

2023 SUSTAINABILITY REPORT

CARIBE DELUXE PRINCESS
HOTEL

TROPICAL DELUXE PRINCESS
HOTEL



INDEX

	Pag
1. Index	02
2. Introduction	03
3. Committee Signature	03
4. Mission - Vision - Values	04
5. CSR	05
6. Our Energy Management	14
7. Our Water Management	16
8. Our Solid Waste Management	18
9. Our Environmental Impact Reduction	19
10. Goals	20



INTRODUCTION

With enthusiasm, we share the Sustainability Report corresponding to our Caribe Deluxe Princess and Tropical Deluxe Princess hotels.
In our organization, we take pride in the constant evolution in the management of environmental and social aspects, based on the principles that guide our Corporate Social Responsibility Policy.

Our enduring dedication drives us to comprehensively advance in all aspects related to sustainability in our hotel complex. Through the implementation of optimal practices and management, we aim not only to establish ourselves as sustainable hotels but also to reaffirm our commitment to a more responsible and environmentally respectful future.

This report highlights not only our current achievements in sustainability but also our future goals and the specific actions we are taking to achieve them. From efficient resource management to the promotion of socially responsible practices, our approach encompasses every facet of the hotel experience.

In this context, we want to emphasize our active role in building a more sustainable tourism, committing not only to the well-being of our guests but also to that of local communities and the natural environment surrounding us. Through conservation programs, community initiatives, and innovative measures, we seek to be positive agents of change in the industry.

We believe that every conscious choice contributes to shaping a brighter and more equitable future. Together, we are creating a legacy of responsibility and commitment to the well-being of our planet and future generations.

This sustainability report is reviewed and signed by our sustainability committee

Federico Espinal
General Manager

Alberto Gómez
Deputy Director

Marta Pérez
Human Resources Manager

Elio Vásquez
Quality Manager

Ing. Daniel Castillo
Maintenance Manager

MISSION - VISION - VALUES

Mission:

We are privileged seaside vacation destinations with avant-garde architecture that seamlessly integrates with our surroundings. We are dedicated to understanding each individual to offer unique experiences, pursuing profitability for our shareholders, and sustainability for our business. With a clear service vocation, we place people at the center of everything we do.

Vision:

We aspire to be leading 5-star hotels in the industry, distinguished by our constant pursuit of service excellence and the cultivation of enduring, quality relationships with our customers and collaborators.

Values:

Innovation, Customer Orientation, and Spirit of Improvement. In our philosophy, innovation is key to achieving excellence and setting ourselves apart, fostering customer loyalty. Customer orientation guides each of our actions, and the spirit of improvement drives us to evolve constantly.

Sustainability:

Respect for the environment and people. We are committed to sustainably minimizing our environmental impact, constantly seeking new ways to respect both the surroundings and local communities. This environmental responsibility is essential to our long-term commitment.

Integrity:

We guide our management responsibly, based on honesty, trust, and fairness as fundamental values. Integrity is the cornerstone of our decisions and actions, creating an atmosphere of trust and transparency in everything we do.



CORPORATE SOCIAL RESPONSIBILITY PRINCESS HOTELS & RESORTS



Princess Hotels & Resorts is fully committed to the development of sustainable tourism in its hotel activities. Daily, we actively work on a Corporate Social Responsibility program that encompasses the entire company. We are aware of the responsibility we have both to the environment and society, which is why we have implemented a specific Corporate Social Responsibility program in each destination.

"Our mission is to build a better world by offering excellence in hotel service through our most sustainable values."

We share concern for the environmental and socio-cultural surroundings, and our sustainable development policies aim to promote exemplary practices in relation to:

- **The Environment**
- **Society and Culture**
- **Guests**
- **Employees**

In pursuit of this commitment, Princess Hotels is working on the continuous development of the Princess and You 360° sustainable program. This Corporate Social Responsibility project is based on values of commitment to the environment, integrity with people, and the constant pursuit of excellence in the hotel service we provide to our clients.

