



Guest Services, Inc. and Subsidiaries

# SUSTAINABILITY 2024

REPORT

# 2024 Sustainability Report

Guest Services' sustainability program, "ourPlanet," is designed to encourage employees to think about their actions as affecting their whole environment, both at work and outside of work.

The "ourPlanet" program focuses on the three Rs of environmental sustainability:

- Reducing consumption when possible
- Reusing items if possible
- Recycling or composting items that cannot be reused or saved through reducing use



Most at-work initiatives focus on how employees' actions affect their customers or their company.

The "ourPlanet" program goes further by increasing employee awareness that their actions at work, whether in conserving energy, reducing food waste and other resource use, or recycling, can affect every aspect of their lives and their families' lives.

We invite you to read below about the **2024** "ourPlanet" program successes at our more than 135 locations.

# 2024 Initiatives

## REDUCE—OUR IMPACT ON THE ENVIRONMENT

### **Bulk Amenities**

We continue to enhance our sustainability program by utilizing bulk amenities at our lodging properties. We have successfully eliminated the wasteful single-use amenities.

### **Ionized Water**

We are currently utilizing a new system for cleaning using ionized water at four Guest Services hotels and lodges. This system cuts cleaning chemical use by **over 25%** in the average lodging facility. It is non-toxic and only uses a small amount of electricity, while releasing no chemicals into the environment.

### **Single-Use Plastic**

The elimination of Single-Use Plastics (SUPs) has been a focus of Guest Services over the past year. At most National Park locations, single use plastic bags, drink stirrers, and straws have been all but eliminated. Most of Guest Services' other food and beverage locations have also committed to the elimination of SUPs. Guest Services emphasizes refillable drink containers instead of throw-away water bottles, and is working toward the elimination of plastic water, soda, and juice bottles – replacing them with aluminum containers.

## Charging Stations

We have invested in charging stations at many of our managed properties including Bear Mountain Inn, The Marbella Pelican Bay, and DoubleTree Suites by Hilton Naples, Florida.

In addition, there are plans to add additional charging stations at many of our condo properties in Florida.

## LED Lighting

Guest Services has been replacing conventional bulbs with LED bulbs, wherever possible, **saving 70% of electricity compared to conventional bulbs.**

## Non-Carbon Dioxide Electricity Sources

Guest Services seeks to purchase electricity for heavy electricity-consuming units from non-carbon dioxide producing sources. Guest Services buys over **40% of its electricity from non-carbon energy sources**, substantially reducing the amount of carbon dioxide released into the atmosphere compared with conventional electricity-generating sources.

## Solar Power

At Guest Services, we have instituted various opportunities at our units for use of alternative electricity sources. For example, at Everglades National Park we currently use solar power for hot water and have installed solar lights in our eco-tents that are on property.

## Electronic Records – Paper Saving Systems

Guest Services is committed to eliminating paper waste whenever possible.



- Our Human Resources Department has migrated to 100% electronic job applications and hiring paperwork.
- Our lodging facilities utilize a paperless check-out system.
- Corporate and regional accounting have committed to migrating more vendors to ACH and P-Card payments to decrease the amount of paper checks being cut.
- Our recent conversion of the corporate ERP system to Workday has eliminated paper authorizations, particularly with invoice approvals.
- Payroll has launched a paycard program for those without direct deposit eliminating the need for costly paychecks to be printed and mailed.
- Many units have been able to reduce normal paper usage simply by going digital on daily sales reports.



### Spotlight On: The Lodge at Wakulla Springs

The Lodge at Wakulla Springs in Florida utilizes the operations platform Lodgistics for its check-in/out process – key logs, checklists, lost and found, etc. all became virtual through a trackable system. Maintenance tickets went virtual as well simplifying and speeding up the repair request process.



## Use of Recycled Paper

Guest Services uses **30%** recycled content paper whenever possible. In **2024**, just over **one million sheets** of this recycled paper were used, reducing the demand for the resources used in producing virgin paper. Thirty percent of recycled paper saves seven trees per ton of paper compared to virgin paper; recycled paper also consumes 10% less energy and 10% less water to produce than virgin paper. Some units have forgone Post-It notes; instead, reusing otherwise recyclable paper as notepads.

Guest Services continues to increase its use of **100%** recycled disposable napkins and bathroom paper towels. These purchases save more than **50%** of the energy used in producing virgin paper products. Packaging is also reduced, saving the equivalent of **543 trees** and **4.8 tons** of plastic in a year.

## Sustainability Progress Report

The DoubleTree Suites by Hilton Naples tracks energy and water consumption to test the effectiveness of its sustainability programs. This program has reduced water consumption by almost **64%** over the past five years. At Mt. Rainier, over **62%** of total waste was diverted or recycled in **2024**.

## Responsible Purchasing

Purchasing environmentally friendly products reduces demands on the environment. For each category of purchasing (for example: uniforms, cleaning supplies, equipment, or food products), Guest Services has a Managed Order Guide (MOG) which functions as a catalog for the operating units.

