

2025 SUSTAINABILITY REPORT



Grand Sunset Princess
ALL SUITES & SPA RESORT
★ ★ ★ ★ ★



Grand Riviera Princess
ALL SUITES & SPA RESORT
★ ★ ★ ★ ★



PRINCESS
FAMILY
CLUB



INTRODUCTION

This annual sustainability report brings together the assessment of our environmental indicators over the past twelve months, as well as a comparison with the previous period, with the aim of measuring progress and identifying opportunities for improvement.

Through this analysis, we identify the areas in which we have generated the greatest impact, the actions that have delivered positive results, and the areas in which we need to strengthen our strategies to improve our environmental performance.

To this end, records related to energy and water consumption, waste generation, the purchase of high-emission products, hazardous substances, and single-use plastics were reviewed.

Likewise, the positive and negative impacts of our operations on the environment and people were assessed, allowing us to define actions, objectives, and improvement plans focused on strengthening our commitment to sustainability during the coming year.



RESPONSIBLE TOURISM

We reinforce our commitment to sustainable tourism through actions focused on training our Associates, promoting the participation of Associates and guests in environmental and cultural initiatives, reducing resource consumption and waste generation, promoting local economic growth, and ensuring guest satisfaction through sustainable management and compliance with health and safety standards.



MISSION

To live, feel, and understand that supporting another human being is the foundation for individual and organizational growth; to break paradigms by turning challenges into opportunities through patience and continuous learning, while maintaining a business development focus.

VISION

To be an exemplary brand in the tourism sector, based on humanity and the dignified treatment of people; to be recognized for our credibility and consistency, founded on conscious leadership, in order to achieve the company's growth and positioning.



VALUES

1 AWARENESS

Recognizing that awareness is the foundation upon which the other values rest and from which they emerge means having knowledge and understanding of oneself and one's surroundings.

2 RESPECT

Recognizing the uniqueness and individuality of each person based on their qualities, merits, circumstances, or particular values; allowing them full freedom of action and appreciating their will.

3 TRUST

Believing in the abilities, goodness, and capabilities of our colleagues, and always conveying the message that together we can overcome difficulties through kindness and constant support.

4 COMMITMENT

Turning a promise into reality, giving strength to our word through our actions, and demonstrating the courage of our intentions even in the face of adversity; commitment is the essence of proactivity.

5 AUTHENTICITY

Creating a self-managing organization that fosters enthusiasm, ideas, and perceptions, using our strengths as a reference and standing out through individual and organizational development.

6 SELF-ACTUALIZATION

Gradually strengthening one's personality and experiencing the satisfaction of achieving goals that form part of human and organizational development, maximizing abilities, skills, and talents in order to achieve what one aspires to.

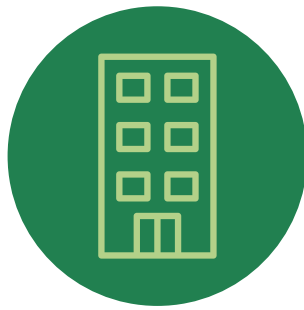
7 TRANSCENDENCE

Recognizing that others are part of our transcendence, reflecting on and measuring the impact of our words and actions; finding true meaning through empathy and a universal sense of connection, recognizing our shared humanity in a global coexistence.

OUR DESTINATIONS



4
Countries



26
Hotels



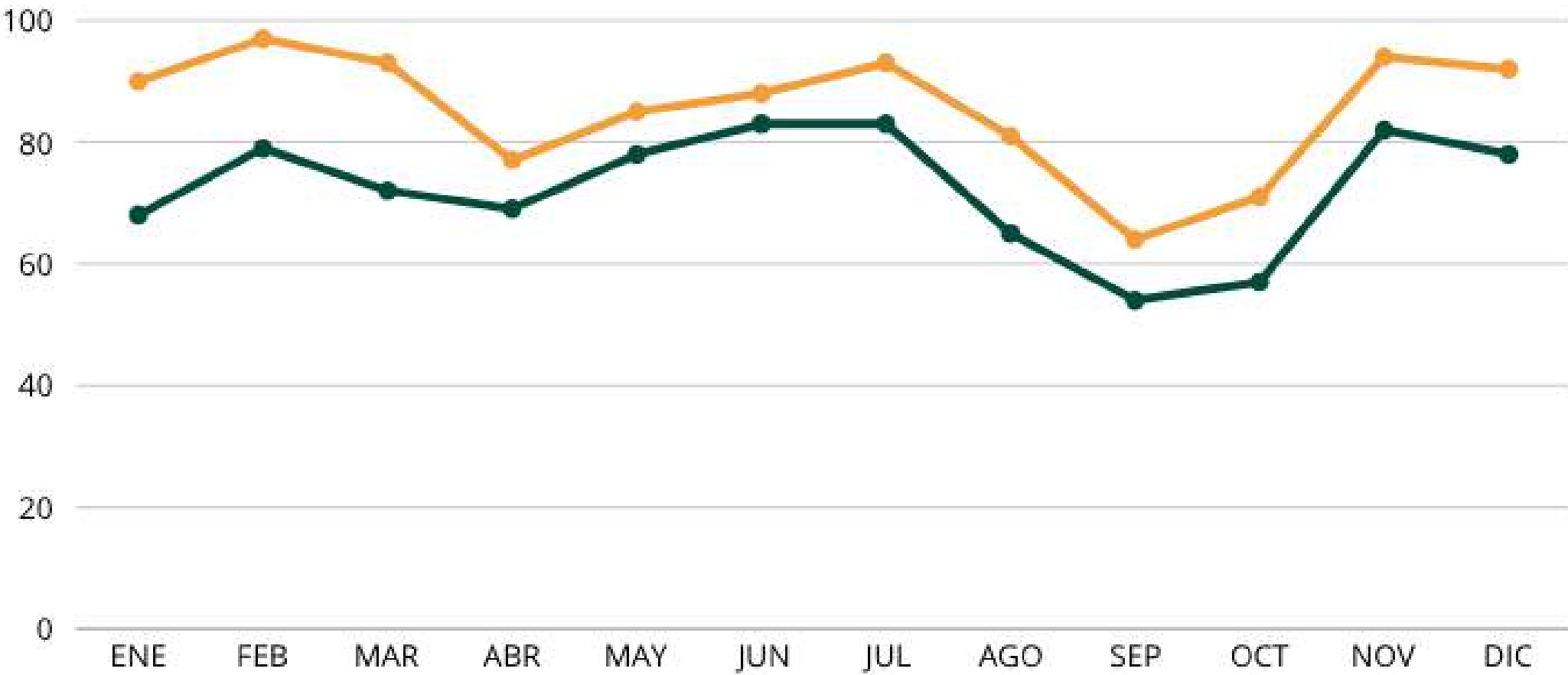
+10
Brands



+10,000
Rooms

OCCUPANCY PAX / GUESTS

2025 2024



2.1 Sustainability objectives

The Princess Grand Riviera & Sunset Hotel is highly committed to the practice of sustainable tourism, which would not be possible without the active participation of the following five groups: Guests, Associates, the Local Community, Suppliers, and Strategic Partners. Therefore, they play an important role in achieving our goals and commitments.

These are worked on throughout the year and are based on three pillars of sustainability: biodiversity, identity, and community engagement (BIO), which guide sustainability at our Hotel and consist of the following:

BIODIVERSITY

1. Maintain biodiversity protection programs at the hotel.
2. Improve waste management by increasing recycling by 5% compared to the previous year.
3. Reduce the consumption of single-use plastics by 3% compared to the previous year.
4. Maintain an annual breeding program for endemic species.
5. Upgrade technological equipment to improve energy efficiency.
6. Increase donations to the community by 5% compared to the previous year.

IDENTITY

7. 7. Comply with current legislation.
8. Train more than 50% of Associates in human rights annually.
9. Train 100% of associates in child protection annually.
10. Raise awareness among more than 50% of Associates about greenhouse gas emissions annually.
11. Promote local culture through activities.
12. Foster collaboration on sustainability through annual reports.
13. Implement at least four sustainable operational practices per department each month.

COMMUNITY ENGAGEMENT

14. Be a responsible member of the community through strategic partnerships.
15. Ensure fair treatment of Associates and guests by training 100% of Associates in the sustainability course annually.
16. Involve 10% of Associates in sustainable activities throughout the year.
17. Provide quality water for all processes through primary treatment and monthly monitoring of regulatory parameters.
18. Monitor the supply and treatment of wastewater.
19. Replace single-use plastics with biodegradable alternatives and reduce their use by 5% by 2027.

Princess Hotels & Resorts is committed to:

1. Review policies and procedures to promote consistency in operations.
2. Identify single-use plastics to be reduced annually.
3. Monitor energy consumption to minimize environmental impacts.
4. Comply with training programs in sustainable tourism, health, and human rights.
5. Engage the community in conservation initiatives.
6. Manage waste through circular economy plans.
7. Improve energy efficiency through environmentally friendly resources.
8. Comply with national and international certification requirements.

Our guests' feedback is essential, as it provides us with valuable insights that drive our commitment and continuous improvement.

In 2025, a total of 1,652 surveys were completed during our guests' stays.

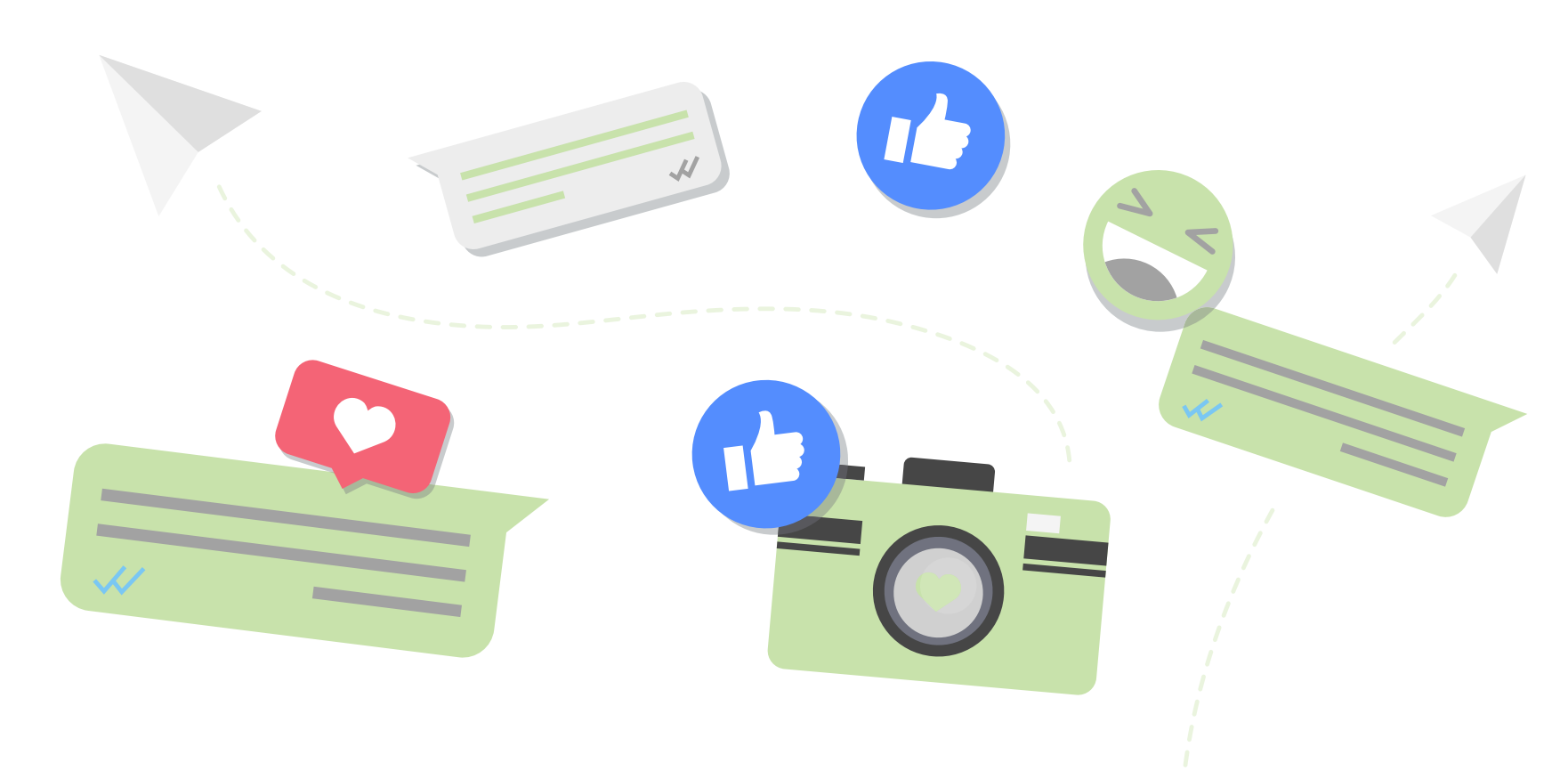
Riviera Surveys	Sunset Surveys	Total Surveys
484	1,168	1,652
Riviera Comments	Sunset Comments	Total Comments
147	265	412

At the end of their stay, guests can mention and comment on their experience through different platforms; these were the results:

Mentions Riviera	Mentions Sunset	Mentions Family	Total mentions
11,478	2,998	1,296	15,772
Comments Riviera	Comments Sunset	Comments Family	Total comments
3,226	900	362	4,488
Positive mentions Riviera	Positive mentions Sunset	Positive mentions Family	Total positive mentions
6,956	1,847	752	9,555
% Positive mentions Riviera	% Positive mentions Sunset	% Positive mentions Family	% Total positive mentions
60%	62%	58%	60%

In 2025, 60% of our mentions on the platforms were positive.

Environment-related mentions			
Mention topic:	Number of mentions	Number of positive mentions	% Positive mentions
Beach	943	605	64%
Environment	890	425	48%
Animals	180	120	67%
Total	2,013	1,150	57%



In 2025, we received a total of 2,013 mentions related to topics concerning our surroundings. Of these, 1,150 were positive, representing 57%.



Claudia

10/10 100%

The size of the room and the balcony. The bed was very spacious and comfortable. The gardens and the animals were fabulous.



Michelle

10/10 100%

The gardens were impeccably maintained and the rooms were very comfortable and clean.

Staying at this hotel made our trip feel like a true vacation, where we were able to relax and disconnect.



Dave M

5/5 100%

I would like to start by saying that this is an ideal family resort. We saw many families with children. It is a very large and beautiful resort, and the excellent maintenance work in the gardens is clearly noticeable. Because of its size, you need to be prepared to walk, although you can also wait for a cart to take you to different areas.

We had a great time. The room was very comfortable and had a Jacuzzi. The food tasted good and the drinks were prepared according to your preference. The pools were very comfortable, spacious, and offered different environments, and there were plenty of sun loungers.

The staff service was very good, and both the check-in and check-out processes were efficient. The beach is beautiful. Overall, it truly feels like a paradise resort. Congratulations to everyone for their excellent work, especially management. I highly recommend it!



Karen G

5/5 100%

The concept of the hotel is beautiful; the interaction with the wildlife is magnificent; the staff is very friendly; the cleanliness is impeccable; the gardens are extremely well maintained; the food is quite good; overall, very good service quality.

The only recommendation would be to regulate the air conditioning in the restaurants, as it could not be adjusted from within the restaurants and they were always very cold.



MI AMIGO DE LA CALLE

They develop various programs to help wildlife and domestic animals.



CONTANDO CON UN AMIGO

They have a school that primarily addresses the basic education and nutritional needs of children and some vulnerable adults in this community.



ORGULLO CIUDADANO

Comprehensive care center for older adults, providing quality services.



MICROTIA

They provide care to children and older adults who require hearing aids, bone-conduction hearing devices, clinical studies, speech therapy, ear prostheses, and other forms of support.



MOCE

They promote the rational, responsible, and sustainable use of natural resources.



AITANA

They improve the quality of life of children and young people with cancer in the state of Quintana Roo by providing comprehensive support to patients and their families.



The “Somos Sustentables” Committee was formed as a group of designated individuals responsible for addressing sustainability matters, making decisions, and carrying out tasks collectively.

The importance of the committee lies in:

- By bringing together people from different departments, better decisions are made based on their knowledge of operations.
- Group decision-making leads to greater responsibility and commitment, as each member has a role to play and their voice matters.

- Work is distributed among its members, making processes more efficient.

The committee’s objectives include:

- Identify areas that require attention or improvement.
- Develop plans and strategies to address issues or achieve goals.
- Ensure that decisions made are effectively implemented.
- Review and analyze the results of the actions taken in order to make the necessary adjustments.

SOMOS SUSTENTABLES COMMITTEE

Marcial Poot Moo – *Laundry Manager*
Elíseo Pérez Hernández – *Chief Steward*
Juan López Gómez – *Public Areas Manager*
Mariela Romero – *Quality and Development Assistant Manager*



OUR CARBON FOOTPRINT

The carbon footprint measures the impact of all greenhouse gases generated by our activities (individual, collective, occasional, and product-related) on the environment.

It represents the total amount of Greenhouse Gases (GHG) emitted, either directly or indirectly, by an entity, product, or service.

This indicator is consolidated as a GHG inventory, expressed in tons or kilograms of carbon dioxide equivalent (ton CO₂e) / (kg CO₂e).

ENERGY

Electricity

Energy consumption is essential to meet the needs of the services we provide to our guests, due to its use in lighting, elevators, water pumping, air conditioning, electrical equipment, kitchens, restaurants, laundry, etc.

Energy distribution by type of service is one of the key factors to consider, as energy-saving techniques can achieve the best results in areas with higher energy consumption.

A comparative analysis of 2024 and 2025 is presented, yielding the following results:

Energy consumption	Total kwh	Average kwh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2025	21,196,000	25.34	9,411,024	11.25
2024	28,179,200	29.61	12,511,565	13.15

In 2025, electricity consumption was 6,983,200 kWh **lower** than in 2024; as a result, total emissions in 2025 **decreased** by 3,100,541 kg CO₂e.

Total electricity consumption in 2025 was **lower**; however, half of the facilities were undergoing renovation, making it impossible to make an accurate comparison with 2024.

As a result, in 2025, September, November, and December recorded the **lowest** energy consumption. On the other hand, the months with the **highest** consumption were January, March, and April, when the hotel was operating normally.

Therefore, total kg CO₂e emissions in 2025 were **lower** during September, November, and December, while the **highest** emission levels were recorded in January, February, and March, when the hotel was operating normally.

The kg CO₂e emitted in 2025 were **33% lower** than those recorded in 2024.