The Princess and You 360° program is a tool that we consistently implement in the sustainable development of our activities. Throughout the year, we carry out specific actions that contribute to maintaining a virtuous circle formed by our most sustainable values, thus building a better world.



WITH OUR EMPLOYEES

At Caribe Deluxe & Tropical Deluxe, we maintain a steadfast commitment to continuous progress through programs and initiatives in which our collaborators actively participate. We consistently seek to broaden our contribution to the surrounding communities of our hotels.

We reaffirm our commitment to equal opportunities and gender equity within all our teams. Employment generation in our hotels not only results directly from our activities but also translates into tangible professional development opportunities. We provide training facilitated by operators, thus fostering an environment conducive to individual growth. This achievement is supported by the financial stability and ongoing growth of our business, a result of the success of our model.

At Caribe Deluxe & Tropical Deluxe, we believe in the fundamental value of people and in enhancing this value over the long term. This conviction is reflected in our management policy, which is guided by the principle of promoting safety and health at work as a guarantee of a dignified life. In this regard, we reaffirm our commitment to maintaining an inclusive work environment, without distinction of race, color, sex, language, religion, political opinion, or other characteristics, thereby ensuring equal opportunities for all.



Within our team, we provide our collaborators with employment opportunities that foster their development and ensure job security. Through our model, we generate employment for hotels, serving as a valuable entry point for young individuals, even in their early work experiences, which is a distinctive feature of the tourism sector. Additionally, we highlight our significant contribution to the employability of women.

As an organization, we strive to instill fundamental values among our staff, grounded in respect for local culture, the importance of family, and commitment to the environment. In the past year, we have dedicated a total of 3447 hours to training for our entire team. This investment reflects our commitment to continuous training and internal promotion. During their time with us, our employees receive training in various sectors, such as food hygiene, occupational risk prevention, environmental awareness, and teamwork promotion, among others. Moreover, before initiating any external recruitment process, we consider the possibility of filling vacancies through internal promotions.

Regarding equal opportunities, from the recruitment and selection process to promotions and internal advancements, women and men are treated equitably. Currently, our workforce comprises 36.2% women and 63.8% men. This percentage represents a 2.7% increase in the presence of women compared to the last sustainability report, demonstrating our ongoing progress in promoting gender equality.



TRAINING AND DEVELOPMENT

The Human Resources department of our company assumes the fundamental responsibility of ensuring that the staff in our hotels are adequately trained and developed. To achieve this objective, we employ a wide variety of training methods, including group sessions, individual development programs, and mentorship from experienced colleagues. Our company has an extensive library of employee manuals designed to ensure standardized training levels for personnel across all our hotels.

In order to maintain comprehensive and ongoing training, we collaborate continuously with various institutions. These include the National Institute of Technical and Professional Training, the Interamerican University of Puerto Rico, HS School, and the Institute of Science and Technology. Through these collaborations, we provide technical-professional training to our collaborators, ensuring a high standard of competence at all levels of our organization. This initiative reflects our ongoing commitment to excellence in developing the skills and knowledge of our valuable team.