Units are incentivized to purchase those items that are identified in the MOGs as environmentally friendly. The MOGs are continually updated to maximize the number of environmentally friendly items available, and those items are

highlighted for easy reference. **Eighty percent** of Guest Services' units currently participate in this environmentally friendly purchasing program.

Among the MOG enhancing sustainable practices is the EcoSmart™ program. The EcoSmart™ program has reduced total waste, carbon dioxide production, and fossil fuel emissions by **61%** below the amounts generated by using conventional paper and disposable products. Another example is the MOG for cleaning supplies which promotes the use of Ecolab's "Apex" cleaning system and products in all units. The Apex products use non-caustic chemicals and **90% less** packaging material than conventional dishwashing products.

Eco-friendly products available to all units include:

- Paper food trays
- Recyclable platters and lids
- Cutlery dispensers with biodegradable utensils
- Compostable food service towels
- Paper/compostable straws
- Compostable can liners



## Culinary Development Department

In conjunction with our Purchasing Department, the Culinary team at Guest Services is reducing the environmental impact of the company's food service operations. In **2024**, we:

- Maintained our Sustainable Seafood program using the Marine Stewardship Council's guidelines to offer our guests quality sustainable seafood. Through agreements with our seafood purveyors, we not only have access to sustainable seafood, but are able to support their Local Abundance education efforts as well as their





### Spotlight On: Mt. Rainier National Park

Mt. Rainier National Park recycled **472 gallons** of cooking oil in **2024** by turning it into biodiesel.

GreenFish Projects that help with the Carbon FishPrint System.

- Continued our Dolphin Safe canned-tuna program where we utilize only Albacore and Tongol tuna that are harvested in a dolphin-safe manner.
- Used only trans-fat free cooking oil, of which over **50%** is recycled after use.
- Expanded our Go Local program with emphasis on seasonal, local produce and meats. Through our produce purveyors, we now have seasonal access to farms throughout Virginia, New Jersey, New York, California, Pennsylvania, Maryland, and Florida.
- Served coffee from the Rainforest Alliance, which assures that coffee is grown and harvested in a manner that is friendly to the ecosystem.
- Served cage-free eggs, where available.



- Continued to train our cooks and kitchen staff to turn on ranges, ovens, and other equipment on an “as needed” basis to reduce energy usage.
- Advanced the elimination of disposable sauce cups by encouraging the switch to metal sauce cups which can easily be washed and reused.

### **Bottled Water**

As part of our commitment to reducing waste, Guest Services began installing hydration stations at various properties in **2019**. Our corporate office has multiple stations throughout the building that employees can utilize.

### **Spotlight On: Lake Mead Mohave Adventures**

At the Lake Mead National Recreational Area marinas, all employees are given reusable water bottles and access to refilling stations. Guests are also encouraged to use these refilling stations, and the marinas are switching to aluminum cans for sales of water and other beverages, eliminating single use plastic bottles.



## REUSE—TO AVOID GENERATING WASTE

### Linens and Blankets

Guest Services' lodging operations regularly donate or repurpose soft goods, including gently used linens, to local homeless shelters. At Mt. Rainier in **2024**, over **300 pounds** of soft goods were repurposed and **700 pounds** were donated.

## RECYCLE—TO PRESERVE RESOURCES

### Composting

Mt. Rainier began separating food waste for composting in **2010**. The food waste is taken off-site and turned into soil-enhancing material that is sold to area farms. Other Guest Services units have begun their own composting efforts, both on- and off-site.

### Recycling

Many of Guest Services' operations have long-standing programs to recycle paper, glass, cardboard, plastic, and aluminum.

### Cooking Oil

Recycled cooking oil is processed and converted to either biodiesel or animal feed, depending on market demand at the time of processing. In **2024** over **9,000 pounds** of grease was recaptured from Doheny Beach State Park alone.



## Electronic Equipment

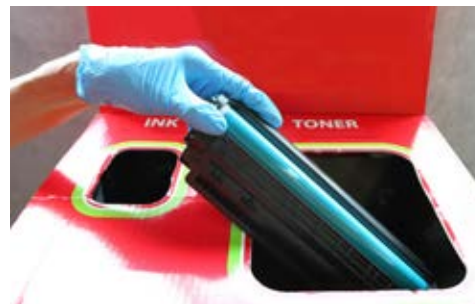
By partnering with an organization called WiseTek, Guest Services is able to recycle its electronic equipment when it reaches the end of its useful life.

## Hazardous Waste Recycling

Guest Services uses Waste Management's Lampracker system for tracking the recycling of fluorescent lights, batteries, and disposable items containing potentially hazardous waste. Mt. Rainier removed nearly **350 pounds** of batteries in **2024**.

## Ink Cartridge Recycling

Guest Services has also developed a companywide program to recycle printer ink cartridges and earn credits toward new printers. In **2024**, this program contributed approximately **145 pounds** of recycled cartridges translating into **\$1,600** in new printers.



# Other Environmental Initiatives

## Clean-a-Park

Since **2009**, Guest Services employees have volunteered on Earth Day to clean trash from various national parks in the Washington, DC area. The program has quickly spread to other Guest Services divisions.

