

SUSTAINABILITY REPORT 2022

HOTEL PLATINUM YUCATÁN
PRINCESS



Platinum Yucatán Princess

ADULTS ONLY
★ ★ ★ ★ ★



Princess

HOTELS & RESORTS

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INTRODUCTION

This sustainability report describes the company's initiatives and strategies in relation to our commitment to environmental and social responsibility. The information presented in this document covers our main results from the evaluation of our policies, programmes and strategies, which are reflected in the performance of the hotel's activities.

It is intended to inform our stakeholders of the results and our commitment to sustainability in order to seek continuous improvement in each of our internal processes.

About us:

Platinum Yucatan Princess All Suites & Spa Resort Adults Only is an adults-only resort that began operations on 14 September 2015, located in the state of Quintana Roo, in the municipality of Solidaridad, Playa del Carmen with physical address at Prolongación 5ta Avenida Mza 20 Lote 06 C.P. 77710. Playa del Carmen, Quintana Roo, Mexico.

This Spanish hotel chain was founded in 1967 and is located in various tourist destinations, with 23 establishments and more than 10,000 rooms.



MISSION, VISION, VALUES

Princess Hotels & Resorts is a family-owned hotel company committed to respecting the environment and the multicultural diversity of the various locations and communities in which we operate. With a presence in social environments as diverse as Spain, the Dominican Republic and the Riviera Maya in Mexico, our aim is always to improve the quality of our services to maximise customer satisfaction, develop a responsible policy towards our employees and contribute to the well-being of local communities and their environment.

Mission:

"To be a group committed to exceeding the expectations of our customers, providing them with an environment of comfort, peace and security, creating unrivalled experiences, applying high quality standards in service and encouraging our employees, who are the key to our success."

Vision:

"To be a highly competitive hotel on a national and international level, guaranteeing the satisfaction of our internal and external customers, through continuous improvement, creating new paradigms to become a leader in the accommodation services market."

Values:

COMMITMENT

We embrace change with a positive attitude.

RESPECT

We recognise the value of our customers.

RESPONSIBILITY

We are socially responsible.

LOYALTY

We demonstrate loyalty as a member of our community.

SERVICE

We anticipate the needs of our guests.



At Princess Hotels & Resorts, we believe that an effective relationship between employees, guests, suppliers and the community will lead us to achieve common goals of equitable development with benefits for all, seeking a balance between being an environmentally friendly, socially responsible and economically profitable company based on our mission, vision and values.

Involving our guests is key to achieving the company's sustainability goals, so we invite them to participate in our activities, learn about local events from hotel staff, and send us feedback on their experience during their stay with us.



ENVIRONMENTAL CONSERVATION



We constantly strive to manage our impact on climate change by implementing our sustainable business model and optimising the resources used in our daily operations.

Through our integrated recycling programme, we have achieved considerable benefits for the planet, with significant savings in energy consumption and greenhouse gas emissions, in addition to the environmental savings from not mining and transporting materials



RECYCLABLE WASTE

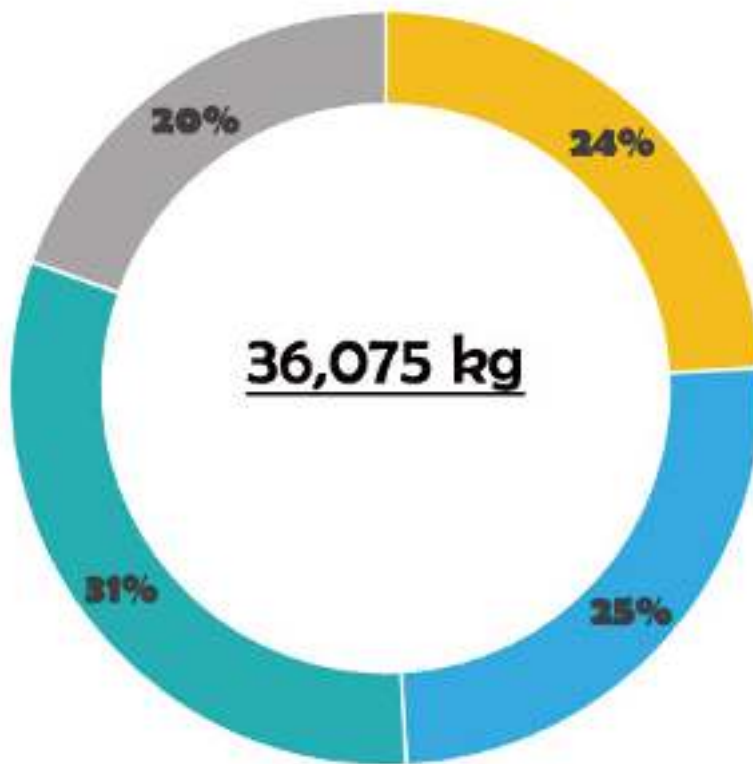
Annual percentage of waste recycled in 2022.