WITH OUR GUESTS

- **Quality and Service Excellence:**

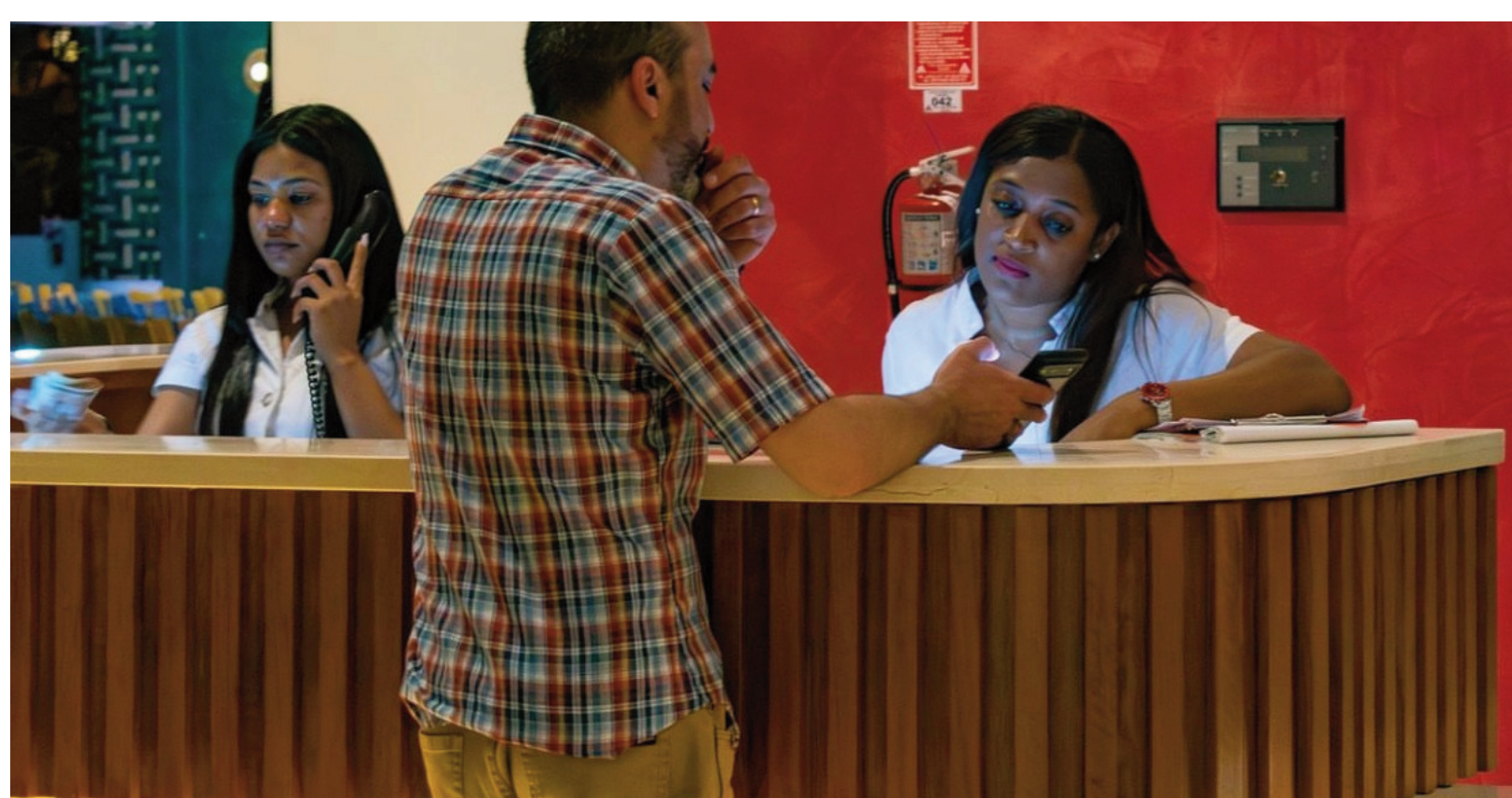
We continuously strive for the development of indicators ensuring excellence in our service, utilizing tools such as satisfaction surveys, complaint management, and suggestions. These metrics enable us to assess and maintain high standards of quality, ensuring the complete satisfaction of our guests.

- **Universal Accessibility for Persons with Disabilities:**

We are committed to ensuring accessibility for all our guests by eliminating architectural barriers and providing an inclusive environment. Our goal is to create a welcoming and accessible space for everyone, regardless of their abilities, so they can fully enjoy their stay with us.

- **Responsible Engagement in the Touristic Experience:**

We stand out for our active involvement in environmental and social projects, inviting our clients to share meaningful experiences with us. We participate in initiatives such as Earth Hour, beach and wetland cleaning activities, collaboration with local schools, and the "Restaurants against Hunger" campaign. These actions not only reinforce our commitment to social responsibility but also enrich the tourist experience by encouraging the active participation of our guests in initiatives that positively impact the community and the environment.



