

SUSTAINABILITY REPORT 2023 - 2024



INTRODUCTION

The internal annual sustainability report is the result of having conducted an annual assessment of our environmental performance indicators. This document includes an analysis of sustainability results over the past twelve months and their comparison with the previous year.

The importance of this report is to follow an annual improvement cycle to understand: In which aspects we have had the greatest impact, what we are doing well, in which aspects we can be more effective when introducing improvements, and, consequently, in which aspects we should focus our attention in the coming year to achieve the objectives and commitments of subsequent years.

For the above, we first examined the records of the last twelve months related

to energy, water, and waste, as well as the purchase of high-emission foods, environmentally hazardous substances, and single-use plastics.

Subsequently, we used the information from the previous records to compare our environmental results of the last twelve months with those of previous years.

In addition to the above, we identified and evaluated how we have impacted the environment and people, both positively and negatively, which helps us detect what we need to correct, what measures to take, and what our improvements and objectives will be that we will focus on next year, defining our annual sustainability action plan.



RESPONSIBLE TOURISM

We emphasize our commitment to sustainable tourism that seeks not only to mitigate but also to eradicate the negative effects of our operations, maximizing benefits for our communities by performing the following:

- Training and motivating our team in sustainability matters.
- Encourage the active integration of our team and guests in environmental and cultural initiatives that promote the care and respect for our environment.

Significantly reducing waste generation and the consumption of energy, water, and non-renewable resources.

- Promoting entrepreneurship that drives local economic growth.
- Guarantee the satisfaction of our guests through sustainable management, complying with relevant safety and hygiene standards



MISSION

To live, feel, and know that supporting fellow human beings is the foundation for individual and organizational growth, breaking paradigms and turning challenges into opportunities through patience and constant learning, all while maintaining a business development focus.

VISION

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

VALUES

1 Awareness

To recognize that consciousness is the foundation, the base upon which other values are affirmed and from which they rise, is to have knowledge and understanding of oneself and the environment.

2 Respect

To consider the special and unique nature of each person based on their individual qualities, merits, circumstances, or values; allowing them full freedom of action and appreciating their will.

3 Trust

To believe in the capacity, goodness, and skills of our colleagues, and to always convey the message that together we can overcome difficulties, through kindness and constant support.

4 Commitment

To transform a promise into reality, to give strength to our word through actions, and to demonstrate the courage of our intentions even in adversity; commitment is the essence of proactivity.

5 Authenticity

To create a self-managing organization to empower enthusiasm, ideas, and perceptions, using our strengths as a reference, and excelling through individual and organizational development.

6 Self-Actualization

To gradually strengthen one's personality and experience the satisfaction of achieving goals that contribute to human and organizational development, maximizing abilities, skills, or talents in order to attain what is deeply desired.

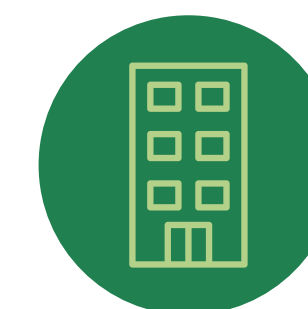
7 Transcendence

To recognize that others are part of our transcendence, to reflect upon and measure the impact of our words and actions; to find true meaning through empathy and a universal alignment, feeling connected as one in a global coexistence.

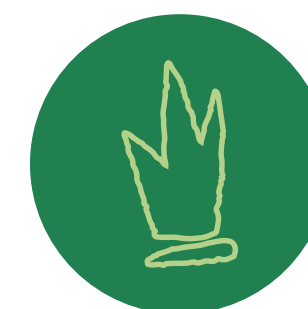
OUR DESTINATIONS



4
Countries



26
Hotels



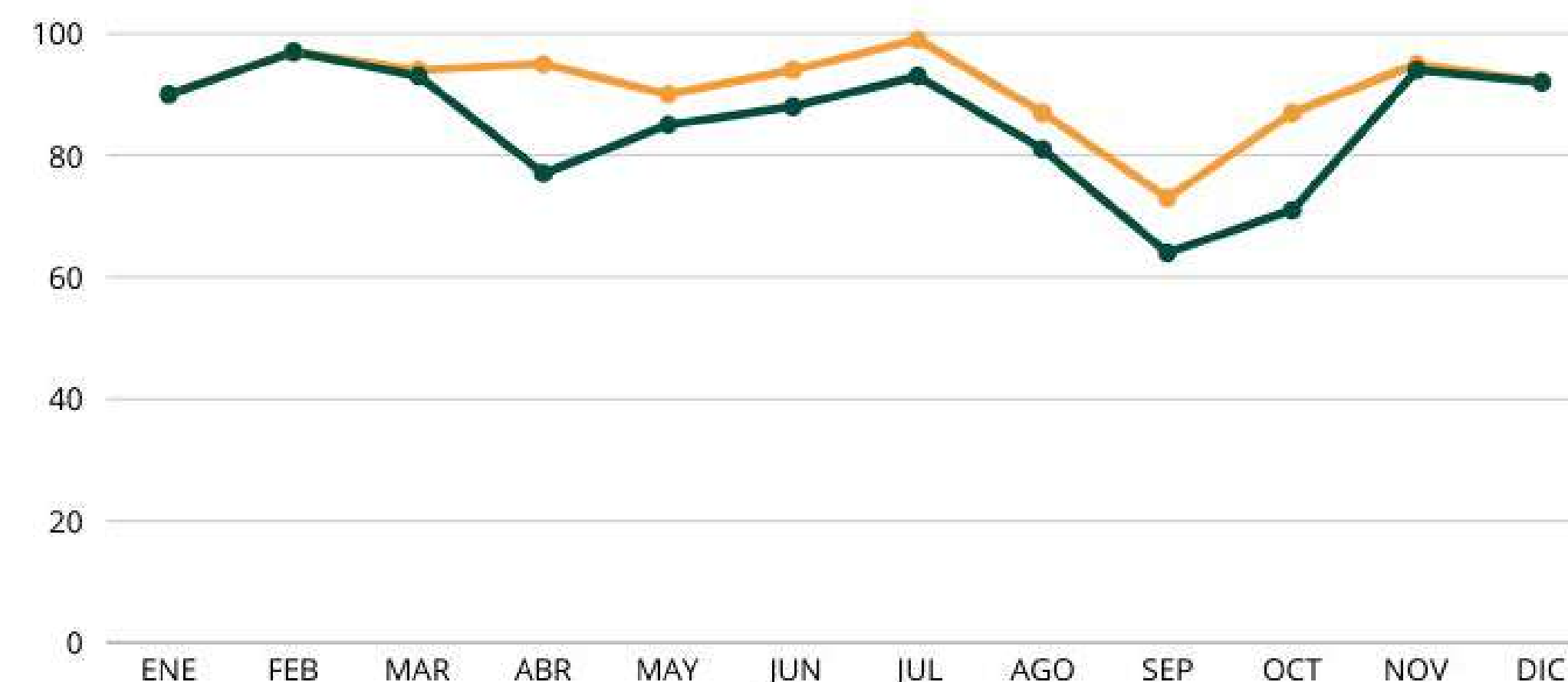
+10
Brands



+10,000
Rooms

PAX / GUEST OCCUPANCY

● 2023 ● 2024



BIO GOALS

BIODIVERSITY

1.