In 2025, total electricity consumption was **25% lower** than in 2024 because the hotel operated with only one phase open.

Diésel

Diesel is primarily used as fuel for electricity-generating plants as a strategy to maintain electricity generation autonomy in response to the impact of hydrometeorological events.

It is also used to maintain electricity supply during voltage fluctuations or power outages by the Federal Electricity Commission (CFE), as well as fuel for internal combustion vehicles, particularly for the removal of sargassum from the beaches, which has increased in recent years.

Annual Diesel consumption:

Energy consumption	Total kw	Average kwh per guest night	Total k CO ₂ e	Average kg CO ₂ e per guest night
2025	186,803	0.371	47,302	0.094
2024	127,150	0.139	32,197	0.035

Diesel consumption was 5,597 L **higher** in 2025 than in 2024, with consumption of 17,527 L in 2025 and 11,930 L in 2024.

Diesel consumption in 2025 was primarily impacted by the increase in sargassum arrivals in May and by power outages from CFE due to electrical grid overload caused by high demand, rapid urban growth, maintenance, and incidents affecting the electrical grid.

Therefore, total kg CO₂e emissions in 2025 were **higher** than in 2024 during April, July, and September.

March, April, September, and July were the months with the **highest** Diesel consumption due to power outages by CFE, as well as July being the month with the highest sargassum arrivals.

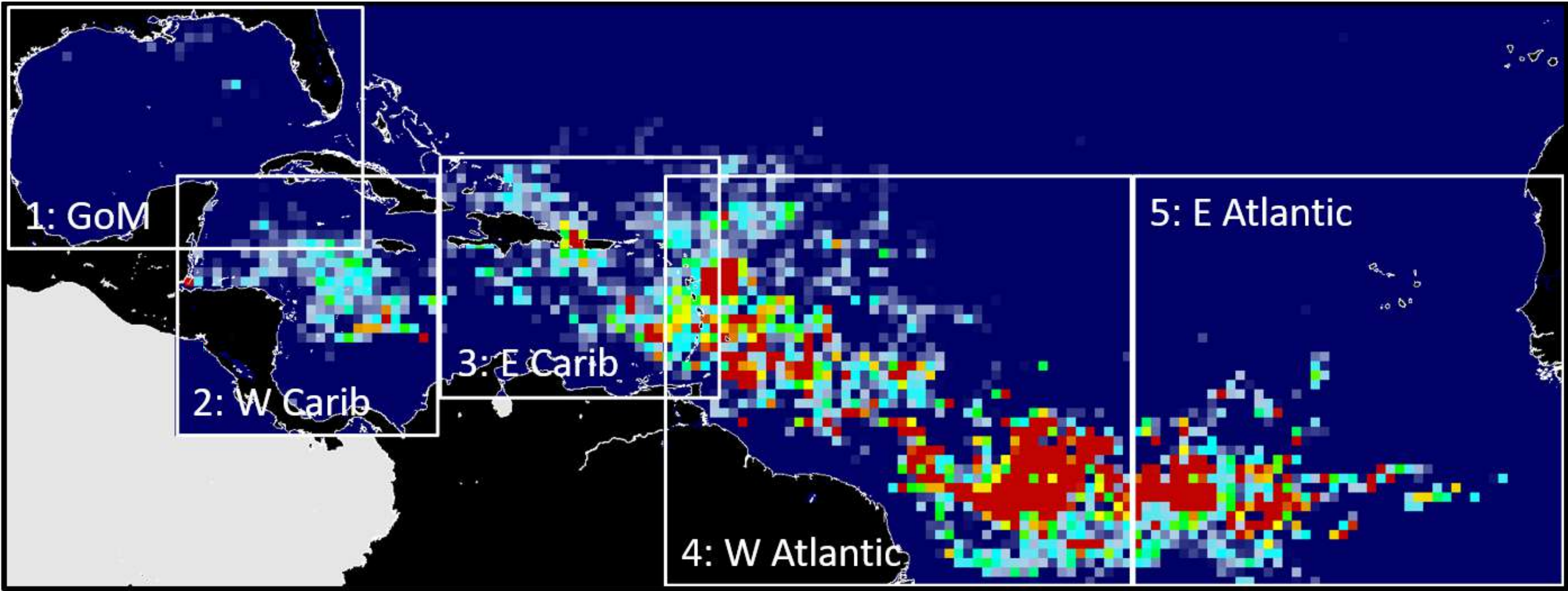
Emissions in 2025 were 15,105 kg CO₂e **higher**, with total emissions of 47,302 kg CO₂e in 2025 and 32,197 kg CO₂e in 2024.

*Diesel is not directly related to guest occupancy; however, March, April, July, and September were the months with the highest energy consumption (kW/h).

*Total kg CO₂e emissions in 2025 were higher than in 2024, with April, July, and September recording the **highest** levels.

In 2025, total Diesel consumption was **47% higher** than in 2024; therefore, energy consumption (kW/h) and kg CO₂ per guest showed a significant increase.

Sargassum Data



The map below shows the average Sargassum abundance for May 2024, with warm colors representing higher abundance.

The Sargassum abundance for each region is compared with historical values for the same month from 2011–2023 in the box-and-whisker plot below. Horizontal bars within each vertical box indicate the minimum, 25th percentile, median, 75th percentile, and maximum historical values, respectively.

University of South Florida Optical Oceanography Lab — Outlook of 2025 Sargassum Blooms.

LPG

LPG is the second most important energy source used to provide services to our guests, as it is primarily used as fuel for water-heating and steam-generation equipment, as well as for various types of equipment in Laundry and Kitchens, and to a lesser extent for catering.

Most of the LPG supply comes from the three main stationary tanks, with capacities of 20,000 and 500 liters. For catering services, it is supplied through portable 20- and 10-kg cylinders.

Annual LPG consumption:

Energy consumption	Total kw	Average kwh per guest night	Total k CO ₂ e	Average kg CO ₂ e per guest night
2025	9,089,416	16.94	1,949,723	3.63
2024	14,514,624	15.03	3,113,456	3.22

LPG consumption in 2025 was 1,252,158 liters, compared to 1,999,535 liters in 2024.

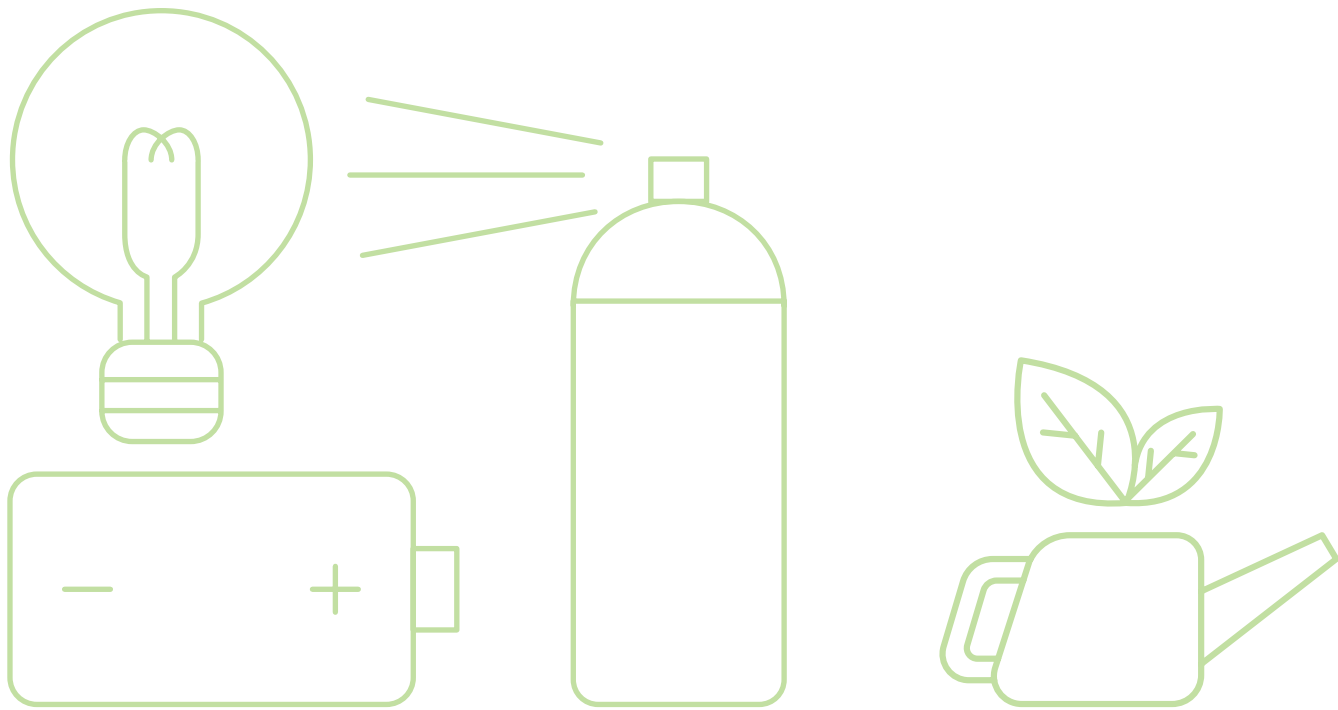
In 2025, LPG consumption was 747,377 L lower than in 2024, resulting in a decrease in total emissions of 1,163,733, positively impacted by the renovation of one phase of the hotel.

However, the months with the highest consumption in 2025 were January, March, and May, while the months with the lowest consumption were June, November, and December.

Total kg CO₂e emissions in 2025 were lower during June, November, and December.

To determine which area impacted consumption during the aforementioned months, the installation of gas meters will help improve control and anticipate measures to reduce consumption.

In 2025, total LPG consumption in liters was 37% lower than in 2024.



Gasoline

Gasoline is primarily used as fuel for internal combustion vehicles to transport raw materials and semi-processed products from the various warehouses and the central kitchen to the beach food and beverage outlets.It is also used for the logistics of transporting linens from the Laundry department to the Rooms department, as well as for transporting waste to the corresponding organic and inorganic waste storage areas.

It is also used for some two-stroke combustion vehicles to remove sargassum from the beach and transport it to the temporary waste area, as well as for internal combustion equipment used for cleaning different areas of the hotel.

Annual gasoline consumption was:

Energy consumption	Total kW	Average kwh per guest night	Total K CO ₂ e	Average kg CO ₂ e per guest night
2025	73,526	0.13	17,761	0.03
2024	100,037	0.10	24,164	0.02

In 2025, gasoline consumption was 7,591 liters, while in 2024 it was 10,328 liters.

In 2025, gasoline consumption was lower than in 2024, with a difference of 2,737 L.

Although gasoline consumption represents a 27% decrease between the two years, it is important to consider that the figures for 2025 reflect the consumption of only one phase of the hotel. The decrease was also supported by the fact that one transportation vehicle remained out of service for four months and was replaced by an electric vehicle. However, there is uncertainty regarding the actual impact of this reduction, as consumption increased in another department as a result of the renovation work.

Emissions in 2025 were 6,403 kg lower than in 2024. Total emissions were 17,761 kg CO₂e in 2025 and 24,164 kg CO₂e in 2024.

Total gasoline emissions per guest (PAX) in 2025 were 0.38 kg CO₂e, higher than the 0.30 kg CO₂e per guest recorded in 2024.

Gasoline consumption is not directly related to guest occupancy; however, because 2025 was an atypical year due to the renovation, a decrease in consumption was observed during the months with lower occupancy. On the other hand, during the first three months of the year, when occupancy was normal, and beginning in April, when the renovation started, an increase in consumption was recorded.

In conclusion, total gasoline consumption in 2025 was 27% lower compared to 2024.

CHARCOAL

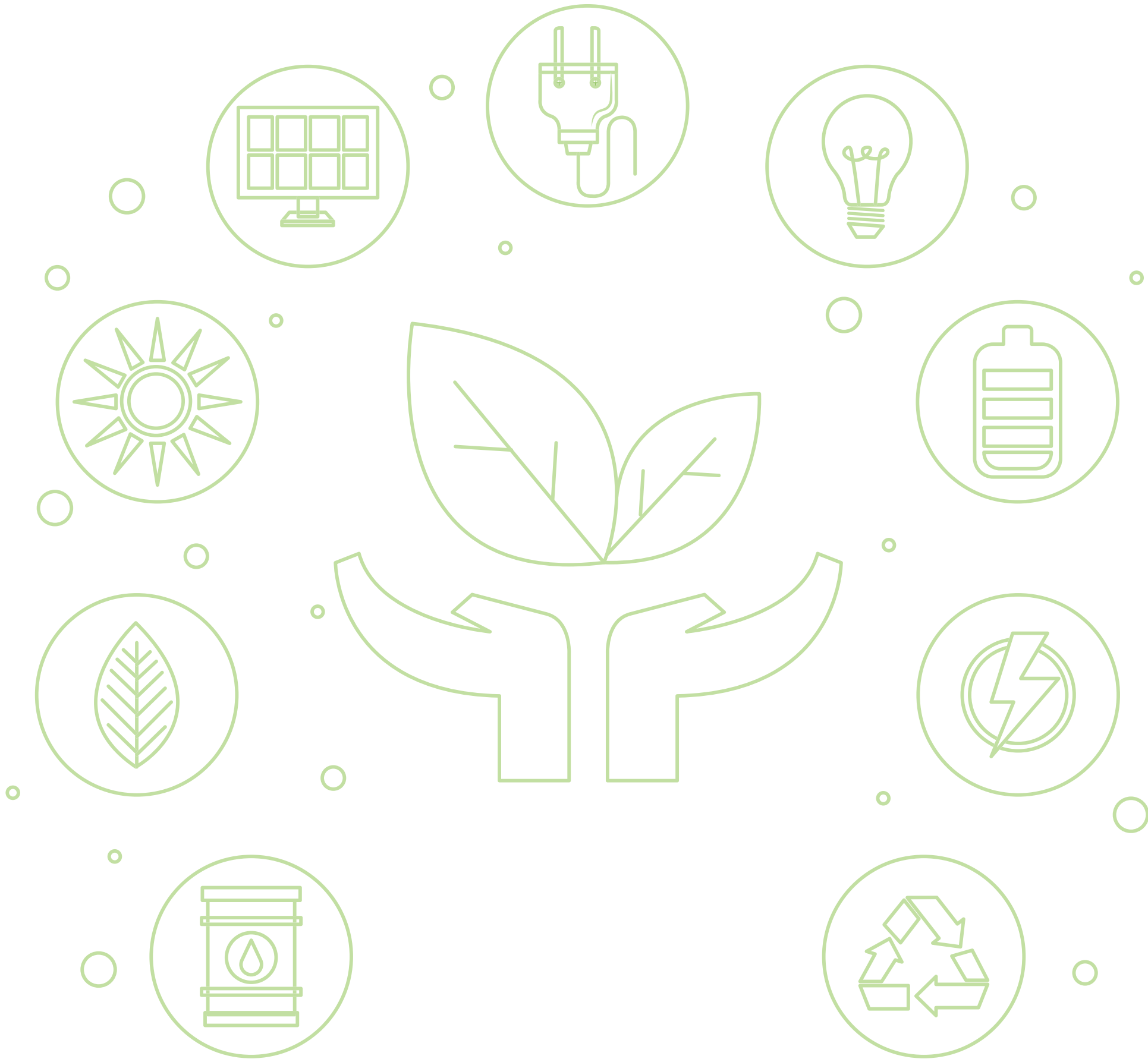
Charcoal is used as fuel for cooking food at catering food and beverage outlets.

Energy consumption	Total kW	Average kwh per guest night	Total K CO ₂ e	Average kg CO ₂ e per guest night
2025	116,538	0.20	40,164	0.07
2024	269,824	0.28	92,992	0.09

Annual consumption of this fuel was: 13,930 kg in 2025 and 32,253 kg in 2024.

Charcoal consumption in 2025 was **lower** compared to 2024, with a difference of 18,323 kg. This decrease was due to only one phase of the hotel being in operation during 2025, which also contributed to a significant **reduction** of 52,829 kg CO₂e in emissions. The months with the **highest** charcoal consumption during 2025 were May, July, and November, while the months with the **lowest** consumption were august, september, and october.

In 2025, total charcoal consumption was **56% lower** than in 2024.



Low-consumption fuels

These fuels are used for different activities that, for the most part, are not directly related to guests' stays or whose impact is low compared to other higher-consumption energy sources, such as electricity, LPG, diesel, and even charcoal.

The main uses of these low-consumption fuels are as follows:

Food Temperature Maintenance

For food display, mainly during event catering and buffet services, it is necessary to maintain temperatures within the ranges established by regulations. For this purpose, methanol-based solid fuel and the Ecoburner system are used, the latter employing a mixture of 80% butane and 20% propane.

Ambient Lighting.

Fuels used for ambient lighting in restaurants, catering services, and the SPA are frequently used. The main ones include citronella and liquid candle fuel, both derived from hydrocarbons similar to kerosene.

Pipe Maintenance.

Propane gas in portable cartridges is used for torch welding on pipes. Due to its characteristics, it is also used in the kitchen for dessert decoration.

Machinery and Vehicle Maintenance.

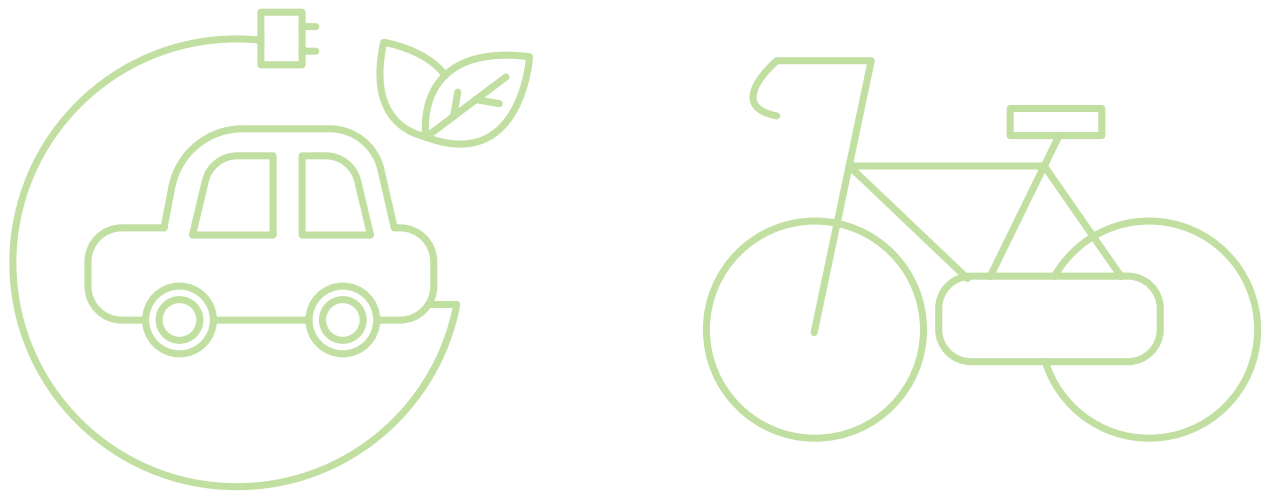
Motor oils are primarily used for the maintenance of emergency power generators, cargo and utility vehicles, as well as portable two-stroke combustion engine equipment, such as pressure washers and blowers.