WITH OUR SUPPLIERS

- **Recyclable and Environmentally Friendly Products:**

We are committed to using products that are recyclable and environmentally friendly. This initiative aims to minimize our environmental impact and contribute to global sustainability, promoting responsible practices in resource management.

- **Use of Local Products to Promote the Local Market and Avoid Unnecessary Transport Emissions:**

We opt for the use of local (Km0) products with the goal of promoting the development of the local market and reducing emissions from transportation. This choice not only supports local producers but also contributes to the reduction of our carbon footprint.

- **Development of Resources in the Communities in Our Surroundings:**

We work in collaboration with local communities to develop and enhance their resources. Our intention is to generate a positive impact on the economic and social development of the communities where we operate, thereby strengthening our relationships and contributing to collective well-being.

- **Diversity of Local Suppliers to Ensure Equity in Economic Opportunities for All Suppliers in the Area:**

We encourage the diversity of local suppliers as part of our strategy to ensure equity in economic opportunities. By collaborating with various local suppliers, we contribute to sustainable economic growth and promote an inclusive business environment.

- **Providing Opportunities to All Members of the Communities in Which We Operate:**

We strive to create opportunities for all members of the communities in which we operate. Whether through employment programs, training initiatives, or community collaborations, we aim to be a positive force in improving the prospects and quality of life for the local population.



WITH OUR ENVIRONMENT

- **Waste Management:**

We carry out the selective collection of waste for subsequent recycling and reduction. Our initiative focuses on minimizing environmental impact, promoting responsible waste management practices.

- **Service:**

In line with our environmental sustainability policy, we encourage the adoption of eco-friendly practices, such as the implementation of electronic billing and the use of biodegradable disposables. These actions reflect our commitment to reducing the consumption of paper and non- sustainable materials.

- **Energy Savings:**

We have a robust energy efficiency plan that encompasses various measures, including the optimization of cooling, air conditioning, heating systems, and the implementation of sensor lighting, among others. These measures aim to reduce our energy consumption and mitigate our carbon footprint.

- **Water:**

We implement a plan for responsible water use, promoting practices that contribute to the conservation of this vital resource. Our commitment to sustainability is reflected in the adoption of concrete measures to minimize waste and ensure responsible water management in our daily operations.

- **Sustainable Construction:**

Guided by principles of sustainability and energy efficiency, we undertake construction projects that adhere to rigorous environmental criteria. Our priority is to contribute to the development of infrastructures that minimize their environmental impact and align with sustainable construction practices.



WITH OUR COMMUNITY AND CULTURE

• Waste Management:

We integrate selective waste collection as an essential component of our operations, in harmony with our dedication to the preservation of Our Community and Culture. This approach aims to facilitate recycling and reduce waste generation, reflecting our environmental commitment and actively contributing to the conservation of our surroundings.

• Service:

In line with our environmental sustainability policy, we embrace eco-friendly practices in the service domain, such as promoting electronic billing and preferring biodegradable disposables. These initiatives are an integral part of our ongoing commitment to reducing the use of non-renewable resources and promoting more sustainable alternatives, respecting and celebrating Our Community and Culture.

• Energy Savings:

We have developed a comprehensive energy efficiency plan that encompasses various aspects, from managing cooling, air conditioning, heating systems to sensor lighting, among others. These measures seek to optimize energy consumption and reduce our environmental footprint, in harmony with Our Community and Culture.

• Water:

We implement a detailed plan for responsible water use, promoting practices that contribute to the conservation of this vital resource. Our goal is to minimize waste and adopt responsible water management measures in all our operations, respecting the traditions and values of Our Community and Culture.

• Sustainable Construction:

Guided by criteria of sustainability and energy efficiency, we undertake construction projects that adhere to strict environmental standards. We strive to contribute to the development of infrastructures that minimize their environmental impact and align with sustainable construction practices, in order to preserve and enrich Our Community and Culture.