Maintain in force during the next years, from 2025 to 2030, our participation and management programs for the protection and conservation of 100% of the hotel’s flora and fauna biodiversity, through internal programs for the attention of wildlife located on the property and through the internal and external reforestation program.
2.

Improve waste management through practices to reduce, reuse, and recycle waste from our operation with total source separation, thereby promoting the direct responsibility of users in the waste classification of each department. This will allow for an increase in the amount of materials and waste destined for recycling by up to 5% more compared to the 2023 period with what is generated in 2026.
3.

Decrease the consumption of single-use plastics by 5% in hotel operations by the year 2027.
4.

Establish a reproduction and rescue program for endemic flora species located at the hotel, to reproduce them in the nursery. This is to ensure that in the event of natural disasters, we have 2,000 species for reforestation or collaboration with local community programs by 2026.
5.

Technological renewal is a key strategy within the hotel’s sustainability practices. Replacing outdated equipment with new devices not only aligns with modernization goals but also represents a direct commitment to energy efficiency, reducing pollutant emissions, and the responsible use of resources. These upgrades will be implemented in the service areas of the Grand Sunset Hotel—including kitchens, restaurants, laundry, bars, rooms, theater, spa, gym, and general areas—by the end of 2025.
6.

Continue with the donation programs, aiming to generate a positive impact in the community, as its key to the sustainability strategy, through this program where we assist our strategic partners and collaborators with the donation of furniture, linens, toys, etc. In 2025, we aim to donate 10% more compared to 2024.
7.

Monitor the update, management, and compliance with the corresponding legislation or that which is relevant to the operations of Princess Hotels & Resorts on an annual basis.

2.1 BIO GOALS

BIO GOALS

IDENTITY

8.

Update or establish new sustainable policies in 2025 to promote the knowledge and training of 50% of all hotel staff regarding human rights and carry out actions that make us comply with the global sustainable tourism criteria of our environmental certifications.
9.

Train 100% of the personnel related to the certification program of the National Code of Conduct for the Protection of Girls, Boys, and Adolescents in the Travel and Tourism Sector (CCN) in Mexico (Child Protection / CCN of the Mexican Ministry of Tourism) during 2026.
10.

Promote awareness and training of 50% of all hotel staff regarding greenhouse gas emissions and carry out actions that make us comply with the global sustainable tourism criteria of our environmental certifications.
11.

Promote the culture and traditions, language, and way of life of the region with activities and information dissemination by 2026.
12.

Encourage and motivate our stakeholders to continue working with us on sustainability matters through our annual report in a coordinated manner in 2026.
13.

Have a minimum of 4 sustainable operating practices per month, per department, to help us reinforce our goals and commitments.
14.

Continue to be a responsible member of the community by linking all our support from our collaboration network with foundations or strategic partners and 360° actions, through the interaction of the Princess 360° brand project “GIVE ME A HAND.”
15.

Guarantee fair treatment for all collaborators and guests, as well as train 100% of our staff to raise awareness and know how to handle and offer the means in case of dissatisfaction with the treatment.
16.

Ensure the participation of 10% of the personnel from each department in the 360° sustainable activities during the year 2026.
17.

Have mechanisms for continuous control and analysis of the consumption of hazardous materials and substances, fuels, and other resources by 2026 to ensure, streamline, and decrease the environmental impacts of our operation.

OBJETIVOS BIO

DIRECTION

18.

Make responsible use of our supply sources. To this end, we monitor consumption monthly and analyze the status of aquifers by tracking exploitation indicators through laboratory analysis.
19.

Provide quality water in all processes through primary treatment of water intended for consumption, with monthly monitoring of regulatory parameters.
20.

Ensure the adequate treatment of liquid waste through the wastewater treatment plant in all our hotels, complying with the parameters established by legislation for its discharge into the subsoil according to the deadlines determined by law.
21.

Identify and replace single-use plastics with biodegradable, compostable, or environmentally friendly products, as well as reduce our single-use plastics by 5% by 2027 compared to the 2025 analysis.



2025 SUSTAINABILITY COMMITMENTS

In 2017, Princess Hotels & Resorts assumed a strong commitment to sustainability by forming an alliance with and becoming certified by TRAVELIFE. As part of its culture of continuous improvement, the company has since integrated environmental and social policies, as well as policies related to the economic well-being of the company. These policies are guided by global sustainable tourism guidelines, as well as other mechanisms such as human rights and the Sustainable Development Goals of the United Nations 2030 Agenda. This guidance has allowed us to successfully make our mark for the benefit of our community, our company, and the model of conservation and respect for the environment that surrounds us.

Princess Hotels & Resorts / Hotel Grand Riviera Princess, Grand Sunset Princess, is committed to comprehensive global sustainable development in tourism. Through practices that promote sustainability based on the economic, environmental, and social pillars, the company commits to:

- 1. Review policies periodically that establish our standards of behavior, as well as our procedures to promote consistency in operations and ensure that Princess Hotels & Resorts functions efficiently and effectively.
- 2. Identify single-use plastics that can be eliminated or whose consumption can be decreased in hotel operations in 2026 based on the analysis carried out in 2025.
- 3. Have mechanisms for continuous control and analysis of the consumption of our energy indicators by 2026 to guarantee and decrease the environmental impacts of our operation.

- 4. Comply in 2026 with a comprehensive training program on topics related to global sustainable tourism criteria, concerning safety, health, and human rights.
- 5. Guarantee participation in local and hotel programs regarding the protection and conservation of flora and fauna biodiversity.
- 6. Involve the local community, guests, collaborators, suppliers, and strategic organizations in the hotel’s sustainability initiatives and activities of interest.
- 7. Ensure the integrated management of waste generated in the hotel processes, through mechanisms such as master plans for urban solid waste, hazardous waste, special handling waste, and circular economy.
- 8. Advance towards the energy efficiency of the hotel by changing equipment, supplies, and environmentally friendly resources that allow for the reduction of adverse effects and our ecological footprint.
- 9. Ensure compliance with the guidelines of national and international certifications that the Hotel voluntarily commits to carrying out.

COMMITTED TO OUR GUESTS

The voice of our guests is important as it provides us with valuable feedback, which is a crucial tool for ensuring our compliance, commitment, and continuous improvement with our guests.

In 2024, 13,040 surveys were completed by our guests during their stay.

Riviera Surveys	Sunset Surveys	Total Surveys
8001	5040	13041
Riviera Comments	Sunset Comments	Total Comments
2153	1221	3374

Upon concluding their stay, guests can mention and comment on our services through different platforms. These were the results:

Riviera Mentions	Sunset Mentions	Family Mentions	Total Mentions
24772	17176	3202	45150
Riviera Comments	Sunset Comments	Family Comments	Total Comments
3168	3632	497	7297
Riviera Positive Mentions	Sunset Positive Mentions	Family Positive Mentions	Total Positive Mentions
15818	12110	2260	30188
% Riviera Positive Mentions	% Sunset Positive Mentions	% Family Positive Mentions	% Total Positive Mentions
64%	71%	71%	67%

In 2024, 67% of our mentions across the platforms were positive.

