



Our “Inspired by Nature” Program is the Environmental Action Plan we have created to assist The Palms Hotel & Spa in preserving the environment and caring for the world we live in.

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.

NOTE: Currently some of these programs and initiatives may be on hold due to the COVID-19 pandemic.



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 natural gourmet cuisine follows a farm-to-table philosophy with emphasis on premium local and sustainable ingredients. Working with local farmers and carefully selected purveyors, including an on-site Chef’s Organic garden, it offers healthful and flavorful dishes in a vibrant and distinguished style, sustainably farmed wines, all-natural organic and craft cocktails and craft beers.

(Essensia concept has been paused due to COVID. Resuming 2021.)

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 Action Plan we have created to assist us in fostering environmental consciousness and progress throughout the hotel and the community at large.



ENVIRONMENTAL RECOGNITIONS

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

TripAdvisor GreenLeaders™: Silver level GreenLeader



The TripAdvisor GreenLeaders Program identifies hotels and B&Bs that are committed to environmentally friendly practices like recycling, water efficiency and reduced energy consumption. The Palms Hotel & Spa is a Silver Level Green Leader, making it easier for travelers to find and book a greener stay. For more information please visit www.tripadvisor.com/GreenLeaders.

(This program was been paused by Tripadvisor in 2019)

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/>



Surfrider's Ocean Friendly Restaurant Program



**OCEAN FRIENDLY
RESTAURANTS**

Essensia Restaurant + Lounge 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 + Lounge farm-to-table concept is paused until 2021, the hotel is running The Palms Restaurant in its place and still following green practices)

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 2021)



ENVIRONMENTAL AWARDS

USA Today Reader's Choice Awards: #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 with absolutely no use of disposable plastics by the end of 2021.

- **No plastic water bottles throughout the hotel.**
Aluminum or cardboard bottles in the guest rooms and glass bottles 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 will offer, by the end of 2021, refillable containers with organic and natural BeeKind products.
 - All-natural AVEDA products used in the spa are in refillable dispensers.
- **Plastic laundry bags will be replaced by textile bags in guest rooms in 2021.**
- **FUTURE INITIATIVES**
 - o Look for options to eliminate plastic guest key cards. Currently the plastic key cards are recycled.
 - o Work with dry-cleaning company regarding plastic dry-cleaning covers.
 - o Look for eco-friendly coffee pods for in-room coffee makers. (on hold as coffee makers have been removed from rooms due to COVID)



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

- EcoSmart Energy Management System controls AC, lighting and high-efficiency EnergyStar fans in all guestrooms.
- LED lighting throughout most of the hotel.
- Retrofitted AC chillers.
- Guestroom windows are impact storefront fixed heat-treated windows,
- Sliding doors where possible, for air conditioning efficiency and indoor air quality.
- Ecolab Aquanomic feature for washing allows for temperature to be 100 rather than 140 degrees Fahrenheit.
- Microfiber bathrobes dry 70% faster than regular ones.
- Rooms with balcony have door sensors that switches off the AC when door is open.
- Energy efficient electronic equipment throughout the hotel where possible.
- High efficiency equipment pool heating.
- Motion sensors for lights in most storage rooms, offices, stairwells, hallway closets.
- Lights, fans and most electronic equipment are turned off when staff leaves offices, guest rooms, meeting rooms, etc.
- Electric car charging station available in garage.
- **FUTURE INITIATIVES**
 - o Continuous replacement of electronic equipment through energy efficient equipment.

SAVING WATER AND PROTECTING WATER QUALITY

- 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.



SOURCING AND CONSERVING PAPER PRODUCTS

- Guests check-in through digital forms via iPads at the Front Desk or via mobile.
- 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 Digital system to replace the printed in-house guest lists and events.
 - o Digital spa check-in and intake option.

REUSING AND RECYCLING RATHER THAN DISPOSING

- Used soaps are repurposed through Clean the World to provide soap to populations in need in Third World countries.
- 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 will be installed by the end of 2020.



CLEANING AND GROWING WITH CARE

- All EcoLab cleaning products used throughout the hotel are bio-degradable, non-toxic to aquatic life, contain contains 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.
- The fertilizers used in in the Organic Chef's Garden are 100% organic. (Currently on-hold due to COVID-19, as the garden is not being used)

PURE AIR QUALITY

- Indoor air and surfaces are 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. (Currently on hold)
- "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.
- A Line Level Green Team comprised of Green Ambassadors from each department meets regularly and determines the adherence to existing and development of future sustainability practices.
- New hire training and annual training thereafter for every team member on environmental best practices, 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.
- Regular Waste Management recycling plant tours for team members.
- Recognition of Team Members for their green initiatives as Green Team Member of the Month at quarterly Coffee Breaks.
- Eco-friendly and nature inspired excursions provided by Concierge Department. (Currently on-hold)



SOURCING FOOD SUSTAINABLY AND LOCALLY

(currently on-hold due to COVID-19)

Essensia will re-open in 2021

Essensia Restaurant and Lounge, the hotel's signature restaurant, follows a true farm-to-table philosophy:

- Essensia's on-site Organic Chefs Garden totals 750 square feet of organic growing space for herbs and seasonal produce used in many of the restaurant's recipes.
- All seafood comes from sustainable sources.
- Many fruits and vegetables are locally grown or sustainable.
- All meat comes from all-natural Florida Fresh Certified Angus Beef and the poultry is natural free range, vegetarian fed and hormone free.
- Most of the wines offered have been selected for adopting environmentally and socially responsible production practices.
- Many cocktails are made with natural fruit juices, organic garden herbs 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.
- From late 2021, in-room toiletries will be the BeeKind brand with no parabens, phthalates or artificial colors.
- The Palms Gift Shop offers ocean and reef friendly sun screen products.



PARTNERSHIPS

- **The Surfrider Foundation** 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.
- **Ocean Conservancy** works to protect the world's oceans from its greatest threats, including pollution, overfishing, and ocean acidification. Through science-based solutions, Ocean Conservancy supports the health of the oceans, and the wildlife within them. The Palms partners with them through the International Coastal Cleanup every September, it showcases the organizations brand film in-room and collaborates at times by donating a portion of profits from certain Essensia dishes to the organization.
- **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.