The following table shows the different materials included in this Energy segment, together with their corresponding factors.

Group	Name	F_KWH	F_kg CO ₂ e	Observations
Food Temperature	Solid fuel (*)	4.722	0.2906	Methanol
	Ecoburner gas	7.7108	1.70494	80% Butane; 20% Propane
Lighting	Citronella	10.276	0.94441	Kerosene
	Liquid candle fuel	10.276	0.94441	Kerosene
Maintenance	Propane gas	7.202	1.54354	Propane
Motor Oils	Two-stroke oil	10.42	2.74972	Utility equipment; Equipment
	Diesel oil	10.42	2.74972	Cargo
	Multigrade oil	10.42	2.74972	Generators
	NP Toyo motor oil	10.42	2.74972	Vehicles

Table 1. Materials within the Low-Consumption Fuels segment and their factors.

Total consumption in 2025 was 7,990 liters, **higher** than the 7,689 liters recorded in 2024, representing a difference of 301 liters.



Group	Name	2025		2024	
		kWh	Kg CO ₂ e	kWh	Kg CO ₂ e
Temperature	Alcohol solido	30,693.00	1,888.90	31,283.25	1,925.23
Food	Gas ecoburner	4,597.56	1,016.57	1,140.20	252.11
Lighting	Citronella	411.04	37.78	1,746.92	160.55
	Liquid candle fuel	1,828.25	168.02	311.19	28.60
Maintenance	Propane gas	253.48	54.33	440.58	94.42
Motor Oils	Two-stroke oil	175.06	46.20	125.04	33.00
	NP Toyo motor oil	-	-	41.68	11.00
	Multigrade oil	6,502.08	1,715.83	6,502.08	1,715.83
	Diesel oil	-	-	197.15	52.02
	TOTALS	44,460	4,928	41,788	4,273

Table 2. Low-Consumption Fuel Totals

Table 2 shows the consumption of the different fuels. An increase in consumption was observed during 2025, mainly for Ecoburner and Liquid Candle Fuel. The increase was 4,974 kWh, representing a 341% **increase** compared to the previous year.

Considering that only one phase of the hotel was in operation during 2025 and that it was undergoing renovation, this condition had a negative impact on consumption.

Despite the reduction in operational capacity, a food offering similar to that of normal operations was maintained. Therefore, it was necessary to increase the use of these fuels to maintain food temperatures, as well as to meet the needs of kitchens that had not yet been adapted to the new concepts.

Month	kWh/Pax 2024	kg CO ₂ e 2024	kWh/Pax 2025	kg CO ₂ e 2025
January	0.0482	0.0034	0.0227	0.0050
February	0.0422	0.0028	0.0121	0.0026
March	0.0368	0.0023	0.0608	0.0054
Abril	0.0982	0.0247	0.1441	0.0313
May	0	0	0.1479	0.0105
June	0.1039	0.0064	0.1576	0.0098
July	0.0007	0.0002	0.1352	0.0109
August	0.0357	0.0025	0.1019	0.0066
September	0.0452	0.0028	0.0154	0.0034
October	0.0454	0.0036	0.0148	0.0025
November	0.0594	0.0047	0.0018	0.0004
December	0.0110	0.0020	0.1022	0.0063
TOTALS	0.53	0.06	0.92	0.09
AVERAGE	0.044	0.005	0.076	0.008

Table 3. Annual Summary per PAX of Energy Sources for Temperature, Food, Lighting, Maintenance, and Motor Oils

In 2025, the average kWh/Pax was 0.008, while in 2024 it was 0.005, with 2025 being **higher**.

Likewise, in 2025, kWh/Pax was 0.076, **higher** than the 0.044 recorded in 2024.

Environmental performance in energy

Energy consumption	Total kWh	Average kwh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2025	30,706,744	53.23	11,470,901	19.89
2024	43,232,594	43.76	15,787,640	15.97

During 2025, total energy consumption was 30,706,744 kWh, compared to 43,232,594 kWh in 2024, representing a decrease of 12,525,850 kWh, or 29%.

As a result, total emissions also decreased, from 15,787,640 kg CO₂e in 2024 to 11,470,901 kg CO₂e in 2025, equivalent to a reduction of 4,316,739 kg CO₂e, or 27%.

The decrease in consumption and emissions was mainly influenced by the operation of only one phase of the hotel during the renovation process. The energy sources that contributed most to this reduction were electricity, LPG, gasoline, and charcoal, all of which showed significant decreases compared to 2024.

In 2025, a decrease in total energy consumption and CO₂e emissions was recorded compared to 2024. However, energy consumption (53.23 kWh) and emissions (19.89 kg CO₂e) per guest night increased due to lower hotel occupancy during the renovation, while the infrastructure and services continued operating. Diesel consumption also increased due to the use of emergency generators, sargassum removal, and the continuity of operations. These results highlight the need to strengthen energy-efficiency strategies and consumption monitoring in order to optimize performance as the hotel resumes normal operations.



WATER

Municipal water

The hotel's municipal water supply is used to meet the needs of guests and operations, including personal hygiene, laundry, kitchen operations, pool and garden maintenance, and cooling systems.

The water supply comes from the hotel's own wells; the extracted water passes through a reverse osmosis system, is stored in cisterns, and is distributed under pressure by pumps to the different areas of the hotel.

Due to high demand, the hotel implements efficient resource management to reduce costs and environmental impact. The wastewater generated is treated at the hotel's wastewater treatment plant in accordance with current legislation. A portion is discharged into authorized wells in accordance with the applicable concession, while the remainder is reused for irrigation of green areas and the nursery.

Water consumption	Total m³	Average m³ per guest night
2025	571,372	0.990
2024	693,748	0.702

In 2025, total water consumption was 571,372 m³, while in 2024 it was 683,748 m³, representing a decrease of 12,376 m³.

However, average water consumption per guest night was 0.990 m³ in 2025, higher than the 0.702 m³ recorded in 2024. This indicator considers water use across all hotel services, such as swimming pools, bathrooms, showers, food and beverage operations, laundry, landscaping, and other operational services.

The decrease in total consumption was due to only one phase of the hotel being in operation during 2025 as a result of the renovation process. However, the increase in consumption per guest night reflects the fact that several services continued operating with demand similar to that of normal operations, such as swimming pools and fountains; therefore, water consumption did not decrease in the same proportion as occupancy.

Implement measurement devices to strengthen water consumption control, reinforce staff awareness regarding the efficient use of water resources, prioritize the response to reports of leaks and equipment or facility failures involving water use, and review each department's processes, supplies, and equipment annually to identify opportunities to optimize resource use.



Irrigation water

Irrigation water use	Total m3	Average m ³ per guest night
2025	216,242	0.375
2024	239,300	0.242

In 2025, water consumption for irrigation was 216,242 m³, while in 2024 it was 239,300 m³, representing a **decrease** of 23,058 m³.

However, average consumption per guest night was 0.375 m³ in 2025, **higher** than the 0.242 m³ recorded in 2024. This behavior is due to the fact that, although total consumption decreased because only one phase of the hotel was operating during the renovation, the green areas continued to require irrigation for their maintenance; therefore, consumption did not decrease in the same proportion as occupancy.

These results highlight the importance of continuing to implement measures to optimize the use of water for irrigation, particularly through efficient scheduling and consumption monitoring.



WASTE

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2025	Landfill	Landfill	Landfill	Landfill
	3127768 Kg	5.4 Kg	1960719.56 kg CO ₂ e	0.0566 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	224190.69 kg	0.39 kg	4773.917 kg CO ₂ e	0.056 kg CO ₂ e
	Unknown	Unknown	Unknown	Unknown
	3353.5 kg	0.0581 kg	1566.23 kg CO ₂ e	0.0025 kg CO ₂ e
	Total	Total	Total	Total
2024	Landfill	Landfill	Landfill	Landfill
	4346550 Kg	4.3 Kg	2724743.53 kg CO ₂ e	0.0327 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	kg CO ₂ e	kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	285515.6 kg	0.286 kg	6079.76 kg CO ₂ e	0.006 kg CO ₂ e
	Unknown	Unknown	Unknown	Unknown
	3092.5 kg	0.0031 kg	1444. 33 kg CO ₂ e	0.0014 kg CO ₂ e
	Total	Total	Total	Total

COMPARATIVE ANALYSIS OF INDICATORS 2024 vs. 2025

A. Volumetric Management of Solid Waste (kg)

Reduction in Total Volume: In 2024, total waste generation amounted to 4,635,158.10 kg, decreasing significantly in 2025 to 3,355,312.19 kg. This represents a **reduction** of 1,279,845.91 kg, equivalent to a 27.6% decrease in the total mass of waste managed by the complex.

• Operational Efficiency vs. Occupancy (kg / Guest Night): Despite the decrease in total net volume, the guest intensity indicator showed an inverse trend. The total average kilograms per guest night increased from 4.64 kg in 2024 to 5.18 kg in 2025 (+11.6%). This clearly suggests that the hotel recorded lower overall room-night occupancy during 2025, which caused the individual waste generation factor per guest to **increase**. As established in the 2025 waste management objectives, improvements in separation filters and generation controls also represent an important factor in the collection and documentation of these indicators.

B. Analysis of Disposal Routes and Final Disposal

• Landfill Disposal: It continues to be the main disposal route for waste generated by hotel operations. It went from representing 93.7% of total waste in 2024 (4,346,550 kg) to **93.2%** in 2025 (3,127,768 kg). There is a slight percentage improvement in landfill diversion; however, structural dependence on this disposal route remains at the top of waste management practices.

• Recycling Rate and Effectiveness: The segregated volumes intended for recovery decreased from 285,515.60 kg in 2024 to 224,190.69 kg in 2025. However, when analyzing the specific indicator per guest, the average amount of recycling **increased** from 0.286 kg to 0.39 kg per guest night, which indicates improved practices or more effective separation processes in active operational areas.

- Waste with unknown destination: This critical indicator for Travelife audits experienced a negative increase, rising from 3,092.50 kg to 3,353.50 kg. In terms of intensity, it increased from 0.0031 kg/guest to 0.0581 kg/guest. This represents a growing traceability gap in maintenance supplies during a year in which a large part of the hotel underwent renovation.
- Incineration: Successfully maintained at 0 kg during both periods, eliminating this source of direct pollution..

C. Carbon Footprint Indicator Performance (CO₂e)

Global Emissions Mitigation: The most successful environmental indicator is the dramatic reduction in accumulated Greenhouse Gas emissions. The total carbon footprint associated with waste **decreased** from 2,732,267.64 kg CO₂e in 2024 to 831,833.63 kg CO₂e in 2025, representing a net decrease of **69.5%**.

- Emissions per Guest Night: The greenhouse gas intensity indicator showed a highly favorable positive result for this analysis, decreasing from 2.73 CO₂e per night in 2024 to 2.00 kg CO₂e in 2025 **(-26.7%)**. The hotel has a lower environmental impact per guest in terms of the climate impact of its waste.
- Areas where we must continue working on waste management review and empowerment: self-assess and improve initial and final waste management in each area to ensure delivery and receipt manifests for the entire load, with the aim of transferring the 3,353.5 kg classified as "Unknown" to "Recycling" or "Landfill" in the upcoming evaluation periods.

- As part of a "Zero Waste to Landfill" strategy: Since more than 93% of waste ends up in a landfill or municipal dump, tests and adjustments will be made to the 2026 sustainability plan to implement a project for reducing and separating organic waste, as this type of waste typically represents the largest share of waste in the Caribbean hospitality industry and is responsible for anaerobic degradation that increases CO₂e in landfills.

TOTAL ENERGY AND WASTE EMISSIONS TO THE ATMOSPHERE

Energy and Waste	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2025	12,302,735	16
2024	16,510,908	20



FOOD

The comparative analysis of key food resource consumption for the 2025 and 2024 periods shows that, during 2025, Hotel Princess experienced a significant decrease in the total volume of supplies purchased, with a **reduction** of 30.72% in kilograms of solid products and 26.63% in liters of liquid dairy products. This **reduction** in total volumes is directly related to a decrease in annual occupancy, with a 42.14% decline in the total number of guests (PAX) staying during the year, from 997,249 PAX in 2024 to 577,033 PAX in 2025.

High-emission foods	2025		2024	
	KG	LT	KG	LT
CA (meats)	519,270		763,921	
LL (liquid dairy)		202,826		277,107
LS (solid dairy)	113,568		160,126	
PE (fish and seafood)	137,955		191,796	
Grand total	770,793	202,826	1,115,843	277,107

Although absolute consumption decreased due to a lower number of guests, consumption intensity or efficiency per guest increased:

Solid Ratio (KG / PAX): It increased from 1.12 kg/guest in 2024 to 1.34 kg/guest in 2025, representing a net increase of +19.64% in consumption intensity. Liquid Ratio (LT / PAX): It increased from 0.28 liters/guest in 2024 to 0.35 liters/guest in 2025, representing an upward deviation of +25.00%.

Total consumption **decreased** from 1,112,605 kg in 2024 to 770,793 kg in 2025, equivalent to a **reduction** of 341,812 kg (30.72%).

Likewise, liquid dairy consumption decreased from 276,461 liters to 202,826 liters, representing a decrease of 73,635 liters (26.64%).

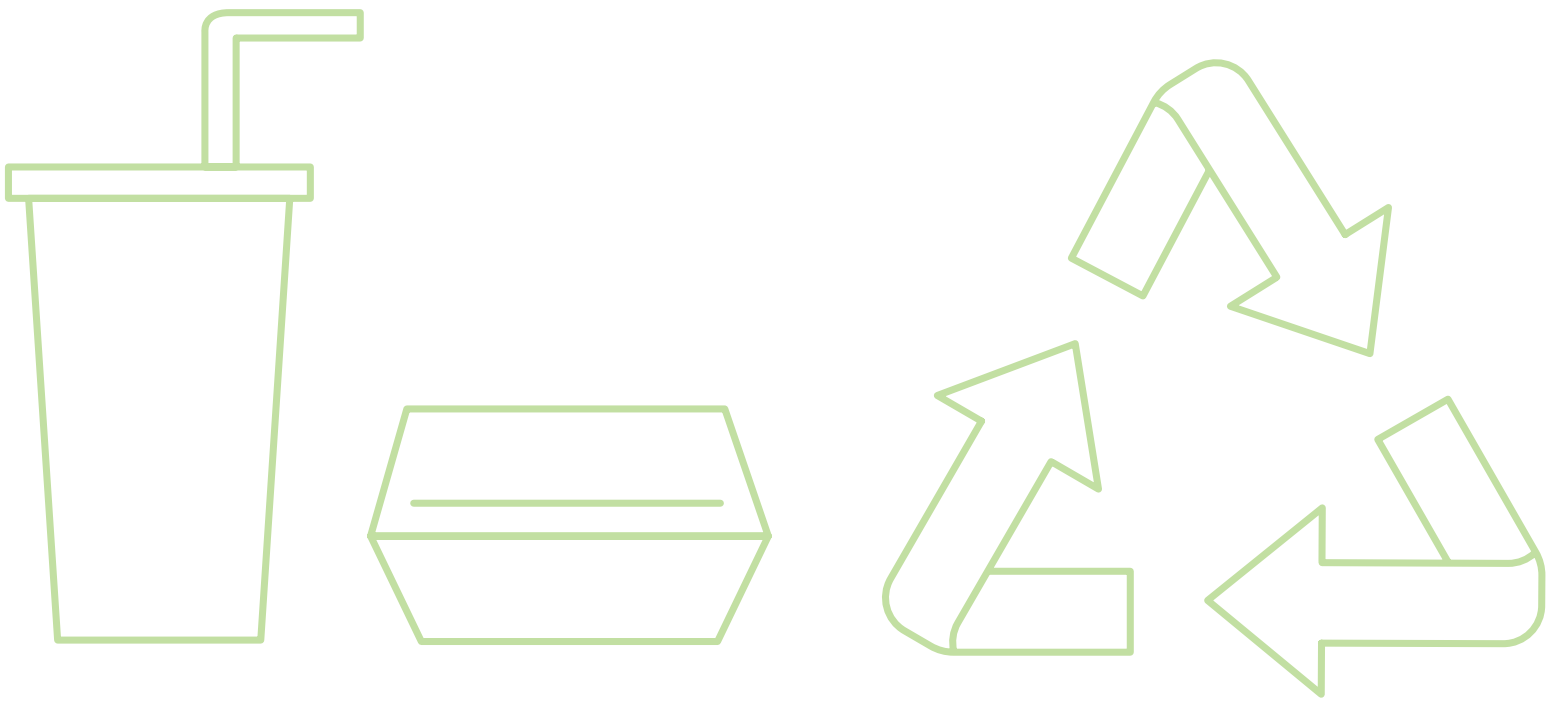


PLASTICS

Single-use plastics are a highly important issue in the hospitality and tourism sector. Currently, cross-sector collaboration initiatives with organizations such as GlZ and Parley, together with legislative mechanisms implemented by the state government that encourage and enable their reduction, make it possible to identify and develop strategies for a circular economy and more sustainable tourism, focusing on reducing items such as straws, bags, and containers to protect the environment.

In terms of absolute volume, the hotel achieved a significant reduction of 39.73% in overall plastic purchases, reducing total waste and inventory from 126,428 kg to 76,195 kg. However, when evaluating this performance using the key intensity indicator (per-capita footprint), the metric shows an increase of 4.16%, rising from 0.1268 kg/PAX to 0.1320 kg/PAX. This is due to an asymmetric reduction in the annual number of guests (-42.14%), showing that fixed plastic-related operational consumption did not decrease at the same rate as guest volume. However, strict and appropriate control over plastic consumption was maintained throughout Hotel Princess, resulting in the following figures shown in the table.