At Princess Hotels & Resorts, we firmly believe that an effective relationship among collaborators, guests, suppliers, and the community is essential to achieve common goals of equitable development, generating benefits for all. We strive to strike a balance between being an environmentally friendly, socially responsible, and economically profitable company, guided by our mission, vision, and values.

We consider the active participation of our guests crucial in achieving the company's sustainability objectives. For this reason, we extend a warm invitation to them to engage in our activities, stay informed about local events through our hotel staff, and provide feedback on their experience while staying with us. We appreciate their contribution to building an environment where social responsibility and sustainability are shared priorities.



OUR ENERGY MANAGEMENT

The present report is conducted in accordance with the rigorous Gold Label criteria of Travelife, constituting a comprehensive assessment of every aspect related to the consumption of electricity, diesel, and gasoline. This meticulous analysis lays the groundwork for the implementation of our resource optimization plan, aimed at more efficient management.

In line with our steadfast commitment to strengthen our sustainable responsibility daily, we have recognized the urgent need to adopt an energy policy focused on savings and efficiency. This policy, aligned with the principles of sustainable development, drives strategic investments in equipment that not only aim to reduce energy costs but also aspire to minimize the environmental impact derived from energy use.

The ambition to become an increasingly sustainable entity has led us to this new phase, where the implementation of responsible energy practices becomes an essential component of our ongoing commitment to operational excellence and the preservation of the surrounding environment.

Through this report, we present a transparent vision of our initiatives and achievements, demonstrating our strong commitment to the path of comprehensive sustainability.



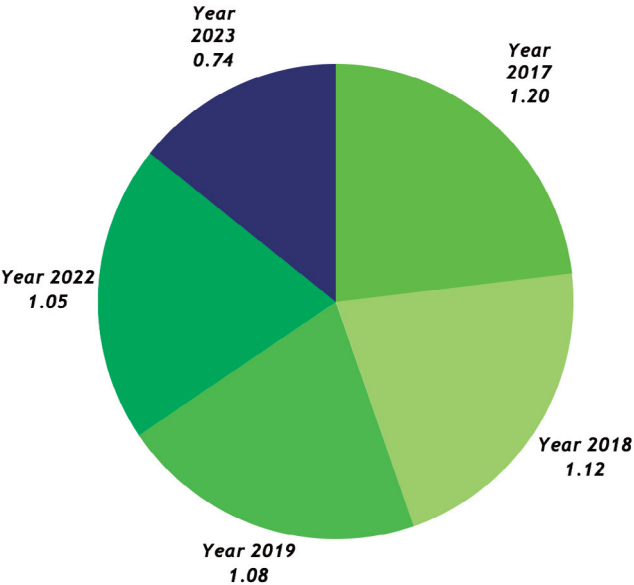
OUR ENERGY MANAGEMENT

Through our daily monitoring program, we have identified the following results::

Residential Building 1	Energy consumption per guest per night during the year has been 0.90 KW/H.
Residential Building 2	Energy consumption per guest per night during the year has been 0.62 KW/H
Residential Building 3	Energy consumption per guest per night during the year has been 1.15 KW/H.
Villa 1	Energy consumption per guest per night during the year has been 0.52 KW/H.
Villa 2	Energy consumption per guest per night during the year has been 0.70 KW/H.
Villa 3	Energy consumption per guest per night during the year has been 0.90 KW/H.
Villa 4	Energy consumption per guest per night during the year has been 0.97 KW/H.
Sport Bar & Restaurants	Energy consumption per guest per night during the year has been 1.92 KW/H.
The Back of the House	Energy consumption per guest per night during the year has been 1.28 KW/H.

These results represent the cumulative sum of the last 12 months of operation of our hotels, expressed in kW/h per guest per night.

The average energy consumption per guest per night during the last year has been 0.74 kWh, a matter of great satisfaction for us, as in previous years, the consumption levels were higher than those recorded in the current period.



We are continuing our commitment to foster a culture of savings within our property. We focus our campaign on training our staff, urging them to adhere to our policies against waste.