Metal.



Paper and Cardboard.



Glass



Plastic/Pet



ENVIRONMENTAL BENEFITS

113 trees
not cut down

262949 kWh
of electricity saved

97392 kg CO2
not emitted

89.82 m3
of landfill not used

1793300 litres
of water saved



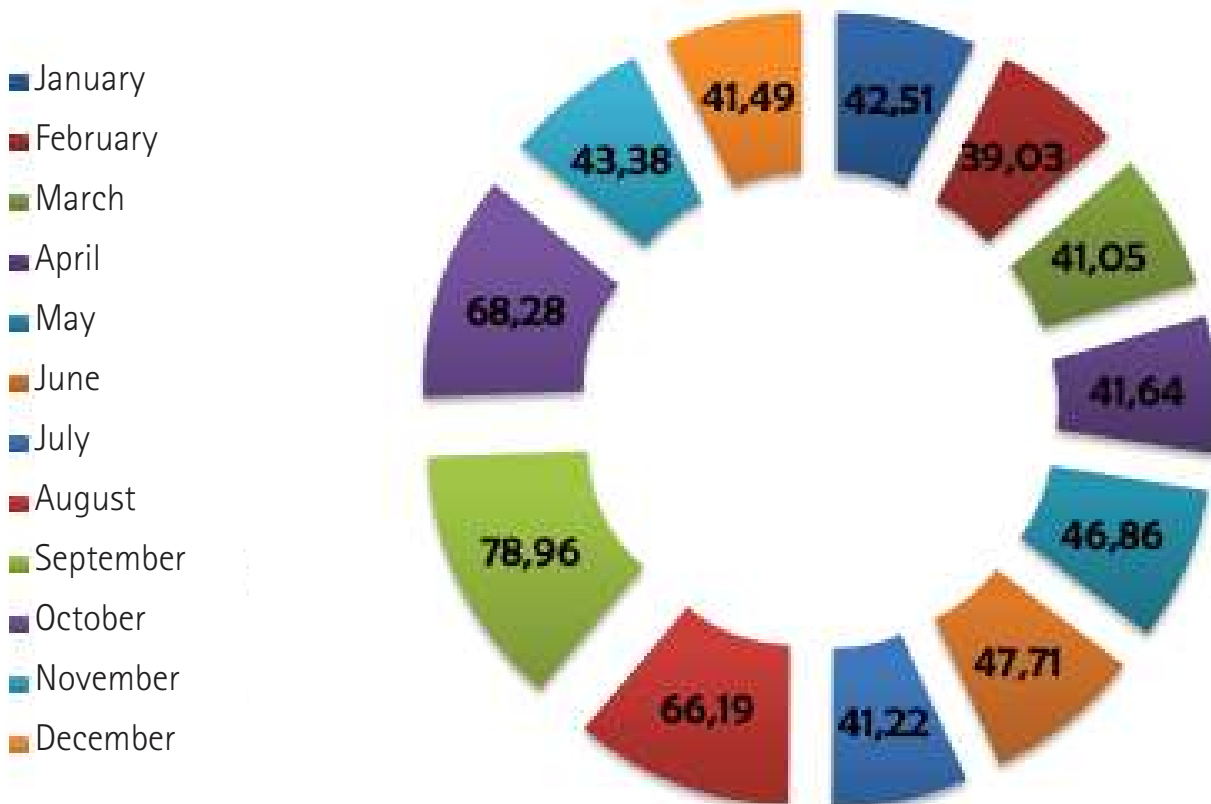
ENERGY

Our commitment to the environment has led us to implement an energy programme based on continuous innovation.