Type / Classification of single-use plastics	kg 2025	kg 2024
Room amenities	3,222	5,499
Conferences and meetings	0	0
Multiple	60,603	100,941
Other	85	156
Food and beverage service	12,285	19,908
Total kg General	76,195	126,504



Most Used Plastics	2025	2024
Other single-use plastics	60,723	101,082
Bottled water	8,549	15,093
Liquid bathroom minis	3,075	5,244
Other single-use bottled beverages	2,180	2,225
Food containers	842	1,580
Individual coffee or tea capsules	412	563
Cutlery, including stirrers	236	376
Cups / glasses for cold beverages	67	69
Wristbands and bracelets	85	156
Laundry bags	19	29
Balloons	0	0
Condiment minis	4	10
Individually wrapped confectionery	1	1
Grand total	76,195	126,428

Efficiency in Bottled Water and Food: A very positive **reduction** is highlighted in the absolute consumption of “BOTTLED WATER,” **down 43.36%**, equivalent to 6,544 kg less, and “FOOD CONTAINERS,” **down 46.71%**, equivalent to 738 kg less. Both **decreased** by more than the percentage decrease in the number of guests, which validates efforts toward objectives and awareness of resource use. The volume of “ROOM AMENITIES” and “LIQUID BATHROOM MINIS” **decreased** by approximately 41%, and the ratio per guest also decreased, as plastic consumption controls were carried out according to the strictly necessary requirements for other plastics needed for sustainable operations.



HAZARDOUS SUBSTANCES

As part of its commitment to sustainability and environmental protection, Princess Hotels maintains strict control over the use of chemical products, avoiding substances considered hazardous to the environment in accordance with Travelife standards.

Cleaning and maintenance processes are carried out using biodegradable and safe products, prioritizing the health of associates, guests, and ecosystems, while also working with responsible suppliers aligned with international environmental regulations.

Hazardous substances purchased by year	Total
2025	41,219 L
	62,841 Kg
2024	43,389 L
	99,070 Kg

During 2025, 41,219 liters and 62,841 kilograms of substances classified as hazardous to the environment were purchased, while in 2024, the purchase of 43,389 liters and 99,070 kilograms was recorded.

Compared with 2024, a 5% decrease was observed in the purchase of liquid substances in 2025, equivalent to 2,170 fewer liters, as well as a 37% reduction in substances in solid form or kilograms, representing 36,229 fewer kilograms.

These results reflect progress in optimizing the consumption of substances potentially hazardous to the environment, strengthening responsible-use practices and contributing to the reduction of the environmental impact associated with hotel operations, taking into consideration that the positive impact was also due to the areas undergoing renovation.



ACTIVIDADES 360°



Within our biodiversity pillar, we promote the protection of flora and fauna through conservation actions, cleaning of green areas, waste separation, and responsible use of natural resources. Through 360° activities with associates, guests, partners, and the community, we promote environmental awareness and implement measures to reduce the impact of our operations on the environment.



1

World mangrove day

On February 2, World Wetlands Day was commemorated and, as part of the actions to promote the care and conservation of mangroves, a mangrove and beach cleanup was carried out on Saturday, February 8.



2

Earth Hour 2025

On Saturday, March 22, 2025, Earth Hour was commemorated worldwide. As part of this initiative, a symbolic blackout was carried out in the Main Plaza, accompanied by a brief explanation for guests about the origin and purpose of this environmental movement. Likewise, an informative capsule was shared to invite associates to dedicate one hour of their time to carrying out actions for the benefit of the environment, thereby promoting awareness and participation in caring for the planet.



3 2025 Sea turtle nesting season

The sea turtle nesting program is a set of actions carried out to protect and conserve sea turtles that nest on the beaches. During the 2025 nesting season, from May 1 to October 31, protection and conservation actions were carried out in coordination with the Municipality of Playa del Carmen, achieving the relocation of 1,120 sea turtle eggs.



4 Cleaning of green areas

With the objective of keeping the hotel's green areas clean and in good condition, **two cleanup brigades** were carried out on January 18 and March 25, 2025.



Earth Day — "ECOFAIR"

On the occasion of International Mother Earth Day, **celebrated on April 22, 2025, the Ecofair was held**, an initiative focused on promoting awareness about environmental care and the importance of generating actions for its protection. An informative capsule was also presented to associates and guests to promote greater environmental awareness.



Kibble Drive and adoption fair

With the objective of promoting responsible adoption and supporting animals living on the streets, a virtual Adoption Fair was held during the month of July in collaboration with CENTCAAZ, in addition to a kibble donation campaign by associates. As a result, more than 112 kilograms of dog food were delivered in August.



7 Ecotour

An ecological tour was conducted for guests with the objective of introducing them to the native flora and fauna present at the hotel, promoting environmental education, biodiversity conservation, and responsible tourism. Through this outdoor experience, guests can connect with nature, raise awareness about caring for the environment, and contribute to environmental protection by planting a native tree at the end of the tour.



- The Ecotour is an enriching experience for guests and allows them to contribute to environmental care by planting a native tree at the end of the tour.

8 Sustainable Market

The Sustainable Market seeks to promote sustainability and fair trade for the benefit of associates, it is held monthly, and this initiative has benefited more than 8 exhibitors and 6 foundations through the sale of their products.



ANIMAL WELFARE

Wildlife Care Assistance

With the commitment to protecting and preserving the wildlife present on our premises, we have the support of a specialized veterinary service to provide timely care to any species that is injured, ill, or at risk. This service allows immediate action in cases of rescue, medical assessment, care, and follow-up, ensuring the well-being of wildlife and contributing to its proper conservation. Likewise, these actions strengthen our commitment to biodiversity conservation and the protection of the natural environment that surrounds us.



Wildlife Management

A talk was given on the importance of acting appropriately when wildlife is sighted within the hotel, highlighting the importance of respecting the species and avoiding feeding or touching them in order to contribute to their conservation and well-being.



6.1 360° Activities

6.2 Animal welfare

11

Talk on "Myths and realities about reptiles"

On March 5, 2025, an informative session on reptiles was held, during which interesting and scientific facts were shared **with the objective of dispelling myths and promoting greater knowledge and appreciation of these species.**



12

Sea turtle talks

The nesting season in the Caribbean begins from May 1 to October 31, and **protecting and safeguarding the integrity of sea turtles is a priority.** Therefore, every year we request that the technical staff of the Municipality of Solidaridad provide training to our associates before and during the season. This year, a talk was held on April 8, 2025, in which 21 associates from the Animation, Gardening, Public Areas, Security, Quality, Food & Beverage, Laundry, and Human Talent departments participated.



IDENTITY

Within our identity pillar, we are focused on the well-being, training, and safety of our Associates and guests, as well as on highlighting our culture, respecting and celebrating our traditions.



ETHICS AND TRANSPARENCY

At Princess, our ethics are based on respect, trust, transparency, and integrity, values that guide our operations and ensure responsible performance. Through our Sustainability Policy, we promote the responsible management of natural resources, people, and the impact of our activities.

INTERNAL POLICIES

Guests

- Guest Service Policy
 - Internal Regulations for Lodging Establishments
 - Pool Regulations
 - Splash Pool Regulations
 - Pool Access Room Regulations
 - Beach Regulations
 - Water Park Regulations
 - Archery Regulations
 - Gym Regulations
- Kids Club Regulations
 - Guest Transportation Regulations
 - Upper Bed Regulations
 - Emergency Procedures
 - Emergency Instructions
 - Slide and Waterslide Use Instructions
 - Guest Harassment Policy
 - Health Emergency Protocol
 - Allergen Protocol

Associates

- General Policy
 - No Child Labor Policy
 - Sustainable Purchasing Policy
 - Uniform Policy
 - National Code of Conduct Policy
 - Resource Use and IT Security Policy
 - Shared Resources Policy
 - Psychosocial Risk Factors Prevention Policy
 - Food Safety and Health Policy
 - Occupational Health and Safety Policy
 - Quality and Development Policy
 - Heritage Respect Policy
- Hiring Policy
 - Gender Equity Policy
 - Working Mother Policy
 - Zero Tolerance Policy for Workplace Violence
 - Non-Discrimination Policy
 - No Flora and Fauna Extraction Policy
 - Internal Work Regulations
 - Internal Cafeteria Regulations
 - Locker Use Regulations
 - Employee Transportation Regulations
 - Disciplinary Procedure

All policies are available to [Guests](#) / [Associates](#)



INTEGRITY

To safeguard Princess values and ethical principles, Princess actively adopts and practices listening to associates through two methods:

1

Physical suggestion box

Allows complaints or suggestions to be submitted voluntarily.

Messages are deposited in a designated box at the employee entrance.

Human Talent collects the contents periodically, and all information is kept in a secure location.

Allows reports to be submitted.

2

Digital suggestion box

It is carried out through a QR code.

Tool available as a last resort.

It is used when:

- It has not been possible to set boundaries or confront the aggressor.
- There is no follow-up from the immediate leader or Human Talent.

Management of Complaints and Claims with our guests through 10 standards:

- 1

Total priority
- 2

Genuine interest
- 3

Active listening
- 4

Verify the information
- 5

Empathy
- 6

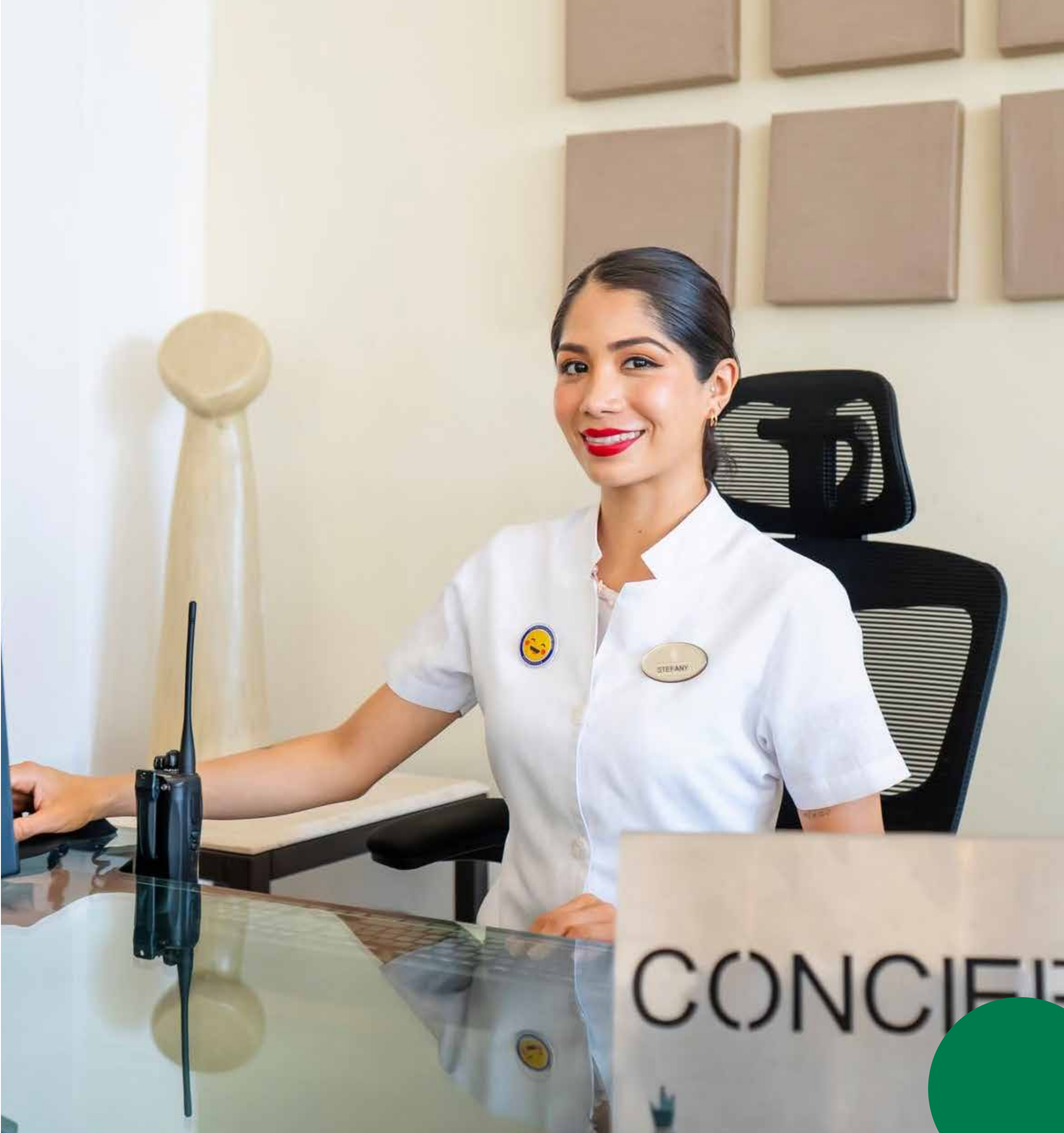
Apology and solution
- 7

Guidance without blame
- 8

Follow-up
- 9

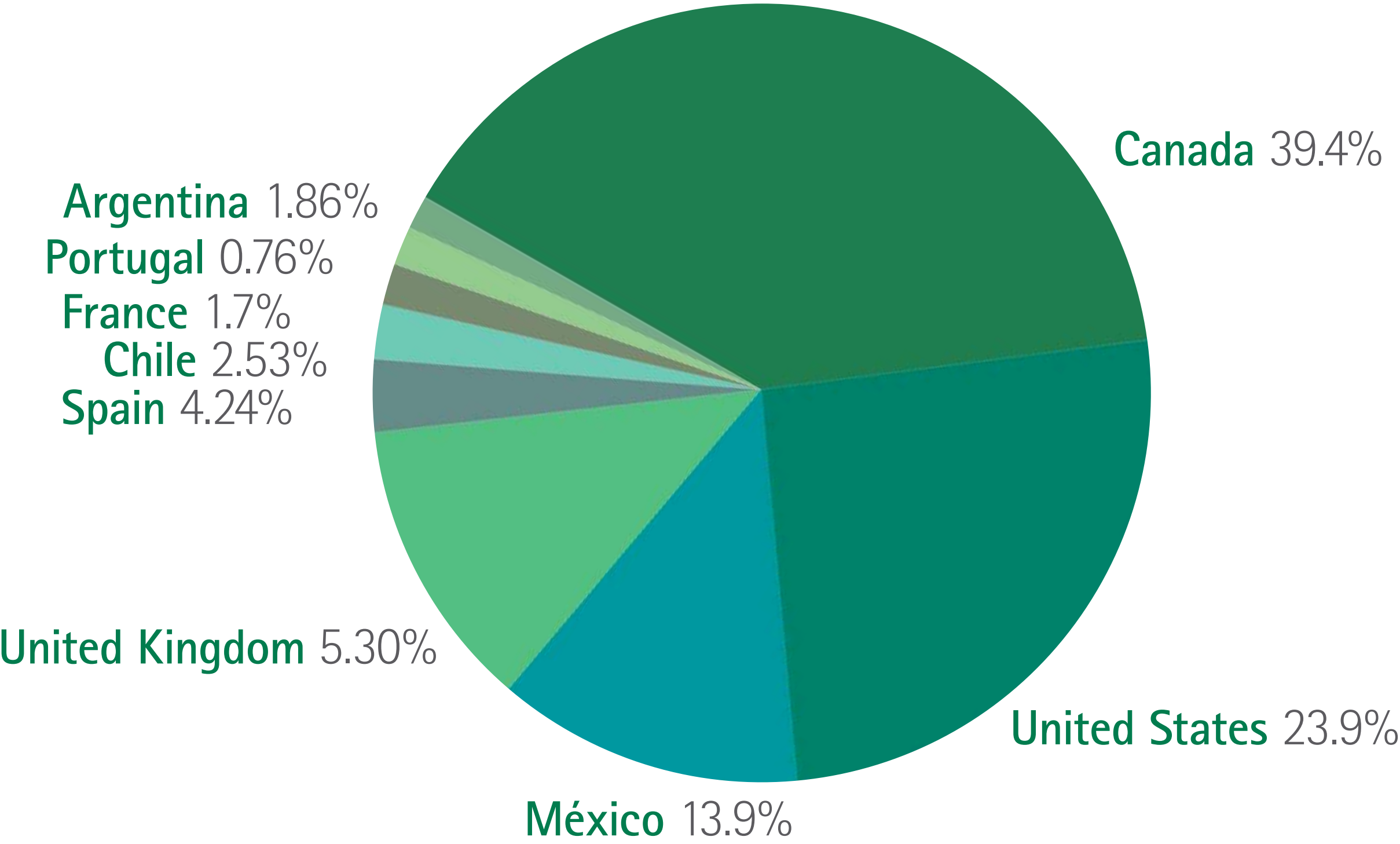
Confirmation
- 10

Closure in our system



DIVERSITY AND INCLUSION 2025 – GUESTS

Guests who mainly visit us:



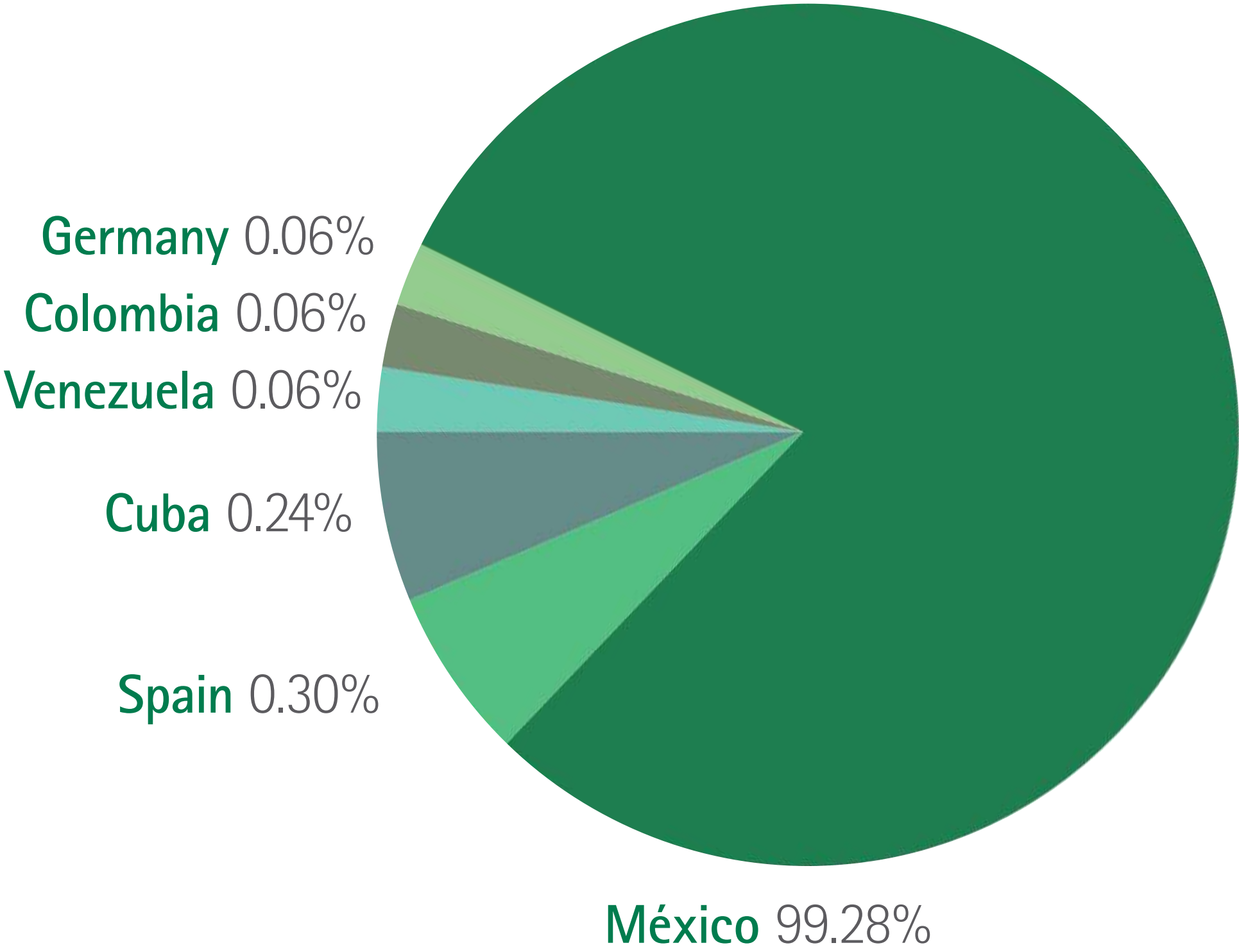
DIVERSITY AND INCLUSION 2025 – ASSOCIATES

Origin of our associates

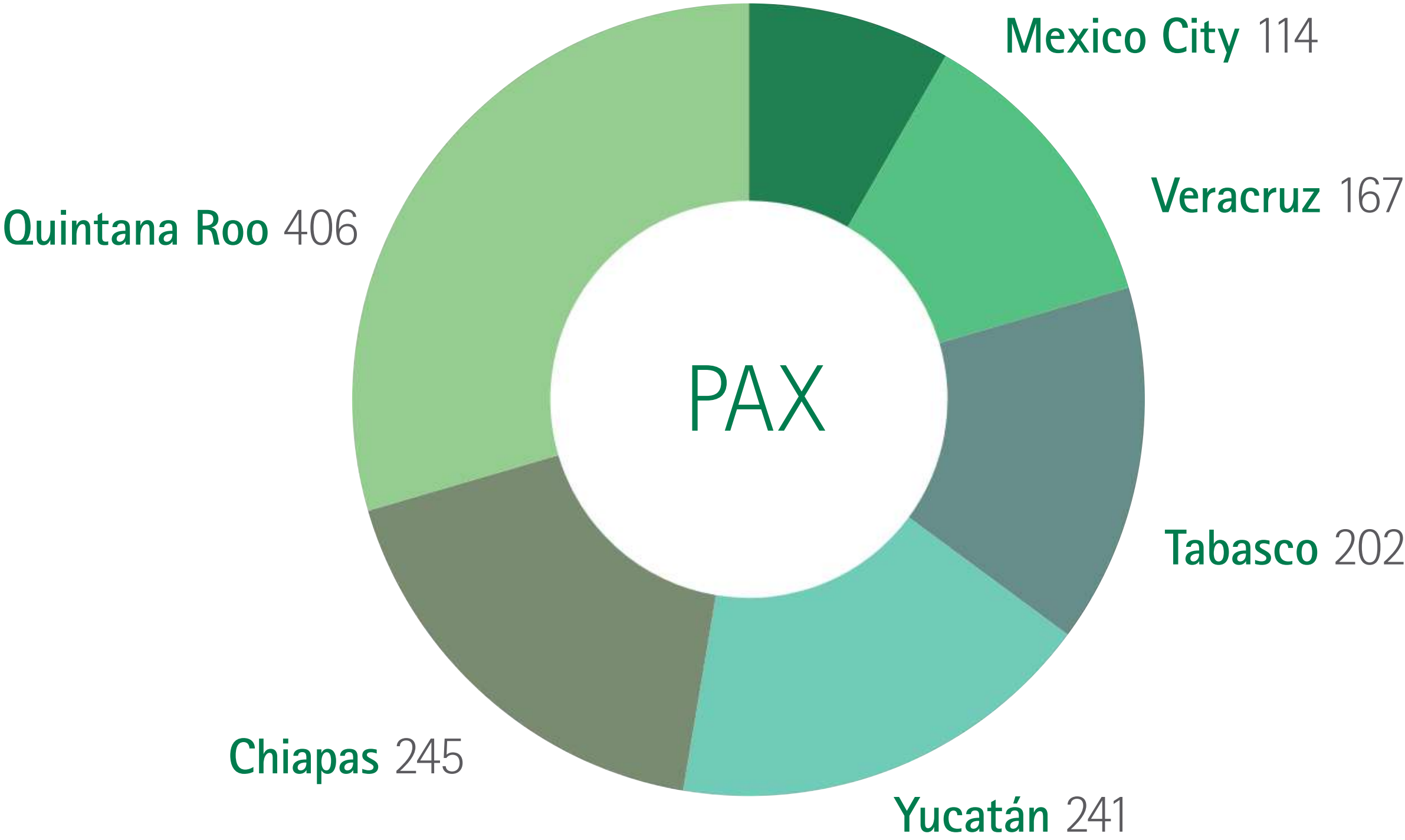
98.9%
are Mexican

41.3%
are from the Yucatán Peninsula

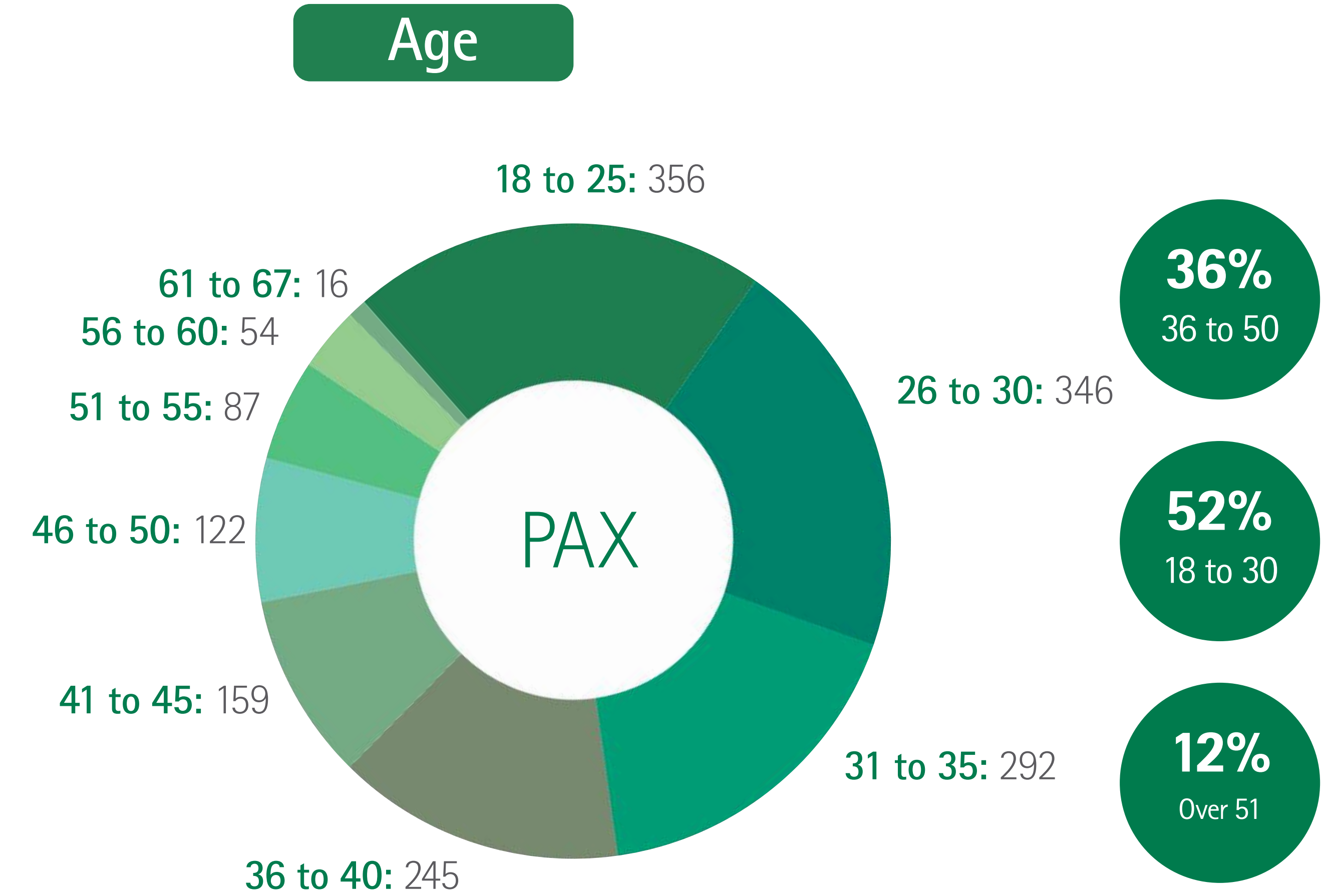
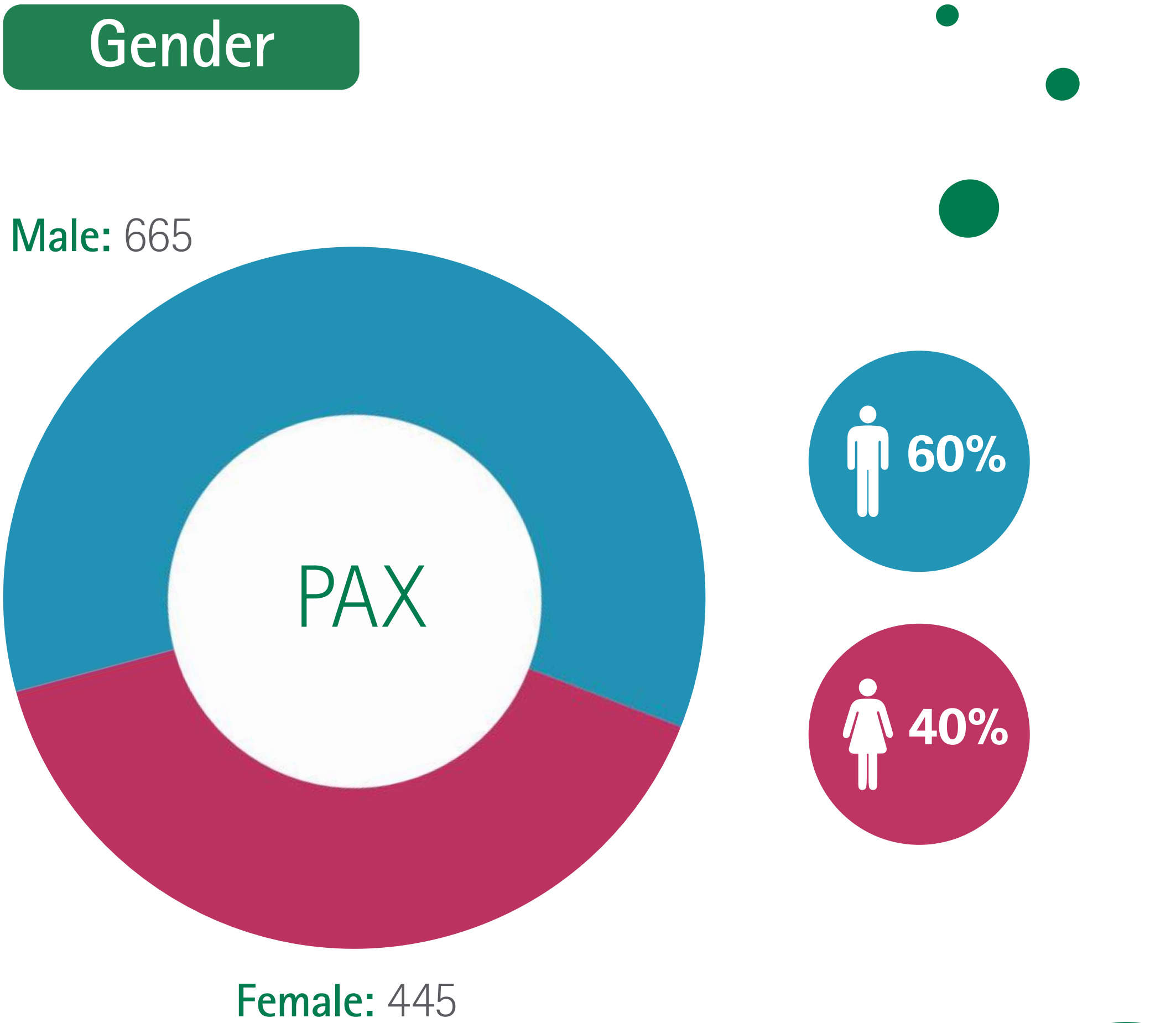
Countries



States

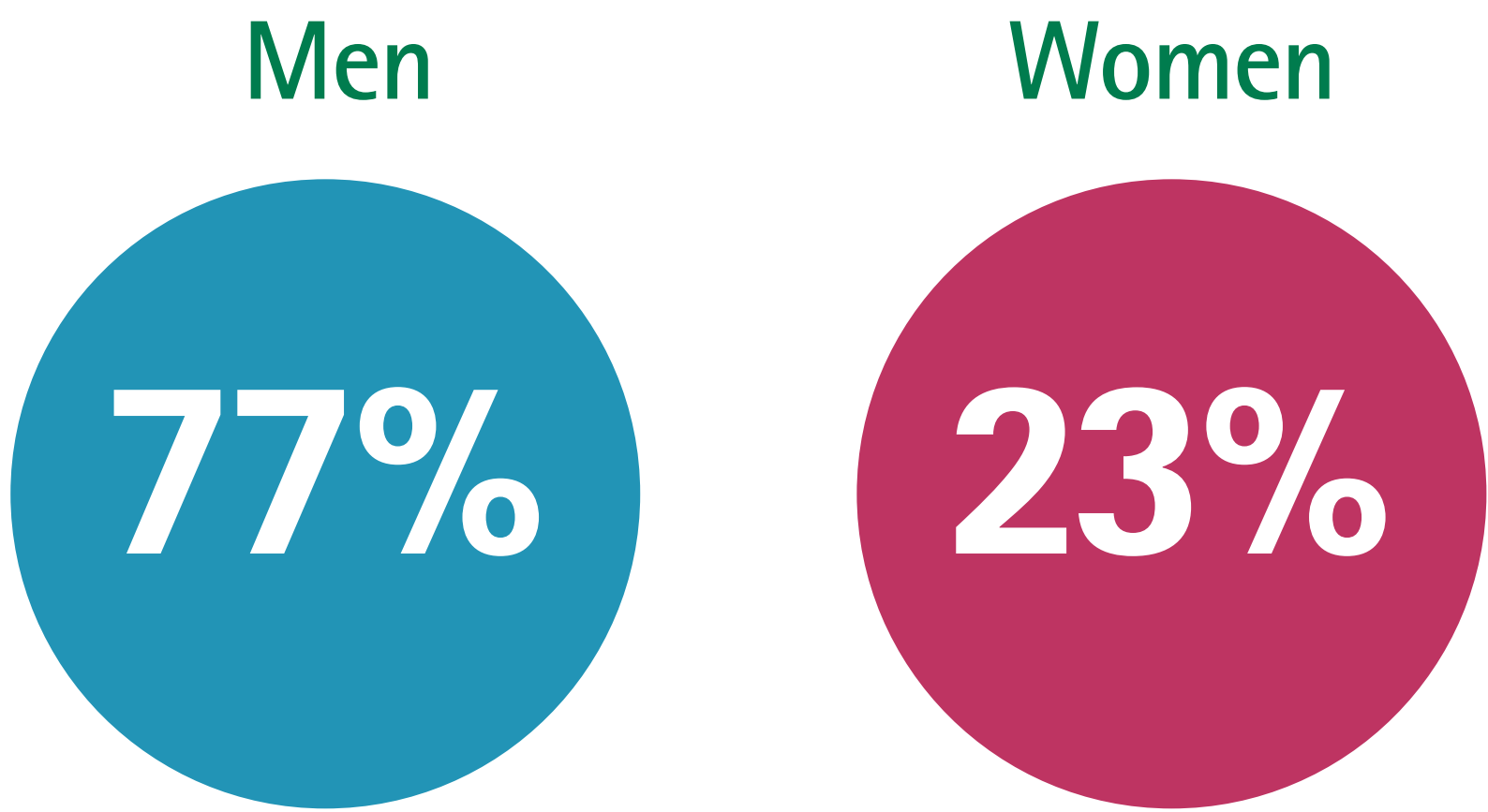


GENDER DIVERSITY 2025



MANAGEMENT AND DIRECTOR POSITIONS BY GENDER

At Princess, our leadership is represented by the following percentage:



At Princess, there are no distinctions among associates based on race, gender, sexual orientation, creed, socioeconomic status, nationality, and/or indigenous cultural expressions.

Compared with 2024, in 2025 there was a 5% decrease in the participation of women in leadership positions.

ORIGINS OF ASSOCIATES FROM ETHNIC COMMUNITIES

Hiring people from rural towns or communities is a key strategy for promoting local development and social inclusion.

Among the main benefits are:

- 1

Strengthens the local economy.
- 2

Promotes diversity and inclusion.
- 3

Improves the relationship and trust with the community.

41.3% of our total associates come from the Yucatán Peninsula, of whom 44% come from Felipe Carrillo Puerto.



INCLUSION AND SERVICE

There is a procedure in place to provide facilities and safety to our guests who require them.

We work to ensure that our associates are informed and can best handle situations in their interactions with guests or in their personal lives when cases involving people with disabilities or an illness arise.

In addition to the above, the items available for guests who have a disability or require medical equipment are the following:

- Amphibious chair
- Canes
- Crutches
- Shower chairs
- Orthopedic walkers
- Knee scooters
- Orthopedic boots
- Wheelchair
- Scooter
- Four-wheel walkers



NON-DISCRIMINATION

During hiring and promotion, equal opportunities and gender equity without discrimination are guaranteed.

