



OVERVIEW

The Palms Hotel & Spa's "Inspired by Nature" Program is our Environmental Policy. It sets the standards and provides the guidelines for making our operation as eco-friendly as possible, minimizing our impact on the environment, and to create awareness of local environmental issues at stake.

This program encompasses many initiatives to reduce the potentially negative impact our business has on the environment. Through collaboration with our owners, employees, guests, suppliers and business partners, we are actively working to continuously improve and innovate on operational practices throughout the hotels at all levels.

Every day we strive to become more sustainable, constantly reminding our team members to act with the environment in mind. The goal is to challenge the status quo and to find greener solutions wherever possible. This program is a work-in-progress, evolving and improving on a daily basis.

On the next pages, you will find a summary of environmental initiatives already in place at The Palms Hotel & Spa, as well as our future plans for continued success.



BACKGROUND

Nature is what inspires everything we do at The Palms Hotel & Spa...

Nature inspires our décor

The tropical climate, exotic flowers, palms and trees in the gardens, the proximity to the crystalline waters of the Atlantic Ocean, the white sandy beaches, marine life and dune vegetation surrounding our sanctuary – all influence our décor and ambiance. Natural products are used wherever possible, and many furnishings feature patterns and colors inspired by the environment surrounding the property.

Nature inspires our cuisine

As a Slow Food “Snail of approval” nominee since 2011, Essensia Restaurant's naturally grounded cuisine follows a farm-to-table philosophy with emphasis on premium local and sustainable ingredients. Working with local farmers and carefully selected purveyors, it offers healthful and flavorful dishes in a vibrant and distinguished style, sustainably farmed wines, all-natural organic and craft cocktails and craft beers.

(Note: The Essensia concept has been paused due to the COVID pandemic, and is set to re-launch in the Fall of 2022. The Restaurant has continued to source locally and sustainably as much as possible throughout the concept break though.)

Nature inspires our spa

The hotel's AVEDA lifestyle spa features holistic treatments and rituals set to deliver a highly personalized experience to pamper and relax with natural and botanically derived products made of largely organic pure flower and plant essences which are in tune with the environment as per Aveda's core mission “care for the world we live in, from the products we make to the ways we give back to society”.

Nature inspires our values

Environmental Friendliness is one of The Palms Hotel & Spa's “12 Core Values”, promoting green operational initiatives through our “Inspired by Nature Program”, the Environmental Program we have created to assist us in fostering environmental consciousness and progress throughout the hotel and the community at large.



ENVIRONMENTAL RECOGNITIONS & AFFILIATIONS

GREEN GLOBE CERTIFICATION



In March 2022, The Palms Hotel & Spa embarked on the path to become Green Globe certified. Green Globe in the last three decades has grown to become the world's leading certification for sustainable operation and management of travel & tourism businesses worldwide. They certify hotels, resorts, conference centers and attractions, (amongst other industries), making them the most secure & sought-after tourism businesses around the world. We home to receive full accreditation by the Summer 2022.

FLORIDA'S GREEN LODGING PROGRAM



The Palms Hotel & Spa has been recognized with a three palm designation from the state of Florida's Green Lodging Program, which awards Florida hotels, motels, resorts and bed & breakfasts that have demonstrated a commitment to succeed in protecting Florida's natural resources. Criteria for achieving this distinguished designation include forming an internal Green Team with an "Environmental Champion" leader, carefully managing water, and energy conservation, implementing at least two new environmental practices during each three year designation and working to reduce the amount of waste produced. For more information please visit www.dep.state.fl.us/greenlodging



PLASTIC FREE MB



The Palms Hotel & Spa is one of the founding members of the City of Miami Beach's #PlasticFreeMB Program aimed to showcase businesses that have taken action to reduce plastics from their establishments and to help organizations learn and implement best practices in the area of environmental stewardship. For more information, please visit <http://www.mbrisingabove.com/climate-mitigation/plastic-free-miami-beach/>

Slow Food Miami Snail of Approval Honoree



Since 2011, Essensia has been a Snail of Approval honoree, highlighting its contribution to the quality, authenticity and sustainability of the food we eat and the beverages we drink in Miami. The Palms Hotel has also hosted the organization's annual Fundraiser several times in the past years.