We have also intensified our awareness initiative directed at guests, encouraging them to join our savings program. In this way, we all collaborate in the preservation of our environment, with the aim of promoting more sustainable tourism.

Our commitment to the environment drives us to take proactive measures to preserve our surroundings. We are pleased to report that we have successfully achieved our goal of reducing electricity consumption by 5% compared to the levels recorded in the year 2022. Preserving our resources and reducing our environmental footprint remain fundamental in our approach to sustainability.



OUR WATER MANAGEMENT

Water plays a central role in sustainable development, being essential for socioeconomic progress, ecosystem health, and human survival. It not only helps reduce the global burden of diseases but also enhances the health, well-being, and productivity of populations. Additionally, water plays a vital role in producing and preserving various benefits and services for society. In this context, water becomes a key element for adapting to climate change, acting as a crucial link between the climate system, human society, and the environment.

In line with our commitment to reduce the environmental impact of our activities and as part of our dedication to the efficient management of natural resources, we present the post-evaluation report of our water consumption. The supply of drinking water for Caribe Deluxe Princess Hotel and Tropical Deluxe Princess Beach Resort comes from four groundwater wells, with a pumping system to two storage tanks.

This report is conducted to meet the stringent Gold Label criteria of Travelife, focusing on water usage savings opportunities with the aim of achieving both financial and environmental benefits. Through these measures, we reaffirm our commitment to sustainability and responsible water resource management, contributing to overall well-being and environmental balance.



With daily monitoring, we have identified the following results:

Building 1 Residential	Water consumption per guest per night during the year has been 1.75 m3
Building 2 Residential	Water consumption per guest per night during the year has been 1.70 m3
Building 3 Residential	Water consumption per guest per night during the year has been 1.80 m3
Villa 1 Residential	Water consumption per guest per night during the year has been 1.62 m3
Villa 2 Residential	Water consumption per guest per night during the year has been 1.55 m3
Villa 3 Residential	Water consumption per guest per night during the year has been 1.67 m3
Villa 4 Residential	Water consumption per guest per night during the year has been 1.60 m3

These results represent the cumulative sum of the last 12 months of operation of our hotels, expressed in m3 per guest per night.

""With great satisfaction, we report significant advancements in responsible water management at our Caribe Deluxe Princess & Tropical Deluxe Princess hotels. Over the past year, we have observed a noteworthy decrease in common area consumption, reaching a rate of 1.69 m3 per guest per night. This figure represents a notable achievement compared to previous years, where the minimum reached was 1.74 m3.

Our commitment to the proper use of this vital resource has been pivotal in decision-making during the remodeling of our properties. These efforts have resulted in an overall average water consumption of 1.69 m3. Looking ahead, we maintain our commitment and aspire to an even greater reduction next year.

At Caribe & Tropical Deluxe Princess Hotels, we understand that responsible water management is both a moral and business imperative. Therefore, we have implemented specific actions to prevent water waste, involving our staff and guests in this crucial cause. Through a comprehensive water management plan, strategies tailored to each area, continuous consumption monitoring, facility maintenance, system optimization, staff training, and customer awareness, we anticipate a reduction in our water consumption. This achievement reflects our ongoing commitment to sustainability and the preservation of this vital resource for future generations."

OUR SOLID WASTE MANAGEMENT

"To prevent environmental impacts and maintain cleanliness and order in the hotel, we continue to adhere to established measures to ensure proper management of both non-hazardous and hazardous waste. Below, we detail the handling of different types of waste generated in the hotel:

Non-hazardous waste:

Non-hazardous solid waste includes household waste, cardboard, plastic bags, plastic containers, among others, as well as green waste resulting from the maintenance of green areas. Collection of these wastes is carried out through strategically placed bins in various areas of the hotel.

Subsequently, they are transported to a designated area in the industrial zone for temporary storage. The company responsible for removing non-hazardous waste from the hotel is Punta Cana Waste Management Mante, Environmental Certificate No. 2251-12-MODIFIED. In addition, waste from the maintenance of green areas is managed by the company DAM-Domingo Alexis Montilla, with Environmental Permit 1979-12.