Likewise, respect and cordial treatment among associates and toward customers, suppliers, and visitors are promoted, and any case of mockery, mistreatment, or discrimination is sanctioned.

General Principles

Respect for diversity: We value and respect individual differences in culture, religion, and ethnic origin.

Equal opportunities: We promote professional development and growth for all associates.

Non-discriminatory hiring: We guarantee equal employment opportunities without distinction based on race, color, religion, gender, sexual orientation, marital status, nationality, disability, or any other condition protected by law.

Safe and respectful work environment: We promote an environment of open communication, free from discrimination, sexual harassment, violence, and intolerance.

Equity in compensation: We ensure equal salaries and benefits for positions with similar responsibilities.

Work-life balance: We promote a balance between the professional, family, and personal lives of our associates.

Zero tolerance for discrimination: Acts of discrimination include homophobia, misogyny, xenophobia, racial segregation, antisemitism, racial discrimination, and any other form of intolerance.



WORK ENVIRONMENT

We are convinced that in order to achieve improvement in organizational development, it is necessary to understand how each person perceives their work relationships, leadership style, performance, satisfaction, their team, and the organization.

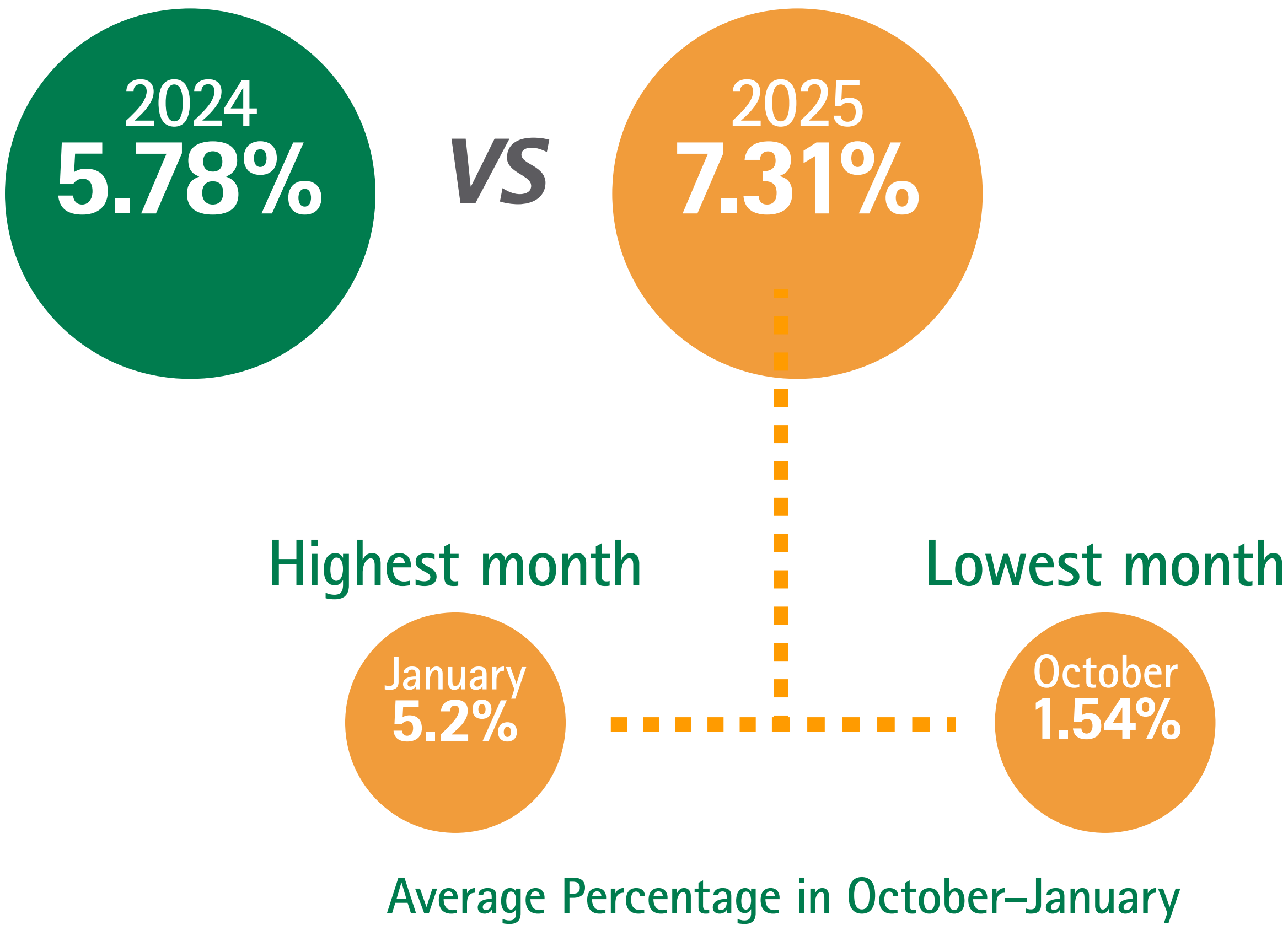
During 2025, no work environment assessment was conducted. However, work was carried out on the design and implementation of a new work environment strategy, which will be launched during 2026 with the objective of strengthening the employee experience and obtaining information that contributes to the continuous improvement of the work environment.

TURNOVER RATE

Our turnover rate in 2025 was higher compared with 2024, due to the renovation carried out in one phase of the hotel.

October: the month with the lowest turnover – 1.54%
January: the month with the highest turnover – 5.2%

TURNOVER RATE GRAPH



EMPLOYEE BENEFITS

Equal treatment and equity are guaranteed in all employment practices, promoting non-discrimination. Likewise, fair salaries and benefits are ensured, with periodic reviews taking inflation and the cost of living into consideration.

To achieve this objective, various actions have been implemented:

In 2025, promotions represented **7%** of the total workforce, equivalent to a **1%** decrease compared with 2024.

Promotions

Department	PAX
Administration	7
Warehouse	4
Animation and Sports	1
Bars	7
Kitchen	4
Dining room (Restaurants)	10
Concierge	3
General Management	1

Laundry	3
Maintenance	7
Project Maintenance	11
Reservations	2
Human Talent	9
Security	6
Spa	1
Steward	7
Total	83



Salary increase

Department	No. of Promotions
Administration	1
Housekeeping	1
General Management	2
Project Maintenance	3
Total	7

In 2025, a **0.6%** salary increase was recorded in relation to the total workforce. Compared with 2024, this percentage represents a **19.8%** decrease.



Salaries and Benefits

Salary is the employee's compensation for their work. The company guarantees transparency by detailing earnings and deductions on the biweekly payroll receipt.

Benefits in accordance with the federal labor law

In compliance with current legislation in Mexico, the company provides its associates with the minimum benefits established by the Federal Labor Law, including:

- Annual Christmas bonus equivalent to 15 days of salary, payable before December 20.
- Paid vacation according to the employee's length of service.
- Vacation premium equivalent to 25% of the salaries corresponding to the vacation period.
- Enrollment in the Mexican Social Security Institute (IMSS), guaranteeing health and occupational risk coverage.
- Weekly rest day and official holidays.
- 12-week paid maternity leave.
- 5 working days of paid paternity leave.
- Adoption leave of 6 weeks for mothers and 5 days for fathers.
- Breastfeeding period with additional breaks in accordance with the law.
- Seniority premium after 15 years of service.
- Participation in the annual profit-sharing program.
- Severance and settlement in accordance with applicable legal provisions.

Benefits above and beyond the law

As part of its commitment to the overall well-being of its associates and their families, the company provides additional benefits that strengthen quality of life and financial security, including:

- Cafeteria service.
 - Transportation.
 - Savings fund.
 - Grocery vouchers.
 - Internal medical assistance.
- Internal nutritional services.
 - Internal psychological assistance.
 - Punctuality bonus.
 - Attendance bonus.



Well-being Program

The company promotes the health and well-being of associates through PREVENIMSS campaigns and comprehensive internal medical, nutritional, and psychological care services.

1. Health services offered

- Vaccination: tetanus, hepatitis B, and influenza.
- Oral health.
- Disease detection.
- Sexual and reproductive health: distribution of condoms, promotion of contraceptive methods, and prenatal care.
- Internal medical assistance: care for symptoms or accidents in the workplace, follow-up on private or IMSS diagnoses, and preventive care during hiring; this reflects confidence in associates, with a total of 5,081 consultations in 2025.

2. Education and Prevention

- Talks provided on: HIV, breast cancer, colon and rectal cancer, postural hygiene, hypertension, diabetes, hepatitis C, and cardiovascular health.

3. Nutritional Care

- Consultation with a nutritionist for dietary guidance, disease prevention, and improvement of quality of life.
- Educational talks on healthy eating, sugar in food, allergies and intolerances, eating disorders, and fad diets.
- In 2025, 749 nutritional consultations were provided, representing 37 more appointments compared with 2024.

4. Psychological Support

- Attention to psychosocial risk factors (NOM-035-STPS-2018) and emotional well-being.
- Talks on addictions, emotional regulation, and prevention of psychosocial risks in the workplace.

TRAINING 2025

Objective

To develop associates' skills in order to provide excellent service, increase customer satisfaction, and optimize internal processes, while promoting professional growth, innovation, commitment, teamwork, and adaptability to change.

Session, Courses or Workshop

INSTITUTIONAL COURSES

- 003 – Hygienic Food Handling “Distintivo H”
- 010 – Thermometer Adjustment Workshop
- 005 – General Hotel Induction Course
- 013 – Service Quality
- 034 – Chemical Product Handling
- 036 – First Aid
- 059 – Hazardous Waste Management
- 060 – Hurricane Talk
- 082 – Hygienic Food Handling
- 097 – Workplace Safety
- 107 – Safety Codes
- 124 – Personal Protective Equipment and Introduction to Industrial Safety
- 184 – Foodborne Diseases
- 191 – NOM-019-STPS-2011 Training
- 198 – NOM-022-STPS 2015 Static Electricity in Workplaces

- 203 – Pools Module 1
- 205 – Occupational Safety and Health
- 231 – Hurricane Talk
- 232 – NOM-009-STPS-2011: Safety Conditions for Work at Heights
- 235 – National Code of Conduct for the Protection of Children and Adolescents in the Travel and Tourism Sector
- 243 – NOM-019-STPS: Operation of Health and Safety Committees
- 301 – Safety Codes
- 306 – Talk with Pregnant Associates
- 338 – Sustainability and Environment
- 340 – Service Culture
- 348 – Lifeguard Certification
- 356 – NOM-030-STPS-2009 Preventive Occupational Safety and Health Services
- 380 – Policy: Zero Tolerance for Workplace Violence, Harassment, and Sexual Harassment
- 382 – NOM-35 Talk
- 384 – NOM-036-1-STPS-2018, Ergonomic Risk Factors at Work: Identification, Analysis, Prevention, and Control. Part 1: Manual Handling of Loads
- 395 – NOM-001-STPS-2008 Buildings, Premises, Facilities, and Areas in Workplaces – Safety Conditions
- 396 – NOM-017-STPS-2024 Personal Protective Equipment: Selection, Use, and Handling in Workplaces
- 397 – Mexican Official Standard NOM-018-STPS-2015, Harmonized System for the Identification and Communication of Hazards and Risks from Hazardous Chemical Substances in Workplaces
- 416 – Safe Load Handling
- 418 – Occupational Health and Safety Committee
- 419 – Occupational Safety and Hygiene
- 424 – What to Do in Case of an Emergency

- 427 – NOM-004-STPS-1999, Protective Systems and Safety Devices for Machinery and Equipment Used in Workplaces

432 – NOM-029-STPS-2011, Maintenance of Electrical Installations

455 – NOM-035-STPS-2018, Psychosocial Risk Factors at Work: Identification, Analysis, and Prevention

459 – Appreciative Teams

460 – NOM-020-STPS-2011 Safety in the Installation and Operation of Pressure Vessels

475 – NOM-005-STPS-1998, Handling, Transportation, and Storage of Hazardous Chemical Substances

480 – Pest Prevention and Control in Rooms

504 – Sea Turtle Conservation and Protection

506 – Healthy Eating

510 – Handling of "Diversey" Chemical Products

517 – Hazardous Substance Handling

518 – Pool Chemical Balance and Treatment

536 – Occupational Safety and Hygiene Talk

537 – Hazardous Chemical Substance Handling

538 – World Heart Day

562 – Alignment with Competency Standard EC0217.01 – Delivery of In-Person Group Human Capital Training Courses

577 – Fire Prevention and Protection

586 – Pediatric First Aid

594 – Formation and Training of the Communication and Evacuation Brigade

597 – Formation and Training of the First Aid Brigade

601 – IMSS Digital Talk

602 – Key Room Cleaning and Disinfection Processes
- 609 – Mass Events Workshop

610 – Incident Command System Workshop

612 – Prevenimss Program: Check Yourself, Measure Yourself, Move Yourself

623 – Zero Tolerance for Workplace Violence, Harassment, and Sexual Harassment

629 – F&B School

642 – Turtle Nesting Season

643 – World Health Day

645 – Instructor Training

652 – Legionella Prevention Points

669 – World Hypertension Day Talk

687 – F&B School

705 – Understanding Sustainability

707 – Sustainability and Environment

711 – General Standards

729 – Fad Diets and Their Myths

730 – The Teaching-Learning Process and Areas of Competence

731 – The Art of Feeling

733 – Emotional Regulation

734 – Camaraderie

742 – New Laundry Equipment Training

743 – International Sommelier Diploma

744 – NOM-251-SSA1-2009 – Good Hygiene Practices in the Handling of Food, Beverages, and Food Supplements

745 – Leadership – Maxwell Leadership

746 – Emergency Cabinet Drill

747 – HACCP – Hazard Analysis and Critical Control Points

748 – Operational Practices 2025
750 – Mexican Official Standards
751 – Pyxoom
752 – Introduction to the Clean in Quality Module
753 – Room Cleaning and Disinfection Process
754 – Workshop for Developing Operating Manuals
755 – Talk: World Cancer Day
756 – Food Storage
757 – Drinking Water Management and Treatment
758 – WoW Course
759 – Water Rescue Brigade
766 – What to Do in Case of an Accident?
767 – Myths and Realities About Reptiles
768 – What to Do in Case of an Emergency?
769 – Norovirus
770 – Andragogy
771 – Occupational Risks
772 – General Bathroom Cleaning
773 – Meaningful Learning
776 – Communication Workshop
777 – Basic Excel Course
778 – Instructor Profile and Functions
779 – Floor Washing Procedures and Standards
781 – Communication Skills for an Instructor
782 – Training Process and Planning of Training Activities
783 – Instructional Guide
784 – Let’s Talk About Autism

787 – Food Allergies and Intolerances
789 – Waste Separation Workshop
790 – Comprehensive Audiovisual Production and Streaming Course
793 – Preverisk Sustainability and Environment
794 – Effective Communication: “Beyond Words: The Power of Connecting”
804 – Awareness
805 – What Is Respect?
806 – “Trust, the Bridge That Connects Us”
807 – Leadership and Teamwork Qualities
808 – The Value of “Commitment”
811 – Intention and Action in Supervision
812 – Self-Actualization
813 – Authenticity
814 – Development of Learning Objectives
815 – Transcendence
816 – Prevention of Child Sexual Abuse and Human Trafficking in the Hotel Industry
817 – Waste Management
818 – Educational Content and Instructional Techniques
819 – Princess Service (Breakdown System)
821 – Uniformity
822 – Workshop: Designing Competency-Based Interviews
826 – Practical Hotel Laundry Course
827 – Talk on Myths That Cause Discrimination Against People Living with HIV
830 – NOM-002-STPS-2010 Prevention and Protection Against Fires in Workplaces
831 – Energy Saving Workshop
832 – Water Saving Workshop
834 – Fountain Operating Best Practices

835 – Room Safety and Hygiene835 – Seguridad e higiene en habitaciones

836 – Importance and Application of Operating Manuals

837 – Job Descriptions and Their Use

838 – Types of Groups and Dynamics

839 – CFDI

841 – Tax Regime for Legal Entities

842 – Cervical Cancer Prevention

843 – Pest Management in Rooms

845 – Food Waste Workshop

847 – Sustainable Management of Waste and Hazardous Substances

848 – Prevention of Child Sexual Abuse and Human Trafficking in the Tourism Industry

850 – Talk: World Breast Cancer Day

856 – Course: Chair Law

857 – Financial Education "Savings"

858 – Financial Education "Credit"

859 – Financial Education "Security"

860 – Financial Education "Investment"

861 – Mexican Official Standard NOM-006-STPS-2023, Storage and Handling of Materials Using Machinery – Safety Conditions at Work

900 – Power Conference

904 – Introduction to the Human Rights-Based Approach



Training hours:	2,086
Operational practice hours:	31,777
Total associates trained:	9,600
Total courses provided:	171

INSTRUCTORS 2025

This is a program that seeks to train and certify Associates in teaching-learning techniques, applying the four areas of learning mastery and the four types of knowledge according to CONOCER standard EC-0217.01.

It began in 2024, and we now have 26 instructors.



