



PRESS RELEASE

MANDARIN ORIENTAL SANTIAGO HOTEL, IN PARTNERSHIP WITH ENEL X, INTRODUCES AN INNOVATIVE THERMAL SOLUTION AT ITS FACILITIES.

- *Throughout November, the Carbon Neutral Experience program provides guests with sustainable activities that offset the greenhouse gas emissions produced during their stays.*
- *Renewing the energy contract and optimizing the hotel's water thermal power plant strengthens the commitment to speed up the energy transition by adopting new solutions that are cleaner, more efficient, and sustainable.*

Santiago, November 19, 2025 - As part of the fifth edition of the "Carbon Neutral Experience" program, the Mandarin Oriental Hotel in Santiago and Enel X unveiled a modern thermal power plant, comprising two 500 kW systems.

The project, which simultaneously produces hot water for domestic use and cold water for air conditioning, achieves a 60% reduction in thermal energy consumption through the installation of 100% electric multi-purpose chillers. This eliminates the need for fuel consumption, resulting in approximately 2.4 GWh of annual thermal energy savings in the hotel's operations.

Enel X introduced an innovation at the hotel's sustainable "Azotea Viva" (Green Rooftop) garden, featuring an integrated intelligent control system. This cutting-edge platform allows for remote, real-time management of the building's thermal systems. The solution guarantees high operational performance and reduces costs by optimizing heat transfer with advanced energy algorithms.

The energy used in this project comes entirely from renewable sources certified by the international I-REC platform, underscoring the Mandarin Oriental Hotel, Santiago's commitment to sustainability.

Enel Generación renewed its contract to supply clean energy to the hotel, enabling the Enel Group's integrated solutions to offer more competitive rates and customized contractual terms based on each customer's consumption profile.

An estimated reduction of 730 tons of CO₂ equivalents annually is comparable to the carbon capture of over 40,556 trees. These results will be verified in accordance with the IPMVP international protocol, utilizing the RETScreen tool.



PRESS RELEASE

The Mandarin Oriental Hotel in Santiago and the Enel Group continue to strengthen their partnership with comprehensive solutions that enhance energy management through sustainable practices. The new project complements the existing infrastructure for electric vehicles and the photovoltaic solar plant, which led to the "Azotea Viva" (Green Rooftop) initiative, both of which are part of the "Carbon Neutral Experience" program.

Enel X and the Mandarin Oriental Santiago Hotel have combined pioneering projects, integrating renewable energy, biodiversity, and carbon neutrality.

In July 2023, the "Azotea Viva" project was launched, a sustainable orchard equipped with a 21.6 kWp photovoltaic system that supplies energy to the greenhouse, where fruits and vegetables are grown at high altitude. In 2025 alone, it yielded over 200 kilograms of fresh vegetables and more than 150 kilograms of honey.

Its sustainable approach establishes the Mandarin Oriental Santiago Hotel as a flagship example in the country's hotel industry, with Enel X serving as a strategic partner for comprehensive projects that integrate energy efficiency, clean energy generation, urban biodiversity, and environmental commitment.