

The Landmark Mandarin Oriental provides a luxury experience with an environmental conscience

置地文華東方酒店為住客提供奢華服務之餘，不忘環保責任

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THE SUSTAINABLE STAY

住，也要環保

AT HOME IT'S EASY to reuse, reduce and recycle, but it's more difficult to maintain the same standards when travelling. This is a challenge The Landmark Mandarin Oriental, Hong Kong embraces with open arms, thanks to sweeping measures designed to improve the hotel's ecological footprint.

According to a recent report published by the United Nations Environmental Programme, tourism accounts for approximately five percent of CO₂ emissions worldwide. Unless there is dramatic change, this figure could more than double in the next 20 years. As the world's largest global service industry, tourism has plenty to contribute when it comes to environmental protection and promoting sustainability. For hoteliers, however, improving eco operations on such a vast scale can seem overwhelming.

Undeterred, The Landmark Mandarin Oriental's General Manager Torsten van Dullemen is determined to implement lasting, measurable change within the hotel. "We need to take ownership and care about the environment, both as individuals at home and as an

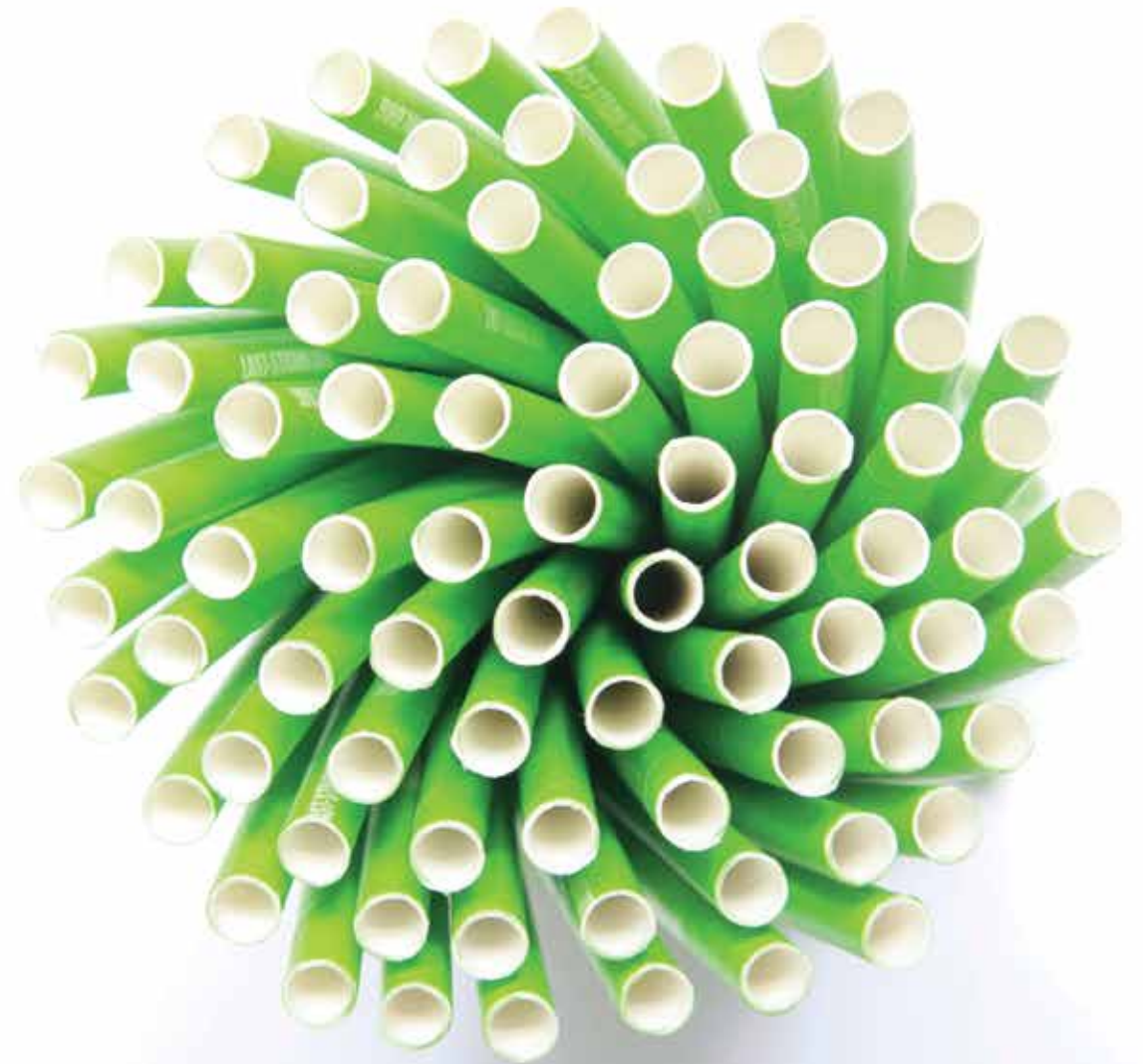
在自己家裡，循環再用、減廢、廢物回收等都是舉手之勞，但旅行在外，要實行環保生活卻是一大挑戰。置地文華東方酒店卻勇於接受這個挑戰，推出一系列措施，務求改善酒店的生態足跡。

