



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.

While this document is only updated annually, our goal-setting and achievement doesn't stop and can be viewed via our [Sustainability Action Plan](#).

Miami Beach, September 2023



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.

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

BEYOND GREEN



Guided by a passion to embrace travel as a force for good, Beyond Green is a global portfolio of planet earth's most sustainable hotels that represent sustainability leadership based upon action and impact. Offering travelers, a more intuitive way to find and book authentic, conscious hotel experiences, each of Beyond Green's member properties are required to adhere to more than 50 sustainability indicators that align with global sustainable tourism standards and the United Nations Sustainable Development Goals, all while delivering an exceptional guest experience. The Palms is proud to belong to this collection of hotels.

GREEN GLOBE CERTIFICATION



In the last three decades Green Globe 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. In September 2022 The Palms became Green Globe certified achieving 84% of the possible 385 sustainability indicators. For more information: <https://www.greenglobe.com/>

FLORIDA'S GREEN LODGING PROGRAM



The Palms Hotel & Spa has been recognized with a 3-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 in protecting Florida's natural resources. Criteria for achieving this 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. <http://www.mbrisingabove.com/climate-mitigation/plastic-free-miami-beach/>

PLASTIC FREE 305



The Palms Hotel & Spa is part of the Plastic Free 305 program which celebrates Miami-Dade County businesses dedicated to reducing or eliminating the purchase and use of single-use plastics through the adoption of reuse and sustainable replacement strategies. https://www.miamidade.gov/global/service.page?Mduid_service=ser1648650124675404

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/>

Surfrider's Ocean Friendly Restaurant Program



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>



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 endeavor to operate without any single use plastics:

- **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 Essensia Restaurant.
- **No plastic disposables.**
Reusable items are preferred to disposable ones 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, avocado or paper.
- **No plastic single use toiletries.**
 - In the guest rooms we offer refillable containers 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 key to towel cards** – recently we have replaced plastic key cards with wooden ones and stopped using plastic towel cards in lieu of an online system that tracks towels through key cards.
- **No plastic bottled juices or energy drinks in the gift shop and no plastic bottles in mini bar** – only exception to this is bottled orange juice and lemonade, but they are locally made a bottled from Florida oranges and lemons
- **FUTURE INITIATIVES**
 - o Reduce use of cling film in room-service orders and in staff cafeteria
 - o Find options for bio-plastic disposable glassware at beach area and for soda/beers for outdoor 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 are installed wherever possible, for air conditioning efficiency and indoor air quality.
 - o Rooms with balcony have door sensors that switch off the AC when door opens.
 - 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 Energy efficient electronic equipment throughout the hotel where possible.
 - o High efficiency equipment pool heating.
 - o Pool is heated only in the colder months to 85F, in the Summer months the heating gets turned down to 70F.
 - o Motion sensors for lights in most storage rooms, offices, stairwells, hallway closets, staff restrooms.
 - o Lights, fans and most electronic equipment are turned off when staff leave offices, guest rooms, meeting rooms, etc.
 - o Electric car charging stations available for guests in garage.
- **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%)
 - o Working and refining the new tracking system implemented to monitor and identify ways to reduce consumption
 - o Implementing the Mode Green Program in all the smaller meeting rooms to better manage the A/C and lighting when rooms are not occupied
 - o Find ways to better track energy consumption per room through Mode Green System.



SAVING WATER AND PROTECTING WATER QUALITY

- Water consumption is tracked on a monthly basis and initiatives to reduce water consumption are implemented where possible, such as:
 - o Towels and linen reuse program for guests saves 3 gallons per towel and 4 gallons of water per sheet reused.
 - o Water conserving toilets throughout the hotel that consume only 1.28 GPF.
 - o Low Flow showerheads and faucets throughout the hotel at 1.5 GPM.
 - o Eco-friendly toilets that use hand wash water to flush in 1/3 of guest rooms.
 - o 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 (through Nuvola)
 - o Implement a program to better address ad-hoc issues immediately (Nuvola) 0- train all staff to sue it
 - o Evaluate using well water vs. city water for 2024

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 Book4Time 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.
- Downtime reports are automatically run and saved to our Content Central several times a day and automatically deleted after 7 days. This saves about 300 pages per day.
- Toilet /Tissue Paper is made by Livi by Solaris which is committed to zero deforestation and uses renewable fiber that meets USGBC LEED® standards requirements
- 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.
 - o Explore using bamboo toilet and tissue paper.