<http://slowfoodmiami.org/>

(This designation will resume once Essensia is operating once more in late 2022)

Surfrider's Ocean Friendly Restaurant Program



**OCEAN FRIENDLY
RESTAURANTS**

Essensia Restaurant & Bar is a registered Ocean Friendly Restaurant through Surfrider Foundation. Members of this program are leaders in the community by reducing plastic pollution and conserving water and energy. At the same time, they educate customers on the threats our ocean faces and how we can all change our behaviors to reduce our plastic footprint. For more information <https://www.surfrider.org/programs/ocean-friendly-restaurants>

(As the Essensia Restaurant farm-to-table concept is paused until 2022, the hotel is running The Palms Restaurant in its place and still following green practices)



ENVIRONMENTAL AWARDS

USA TODAY READER'S CHOICE AWARDS: #5 FOR 10 BEST ECO-FRIENDLY HOTELS, 2021 (#6 FOR 10 BEST ECO-FRIENDLY HOTELS, 2020)

This prestigious award recognizes U.S. hotels that have gone above and beyond to promote environmental sustainability. Along the way, they've earned industry awards and other accolades and certifications in sustainability.

NORTHSTAR MEETINGS GROUP: THE 2020 STELLA AWARDS - BEST SUSTAINABILITY SOUTHEAST - GOLD WINNER (SILVER WINNER IN 2019)

Each year, the Stella Awards recognize hotels and suppliers that consistently deliver quality service and innovation to meeting and event professionals. The Palms Hotel & Spa won Gold in 2020 (and Silver in 2019) for The Best Sustainability Initiative in the Southeast region.

CERTIFICATE OF RECOGNITION BY THE CITY OF MIAMI BEACH

In July 2018, the Mayor and Commission of the City of Miami Beach recognized The Palms Hotel & Spa for its consistent efforts to create a sustainable environment for guests and community. "The Palms continues being an inspiration for our community and a model of sustainability as they work toward improving and innovating their practices and conserving our environment for future generations."

OTHER ENVIRONMENTAL AWARDS

Throughout the years The Palms Hotel & Spa has been the recipient of many distinguished Environmental Awards such as:

- **Sustainable South Florida Awards** in the **Green Practices** category
- **Sustainable Hospitality Award** in the **Green Communication & Education** category
- **Green Award** in the **2nd Annual City National Bank Better Beach Awards**
- **Green Facilitator Award** at Dream in Green's **10th Annual Living the Dream Fundraiser** honoring Miami's Green Innovators

More information regarding the awards can be found under:

- <https://stellaawards.secure-platform.com/a/gallery/rounds/8/details/9061>
- www.miamichamber.com
- www.miamibeachchamber.com
- <http://dreamingreen.org/dream-in-green-to-honor-miamis-green-innovators-at-the-10th-annual-living-the-dream-fundraiser/>



100% DISPOSABLE PLASTIC FREE

It is our goal to operate without any single use plastics by the end of 2022:

- **No plastic water bottles throughout the hotel.**
Aluminum bottles are used in the guest rooms, the pool & beach, gift shop and conference services while glass bottles are used at The Palms Restaurant.
- **No plastic disposables.**
Reusable items are preferred to disposable wherever possible. Where not possible we use cardboard, bagasse, wood, corn starch, recycled plastic or in certain cases bioplastics.
- **No plastic straws.**
Straws are made of agave or paper.
- **No plastic single use toiletries.**
 - In the guest rooms we offer refillable containers with organic and natural BeeKind products.
 - All-natural AVEDA products used in the spa are mainly in refillable dispensers.
- **No plastic bags used where possible or consciously disposed of.**
 - Plastic bag and film are collected in special containers and dropped off for recycling at Whole Foods.
 - Plastic laundry bags have been replaced by textile bags in guest rooms.
 - Staff use reusable laundry bags for their uniforms.
- **No plastic coffee pods** in rooms – they're made of compostable material.
- **No plastic towel cards** – recently we have gotten rid of plastic towel cards and replaced them by an online system that tracks towels with key cards
- **FUTURE INITIATIVES**
 - No plastic guest key cards. Current plastic key and towel cards are being disinfected and re-used.
 - No plastic bottled juices and energy drinks in the gift shop or at catering events.