OCCUPATIONAL HEALTH, SAFETY, AND HYGIENE

REGULATORY STANDARDS

- Mexican Official Standard NOM-251-SSA1-2009, Hygiene Practices for the Processing of Food, Beverages, or Food Supplements.
- Mexican Official Standard NOM-001-STPS-2008, Buildings, Premises, Facilities, and Areas in Workplaces: Safety Conditions.
- Mexican Official Standard NOM-002-STPS-2010, Safety Conditions – Fire Prevention and Protection in Workplaces.
- Mexican Official Standard NOM-004-STPS-1999, Protective Systems and Safety Devices for Machinery and Equipment Used in Workplaces.
- Mexican Official Standard NOM-005-STPS-1998, Regarding Safety and Hygiene Conditions in Workplaces for the Handling, Transportation, and Storage of Hazardous Chemical Substances.
- Mexican Official Standard NOM-006-STPS-2023, Handling and Storage of Materials: Occupational Safety and Health Conditions.
- Mexican Official Standard NOM-009-STPS-2011, Safety Conditions for Work at Heights.
- Mexican Official Standard NOM-011-STPS-2001, Safety and Hygiene Conditions in Workplaces Where Noise Is Generated.
- Mexican Official Standard NOM-015-STPS-2001, Elevated or Reduced Thermal Conditions – Safety and Hygiene Conditions.
- Mexican Official Standard NOM-017-STPS-2024, Personal Protective Equipment: Selection, Use, and Handling in Workplaces.
- Mexican Official Standard NOM-018-STPS-2015, Harmonized System for the

- Identification and Communication of Hazards and Risks from Hazardous Chemical Substances in Workplaces.
- Mexican Official Standard NOM-019-STPS-2011, Establishment, Integration, Organization, and Operation of Occupational Safety and Hygiene Committees.
 - Mexican Official Standard NOM-020-STPS-2011, Pressure Vessels, Cryogenic Containers, and Steam Generators or Boilers – Operation – Safety Conditions.
 - Mexican Official Standard NOM-022-STPS-2015, Static Electricity in Workplaces – Safety Conditions.
 - Mexican Official Standard NOM-025-STPS-2008, Lighting Conditions in Workplaces.
 - Mexican Official Standard NOM-026-STPS-2008, Safety and Hygiene Colors and Signs, and Identification of Risks from Fluids Conveyed in Pipes.
 - Mexican Official Standard NOM-029-STPS-2011, Maintenance of Electrical Installations in Workplaces – Safety Conditions.
 - Mexican Official Standard NOM-030-STPS-2009, Preventive Occupational Safety and Health Services – Functions and Activities.
 - Mexican Official Standard NOM-033-STPS-2015, Safety Conditions for Work in Confined Spaces.
 - Mexican Official Standard NOM-035-STPS-2018, Psychosocial Risk Factors at Work – Identification, Analysis, and Prevention.
 - Mexican Official Standard NOM-036-STPS-2018, Ergonomic Risk Factors at Work: Identification, Analysis, Prevention, and Control. Part 1: Manual Handling of Loads.

SAFETY

- Chemical Product Handling
- First Aid
- Hazardous Waste Management
- Hurricane Talk
- Hygienic Food Handling
- Hygienic Food Handling "Distintivo H"
- Workplace Safety
- Safety Codes
- Personal Protective Equipment and Introduction to Industrial Safety
- Foodborne Diseases
- Occupational Safety and Health
- Safety Codes
- Lifeguard Certification
- Policy: Zero Tolerance for Workplace Violence, Harassment, and Sexual Harassment
- Safe Load Handling
- Occupational Safety and Hygiene Committee
- Occupational Safety and Hygiene
- What to Do in Case of an Emergency?
- Pest Prevention and Control in Rooms
- Handling of "Diversey" Chemical Products
- Hazardous Substance Handling
- Occupational Safety and Hygiene Talk
- Hazardous Chemical Substance Handling
- Fire Prevention and Protection
- Pediatric First Aid

- Key Room Cleaning and Disinfection Processes
- Mass Events Workshop
- Incident Command System Workshop
- Legionella Prevention Points
- NOM-251-SSA1-2009: Good Hygiene Practices in the Handling of Food, Beverages, and Food Supplements
- Emergency Cabinet Drill
- HACCP: Hazard Analysis and Critical Control Points
- What to Do in Case of an Accident?
- What to Do in Case of an Emergency?
- Norovirus
- Prevention of Child Sexual Abuse and Human Trafficking in the Hotel Industry
- Room Safety and Hygiene
- Introduction to the Human Rights-Based Approach

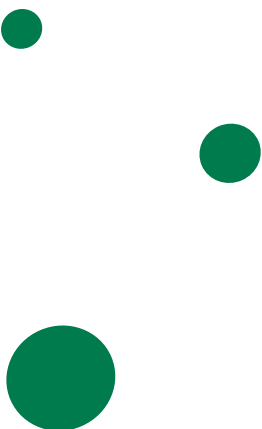
CIVIL PROTECTION

Emergency Brigades

BRIGADE	NO.
Search and Rescue	14
Firefighting	20
First Aid	16
Evacuation	12
Multi-Brigades	15
TOTAL	77

TOTAL TRAINED PERSONNEL	
Brigades:	166
Security:	2,812
Regulations:	1,615
TOTAL	4,593

TOTAL HOURS	638
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PROTECTION OF VULNERABLE GROUPS

World Cancer Day Talk

In commemoration of World Cancer Day, on February 13 and 14, 2025, a talk was held with the purpose of raising awareness and highlighting the importance of how, both individually and collectively, we can contribute to cancer prevention and control, helping to reduce the impact that this disease has on public health.

Talk on Childhood Cancer with AITANA Foundation

On February 17, 2025, the Aitana Foundation, which supports children with cancer, gave an informative talk to associates with the objective of raising awareness, providing information, and promoting early detection of the disease.

In addition, they help raise awareness among the population about the importance of emotional and social support for children facing this condition and their families, promoting prevention, care, and support actions.



HUMAN RIGHTS

National code of conduct informational talk

With the objective of obtaining the National Code of Conduct Certificate, informational talks were coordinated for associates from all departments, together with municipal authorities from Playa del Carmen. These talks took place on February 10 and 11, 2025.

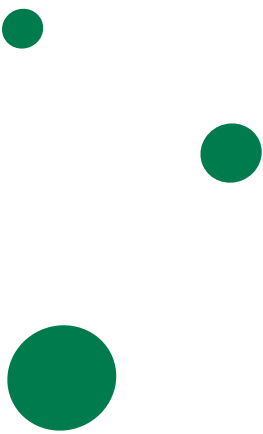
We currently hold this certification, which establishes principles and guidelines that promote ethical, responsible, and respectful behavior, aimed at preventing inappropriate conduct and fostering safe and inclusive environments free from violence, discrimination, corruption, and exploitation.

In sectors such as tourism, it also seeks to raise awareness among and engage companies and associates in the protection of children and adolescents, as well as respect for human rights and legality.

- General Management reiterates its firm commitment not to tolerate any form of human exploitation or abuse in our facilities, supply chain, or with our strategic partners. If any employee, guest, supplier, or partner is found to be involved in activities related to trafficking, exploitation, or abuse of persons, an immediate report will be made to the competent authorities.

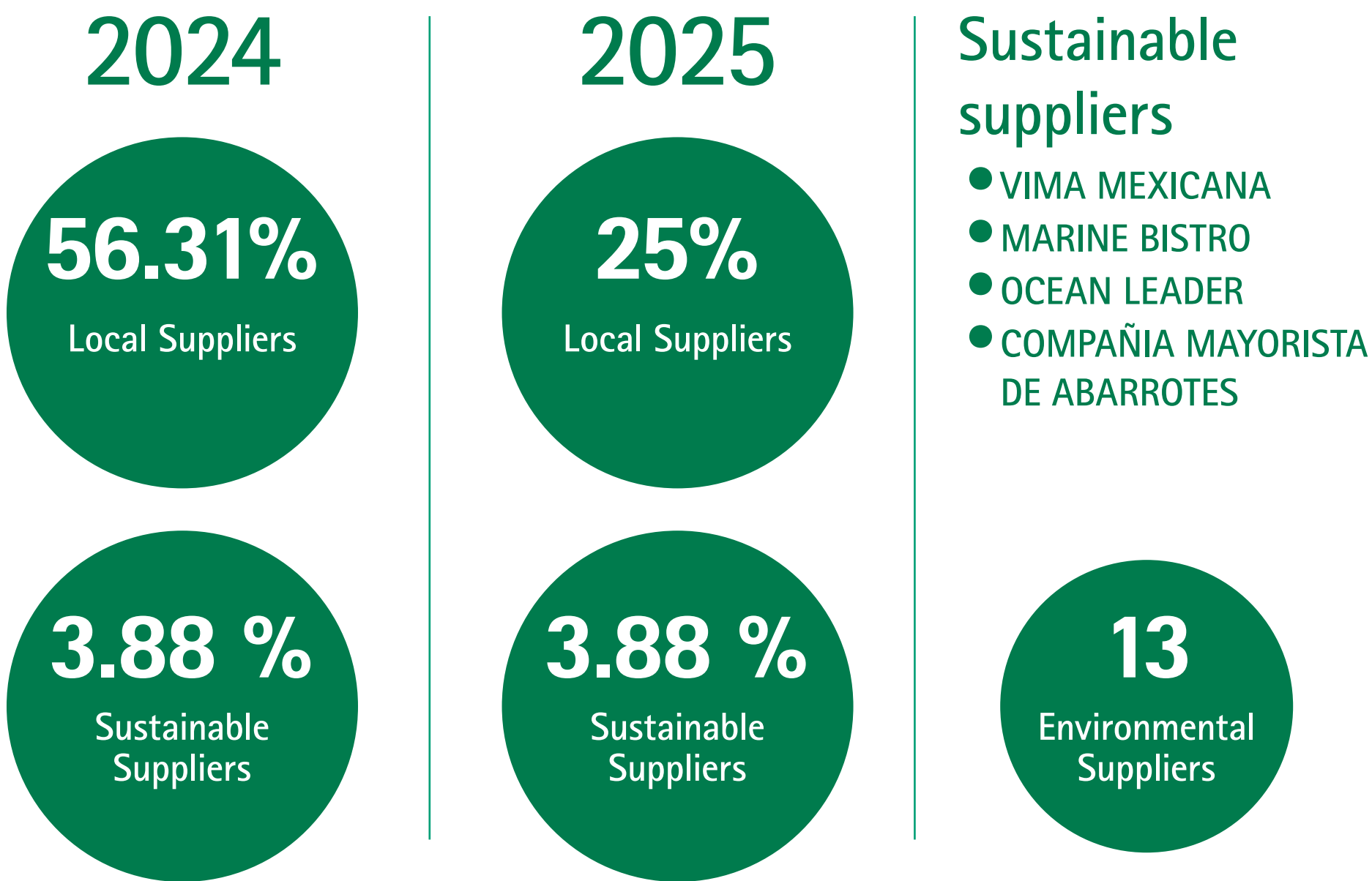
Introduction to the human rights-based approach talk

These training sessions, provided on December 2 and 3 by the Human Rights Commission of the State of Quintana Roo, contribute to the prevention of occupational risks, promote an inclusive and respectful work environment, and strengthen the organization's culture of social responsibility. They also reinforce our colleagues' awareness of human rights, promoting more ethical and safe labor practices aligned with institutional values.



SUSTAINABLE PURCHASING

We are committed to complying with our sustainability, social responsibility, and hygiene standards; therefore, we conduct audits to ensure that all our suppliers comply with the guidelines of our policies, thereby ensuring compliance and the integrity of our environmental commitments and food safety.



Name	Product or service provided
SONNE	Collection of used vegetable oil.
Relmex	Collection and recycling of electronic equipment.
Ecología y Manejo de Residuos SA de CV	Collection and management of hazardous waste.
Ismael Soriano Herrera	Removal of gardening waste and scrap metal.
Biotechnología en Residuos de México	Collection, transportation, and storage of waste from grease traps, vegetable fats, dried sludge from pumping stations, and waste from the wastewater treatment plant.
Luis Alberto Pérez Cornelio	Purchase and sale of recyclable, non-hazardous municipal solid waste.
MEDAM (Red Ambiental)	Collection of infectious biological hazardous waste (RPBI).
M.V.Z. Mario Buil	Wildlife care and medical care, as well as employee training.
Biol. Horacio Ocampo López	Bee rescue and relocation.
Municipal Sea Turtle Committee	Employee training and operational assistance.
ASGHAM S.A. DE C.V.	Preparation of the State-Regulated Waste Management Plan and consulting services.
Green Garden	Maintenance of green areas and propagation of native and ornamental species.
Roberto Inclán	Environmental impact consulting.

ACTIVITIES THAT DEFINE OUR IDENTITY – OUR ASSOCIATES

Three Kings' Day

Every January 6, we celebrate with a large raffle of Rosca de Reyes among associates and with a visit from the Three Kings to the different departments.



Bartender's Day

To commemorate Bartender's Day, a special event was held for the Bars Department at Sunset & Riviera and Platinum Yucatán, recognizing their dedication and the essential role they play in the guest experience.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR ASSOCIATES

Women's Day

We commemorated this important day by organizing a luncheon to promote social interaction and recognize women as a fundamental part of society.



International Day of Happiness

International Day of Happiness is celebrated on March 20, and we welcomed it with our colleagues at the entrance to the employee cafeteria, giving out popsicles in an effort to refresh their day and give them a special moment.



ACTIVITIES THAT DEFINE OUR IDENTITY – OUR ASSOCIATES

Children's Day

As part of Children's Day, a movie outing was organized for approximately 200 associates' children, who enjoyed an individual combo and a fun and memorable experience.



Mother's Day

To commemorate Mother's Day, Princess mothers were celebrated at Sunset & Riviera with a special menu, treats such as esquites and marquesitas, and a surprise gift, in an atmosphere of recognition and social interaction.



ACTIVITIES THAT DEFINE OUR IDENTITY – OUR ASSOCIATES

Father's Day

On Father's Day, a celebration was held with a special meal and gifts to recognize the effort and commitment of associates who are fathers.



Bed-Making Competition

On Housekeeper's Day, celebrated on October 23, the dedication, technique, professionalism, and career path of the staff were recognized, highlighting their valuable contribution to the guest experience.



ACTIVITIES THAT DEFINE OUR IDENTITY – OUR ASSOCIATES

Birthdays

Every month, a birthday celebration is held for associates, featuring games, contests, and recreational activities. During the event, beverages, snacks, and cake are offered, and each person celebrating their birthday receives a gift, promoting social interaction and a pleasant atmosphere.



Baby Shower

A baby shower was held for pregnant associates, creating a space for social interaction, recognition, and celebration of this special stage, wishing them well with the upcoming arrival of their babies.



ACTIVITIES THAT DEFINE OUR IDENTITY – OUR ASSOCIATES

Third-Shift Breakfast

As part of our employee well-being initiatives, a breakfast is held every two months for third-shift associates at Sunset and Riviera, providing a space for social interaction and recognition of their effort and commitment during nighttime operations.



Departmental Celebration

Throughout the year, we hold a Departmental Celebration to recognize and thank each team for its effort, commitment, and dedication, highlighting its contribution to operational success and guest satisfaction.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR ASSOCIATES

Retirements

A gathering was held together with the employee’s department to say goodbye to and recognize our associates upon their retirement, thanking them for their commitment, dedication, and valuable years of service to the organization. We wish them success and well-being in this new stage of life.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

New Year's

We organized a large outdoor party for our guests with delicious food and lots of colorful lights.



Three Kings' Day

We offer our guests our traditional Rosca de Reyes and photos with the Three Kings.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Valentine's Day

With family or as a couple, we enjoy background music with photos at the heart of the plaza.



Mardi Gras

Mardi Gras is a celebration featuring dancing, costumes, masks, and parties.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

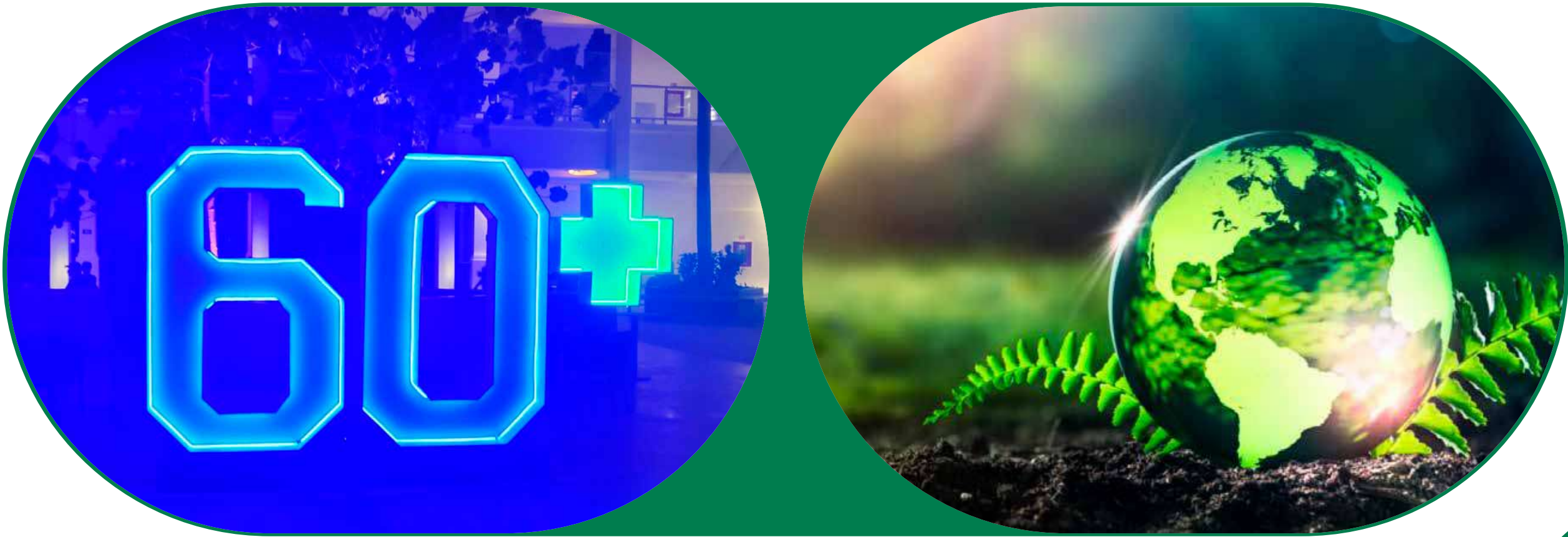
St. Patrick's Day

On this day, green necklaces are given out and a beer contest is held.



Earth Hour

To raise awareness among guests and highlight the issue of climate change, all the lights in the central plaza are turned off for one hour. For our guests' entertainment, a light show is also presented.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Easter

As part of the Easter celebrations, an egg hunt is held with our young guests, who can also take photos with the Easter Bunny.



Earth Day

Guests are invited to reflect on the importance of caring for nature and preserving all living beings on the planet. A Mayan ceremony is held to give thanks to Mother Earth for everything she provides us.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Canada Independence Day

To commemorate Canada's independence from the British Crown, a photo booth is set up on the stairs of the Riviera lobby and Fantasy Bar.



United States of America Independence Day

To commemorate the signing of the United States Declaration of Independence, a photo booth is set up at Fantasy Bar.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Mexican Independence Day

Every year, millions of Mexicans gather to celebrate the Grito de Independencia, a historic event that marked the beginning of our struggle for freedom. Therefore, traditional dances, mariachi, and Mexican cuisine could not be missing on this day.



Mexican Revolution Day

The celebration commemorates and honors the struggle of the people of Mexico for freedom and social justice. Therefore, traditional regional dances are presented, and guests can enjoy delicious traditional Mexican food.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Halloween

A costume contest is held with guests, and children are given candy as part of Trick or Treat.



Day of the Dead

Day of the Dead is a Mexican celebration that honors deceased family members and is an ancestral tradition. To introduce guests to this celebration, an altar is set up and shows featuring Mexican regional music and folkloric dances are presented.