ENVIRONMENT MENTIONS			
Mentions about:	Number of Mentions	Number of Positive Mentions	% of Positive Mentions
Beach	1371	954	70%
Environment	891	535	60%
Animals	425	301	71%
Sustainability	68	53	78%
Total	2755	1843	67%

In 2024, we had a total of 2,755 mentions referring to topics about our environment; of these, 1,843 were positive, which represents 67%.



Jorge Armando Salinas

December 6, 2024

10/10 100%

Its gardens, cleanliness, pools, everything...

Its gardens, cleanliness, pools, everything in general was good



Clara

October 25, 2024

9/10 90%

Gran hotel

Positive: – the pool and the number of loungers are sufficient for the hotel! There’s no need to throw towels down there at 7 in the morning: the food, the staff, the environment, the gardens ... the air conditioning that can be turned off! – daily maintenance.



Cristina De La P (Cris)

July 23, 2024

5/5

100%

It actually consists of 2 hotels

It actually consists of 2 hotels. Very well-maintained gardens. The food is very tasty, both at the buffet and in the themed restaurants.



Cilindriki J

December 22, 2024

5/5 100%

Great Stay

The rooms are very comfortable. The mattress is perfect, it has several hard and soft pillows. The beach and pool areas are great, there are many green areas and lots of animals in the hotel which made my children very happy. Perhaps the weakest point was the buffet food. The themed restaurants were better.



Jason Curtis

November 28, 2024

10/10

100%

Beautiful property...excellent staff...

Beautiful property...excellent and attentive staff...clean...food options...restaurant options...very close and clean beach...room service...open bars...transportation...minutes from the center of the beach.

4. Princess Alliances that Strengthen Us

ALLIED FOUNDATIONS

**MI AMIGO DE LA CALLE**

They work on developing different programs to help wild and domestic fauna.

**CONTANDO CON UN AMIGO**

They have a school where they primarily address the basic education and nutrition needs for children and some adults in vulnerable situations within this community.

**ORGULLO CIUDADANO**

Comprehensive care center for the elderly with service and quality.

**MICROTIA**

They provide care for children and seniors who require the use of hearing aids, bone conduction devices, clinical studies, speech therapy, or ear prosthetics, among others.

**MOCE**

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

**AITANA**

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

4. Princess Alliances that Strengthen Us

ALLIED FOUNDATIONS

**AMANC**

They provide free and comprehensive support to children and adolescents with cancer throughout their treatments.

**SIPINNA**

Its objective is to guarantee, protect, and restore the rights of minors.

**CÁRITAS MEXICANA**

They work for the less fortunate, through the Food Bank and our various social programs.

**DIRECCIÓN DE DIVERSIDAD SEXUAL DE SOLIDARIDAD**

They promote solidarity, gender equality, and diversity.

**KOMODO**

Dedicated to the therapeutic care of children and youth with Autism Spectrum Disorder.

**SECRETARÍA DE MEDIO AMBIENTE SUSTENTABLE Y CAMBIO CLIMÁTICO Y ZOFEMAT**

Beach cleanups, urban reforestation, and care and protection of sea turtles.

5. Princess Sustainability Committee



The “Somos Sustentables” Committee was formed as a group of designated individuals tasked with addressing sustainability, making decisions, and carrying out joint actions. The importance of the committee lies in:

By bringing together people from different departments, better decisions are made based on their knowledge of the operation.

Group decision-making leads to greater responsibility and commitment, as each member has a role to play and their voice counts.

The work is divided among its members, which makes processes more

efficient.

The committee’s objectives include:

- Identifying areas that need attention or improvement.
- Formulating plans and strategies to address problems or achieve goals.
- Ensuring that the decisions made are implemented effectively.
- Reviewing and analyzing the results of the actions taken to make necessary adjustments.

COMITÉ SOMOS SUSTENTABLES

Marcial Poot Moo – Laundry Manager

Elíseo Pérez Hernández – Chief Steward

Juan López Gómez – Public Areas Manager

Mariela Romero – Development Quality Sub-Manager

Viridiana Serrano – Sustainability Coordinator



ENERGY

OUR CARBON FOOTPRINT

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

It represents the total sum of Greenhouse Gases (GHG) emitted, either directly or indirectly, by an entity, a product, or a 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 offer our guests, due to its use in lighting, elevators, water pumping, air conditioning, electrical machinery, kitchens, restaurants, laundry, etc. Energy distribution by type of service is one of the points to consider since the application of energy-saving techniques can yield the best results in the services with the highest energy consumption.

A comparative analysis of the years 2024 and 2023 is presented, which yields the following results:

Energy Consumption	Total kWh	Average kWh per guest night	Total Kg CO2e	Average Kg CO2e per guest night
2023	28,356,800	29.15	12,420,278	12.77
2024	28,179,200	29.61	12,511,565	13.15

In 2024, electricity consumption was **lower** than in 2023 by 177,600 kWh; however, total emissions in 2024 were **higher** by 91,286 kg CO2e.

*Total electricity consumption in 2024 relative to 2023 occupancy was **higher** in the months of January, May, and September. And **lower** electricity consumption was seen in March, April, June, August, and December, with February, July, October, and November standing out.

*Total kg CO2e emissions in 2024 compared to 2023 occupancy were **lower** in the following months: February, March, April, July, October, and November. The months with a **greater** quantity of emissions were January, June, August, and December, with January, May, and September standing out.

May and September are the months where greater attention should be paid to monitoring electricity consumption and a plan of action should be implemented for its reduction.

In 2024, total electricity consumption was **1% lower** than in 2023. The kg CO2e emitted in 2024 was **1% higher** than in 2023.

Diesel

Diesel usage is primarily designated as fuel for electric power generation plants, as a strategy for electricity generation autonomy against the impact of hydro-meteorological phenomena.

It is also used for the continuity of electric power during voltage variations or power outages by the Federal Electricity Commission (CFE), as fuel for internal combustion vehicles, notably the fuel used for the removal of Sargassum from the beaches, which has increased in recent years.

Diesel Consumption, by year:

Energy Consumption	Total kW	Average kWh per guest night	Total K CO2e	Average Kg CO2e per guest night
2023	9,400	0.100	30514.55	0.025
2024	11,930	0.139	24043.32	0.035

In 2024, Diesel consumption was **higher** than in 2023 by 2,530 L.

*Diesel consumption was mainly impacted in 2024 by the increased Sargassum arrival during May of that year and by a power outage by CFE (Federal Electricity Commission) during September due to a hydro-meteorological contingency.

Furthermore, in May 2024, there was an extraordinary consumption by the Laundry area.

*Due to the above, total emissions in kgCO2e for 2024 were **higher** than in 2023 in the months of January, May, and September. Excluding the aforementioned months, CO2e emissions for most months in 2024 had remained below 2023 levels.

Since May was the month with significant Diesel consumption, a strategy must be implemented to pay closer attention to the consumption of this fuel and implement an action plan for its consumption reduction.

Emissions in 2024 were higher by 6,828 kgCO₂e, with the totals being: 2024 emitting 30,514.55 kgCO₂e and 2023 emitting 24,043.32 kgCO₂e.