CONSERVING & PROTECTING NATURAL RESOURCES

At The Palms Hotel & Spa, we are committed to the conservation and protection of natural resources as well as re-using items rather than discarding them after only one use.

CONSERVING ENERGY

- Energy consumption is tracked on a monthly basis and initiatives to reduce energy consumption are reviewed and implemented where possible, including:
 - o EcoSmart Mode Green Energy Management System controls AC, lighting and high-efficiency EnergyStar fans in all guestrooms.
 - o LED lighting throughout most of the hotel.
 - o Retrofitted AC chillers.
 - o Guestroom windows are impact storefront fixed heat-treated windows.
 - o Sliding doors where possible, for air conditioning efficiency and indoor air quality.
 - o Ecolab Aquanomic feature for washing allows for temperature to be 100 rather than 140 degrees Fahrenheit.
 - o Microfiber bathrobes dry 70% faster than regular ones.
 - o Rooms with balcony have door sensors that switches off the AC when door opens.
 - o Energy efficient electronic equipment throughout the hotel where possible.
 - o High efficiency equipment pool heating.
 - o Motion sensors for lights in most storage rooms, offices, stairwells, hallway closets.
 - o Lights, fans and most electronic equipment are turned off when staff leaves offices, guest rooms, meeting rooms, etc.
 - o Electric car charging station available in garage (more units will be installed by the end of 2022).
- **FUTURE INITIATIVES**
 - o Continuous replacement of electronic equipment through energy efficient equipment.
 - o Replace all possible lighting with LED's (increase from 80% to 100%)

SAVING WATER AND PROTECTING WATER QUALITY

- Water consumption is tracked on a monthly basis and initiatives to reduce water consumption are implemented where possible.
- Towels and linen reuse program for guests saves 3 gallons per towel and 4 gallons of water per sheet reused.
- Water conserving toilets throughout the hotel that consume only 1.28 GPF.
- Low Flow showerheads and faucets throughout the hotel at 1.5 GPM.
- Eco-friendly toilets that use hand wash water to flush in 1/3 of guest rooms.



- Weekly water quality testing for Surfrider Foundation Miami's volunteer-led Blue Water Task Force Program.
- Jockey pump installed on fire-protection sprinkler system to prevent system from running unnecessarily thus making it more eco-friendly.
- **FUTURE INITIATIVES**
 - o Improve on the preventative maintenance program to ensure better tracking and quicker repairs
 - o Implement a program to better address ad-hoc issues immediately (Nuvola)
 - o Evaluate using well water vs. city water for 2023

SOURCING AND CONSERVING PAPER PRODUCTS

- Guests' check-in through digital forms via iPads at the Front Desk or via mobile.
- Guests' check-in digitally via our Book For Time system at The Palms Aveda Spa.
- Electronic document retention system implemented to reduce printing.
- Documents – incl. memos, proposals and bills – are printed only when necessary.
- Digital versions are encouraged and envelopes for bills are optional.
- Paper printed on both sides and re-used for internal note taking.
- Subscription to catalogchoice.org eliminates amount of junk mail received.
- High efficiency air hand dryers installed in most public and employee bathrooms to reduce the use of hand paper towels.
- Electronic Human Resources System saves all employee information including pay stubs and W-2s online. No printing is necessary.
- Toilet /Tissue Paper is made by Solaris Paper with fibers from renewable sources sourced from 100% legal and responsibly managed sustainable sources awarding them the PEFC Chain-of-Custody Certification.
- Pens are made of bamboo, the world's most prolific and fastest growing plant.
- **FUTURE INITIATIVES**
 - o Look into a digital system to replace the printed in-house guest lists and event BEO's.