In **2024**, Guest Services had over 20 employees and their families in and around the Washington, DC area come together for our annual cleanup at Jones Point Park on the banks of the Potomac River in Alexandria, Virginia.

Our team at Weeki Wachee Springs State Park in Florida hosts monthly river cleanups on the state park property. They waive the entrance fee for the first 15 volunteers on the third Wednesday of every month. These collective cleanups have made a huge impact on the environment and quality of the experience for guests.

St. Andrews State Park in Florida does cleanups on Shell Island multiple times throughout the year. These cleanups are done by Guest Services staff and have removed large quantities of trash. For the past two years, the staff has also supplied trash receptacles at the tour boat docks to be proactive in assisting with trash control on the island.

## Condominium Division

Headquartered in Naples, Florida with operations in Collier and Lee Counties, the condominium division has made sustainability a top priority.

- Encourage the adoption of online resources, automation, and digital storage to help eliminate the use of paper.
- Plant drought resistant plants to conserve water.
- Purchase LED lights which last up to **13 times** longer and use **20%** less power than fluorescent, translating into savings in maintenance costs.
- Purchase electric power tools and golf carts instead of gas powered.
- Use eco-friendly cleaning products and non-toxic paints.
- Install controllers for temperature adjustments in the common areas, hallways, and pool areas.



### Spotlight On: James Creek Marina

With the reopening of the fuel dock at James Creek Marina in Washington, DC, boaters on the Potomac and Anacostia Rivers no longer have to travel as far just to refuel. With fueling being provided at this centrally-located marina, Guest Services has saved boaters an estimated **3,500 gallons** of fuel per year. The amount of carbon dioxide saved is equivalent to the amount of carbon sequestered by **37 acres** of forests in one year.

## Mt. Rainier National Park

- Discontinued the use of all single use plastics.
- Switched all lights to LED.
- Minimized water usage through signage to guests, replacing spigots with low flow fixtures, investigating and repairing leaks in a timely manner, and using energy and water efficient appliances.
- Procured environmentally preferable products through the Guest Services MOG.
- Required vendors to use less packaging and eliminate Styrofoam.



## The Lodge at Breckenridge

- Elimination of plastic drink bottles
- Paperless check-in
- Compostable paper goods for breakfast and to-go containers
- Hydration station in the lobby saved **51,230 bottles** in **2024**
- Joined the “BLike Breckenridge” campaign to reduce The Lodge’s carbon footprint
- Participated in “Lights Out, Stars On” by hosting biweekly star gazing with AstroTours event at The Lodge
- Partnered with Impact Energy to reduce electrical usage during non-peak hours saving over **\$5,000** in energy costs

# 2024 Awards and Certifications

## ISO Certifications

ISO certifications recognize recipients for adhering to practices and record-keeping to continually improve the operations.

### **Mt. Rainier**

- Maintained its International Organization for Standardization (ISO) certifications:
  - 14001 (Environmental Impact)
  - 45001 (Health & Safety)
  - 9001 (Quality Management)

### **National Capital Region**

- Met international standards for sustainable operations. Around the National Mall, twelve Guest Services' units maintained the ISO 14001 (Environmental Impact) and 50001 (Energy Reduction) certifications in **2024**.

### **DoubleTree Suites by Hilton Naples Hotel**

- The DoubleTree Suites maintained a Three-Palm rating with the Florida Green Lodging Program in **2024**. This Guest Services property is also ISO 14001 certified.



### Lake Mead Mohave Adventures

- Lake Mead National Recreation Area achieved ISO 14001 (Environmental Impact) certification in **2024**.

### The Lodge at Wakulla Springs

- Named the Consumer Business of the Year in **2024** by the Wakulla County Chamber of Commerce.

### LEED® Certifications

The operations office of Cottonwood Cove Marina on Lake Mohave obtained a LEED® Gold rating. It is the first floating building project in the world to be registered for LEED® certification.

### Clean Marinas

Four marinas that Guest Services operate are certified as Clean Marinas for following the best environmental practices in vessel maintenance and storage of chemicals.



# Looking Ahead

## Elimination of Single Use Plastics Plant-Based Commitment

Many Guest Services units have made it a priority to eliminate all single use plastics in **2025**. This includes the Kiosks on the National Mall as well as all Boating In DC and Boating In Boston boathouses and marinas.

Also counted among these units are National Park operations including Mt. Rainier, Lake Mead/Mohave, and Everglades Flamingo, many of the Florida State Parks including Wakulla Springs, and the list goes on.

## Glass Recycling and Composting

In conjunction with its trash and recycling partners around the country, Guest Services units are expanding their recycling programs in **2025** to include glass and composting where available.



# Summary

During this past year, Guest Services maintained commitment to the environment through multiple proprietary programs.

The company reduced consumption of materials and energy in numerous ways throughout multiple units and continued to find creative ways to maximize efforts.

We expect continued progress toward the goal of sustainable operations in **2025**, coupled with a re-invigoration of the “ourPlanet” program and the implementation of new ideas to reduce, reuse and recycle!





GUEST  
SERVICES

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