Wet waste:

Wet waste generated in the kitchens is deposited in bins with plastic bags and is transported daily to a wet waste room. This space is enclosed and climate-controlled to prevent accelerated decomposition and to avoid the proliferation of insects and rodents. The removal of wet waste is the responsibility of the company DAM-Domingo Alexis Montilla, with Environmental Permit 1979-12.

Hazardous waste:

Hazardous solid waste, such as light bulbs, fluorescent tubes, batteries, etc., is temporarily stored in a room located in the industrial area. Subsequently, these wastes are removed from the hotel by RESICLA, S.R.L, a company authorized by the Ministry of Environment and Natural Resources for the management of hazardous waste.

This rigorous waste management system aims to ensure respect for the environment and maintain high sustainability standards in our hotel operations.

OUR REDUCTION OF DIRECT IMPACT ON THE ENVIRONMENT

"With pride, we share the results of our outstanding initiative to reduce direct impact on the environment, focusing our attention on the crucial aspect of monitoring and controlling noise levels. In order to ensure sustainability and environmental well-being in our operations, we have conducted thorough measurements of this environmental factor.

Annex I, corresponding to the Environmental Quality Measurements Report conducted by EM-PACA-Environmental Quality Laboratory Division, and Annex XI, detailing Environmental Permit No. 1876-12-RENEWED by EMPACA, support and validate our commitment to the responsible management of noise levels in our surroundings. The measurements taken during this campaign, detailed in Table 6.7-1, have been compared with the maximum limits allowed by the Environmental Standard for Noise Protection (Na-RU-001-03).

Overall, we are pleased to report that the average values of noise levels, evaluated at all monitoring points within the hotel, are significantly below the maximum limits established by the reference environmental standard. This conclusion not only reflects our commitment to regulatory compliance but also our strong determination to minimize any potential negative impact on the acoustic environment.

Through these monitoring and control practices, we reaffirm our commitment to environmental preservation, promoting a harmonious and respectful experience for both our guests and the surrounding communities. This comprehensive approach adds to our sustainability narrative, where each step reflects our purpose of being responsible stewards of our environment."

Tabla 6.7-1. Resumen de los niveles de ruido medidos.

Punto	Descripción	Nivel de ruido dB(A)				Norma NA-RU-001-03, Ruido continuo diurno
		Promedio	Mínimo	Máximo	Leq.	
R1	Exterior cuarto del generador de electricidad de emergencia, frente a la sala de máquinas.	60.2	57.0	78.6	63.1	70 dB (A) Para área industrial.
R4	Frente al edificio Villa Nadir.	57.0	48.2	80.6	64.3	65 dB (A) (Área residencial con comercio en los alrededores)
R5	Frente a oficinas administrativas.	60.1	57.5	71.3	61.1	70 dB (A) Para área industrial.
R7	Fuera del cuarto de <i>chiller</i> .	58.8	55.2	73.7	61.5	
R8	Lobby.	56.6	50.9	70.2	59.1	65 dB(A) (Área residencial con comercio en los alrededores)
R9	Frente al edificio Cayena.	57.5	50.7	70.7	60.5	
R10	Piscina 1.	59.3	54.5	68.9	60.4	
R11	Restaurante principal.	55.7	51.2	70.5	57.5	

Through our comprehensive Corporate Social Responsibility strategy, we aim to be active protagonists in the preservation of our planet, adopting a local approach with a global vision.

Annually, we reaffirm our commitment to more sustainable and ecological tourism. We engage with local communities, floral and fauna diversity, thus paving a path of care and respect for future generations.

This commitment goes beyond mere sustainability practices; it represents our firm conviction to be responsible stewards of the environment we share. We act in line with our mission to protect the richness of the land, ensuring that each local action has a positive impact on the overall health of our planet. Thus, through our Corporate Social Responsibility plan, we take an active role in building a more sustainable and harmonious future for all.





princess-hotels.com