REUSING AND RECYCLING RATHER THAN DISPOSING

- Waste is tracked on a yearly basis and initiatives to reduce waste are implemented where possible.
- Mildly used towels and linens are given to employees, donated to pet adoption agencies or used as rags in the Housekeeping and Engineering Departments.
- Essensia's water glasses are made from repurposed glass bottles.
- Dry-cleaning clothes hangers are returned to dry-cleaning company and re-used.
- Recycling bins available in guest rooms, public areas, spa and back-of-the-house.
- Most cardboard, plastic, paper and metal is recycled.
- Batteries and fluorescent bulbs are on a special disposal program which does not go to a landfill.



- All printer cartridges and electronic waste are on a special disposal program which does not go to a landfill.
- Bulk refillable bathroom amenities, rather than disposable single use products are used throughout all guest rooms, public restrooms, spa and back of the house.
- Front Office Uniforms are made in part of recycled plastic bottles with 23% Recycled Polyester-Repreve Fabric of Edwards Garment.
- Staff receive reusable coffee mug on the first day of work.
- **FUTURE INITIATIVES**
 - o Waste to be tracked on a monthly basis and goals set to reduce trash and increase % of recycling.

CLEANING AND GROWING WITH CARE

- All EcoLab cleaning products used throughout the hotel are bio-degradable, non-toxic to aquatic life, contain no or low phosphorus levels and have a reduced waste and carbon footprint, as they come in a concentrated or solid form, while the plastic containers they come are made of 25% recycled material (post-consumer resin).
- Renown hand-wash products that are used in the public spaces are Green Seal certified.
- Our dry-cleaning company, OXXO® uses GreenEarth, one of the most technologically-advanced, gentle cleansing solvents to care for garments, without endangering the environment.
- The fertilizer used in the hotels tropical garden are ecofriendly and a 4R Nutrient Stewardship partner, which through controlled-release enhances nutrient-use efficiency and increases output, all while reducing the impact on the environment.

PURE AIR QUALITY

- Indoor air is sanitized through the environmentally-friendly PHI-Cell® in-duct air purification systems by RGF.
- With a total of 320 'PHI Package' units, the hotel has enough units for every guest room AC system, and all public and back-of-house areas including the lobby, gym, spa, kitchen, laundry room, and offices. The system works by combining high-intensity UV light with an advanced all-natural oxidation technology resulting in an all-natural approach to sanitizing, in line with The Palms' inspired-by-nature concept, effectively reducing odors and air pollutants, various bacteria and viruses including H1N1, MRSA, Norwalk, e-coli, and others.



RAISING ENVIRONMENTAL AWARENESS IN OUR ASSOCIATES, GUESTS, AND COMMUNITY

We aim to educate and inspire our community, guests and team members about the environment through an array of initiatives such as:

- Quarterly beach clean-ups to which guests and staff alike are encouraged to participate in, including the International Coastal Clean-up every September.
- "Fill-A-Bucket" station at the hotel's Beach Hut, where guests, staff and the local community can borrow a bucket to collect debris and garbage on the beach at their leisure.
- An in-house Green Team comprised of Green Ambassadors (Managers and Line-level) from each department meets on a monthly basis and determines the adherence to existing and development of future sustainability practices.
- New hire training for every team member on environmental best practices (including waste reduction and recycling as well as energy and water saving initiatives), in line with one of the 12 core values – environmental friendliness.
- Reusable dry-cleaning bags and re-usable mugs are standard for all staff members to encourage reusable rather than disposable behavior.
- Waste Management recycling plant tours for team members where possible.
- Our Sustainability practices are communicated to future guests on our [website](#).
- We provide guests guidance as to How to Make their [Stay a Green](#) one. We send them this information via pre-stay pieces, upon check-in and via QR codes throughout the readerboards and screens on property.
- We have a [website](#) dedicated to green practices for our team members online. This site is promoted through QR codes on the internal brand piece, signage throughout the back of the house, on the new hire check list.
- **FUTURE INITIATIVES**
 - o Develop a bi-annual or annual training on recycling and water & energy saving for staff above and beyond their Welcome Aboard Presentation