We have an automation system that allows us to program the operating times required by each piece of equipment and to control the on/off functions. The equipment included in the system include:

restaurant controls, extractors, cold rooms, cold water, hot water, hydro-pneumatics, pump rooms and lighting

Ratio Kwh/Pax



ENERGY SAVING MEASURES

01 - Daily analysis is carried out and controlled according to the temperature needs in the chilled water system, without affecting our guests in the general areas, which helps us to control high-consumption components such as chillers.

02 - Registration and analysis of total kWh (diesel, LPG, petrol).

03 - High efficiency variators in high-consumption equipment, as well as soft starters that provide a steady increase in power from 0 to 100% to avoid a surge in consumption.

04 - Electrical appliances with energy efficiency labels.

05 - Low-consumption lighting.

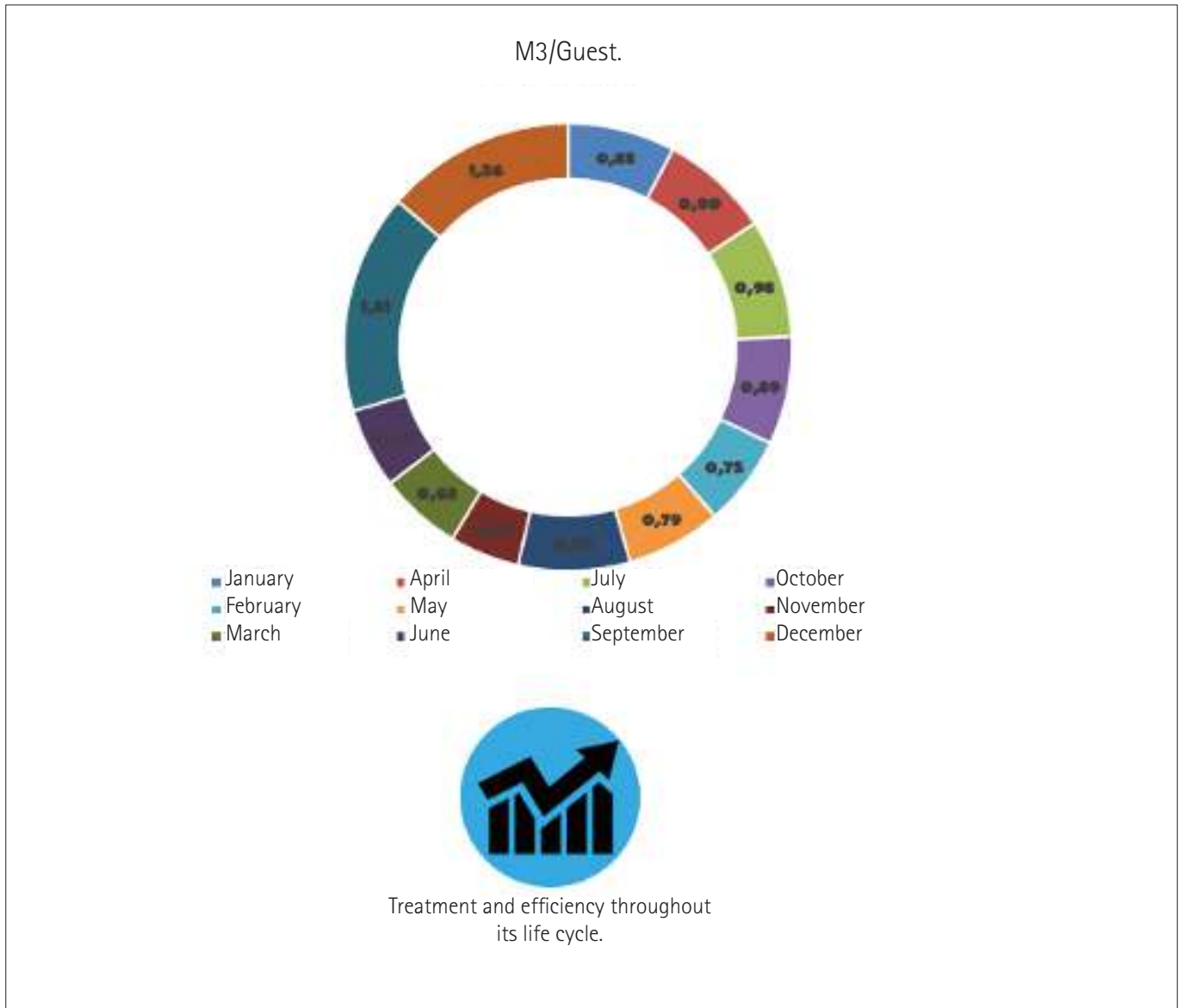
06 - Energy awareness programme in all areas.