聯合國環境規劃署近期出版的一份報告指出，旅遊業的二氧化碳排放量約佔全球總排放量的百分之五。除非情況大幅改善，否則在未來20年內，這個數字會大增一倍多。旅遊業作為全球最大的服務行業，在環境保護和推廣可持續發展兩方面有許多可以改善的地方。但話雖如此，對酒店業者來說，要推行範圍如此廣泛的環保營運措施卻非易事。

不過置地文華東方酒店總經理Torsten van Dullemen卻不畏險阻，決心要在酒店內推行長遠而改變顯著的措施。他解釋：「不管是在家裡以個人身份，還是作為影響力更大的機

Green cred: as part of its commitment to sustainability, The Landmark Mandarin Oriental has switched from plastic to bamboo straws

綠色力量：置地文華東方酒店的可持續發展措施，包括以竹製飲管代替塑膠飲管



organisation with relatively more influence," van Dullemen believes. "As the general manager of a five-star luxury hotel, I can provide positive input on decisions about how we run the business, and who we do business with."

This can-do attitude has led to some exciting operational changes. "Before the end of this year, our hotel will no longer use plastic bottles. Instead, we will filter and serve our own water in glass bottles."

This not only reduces the use of plastic, it also halts imports of bottled water from Europe to Hong Kong, dramatically diminishing the establishment's carbon footprint. And there's plenty more to come. "Next year, our kitchen will work towards becoming plastic-free, and we are also putting pressure on our business suppliers to work sustainably. For example, at the opening of the cocktail bar PDT in MO Bar later this year, we will use reconditioned and recyclable materials for all the finishings."

Ray Chan, the hotel's Director of Engineering and the man tasked with overseeing its corporate social responsibility goals, says the hotel implemented a Green Purchasing Policy in 2016. This covers all aspects of the hotel's day-to-day operations, from plastic straws and sustainable seafood at Amber and MO Bar, to low-VOC paint and LED lighting in hotel rooms and suites, non-toxic bathroom amenities in recyclable containers, and even eco-friendly detergents for laundry.

Another area for change is The Landmark Mandarin Oriental's luxurious spa. It has partnered with local brand Coconut Matter to stock its plant-based WonderBalm, which has 100 percent biodegradable packaging. Furthermore, HK\$100 from every purchase of the soft, pink HOPE balm is donated to the Hong Kong Adventist Hospital Cancer Fund.

The hotel also works with a number of other organisations to promote social and ecological awareness, including Clean the World, who assist with soap recycling. Chan explains, "We recycle various materials in the hotel, including soap, plastic, glass and metal. We also organise monthly sustainable activities, such as local charity initiatives and colleague well-being activities."

Guests can also play their part in the drive to sustainability. Both Chan and van Dullemen believe small steps can make a big difference – like re-using in-room linen and towels, or taking advantage of Hong Kong's efficient and convenient public transport system.

"At the same time, it's the guest's choice. We would never create an environment where guests don't feel comfortable," van Dullemen says. "If you explain your reasons well, I believe most guests will applaud them."

構，我們都必須主動關心地球環境。作為一間五星級酒店的總經理，我可以對酒店的經營方法和合作對象提出正面的意見。」

這種勇往直前的態度為酒店營運帶來巨大的改變。「在今年底之前，我們酒店會停止使用膠瓶，改為過濾食水並以玻璃瓶盛載飲用水。」

新措施不僅可以減少膠瓶的使用，酒店也因此不用再從歐洲入口瓶裝水，大幅降低其二氧化碳足跡。類似措施將陸續有來，「明年，酒店廚房也會逐步停用塑膠產品。我們也會向供應商施壓，要求對方也採取可持續發展的經營模式。舉例說，置身MO Bar裡、將於今年稍後開業的PDT雞尾酒吧，將會使用經過修復和循環再用的物料佈置。」

負責監督企業社會責任項目的工程部總監陳浩榮表示，酒店於2016年推出「綠色採購政策」，涵蓋日常運作的所有範疇，包括塑膠飲管、Amber和MO Bar使用的可持續發展海產、揮發性有機化合物含量較低的油漆、酒店客房內安裝的LED燈、可循環再造容器內的無毒浴室用品，以至環保洗衣液等等。

另一個作出重大改變的地方是酒店內的奢華水療中心。水療中心與本地品牌Coconut Matter合作，購入他們全植物成分的潤唇膏WonderBalm，這款潤唇膏的包裝物料全部均可生物分解。再者，購買他們質地柔軟的粉紅色HOPE潤唇膏，每買一支便會捐出100港元予香港安醫院癌病基金。

酒店亦與多家機構合力推廣社會責任及生態意識，包括協助回收肥皂的環保機構潔世。陳浩榮表示：「酒店會回收許多有用資源，包括肥皂、塑膠、玻璃和金屬。我們每月也會主辦可持續發展活動，如本地慈善項目和同事間的康樂活動等。」

住客也可以參與推動可持續發展生活。陳浩榮和van Dullemen均相信，即使是小小一步，像不用每天更換床單和毛巾或善用香港方便又高效率的公共交通系統等，也可以帶來大改變。

不過，van Dullemen強調：「我們亦同樣尊重客人的選擇，絕不會營造一個讓客人感到為難的環境。我相信只要好好解釋清楚，客人也會欣賞這些措施。」

Clockwise from top left: glass water bottles; used soap for recycling; fluffy towels, which can be used more than once; Coconut Matter's plant-based WonderBalm

左上圖起順時針方向：玻璃水樽、回收的肥皂、可用多次的柔軟毛巾，以及Coconut Matter全植物成分的潤唇膏