In 2024, the Diesel energy consumption per pax was **higher** than in 2023 by 0.46 Kw/h. Likewise, total emissions in 2024 were **higher** by 0.12 KgCO₂e.

*Diesel is not directly related to guest occupancy; however, the months of January, May, and September had the **highest** energy consumption (Kw/h).

*Total emissions in KgCO₂e for 2024 were **higher** than in 2023, with January, May, and September being the highest months.

Despite having a slightly lower trend in most months of 2024 compared to 2023, this trend could not be maintained, partly due to the impact of Hurricane Helen.

On the other hand, the May consumption implies paying **closer** attention to Diesel consumption, even though this month saw the peak in Sargassum beaching, and implementing an action plan for the reduction of this fuel.

In 2024, total Diesel consumption was 27% higher than in 2023, meaning that energy consumption (Kw/h) and KgCO₂ per guest have the same increase.

LPG Gas

LPG Gas usage is the second most important energy source for providing services to our guests, as it is primarily used as fuel for water heating equipment, steam generation, in the various equipment in the Laundry and Kitchens, and to a lesser extent for catering. The largest supply of LPG Gas is drawn from the 3 main stationary tanks of 20,000 and 500 Liters. For catering service, it is supplied via portable cylinders of 20 and 10 Kg.

In Machine Rooms, there are water heaters mainly for service in rooms and kitchens.

In the Laundry, there is the steam boiler, and there are 6 Dryers, 1 Tunnel Washer, and 2 Ironers that use LPG gas.

In Kitchens, there are ovens, kettles, tilting skillets, griddles, and stoves. The electric power generating plants (also use LPG), as a strategy for electricity generation autonomy against the impact of hydro-meteorological phenomena.

Furthermore, portable cylinders for grills are used for food preparation in catering.

LPG Gas Consumption, by year:

Energy Consumption	Total kW	Average kWh per guest night	Total K CO2e	Average KgCO2e per guest night
2023	14,989,866	15	3,215,398	3.22
2024	14,514,624	14.83	3,113,456	3.18

2024 was 1,999,535 Liters and 2023 was 2,065,004 Liters.

In 2024, LPG Gas consumption was lower than in 2023 by 65,469 L.

*LPG Gas consumption is impacted by occupancy. The reduction in occupancy from 2024 compared to 2023 was 2.15%, and the reduction in LPG Gas consumption was 3.17%.

The months of April, July, September, and October saw higher consumption in proportion to the occupancy difference compared to 2023. Therefore, greater attention must be paid to the consumption of this fuel, and an improvement plan must be implemented to identify the reason for the increase in its consumption.

Total emissions in kgCO2e for 2024 were lower than in 2023 in the months of June, August, and November.

Conversely, consumption was recorded above the 2023 difference during the months with the lowest occupancy.

Total emissions in 2024 were lower by 101,942 kgCO2e, with the totals being:

2024 emitting 3,113,456 KgCO2e and 2023 emitting 3,215,398 KgCO2e.

In 2024, the LPG Gas energy consumption per pax was lower than in 2023 by 0.966 Kw/h. Likewise, total emissions per pax in 2024 were lower by 0.207 KgCO2e.

Even though a lower trend was maintained due to the effect of occupancy, this trend could not be sustained in the months of September and October.

To determine the area that impacted consumption in the mentioned months, the installation of gas meters will help achieve better control and anticipate measures to reduce consumption.

In 2024, total LPG Gas consumption was 3.27% lower than in 2023, so energy consumption (Kw/h) and KgCO2e per guest have the same reduction.

Gasoline

Gasoline usage is primarily designated as fuel for internal combustion vehicles for moving raw materials and semi-finished products from the different warehouses and the central kitchen to the beach consumption centers.

Also, for the logistics of linens from the Laundry to the Rooms and for waste from the corresponding organic and inorganic chambers. It is also used for some 2-stroke combustion vehicles for the removal of sargassum from the beach to the temporary waste area and for internal combustion equipment used for cleaning in different areas of the hotel.

Gasoline consumption by year was:

Consumo de energía	Total kW	kWh medio por noche de huésped	Total K CO2e	Promedio de Kg CO2e por noche de huésped
2023	126,925	0.13	30,659	0.03
2024	100,037	0.10	24,164	0.02

2024 was 10,328 Liters and 2023 was 13,104 Liters.

For 2024, Gasoline consumption was lower than in 2023, with the difference being 2,776 L.

*Even though Gasoline consumption represents a 27% decrease between both years, the 2023 figures are approximate, as the control maintained was primarily based on cost.

*One factor that could have favored the reduction in Gasoline is the use of some electric vehicles for transporting raw materials and semi-finished products. However, there is uncertainty regarding its contribution to the percentage decrease of this fuel.

Emissions in 2024 were lower by 6,495.01 kgCO2e, with the totals being:
2024 emitting 24,164.42 kgCO2e and 2023 emitting 30,659.43 kgCO2e.

In 2024, the Gasoline energy consumption per pax was lower than in 2023 by 0.34 Kw/h. Likewise, total emissions per pax in 2024 were lower by 0.88 KgCO2e.

Gasoline is not directly related to guest occupancy, as in months with lower occupancy, such as September, the fuel consumption trend remains the same, meaning that when there are fewer guests, the energy consumption ratio increases.

Total emissions in KgCO2e per pax for 2024 were lower than in 2023, by 0.08 Kg, with the months of July, October, November, and December being the lowest.

On the other hand, as previously mentioned, the Gasoline consumption records in 2023 were an estimate, so an action plan must be implemented for better control of this fuel's registration.

In 2024, total Gasoline consumption was 27% lower than in 2023; on the other hand, energy consumption (Kw/h) and KgCO2e per guest show a decrease of 28%.

Coal

Coal usage is designated as fuel for cooking food in the Catering Consumption Centers.

The consumption of this fuel by year was:
2024 was 35,193 Kg and 2023 was 30,538 Kg.

For 2024, Coal consumption was **higher** than in 2023, with the difference being 4,655 Kg.

Energy consumption during 2024 was **higher** by 38,944 KwH. Likewise, emissions in 2024 were higher by 13,422 kgCO2e, with the totals being:

2024 energy consumption was 294,420 KwH and 2023 was 255,477 KwH.
2024 emitting 101,469 KgCO2e and 2023 emitting 88,048 KgCO2e.

In 2024, the Coal energy consumption per Pax was **higher** than in 2023 by 0.573 Kw/h. Likewise, total emissions per Pax in 2024 were **higher** by 0.197 KgCO2e.

Coal showed an elevated consumption behavior compared to the previous year in the months of April, September, and December.

In 2024, total Coal consumption was 13% higher than in 2023; on the other hand, energy consumption (Kw/h) and KgCO2e per guest show an increase of 13%.



MTA Fuels

The use of fuels for maintaining food temperature (MTA) in buffets and catering events is frequent. Among these, the product called “Solid Alcohol” is primarily used, which is Methanol in a “solid” presentation and is sold in 0.25 L cans.
At the end of 2024, tests began for its replacement with a Propane and Butane gas mixture, commercially named Ecoburner.
This change is expected to contribute to the reduction of Solid Alcohol waste (due to discarding incomplete cans), the reduction of hazardous waste, and the risk of burns from flammable liquid.