07 - Energy contact synchronisation device in air conditioning.



WATER

We maintain control of water savings and foster a culture of care and correct use of water in our facilities.



WATER SAVING MEASURES

01 - Towel use awareness programme.

02 - Low water consumption technology.

03 - Water flow testing and preventive maintenance programme.

04 - Water efficiency programme for cleaning.

05 - We have a waste water treatment plant, and this water is used to irrigate the hotel gardens and plant nursery.



GREEN AREA CLEANING

This activity promotes our commitment to prevent, reduce and implement strategies for the benefit of the environment through ecological practices such as the cleaning of our green areas, which allows us to remove waste such as cans, lids, plastic bottles, wrappers and other materials.



BEACH CLEANING

An internal environmental programme that aims to raise awareness of the negative impact caused by the improper disposal of polluting waste, and to promote strict control over the use of resources in our work to ensure that our practices are environmentally friendly.



MANGROVE CLEANING

A cleaning activity of the mangrove areas around the perimeter of the hotel facilities, collecting more than 80 kg of waste, promoting the conservation and protection of this ecosystem due to its great importance for biodiversity.



PLANT NURSERY

More than 24 thousand plants have been propagated, which are used to reforest different areas of the hotel, including species such as spider lily, morning glory, acalifa, yellow ipomea, ruellia, golden aralia, alternanthera, among others.



PROTECTING THE ENVIRONMENT

Platinum Yucatan Princess contributes to the promotion and conservation of sea turtles through its environmental policy, based on a commitment to respect and sustain the development of ecosystems.

We work hand in hand with government agencies in the "Programme for the Protection and Conservation of Sea Turtles on the Beaches of the Municipality of Solidaridad" with the aim of contributing to the recovery of sea turtle populations off the coast of Quintana Roo. In this context, our facilities hosted the inauguration of the committee and the working plan 2022.



CONTRIBUTION TO SOCIETY

Social aspects are fundamental to the sustainable development model, so it is very important to propose strategies for an active and healthy relationship with the community in general, supporting social work initiatives and promoting community projects.



CONTRIBUTION TO SOCIETY

Donations of sheets, towels and furniture to public health services and general hospitals to meet their needs.



CONTRIBUTION TO SOCIETY

Donation of Tetrapak and bottle caps to make desks for disadvantaged children in community centres in Playa del Carmen.



CULTURAL

Princess Hotels & Resorts respects the cultural habits, rights and traditions of its employees and the community, supporting the activities that take place during the most important celebrations of the year.

"Regional Mexican dance contest"



CULTURAL

Celebration through messages of support among co-workers, to highlight the work of staff travelling from other towns and those of Mayan origin.
"Indigenous peoples' day"



CULTURAL

Celebration of children's day for all hotel staff.



CULTURAL

Celebration of father's day.



CULTURAL

Prizes were awarded for the outstanding work of the first three teams in the women's football tournament for employees.

"Women's football tournament"



CULTURAL

Competition and celebration of altars to preserve this tradition.



CULTURAL

Internal competition to promote harmony in Christmas traditions.
"This is how to enjoy Christmas!"



CULTURAL

Celebration of the annual Christmas Posada for employees.



Our sustainability report demonstrates our sustainable practices and our commitment to the environment, society and legislation. We would like to reiterate our thanks to all the departments that contribute to these practices for a better environment and urge them to increase their efforts to improve our indicators and/or activities in 2023.

The information contained in this document is confidential and is for the sole purpose of providing information on the company's sustainability practices.





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