REDUCING, REUSING AND RECYCLING RATHER THAN DISPOSING

- Waste is tracked on a monthly basis based on contracted amounts.
- Initiatives to reduce waste are implemented where possible, such as:
 - Mildly used towels and linens are given to employees or used as rags in the Housekeeping and Engineering Departments.
 - Reusable acrylic glasses rather than disposables are used at the Tiki bar and for outdoor events as much as possible.
 - 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.
- Plastic bags and wrapping are recycled separately through special program at Whole Foods.
- 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.
- The containers of our EcoLab cleaning products used throughout the hotel are made of 25% recycled material (post-consumer resin).
- **FUTURE INITIATIVES**
 - o Reinstate for all new staff to receive reusable coffee tumbler on the first day of work.
 - o Explore ways to dispose of aluminum cans through circular economy programs such as Replenish
 - o Explore options for reusable or edible portion cups and bulk serv for breakfast buffet jams and butter, etc.
 - o Evaluate reusable cup services like R Cup, Turn Cups or Cup Zero to replace bio plastics on pool deck
 - o Explore composting options

GROWING WITH CARE

- The fertilizer used in the hotels tropical garden is 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.

GREENHOUSE GAS EMISSIONS

- **FUTURE INITIATIVES**
 - o Explore composting options
 - o Work with more local farms and local purveyors to reduce the number of miles our food travels
 - o Determine how direct and indirect greenhouse gas emissions can be monitored and managed and establish carbon offset mechanisms and goals to reduce carbon emissions as well as explore ways how guests can offset theirs (2024)



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:

- Bi-yearly beach clean-ups at 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 quarterly 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.
- 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.
- Reusable dry-cleaning bags for all staff members to encourage reusable rather than disposable behavior.
- **FUTURE INITIATIVES**
 - o Develop training on recycling and water & energy saving for staff and the management team (train the trainer) above and beyond their Welcome Aboard Presentation.
 - o Re-instate re-usable coffee tumblers for new hires



SOURCING FOOD SUSTAINABLY AND LOCALLY

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 through:
 - a. Port Royale, Miami who support the Marine Stewardship Council for salmon, mussels, clams, spiny lobster:
 - b. North Star Seafood, South Florida (now Buckhead through Sysco) for yellowfin tuna, key west pink shrimp, scallops, striped bass, yellowtail snapper. Sysco's Seafood Sustainability Report and 2025 Sustainability Commitments.
- 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
- Our turn-down chocolate is by Neuhaus and made from 100% sustainably sourced cocoa and natural ingredients as well as packed in sustainable packaging.

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 by Gilchrist & Soames which contain no sulfates, parabens, phthalates or petrol-derived ingredients as well as supporting honey bee and sustainable pollination research.
- The Palms Gift Shop offers ocean and reef friendly sun screen products like the Florida brand Sun Bum and Tropic Sport.

PARTNERSHIPS

- **The Surfrider Foundation Miami Chapter** is dedicated to the protection and enjoyment of the world's ocean, waves and beaches, for all people, through a powerful activist network. 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 foundation's Ocean Friendly Restaurants Program and has provided any unused credits from our "Do Good Feel Good" package in the past.
- **Save The Manatees** – Is an award-winning national nonprofit and membership-based organization established in 1981 by renowned singer/songwriter, Jimmy Buffett dedicated to protect manatees and their aquatic habitat. It is the current recipient of any unused credits from our "Do Good Feel Good" package.
- **The Coral Restoration Foundation** – Is the largest reef restoration organization in the world. Headquartered in Key Largo Florida, we were founded in response to the wide-spread loss of the dominant coral species on Florida's Coral Reef. We have been working to turn the tide for this critical ecosystem since 2007. It was the previous recipient of any unused credits from our "Do Good Feel Good" package.
- **The Everglades Foundation** – an organization that works to restore and protect America's Everglades through science, advocacy and education. It is the beneficiary of a donation made when guests book our "The Wild Side" package.
- **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 hotel's non-profit of choice for booking via this platform is Surfrider Foundation.
- **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. The Palms has hosted a few of their annual fundraisers “Snail of Approval – Freshest Night Out” and Essensia Restaurant is a Snail of Approval Honoree since 2011.

- **Dream in Green**, a non-profit organization with the mission 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.
- **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.