The consumption of these fuels by year was:
Solid Alcohol: 2024 was 6,625 Liters and 2023 was 8,000 Liters.
Ecoburner: 2024 was 147.87 Liters

For 2024, the consumption of these MTA Fuels was **lower** than in 2023, with the difference being 1,227.13 Liters.
The following considerations were taken for the determination of the energy factor and CO2 emissions:
a) Solid Alcohol: according to the Methanol Institute (*), based in Amsterdam, the energy and emission factor per Liter of Methanol are:
-0.2906 KgCO2e
-0.4722 KwH

b) Ecoburner: with a composition of 80% Butane and 20% Propane, the energy and emission factor per Liter of the mixture are:
-1.70494 KgCO2e
-7.7108 KwH
Energy consumption during 2024 was **lower** by 5,352 KwH. Likewise, emissions in 2024 were **lower** by 147 KgCO2e, with the totals being:
2024 energy consumption was 32,423 KwH and 2023 was 37,776 KwH.
2024 emitting 2,177 KgCO2e and 2023 emitting 2,325 KgCO2e.

In 2024, the MTA Fuels energy consumption per Pax was **lower** than in 2023 by 0.012 Kw/h. Regarding total emissions per Pax, they were **higher** in 2024 by 0.001 KgCO2e.
MTA Fuels showed an elevated consumption behavior compared to the previous year in the months of June, August, and September.*
To evaluate the benefit of using Ecoburner Gas, in addition to being safer during its use, the reduction of waste due to the decrease in Solid Alcohol cans will also be considered.
In 2024, the total consumption of these Fuels was 23% Lower than in 2023; on the other hand, the energy consumption (Kw/h) per guest is 3% Lower, and KgCO2e emissions per guest show an increase of 4.7%.

Fuels for Lighting

The use of fuels for ambient lighting in Restaurants, Catering, and SPA is frequent. Among these, the products primarily used are “Citronella” and “Liquid Candle,” which are kerosene derivatives.

The consumption of these fuels by year was:
Citronella: 2024 was 170 Liters and 2023 was 170 Liters.
Liquid Candle: 2024 was 30 Liters and 2023 was 227 Liters.

For 2024, the consumption of these Fuels for Lighting was **lower** than in 2023, with the difference being 197 Liters.

The following considerations were taken for the determination of the energy factor and equivalent CO2e emissions:

c) Kerosene factors are used considering the information provided by the respective manufacturers, where the products are mentioned as “Hydrocarbon Derivatives”.

Energy consumption during 2024 was **lower** by 2,023 KwH. Likewise, emissions in 2024 were **lower** by 186 KgCO2e, with the totals being:

2024 energy consumption was 2,058 KwH and 2023 was 4,081 KwH.
2024 emitting 189 KgCO2e and 2023 emitting 375 KgCO2e.

In 2024, the Lighting Fuel energy consumption per Pax was **lower** than in 2023 by 0.01877 Kw/h. Likewise, total emissions per Pax in 2024 were **lower** by 0.0017 KgCO2e.

*As seen in the graphs, a constant consumption has not been maintained since the start of its use in 2024, primarily for the Liquid Candle.

In 2024, the total consumption of these Fuels was 98% Lower than in 2023; energy consumption (Kw/h) and KgCO2e per guest show a decrease of 76%.

Low-Consumption Fuels

The use of fuels for different activities that are mostly not directly related to the Guests’ stay or whose impact is low compared to those involving high consumption such as Electricity, LPG Gas, Diesel, and even Coal.

The main uses for these types of low-consumption fuels include:

Maintaining Food Temperature.

For food display, primarily in event catering and buffets, the temperature must be maintained according to regulatory standards. The fuels used for this purpose are: Solid Alcohol, based on Methanol, and the system called Ecoburner, based on a gas mixture of 80% Butane and 20% Propane.

Ambient Lighting.

The use of fuels for ambient lighting in Restaurants, Catering, and the SPA is frequent. Among these, the products mainly used are “Citronella” and “Liquid Candle,” which are hydrocarbon derivatives similar to Kerosene.

Pipe Maintenance.

Propane gas in portable cartridges is used for torch welding of pipes. Likewise, due to its composition, it is used for decorating desserts in the kitchen.

Machinery and Vehicle Maintenance.

Motor oils are primarily used for the maintenance service of emergency power generators, some cargo and utility vehicles, as well as in smaller portable 2-stroke combustion engine equipment, such as pressure washers and blowers.

The following Table indicates the different materials included in this Energy segment, along with the corresponding factors.

Group	Name	F_KWH	F_Kg CO2e	Observations
Food Temperature	Solid Alcohol (*)	4.722	0.2906	Methanol
	Ecoburner Gas	7.7108	1.70494	80% Butane; 20% Propane
Lighting	Citronella	10.276	0.94441	Kerosene
	Liquid Candle	10.276	0.94441	Kerosene
Maintenance	Propane Gas	7.202	1.54354	Propane
Motor Oils	2-Stroke Oil	10.42	2.74972	Utility Vehicles; 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

Table 2 shows the consumption of the different Fuels, where a reduction is observed in 2024, mainly in Solid Alcohol and Liquid Candle. The reduction was 1,443.47 Liters, representing a lower consumption of 18.4%.

GROUP	NAME	2023 Liters	2024 Liters
Food Temperature	Solid Alcohol	8000.00	6625.00
	Ecoburner Gas		147.87
Lighting	Citronella	170.00	170.00
	Liquid Candle	227.12	30.28
Maintenance	Propane Gas	57.40	61.17
Motor Oils	2-Stroke Oil	10.00	12.00
	NP Toyo Motor Oil	4.00	4.00
	Multigrade Oil	624.00	624.00
	Diesel Oil	14.19	18.92
	TOTALS	9106.71	7693.24

Table 2. Totals of Low-Consumption Fuels
* Carbon Footprint of Methanol, Methanol Institute, www.methanol.org

The energy generated (KwH) and the emissions (KgCO2e) from these fuels are the following:

In 2024, energy saw a reduction of 7,278.01 KwH compared to 2023, representing a 17.4% decrease.

KgCO2e emissions were reduced by 309.04 compared to 2023, representing a 7.2% decrease.

The following Table shows the energy and emissions values by Material.

GROUP	NAME	2023		2024	
		KwH	Kg CO2e	KwH	Kg CO2e
Food Temperature	Solid Alcohol	37776.00	2324.80	31283.25	1925.23
	Ecoburner Gas			1140.20	252.11
Lighting	Citronella	1746.92	160.55	1746.92	160.55
	Liquid Candle	2333.93	214.50	311.19	28.60
Maintenance	Propane Gas	413.42	88.60	440.58	94.42
Motor Oils	2-Stroke Oil	104.20	27.50	125.04	33.00
	NP Toyo Motor Oil	41.68	11.00	41.68	11.00
	Multigrade Oil	6502.08	1715.83	6502.08	1715.83
	Diesel Oil	147.86	39.02	197.15	52.02
	TOTALS	49066.09	4581.79	41788.08	4272.75

Table 3. Energy and Emissions by Material | 2023- 2024

In 2024, the electric energy per Pax was lower than in 2023 by 0.0084 KwH, representing a 1.6% reduction. However, total emissions per Pax in 2024 were higher by 0.0056 KgCO2e, representing a 10% increase.