SOURCING FOOD SUSTAINABLY AND LOCALLY

Note: Essensia will re-open in late 2022

Essensia Restaurant & Bar, the hotel's signature restaurant, follows a farm-to-table philosophy:

- Where possible fruits and vegetables purchased are locally grown and sustainably farmed.
- Seafood comes from sustainable sources.
- Poultry is all-natural, minimally processed, with no artificial ingredients, no antibiotics and all vegetarian diet
- Beef is Brasstown Beef with no antibiotics, no added hormones, pasture raised, sustainably farmed, with a low carbon footprint
- Pork is all-natural, premium pork, which is minimally processed for maximum flavor with no artificial or added ingredients White Marble Farms™.
- Most of the wines offered have been selected for adopting environmentally and socially responsible production practices.
- Many cocktails are made with natural fruit juices and organic or eco-conscious spirits.
- Essensia is a Slow Food Miami Snail of Approval honoree and a Surfrider Ocean Friendly Restaurant

NATURAL AND ORGANIC INGREDIENTS

Beauty products used at The Palms Aveda Spa as well as in-room are made mainly of all-natural, organic ingredients.

- The Palms Spa uses Aveda products which are made of up to 90% organic ingredients, sustainably sourced and packaged in 100% postconsumer recycled containers.
- The eco-friendly nail-care is Spa Ritual whose products use vegan ingredients including plant essences that are wild crafted or organic. The formulations are naturally colored and free of synthetic dyes.
- Spa treatments are enhanced through Mālie Organics – Hawaii's Premier Organic Beauty Brand.
- In-room toiletries are BeeKind with no parabens, phthalates or artificial colors.
- The Palms Gift Shop offers ocean and reef friendly sun screen products.



PARTNERSHIPS

- **The Surfrider Foundation Miami Chapter** is dedicated to the protection of the world's oceans, waves and beaches through a network of worldwide activists. Founded in 1997, the Miami chapter is devoted to keeping local beaches and oceans clean. The Palms is regularly involved in fund-raising events, is part of the foundations Ocean Friendly Restaurants Program and conducts weekly water quality testing for the volunteer-led Blue Water Task Force Program.
- **Dream in Green**, a non-profit organization whose mission is to empower individuals, especially youth, to lead in the response to climate change and other environmental challenges facing South Florida since 2006. By establishing partnerships in the community, they develop, implement and oversee educational programs and workshops that promote environmentally sustainable behaviors among all age groups, with a particular emphasis on K-12. The Palms Hotel & Spa has hosted their Annual Fundraiser Event several times in the last years.
- **Slow Food** is a non-profit, member-supported association, which tries to counter the rise of fast food and fast life; the disappearance of local food traditions; and people's dwindling interest in the food they eat, and how our food choices affect the rest of the world. It supports our local community through their Edible School & Community Gardens program as well as through promotion of local growers and artisan food makers and their use of sustainable methods.
- **Kind Traveler** is a hotel booking platform that enables travelers to positively impact destinations they visit. The organization offers guests over 50 charities to support, a simple direct booking process, and a curated selection of hotels that care. The hotels non-profit of choice for booking via this platform is Surfrider Foundation.
- **Pirani** is a Florida company that produces reusable insulated tumbler cups to reduce the use of harmful materials, like single-use plastics. The Palms Hotel sells their tumblers in the gift shop as well as giving them to clients as gifts.