ACTIVITIES THAT DEFINE OUR IDENTITY

– OUR GUESTS 2025

Christmas Eve

A special dinner is held for guests, along with a Christmas show featuring dances such as The Nutcracker.



COMMUNITY ENGAGEMENT

Within our community engagement, we focus on promoting loyalty, trust, and awareness in supporting our community and neighbors, directing our actions together with our guests, suppliers, and partners to achieve meaningful change.



8. Community engagement

Donation to Neighbors

As part of its sustainability and social responsibility commitments, Princess Hotels donated items and maintenance materials to support the improvement of facilities in neighboring communities, promoting social well-being, resource reuse, and the circular economy, reaffirming the hotel's commitment to responsible development and positive community impact.



School Supplies Donation

The beginning of each school year represents an economic challenge for many vulnerable families. Therefore, every year the "Help Them Write Their Dreams" school-supply collection campaign is carried out, with the support of guests and associates. Thanks to this initiative, on August 10, 35 school-supply kits and a blackboard were delivered to the Contando con un Amigo Foundation, benefiting students at the beginning of the school year.



8. Community engagement

Hair Donation for Children with Cancer at AITANA

A hair donation campaign was carried out, in which three associates participated in support of children with cancer who benefit from the Aitana Foundation.

The donated hair will be used to make wigs for cancer patients, contributing to their emotional well-being and strengthening their self-esteem during treatment.



Banco de Tapitas

The permanent "Banco de Tapitas" campaign is carried out in support of the Aitana Foundation, promoting environmental care through the collection and separation of recyclable bottle caps. All materials collected are donated for the benefit of children with cancer, helping support their treatments and well-being.



8. Community engagement

Toilet Paper Donation

As part of a permanent campaign coordinated with the Housekeeping Department, toilet paper is separated and collected to support the Contando con un Amigo Foundation, resulting in the delivery of 74 kg of material.



THREE KINGS' DAY 2025 at the Contando con un Amigo Foundation

Every January 6, Three Kings' Day is celebrated in Mexico, a tradition of togetherness and joy. With the support of guests and associates, a toy collection was held to celebrate with games, Rosca de Reyes, and gifts for the children of the Contando con un Amigo Foundation.



8. Community engagement

FEBRUARY 14 – Fundraiser for the Microtia Quintana Roo Association

As part of the Valentine's Day activities, a fundraiser was held to benefit the Microtia Quintana Roo Association, supporting its work for children and young people with hearing and visual disabilities. Thanks to the support of our associates, \$14,160 MXN was raised, in addition to a donation of school supplies.



"A GESTURE OF LOVE" Campaign

The "A Gesture of Love" campaign was carried out, inviting associates to donate clothing, toys, and books in good condition to support those who need it most.

Everything collected was delivered to the Red Cross, promoting solidarity and support for the community.



8. Community engagement

Donation to DIF for Flood Victims

Personal hygiene items were delivered to the collection center for flood victims in Veracruz, Hidalgo, Puebla, Querétaro, and San Luis Potosí, following the floods and torrential landslides that severely affected more than 150 municipalities.



Donation to Orgullo Ciudadano

Four wheelchairs, as well as crutches, canes, and a walker, were donated to the Orgullo Ciudadano Foundation, with the objective of supporting older adults in the community who require these mobility devices.



8. Community engagement

Donation to the Red Cross

A donation of more than 300 kg of clothing and footwear was made, thanks to the support of guests and associates, for the benefit of communities, and delivered to the Mexican Red Cross as part of the social support and solidarity actions with the community.



Guest Donations

Thanks to the Pack for Purpose program, guests were able to donate a variety of items that were delivered to our partner organizations, including Contando con un Amigo, Kodomo, Mi Amigo de la Calle, Aitana Foundation, and Microtia Quintana Roo Association, such as hygiene products, toys, clothing, and footwear.

Our guests contributed a total of 523 kilograms of aid.

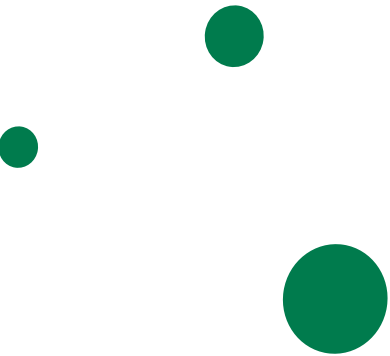


8. Community engagement

Hotel Donation

Thanks to contributions from different hotel departments, such as Housekeeping, Bars, Spa, and F&B, linens, toys, food, and other items were donated, totaling 9,693 kilograms of aid. The following foundations were supported:

- Mi Amigo de la Calle
- Contando con un Amigo
- Orgullo Ciudadano
- Microtia Quintana Roo Association
- Aitana Foundation
- Kodomo



National Code of Conduct



It enables companies, organizations, and professionals that adopt it to develop socially responsible policies on this matter within their facilities, as well as with all suppliers in the service chain and their customers, in order to have a positive impact on destinations and communities.

Preverisk Certification



These are certification modules focused on health, safety, quality, and risk control, with a direct focus on the travel, tourism, and hospitality sector. They serve to introduce, manage, monitor, control, and evaluate the operation of our company's facilities, in order to provide guests with safety, comfort, and confidence during their stay.

The modules evaluated are:

- Hygiene and Cleaning
 - Production Stages
 - Recreational and Service Water Parameters
 - Legionella Prevention
 - Pneumophila
- Documentation and Management
 - Pest Control
 - Infrastructure
 - Safety
 - Sustainability
 - Clean is Quality

Distintivo H



This is the highest recognition granted by the Ministry of Health and the Ministry of Tourism in Mexico to establishments that handle and prepare food, for complying with hygiene requirements in the handling of food and beverages. This guarantees consumers that the food they consume is safe for their health. Audits to maintain this recognition are conducted annually.

Travelife



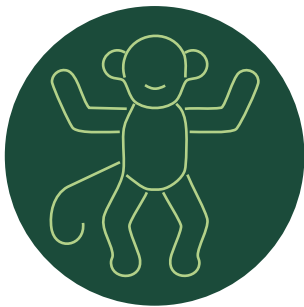
Travelife is an international sustainability training, management, and certification program for the hotel industry that helps manage the environmental impacts generated by tourism activities. Through this program, we join the list of socially responsible companies, meaning companies that seek to create the best destinations to live, work, and visit.

Environment



- 29% reduction in total energy consumption.
- 27% decrease in total CO₂e emissions derived from energy consumption.
- 25% reduction in electricity consumption.
- 37% decrease in LPG consumption.
- 30% reduction in gasoline consumption, also driven by the incorporation of an electric vehicle.
- 56% decrease in coal consumption.
- 12% reduction in total water consumption.
- 10% reduction in water consumption for irrigation.
- 27.6% decrease in total solid waste generation.
- 69.5% reduction in the carbon footprint associated with waste management.
- Complete elimination of waste sent to incineration (0 kg).
- 39.7% decrease in the purchase of single-use plastics.
- 43% reduction in bottled water consumption.
- 47% decrease in the use of single-use food containers.
- 5% reduction in liquid hazardous substances and 37% in solid hazardous substances.

Biodiversity and Community



- Strengthening of wildlife and flora protection programs.
- Protection of sea turtles through the relocation of 1,120 eggs.
- Consolidation of the Sustainable Market and partnerships with foundations.
- Ongoing development of environmental campaigns and participation by associates and guests.

Associates



- 83 internal promotions were carried out, promoting professional development.
- Nutritional consultations increased compared with 2024.
- Medical, psychological, and well-being programs were maintained.
- Wide range of training in safety, sustainability, and health.
- Strong ethics, diversity, and inclusion policies remain in place.

Guests



- Only 60% of mentions were positive during the year.
- Mentions related to the environment represent 57% satisfaction, in addition to the bad weather caused by sargassum, which is something that cannot be controlled.

Energy

- Diesel consumption increased by 47%, mainly due to power outages and sargassum removal.
- The use of low-consumption fuels increased (Ecoburner and liquid wax).
- Energy consumption per guest night increased due to low occupancy.
- Installing meters by area will make it possible to identify more precisely where the greatest savings opportunities exist.

Water

Although total consumption decreased, water consumption per guest night increased.

The following should be reinforced:

- Leak detection
- Measurement by area
- Water-saving programs

Chemicals

- Continue replacing products with alternatives that have a lower environmental impact.
- Continue optimizing inventories to avoid unnecessary purchases.

Plastics

- Although total consumption decreased, the indicator per guest increased slightly.
- Continue replacing plastics with reusable or biodegradable alternatives.

Purchasing

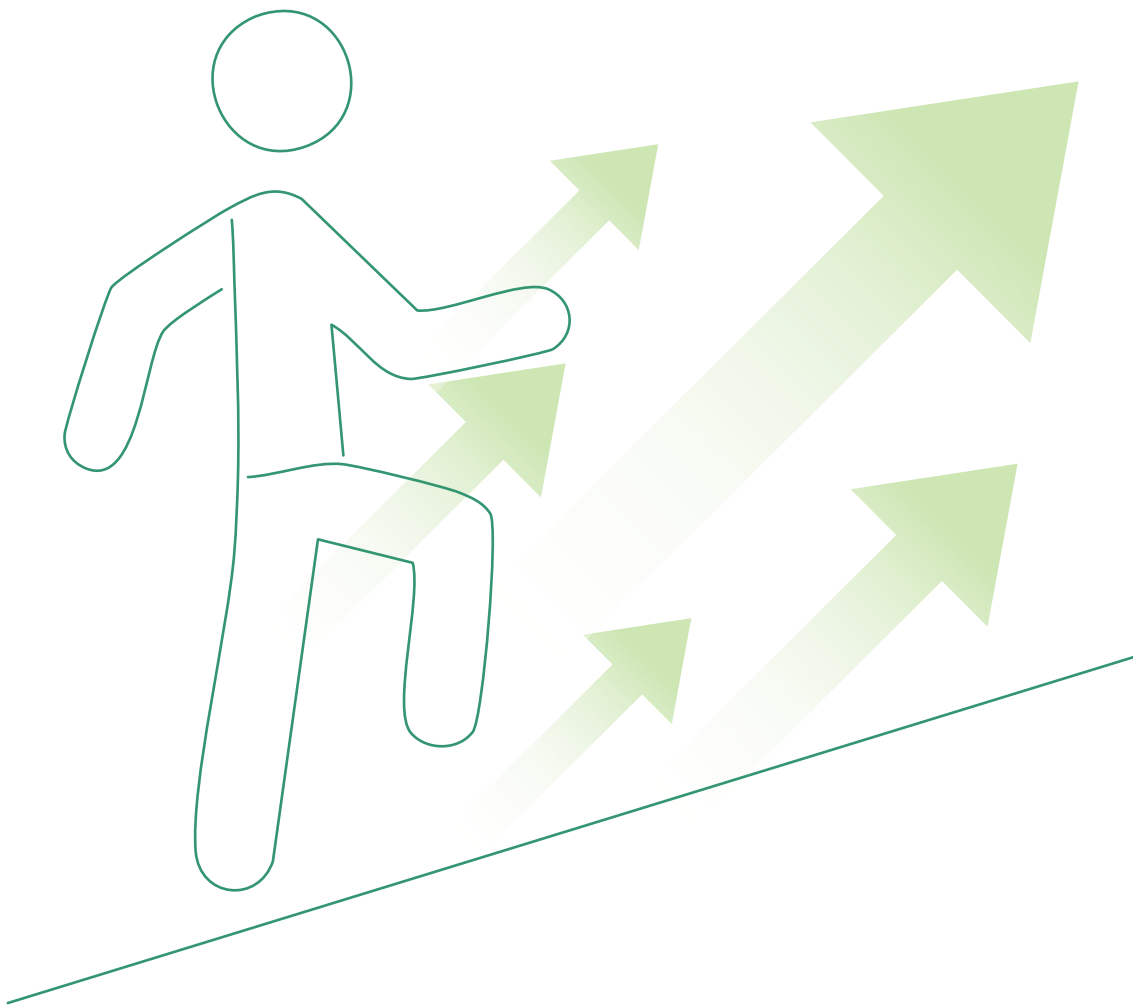
- The percentage of local suppliers decreased from 56.31% in 2024 to 25% in 2025.
- The percentage of sustainable suppliers remained unchanged at 3.88%, making it necessary to promote the incorporation of new suppliers with sustainable practices or certifications.

Waste

- More than 93% of waste still ends up in landfills.
- Continue promoting the Zero Waste to Landfill project.
- Increase the recovery and recycling of organic waste.

Human Resources

- In 2025, the employee engagement survey was not conducted; it will be important to successfully implement the new strategy in 2026.
- Turnover increased compared with 2024.
- The participation of women in leadership positions decreased (from 28% to 23%).
- Promotions decreased slightly compared with 2024.
- The salary increase was lower than the previous year.



11. Recommendations to Management

1. Encourage greater participation in sustainability activities, requesting the support of department heads.
2. Reactivate incentive programs for sustainability activities in order to encourage and recognize the efforts of participants.
3. Given the size of the hotel and the need, as well as the growing demand for training, document controls, legal compliance, activities, and follow-up, it is considered essential to assign a person exclusively dedicated to the sustainability area.
4. Greater dissemination of sustainability-related policies and procedures is suggested, ensuring that they are known by all associates.
5. Implement training programs and talks on social responsibility, water conservation, and greenhouse gas emissions, with the objective of promoting collaboration and awareness among associates.
6. Reactivate employee engagement surveys and sustainability-related questions in order to identify strengths and areas for improvement.
7. It is recommended to consider investing in renewable energy sources in the future, such as implementing solar-powered lighting and signage in green areas.
8. Review progress quarterly in management meetings and establish corrective actions when deviations occur.
9. Develop a plan to increase the participation of women in supervisory, management, and executive positions.
10. Conduct the new employee engagement survey in 2026 and turn its results into concrete action plans.
11. Periodically monitor indicators such as satisfaction, commitment, and talent retention.
12. Implement mentoring and internal talent development programs with an equity focus.

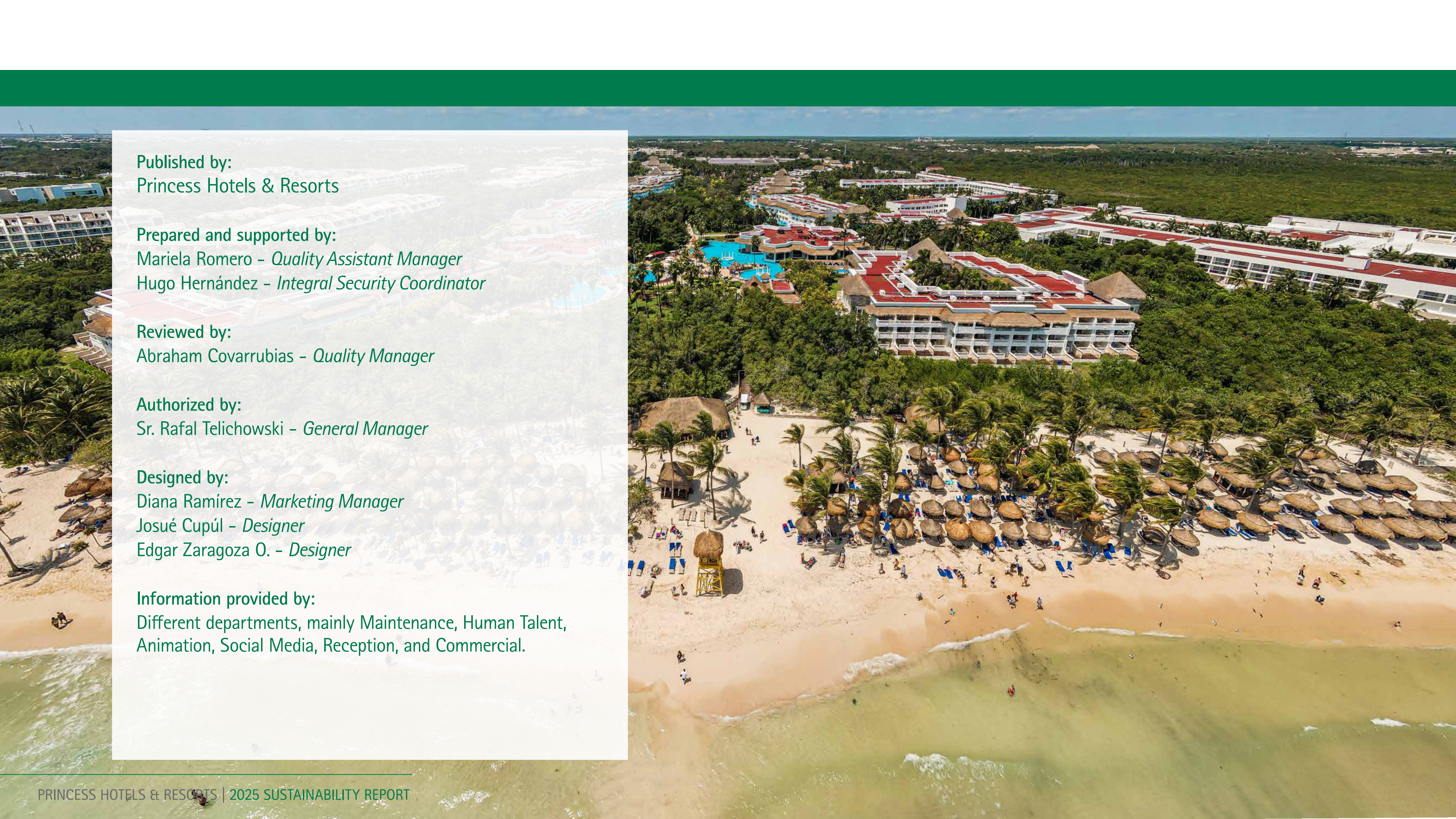
13. Establish annual targets for replacing products with reusable or biodegradable alternatives.
14. Involve suppliers in the redesign of packaging and materials to reduce waste generation.
15. Integrate environmental and social objectives into the performance evaluations of leaders and departments.
16. Recognize and incentivize initiatives that generate savings or improvements in sustainability.
17. Promote conservation, recycling, and environmental education activities that actively involve guests and staff.
18. Have mechanisms in place for the automation of hotel equipment and operating systems.
19. Maintain the sustainability committee to develop, implement, and oversee initiatives and strategies, ensuring that operations are environmentally, socially, and economically responsible.

Approval of the Annual Sustainability Report by Senior Management

Sr. Rafal Telichowski

Director General

Approval Date



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