ENVIRONMENTAL PERFORMANCE IN ENERGY

Energy Consumption	Total kWh	Average kWh per guest night	Total Kg CO2e	Average KgCO2e per guest night
2024	15,078,020	15.62	15,787,124	16.54
2023	15,521,520	15.53	15,954,474	16.31

WHAT WORKED WELL?

In general terms, the factors for the three main energy supplies used Electricity, LPG Gas, and Diesel were successfully maintained in both years. Even though there was a slight increase per Guest Night in 2024, it was offset by a decrease in gas consumption.

The aforementioned even managed to offset the increase in Diesel consumption caused by Environmental impacts, such as the massive arrival of sargassum and the impact of hydrometeorological phenomena that occurred in 2024.

RECOMMENDED IMPROVEMENTS

The renewal of new equipment is underway, mainly in areas with higher energy consumption such as water heating in Machine Rooms and Laundry.

Objectives have been established to improve the measurement of both the 2 main energy sources: Electricity and LPG Gas, as well as the secondary sources of lower consumption, such as: Diesel, Gasoline, and Low-Consumption Fuels.

1% LOWER COMPARED TO 2023

WATER

Tap Water

The hotel’s tap water is used to satisfy guest and operational needs in activities such as personal hygiene (showers, toilets, baths), laundry, kitchen, maintenance of swimming pools and gardens, and cooling systems. The supply or production of tap water comes from the use of well water. Once extracted, this water passes through a reverse osmosis system and is stored in storage tanks for pressurized distribution via pumps and then distributed to the various services. Given the high demand, it is essential to efficiently manage this resource to reduce costs and environmental impact. Therefore, all used waters are classified as wastewater and are treated at the hotel’s wastewater treatment plant, where they are processed according to relevant legislation to be discharged into national water rejection wells due to obligations outlined in our concession, while the remainder is used or recycled for irrigation of the hotel’s main green areas and nursery.

Water Consumption	Total m3	Average m3 per guest night
2024	693748 m3	0.702 m3
2023	707718 m3	0.700 m3

** The average m3 per guest night considers the expenditure/use of water in all daily hotel services (pools, bathrooms, showers, food services, laundry, gardening, and other daily services).

The production of the water resource was carried out effectively and efficiently in accordance with the regulations set by the authorities, thus avoiding exceeding the demand for the universal resource that all are entitled to as a human right. The year-

over-year results from 2024 to 2023 were maintained, which represents having no losses or waste of water in our main water utilization systems.

Areas to Work On:

- The implementation of metering devices for areas undergoing remodeling.
- Staff training on water resource conservation awareness.
- Prioritized attention to reports of leaks or damage to equipment or facilities that use water for hotel operation.
- Annual review of supplies, products, or processes in each department to ensure resource efficiency.
- Prioritized attention to reports of leaks or damage to equipment or facilities that use water for hotel operation.
- Annual review of supplies, products, or processes in each department to ensure resource efficiency.

Irrigation Water

Use of Irrigation Water	Total m3	Average m3 per guest night
2024	239,300 m3	0.242204 m3
2023	241,230 m3	0.238902 m3

WASTE

Waste management in the hotel sector is essential to mitigate environmental impact, ensuring regulatory compliance and optimizing operational costs. The Travelife certification, in this regard, encourages and evaluates sustainable practices in hotels, with the goal of reducing the carbon footprint through strategies such as waste minimization at the source, efficient recycling, responsible food management, the identification and elimination of single-use plastics, as well as the awareness of employees, guests, and strategic end-destination alliances; these are the foundations for optimizing and reducing the impact of our operational waste.

A greater amount of recyclable waste was managed in 2024 compared to 2023, equivalent to 100,008.9 Kg, which signifies a 35.03% increase when comparing 2024 to 2023.

Regarding waste from the unknown method, there was a reduction in 2024 equivalent to 29.13% less than in 2023, meaning 900.9 KG of waste, the main portion of which is categorized as hazardous waste.

Solid Waste Disposal	Total kg	Average kg per guest night	Total kg CO2e	Average kgCO2e per guest night
2024	Landfill	Landfill	Landfill	Landfill
	4346550 Kg	4.3 Kg	2724743.53 kg CO2e	0.0327 kg CO2e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO2e	0 kg CO2e
	Recycling	Recycling	Recycling	Recycling
	285515.6 kg	0.286 kg	6079.76 kg CO2e	0.006 kg CO2e
	Unknown	Unknown	Unknown	Unknown
	3092.5 kg	0.0031 kg	1444. 33 kg CO2e	0.0014 kg CO2e
	Total	Total	Total	Total
2023	Landfill	Landfill	Landfill	Landfill
	4178686 kg	4.1 kg	2619513.78 kg CO2e	0.0323 kg CO2e
	Incineration	Incineration	Incineration	Incineration
	kg	kg	kg CO2e	kg CO2e
	Recycling	Recycling	Recycling	Recycling
	185506.62 kg	0.0184 kg	3950.17 kg CO2e	0.003 kg CO2e
	Unknown	Unknown	Unknown	Unknown
	3993.4 kg	0.0039 kg	1865.101 kg CO2e	0.0018 kg CO2e
	Total	Total	Total	Total
2024	Landfill	Landfill	Landfill	Landfill
	4346550 Kg	4.3 Kg	2724743.53 kg CO2e	0.0327 kg CO2e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO2e	0 kg CO2e
	Recycling	Recycling	Recycling	Recycling
	285515.6 kg	0.286 kg	6079.76 kg CO2e	0.006 kg CO2e
	Unknown	Unknown	Unknown	Unknown
	3092.5 kg	0.0031 kg	1444. 33 kg CO2e	0.0014 kg CO2e
	Total	Total	Total	Total

TOTAL ATMOSPHERIC EMISSIONS FROM ENERGY AND WASTE

Energy and Waste	Total Kg CO2e
2024	18,519,391.64
2023	18,579,803.07

FOOD

Foods with high atmospheric emissions, according to Travelife criteria and other analyses, mainly include red meats, dairy, and fish and seafood, due to methane and nitrous oxide emissions from livestock, as well as the impact of deforestation for pastures and mangroves. Food systems are also considered contributors to emissions through international transport and food waste. Travelife guidelines permit and require the monitoring of “kilograms of high-emission foods” in tourist establishments, which are essential for client lodging food services, but where the analysis of results allows setting goals for efficient use and reduction in future years.

High-Emission Foods	2023		2024	
	KG	LT	KG	LT
CA (Meats)	730852		763921	
LL (Liquid Dairy)		326835		277107
LS (Solid Dairy)	154040		160126	
PE (Fish and Seafood)	186630		191796	
Grand Total	1071522	326835	1115843	277107

PLASTICS

Single-use plastics are an extremely important issue in the hotel and tourism sector. Currently, intersectoral collaboration schemes with organizations like GLZ and Parley, coupled with state government legislative mechanisms that incentivize and allow for their reduction, make it possible to identify and create strategies for a circular economy and more sustainable tourism, aiming at the reduction of items such as straws, bags, and containers to protect the environment.

