



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	The Palace Company
Hotel Website	https://meetings.palaceresorts.com
Contact Name	Ricardo Hernández / Inside Sales Manager
Telephone Number	888-731-7625
Email Address	leads@thepalacecompany.com

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
---	-----



Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	At The Palace Company, we are committed to creating a better future for our planet, which is why we developed Earth Inclusive: a comprehensive strategy with 13 guidelines for responsible tourism. Through constant innovation and operational improvements, our goal is to reduce and mitigate our environmental impact.
Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes, Earth Inclusive Information set in website.
Who is responsible for sustainability?	Sayuri Anahi Ramos Salazar / Responsible for sustainability Ambiental Corp.
Please list any green certifications, labels, or recognition achieved.	EarthCheck Inclusive: https://earthcheck.org/ https://www.palaceresorts.com/blog/tourism-facing-climate-change?lang=en
Supporting Documents	
Additional Comments	https://www.thepalacecompany.com/earth-inclusive-sustainability

Energy & Water

Do you measure energy and water use?	Yes, RESPONSIBLE WATER AND ENERGY MANAGEMENT in charge to measure energy and wáter use. Our resource management focuses on reducing usage, maximizing efficiency, and clean energy solutions to support green energy for tourism.
--------------------------------------	---



Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?

Our buildings are equipped with a Building Management System (BMS), which acts as the brain of our hotels. This system controls room temperature, lighting, and other systems to ensure everything operates efficiently and comfortably for our guests, helping us save energy while providing a pleasant stay. The BMS collects real-time data, analyzes it, and makes automated decisions to enhance comfort and minimize energy consumption. Additionally, we implement various strategies to promote energy savings, such as installing solar panels at our Distribution and Services Center to harness renewable energy, using LED lighting, and efficient air conditioning systems.

Do you use renewable energy or a green energy tariff?

At Beach Palace, Sun Palace, Cozumel Palace, and Playacar Palace, we are proud to exclusively use green energy, which comes from a renewable source: the “Dos Arbolitos” wind farm, located in the state of Oaxaca, Mexico. This decision allows us to significantly reduce our carbon footprint and actively contribute to environmental care. In our hotels, we meticulously track water, energy, and fuel consumption, as well as waste generation. This annual measurement is not only an exercise in responsibility but also a valuable source of information to design effective strategies for reducing GHG emissions.

Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

As part of our commitment to preserving natural resources and environmental sustainability, we have implemented a strategy to reduce the use of detergents and softeners in the washing process of the white linens used in our Resorts.

Do you have refillable water stations for guests and staff? How are guests informed?

Our energy-efficient resorts implement hotel water conservation strategies such as desalination, water recycling, and reuse.

Do you have a policy on energy and water conservation?

RESPONSIBLE WATER AND ENERGY MANAGEMENT Our resource management focuses on reducing usage, maximizing efficiency, and clean energy solutions to support green energy for tourism. **WATER CONSERVATION** We extract water from authorized wells and desalinate it for drinking purposes, as well as implementing conservation strategies to reduce waste through efficient use of water in toilets, showers, and sinks. **WATER TREATMENT** Our water treatment system allows us to reuse water for watering the golf course and surrounding greenery. **SENSOR TECHNOLOGY** In-room smart sensors deactivate the air conditioning when balcony doors are left open and power down lights during prolonged inactivity. **SOLAR PANELS** Solar panels installed at our Distribution Center, Moon Palace Arena, and Moon Palace Jamaica provide electricity directly to these facilities..



Do you have Electric Vehicle charging spaces at your property?	Yes, located at parking zone at Sunrise, Nizuc and The Grand sections
How does your organisation approach AI (Artificial Intelligence) usage?	We approach AI as a tool to enhance efficiency and productivity. We prioritize responsible use, data security, brand integrity, compliance, and sustainable best practices. https://www.thepalacecompany.com/earth-inclusive-sustainability
Additional Comments	N/A.

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes
Do you manage food waste (e.g., donation, composting, or special disposal)?	https://www.thepalacecompany.com/earth-inclusive-sustainability



Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
---	-----

Additional Comments	N/A
---------------------	-----

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
---	-----------

If yes, within how many miles is food sourced?	20
--	----

Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
--	--------------------------

Is seafood responsibly sourced (MSC ² , ASC ³ , or similar)?	Yes, Always
--	-------------

Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, menus
--	------------

Additional Comments	N/A
---------------------	-----



Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Yes, all guest products
Are environmentally responsible cleaning products used (e.g., Green Seal ⁴ , EcoLabel ⁵)?	Yes, all cleaning products
Additional Comments	https://www.thepalacecompany.com/earth-inclusive-sustainability

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	We supports equal treatment, diversity, inclusion, and respectful workplace practices.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, we do have several different programs that address and helps our staff mental health, and we follow all the required safety guidelines and practices for a safe working condition of our staff
Additional Comments	N/A.



Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	Yes, all features listed
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Yes, all staff trained
Additional Comments	N/A.

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
--	----------------



Do you report on sustainability performance?	Yes, publicly
Additional Comments	https://www.thepalacecompany.com/earth-inclusive-sustainability

This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

- ¹ FSC-certified <https://uk.fsc.org/>
- ² MSC <https://www.msc.org/uk>
- ³ ASC <https://asc-aqua.org/>
- ⁴ Green Seal <https://greenseal.org/>
- ⁵ Ecolabel <https://eu-ecolabel.de/en>
- ⁶ Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>
- ⁷ B Corp <https://bcorporation.uk/>
- ⁸ Shine <https://shine.northeast-ca.gov.uk/>