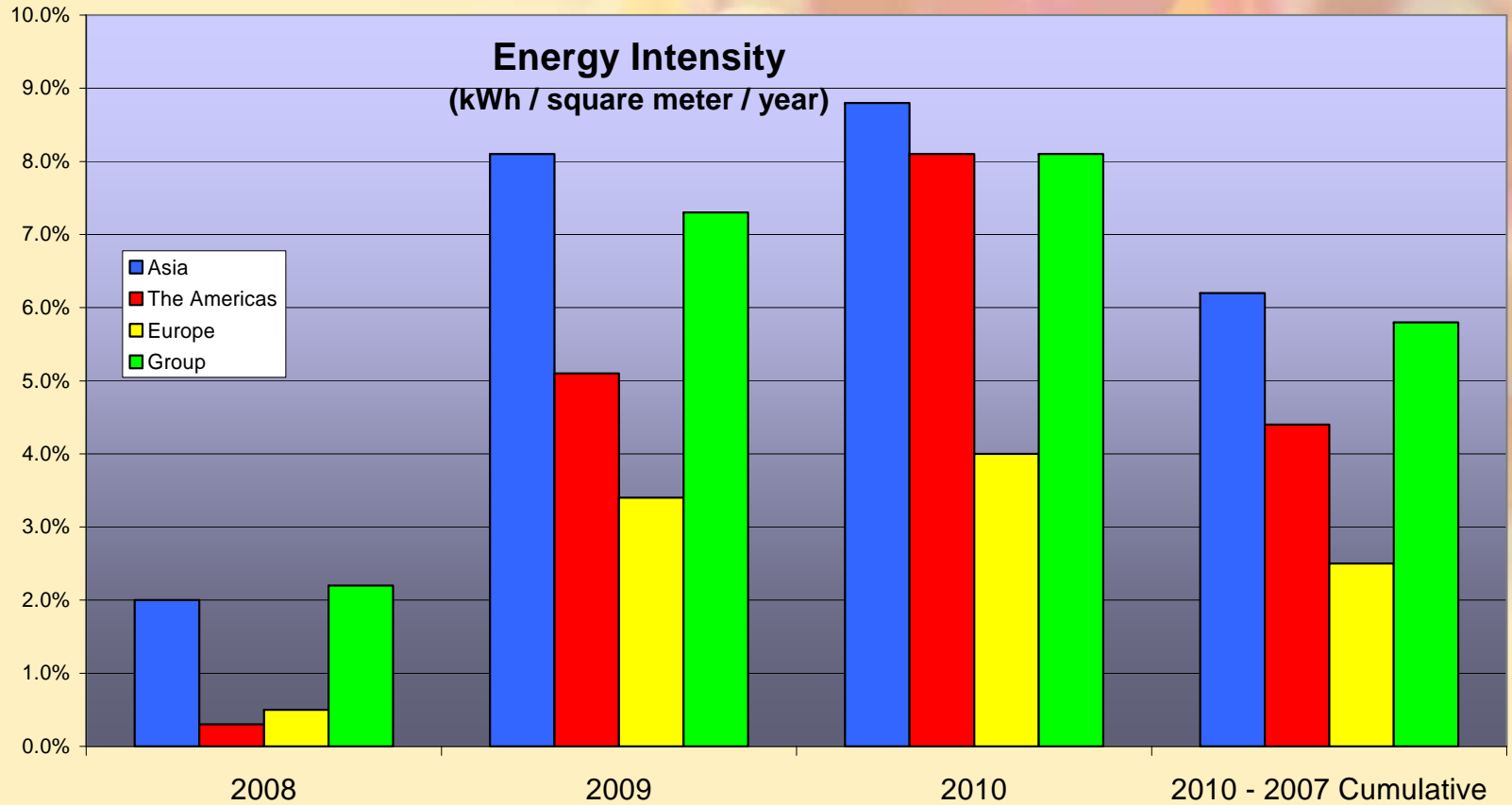
Standard Practices

Examples and best practices

Targets and objectives

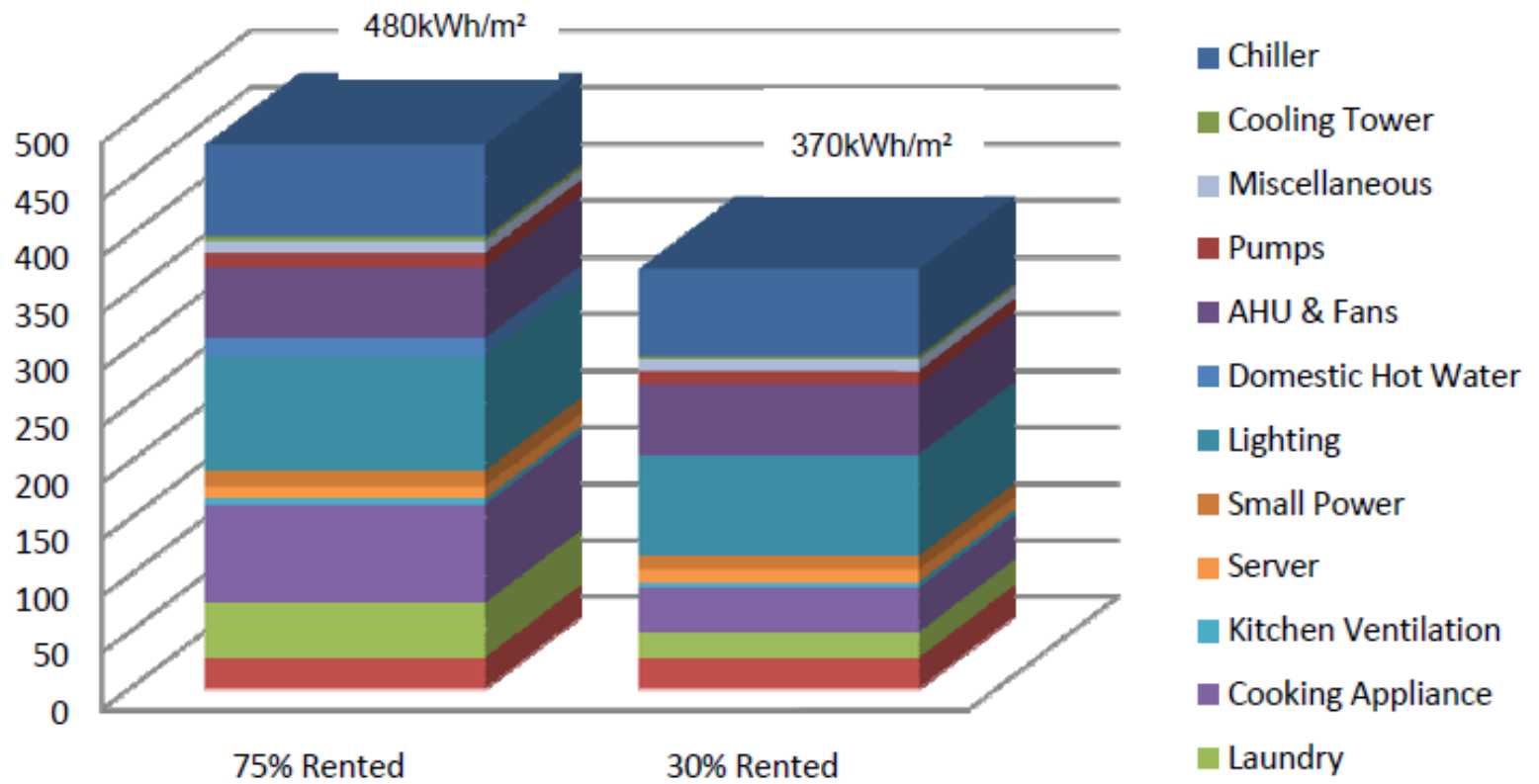
Measure

Action - Examples



Action – Examples of energy modelling

Comparison of Energy Use at 75% & 30% Rental Rate
(kWh/m²)



Action - Examples

Spa



Action - Examples

Key areas through which the spa could implement
rec Our recommendations could potentially save the
spa **\$16,128** a year.

SUMMARY OF ANALYSIS

MOHG incorporates sustainable and environmentally friendly practices in its hotel design

Trade-off between being sustainable and delivering the luxury experience

The biggest barrier to setting up a program is space. The hotel is negotiating additional space for recycling

SUMMARY OF RECOMMENDATIONS

Our recommendations take into account spa operations and ease of implementation

The spa should work closely with local recycling companies to begin the program

Consumption of plastic, electricity and paper can be reduced to generate savings and reduce wastage

The program can act as a blue print for the hotel

Delivering Success

Independently audited Results

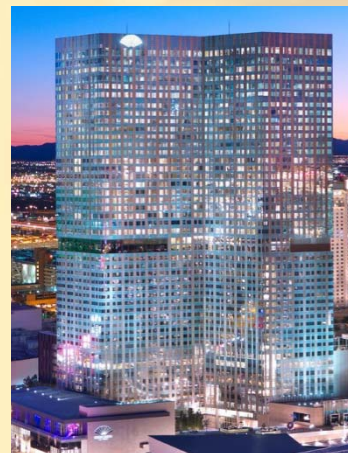
Retention and Happy colleagues

Community Benefits

Financial rewards

Meaningful Sustainable contributions

Public perception and goodwill





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Thank you

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