Change is gradual, which is why, with the support of the guidelines established in the TRAVELIFE certification, mechanisms for purchasing policies and strategies for the reduction and elimination of items considered single-use plastics in the operation of the Princess hotel have been identified, quantified, and created, resulting in the following results shown in the table.

Type/Classification of Single-Use Plastics		Kg 2024
Room Amenities	4756	5499
Conferences and Meetings	164	0
Multiple	84560	100941
Other	183	156
Food and Beverage Service	19229	19908
Grand Total kg	108891	126504

Most Used Plastics	2023	2024
Other Single-Use Plastics	84931	101133
Bottled Water	13488	15101
Liquid Mini Toiletries	4435	5244
Other Single-Use Bottled Drinks	3631	2234
Food Containers	1041	1580
Individual Coffee or Tea Pods	364	570
Cutlery including Stirrers/Picks	417	376
Cups/Mugs for Cold Drinks	322	69
Wristbands and Bracelets	183	156
Laundry Bags	32	29
Balloons	34	0
Mini Condiments	11	10
Individually Wrapped Confectionery	3	1
Cups for Hot Drinks	0.01	0.002
Grand Total	108891	126504

HAZARDOUS SUBSTANCES

Responsible Use of Chemical Substances Hazardous to the Environment.

At the Princess Hotel, environmental protection constitutes a central pillar of our sustainable management. As part of our operating policies and sustainability commitments, we have established strict control over the use of supplies and chemical products, aligned with the best international practices.

In this sense, the Princess hotel declares that it does not use any chemical substance considered hazardous to the environment in its operations, in accordance with the international criteria established by the TRAVELIFE certification standard.

Our cleaning, maintenance, and general services processes are carried out only with biodegradable and safe products, which guarantees the health of our employees, guests, and the surrounding ecosystems. Likewise, we continuously work with responsible suppliers, who assure us that their supplies comply with current environmental regulations and international standards.

Total amount of
hazardous substances
to the environment
acquired in 2024

81,843 liters

360 ACTIVITIES

In our biodiversity pillar, we focus on protecting fauna and flora, promoting the care and cleanliness of green areas, separating our waste, responsibly using our natural resources, and raising awareness about the care of our environment. All these actions are carried out through our 360° activities with employees, guests, allies, the community, and neighbors.

We are committed to the protection of biodiversity, which is why we raise awareness and implement effective measures to avoid any negative impact from our operations.

Princess Hotels & Resorts ensures that its operations do not restrict local population access to essential resources, basic services, and livelihoods, such as water, healthcare, education, food, and other services and facilities that contribute to the functioning of our community.

EARTH HOUR 2024

On Saturday, March 23, 2024, Earth Hour was celebrated globally, and in commemoration, a symbolic blackout was carried out in the Main Plaza. accompanied by a brief explanation for guests about the origin of this movement. Furthermore, a time bank was added to this activity, in which employees were invited to invest one hour of their time carrying out actions in favor of the environment.



SEA TURTLE NESTING SEASON 2024

The turtle nesting program is a set of actions carried out to protect and conserve the sea turtles that nest on the beaches. The 2024 nesting season was from May 1st to October 31st, during which 07 loggerhead sea turtles nested on the beach in front of the hotel and 159 hatchlings were released. Technical staff from the Municipality of Solidaridad trained 60 employees from different departments on their protection and conservation.



EXTERNAL REFORESTATION

On Thursday, March 21st, a reforestation effort was carried out on a median strip in the city of Playa del Carmen, in conjunction with the Municipality of Solidaridad. Thanks to the participation of employees, 32 specimens of native species such as ceiba, maculis, and siricote were planted.



EARTH DAY “CLEANING OF GREEN AREAS”

On Monday, April 22nd, a cleanup of green areas was carried out on the hotel's exterior, in the areas adjacent to the roadway; the resulting amounts of collected waste were as follows:

- 9 kilograms of aluminum cans
- 14.8 kilograms of PET plastic
- 18.5 kilograms of non-recyclable waste, and
- 0.7 kilograms of glass



5 BEACH CLEANUP

During 2024, two beach cleanups were carried out, in which, with the participation of 21 employees, we covered 2 kilometers of beach and collected the following amounts of waste:

- 12.3 kilograms of PET bottles,
- 0.3 kilograms of cigarette butts,
- 15.4 kilograms of inorganic trash,
- 7.5 kilograms of aluminum cans, and
- 2.1 kilograms of glass



6 WORLD RECYCLING DAY

In commemoration, we held a recycling workshop in which employees were able to craft a decorative item using materials such as cardboard and compact discs (CDs). These CDs are pollutants because, when discarded in the trash, they release toxic substances into the soil and groundwater.



7 ECO- FASHION

With the participation of employees from different departments, the Eco-Fashion event was carried out with a Day of the Dead theme, which included 2 categories: “La Catrina” in which 5 teams participated, and “Traditional Costume” in which 4 teams participated. **The objective of this activity is to raise awareness about the importance of recycling and reusing waste, and to enhance the culture and traditions that reference this national holiday.**



8 ECO-FAIR

April 22nd marks the celebration of International Mother Earth Day, a date to raise awareness about environmental care, and one of the main objectives is to promote a change in society to protect it. **At the 2024 Eco-Fair, 08 environmental initiatives were present to introduce themselves to employees;** these included civil associations, citizen organizations, and enterprises whose goal is to create a more sustainable world.



WILDLIFE DRAWING CONTEST

Environmental education is important for children because it helps them develop ecological thinking and become aware of the need to care for the environment. For this reason, a drawing contest was organized on Children's Day with students from the Fundación Contando con un Amigo school, where they were taught about the importance of wildlife and introduced to some of the native species of our region. Subsequently, more than 80 children chose one of the specimens and created a drawing, and 3 children from each academic level were awarded a prize and recognition granted by the hotel.



FUNDACIÓN MI AMIGO DE LA CALLE "CROQUETATON" Y "ADOPTION FAIR"

Due to the rise in the number of stray animals, it is essential that adoption be prioritized over the purchase of animals. Therefore, on August 26th, we held an Adoption Fair in conjunction with the Mi Amigo de la Calle Foundation. Additionally, during the month of August, more than 100 kilograms of dog and cat food were collected, donated by employees from various departments, and subsequently delivered to the foundation during the Adoption Fair.



OCEANS DAY

World Oceans Day reminds everyone of the **important role the oceans play in daily life**. As part of our environmental activities with guests, we held an educational talk with the children at the Kids Club, where we discussed the animals that live in the ocean. Subsequently, we provided them with drawings to color and a word search for those who spoke English.



RECYCLING ACTIVITY

Recycling activities are carried out at both the Family Kids Club and the Sunset Kids Club. These activities involve creating crafts using waste and some other materials. **The purpose of this is to promote the three R's among the children and their parents.**

Vegetable Garden

Creating a garden for children is an excellent way to teach them about agriculture, nature, and the **importance of healthy eating**. That is why one of the activities for guests is an interactive tour of our garden where they can learn about regional fruits and vegetables.



14

ECOTOUR

We have implemented an eco-tour aimed at guests to introduce them to the native flora and fauna they can find at the hotel, for several reasons:

1. It helps guests understand the importance of environmental conservation and biodiversity.
2. It allows guests to experience local flora and fauna up close.
3. It increases awareness of the environmental footprint that tourists may leave and promotes responsible behavior.
4. The outdoor activity offers benefits for both physical and mental health.



- 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.

15

SUSTAINABLE MARKET

The Sustainable Market aims to promote sustainability and fair trade. In April, this activity completed one year of being held every month for the benefit of employees. To celebrate the first anniversary, a folkloric ballet performed typical dances from our country to celebrate the more than 10 exhibitors and the 8 foundations that have been benefited through the sale of their products.



ANIMAL WELFARE

TALK ABOUT BEES

On April 8, 2024, beekeepers from the Hamuli Kab collective conveyed to employees the importance of pollinators and the need to rescue and preserve them. Additionally, attendees were instructed on the procedure to follow in case they identify a honeycomb and/or a group of bees. The departments of Public Areas, Maintenance, F&B (Food & Beverage), and Gardening attended this talk, as they are the employees who most frequently encounter these pollinators.



WORLD WILDLIFE DAY “INFORMATIONAL TALK ABOUT THE JAGUAR”

As part of protecting the region's characteristic biodiversity and wildlife, we take on the task of breaking paradigms and providing reliable information to employees. For this reason, on March 6, 2024, Veterinarian Mario Buil gave an informational talk about the jaguar, in which he debunked myths and highlighted the role of this feline in the ecosystem. The departments of Concierge, Quality, Marketing, Social Media, Reservations, Human Talent (Human Resources), Maintenance, Public Areas, and Housekeeping participated.



WORKSHOP “MANAGEMENT AND CARE OF SNAKES”

During the rainy season, snakes often come out looking for shelter, as they inhabit warm, dry areas. For this reason, employees from the departments of Security, Maintenance, Housekeeping, Public Areas, and Fumigation participated in a workshop. The objective was for them to learn how to identify venomous snakes and how to handle them safely to protect both guests and these reptiles.



TALKS ON SEA TURTLES

The nesting season in the Caribbean begins from May 1st to October 31st, and protecting and safeguarding the integrity of the sea turtles is a priority. For this reason, year after year, we request technical staff from the Municipality of Solidaridad to train our employees before and during the season. This year, one talk was held on April 23rd and another on May 21st, in which 60 employees from the departments of Animation, Gardening, Public Areas, Security, Quality, F&B (Food & Beverage), Laundry, and Human Talent (Human Resources) participated.



**CAPACITACIÓN PARA LA
TEMPORADA DE ANIDACIÓN
DE TORTUGAS 2024**



IDENTITY

In our pillar of Identity, we are focused on the well-being, training, and safety of our employees and guests, as well as enhancing our culture by respecting and celebrating our traditions.

Sustainability Policy

“To be a socially responsible, economically profitable, and environmentally friendly company that benefits employees, suppliers, guests, and the local community.”.



ETHICS AND TRANSPARENCY

At Princess, our ethics are based on respect and trust, which help us maintain transparency and integrity in our operations. We have various mechanisms that guarantee an ethical performance of our procedures, supported by our sustainability policy, which represents the actions Princess takes to responsibly manage its natural resources and people.

INTERNAL POLICIES

Guests

- Guest Service Policy
- Internal Regulations for Lodging Establishments (or Hotel Internal Regulations)
- Pool Regulations
- Splash Pool Regulations (or Wading Pool Regulations)
- Pool Access Room Regulations
- Beach Regulations
- Water Park Regulations
- Archery Regulations
- Gym Regulations
- Kids Club Regulations
- Guest Transportation Regulations
- Upper Bed Regulations (referring to bunks or lofts)
- Emergency Procedures
- Emergency Instructions
- Instructions for the use of Slides and Water Slides
- Guest Harassment Policy
- Sanitary Emergency Protocol
- Allergen Protocol
- Linen and Towel Reuse Policy

Staff

- General Policy
- Child Labor Policy (or No Child Labor Policy)
- Sustainable Purchasing Policy
- Uniform Policy
- National Code of Conduct Policy
- IT Resource Use and Security Policy
- Shared Resources Policy
- Policy for the Prevention of Psychosocial Risk Factors
- Food Safety and Health Policy
- Occupational Health and Safety Policy
- Purchasing Policy
- Quality and Development Policy
- Heritage Respect Policy (or Cultural Heritage Policy)
- Recruitment Policy
- Gender Equity Policy
- Working Mother Policy
- Zero Tolerance Policy for Workplace Violence
- Non-Discrimination Policy
- Policy on Non-Extraction of Flora and Fauna
- Employee Transportation Regulations
- Internal Labor Regulations
- Internal Dining Hall Regulations
- Locker Use Regulations

All policies are available for Guests / Staff

Let’s Save the Planet



INTEGRITY

To safeguard the ethical values and principles that Princess actively adopts and practices, **listening to employees through two means:**

1

Physical suggestion and complaint box

Employees have access to a suggestion and complaint box that they can use at any time. Employees shall place their complaint or suggestion inside a box using paper or a format established by the Human Talent area. This form must include fields for the employee’s name (optional), the department they belong to (optional), the reason for the complaint or suggestion, and any relevant information they wish to provide. Subsequently, the messages will be collected by Human Talent personnel regularly and moved to a secure location for later review. All received messages will be recorded in a special log within a general report.

2

Digital mailbox

The digital suggestion box is available, which is a tool for employees to be used as a last resort in cases where they have been unable to set boundaries, confront an aggressor, or when there is no follow-up by the immediate leader or Human Talent in a situation of dissatisfaction. This consists of an accessible, secure, and confidential mechanism for collecting employees’ comments or reports regarding improper practices, workplace violence and/or harassment, and/or inappropriate handling of sensitive information or company procedures, all accessed via a QR code.

In the case of guests, through the 10 standards established, every guideline must be followed to achieve a positive management result, with the objective of transforming a negative experience into an unparalleled one.

- 1

A guest’s request, complaint, or claim is priority number one. If the guest complained to you, “it is yours” and it is your responsibility to ensure that it is resolved or closed.
- 2

Show the utmost interest in addressing the request, complaint, or claim.
- 3

When facing a guest’s dissatisfaction, you must maintain a calm attitude and listen carefully to the complaint or claim. If the guest is very upset, it will be difficult to communicate with them; therefore, you should not interrupt them and allow them to express their concern. Do not assume or think you know what the complaint is about based on the first words they use.
- 4

Verify all possible information that helps clarify the situation of what happened with the guest.
- 5

Express a sincere desire to help and acknowledge their situation, using the following phrasing: “I understand the situation,” “I regret that you had this experience with us.”
- 6

Offer an apology on behalf of Princess Hotels & Resorts and explain to the guest all the steps and/or actions you will take to resolve the issue.
- 7

If the complaint or claim originated from a misuse of a product or service by the guest due to lack of information or unawareness, you should explain the causes and instruct them on how to prevent it from happening again in the future, without being condescending or assigning blame.
- 8

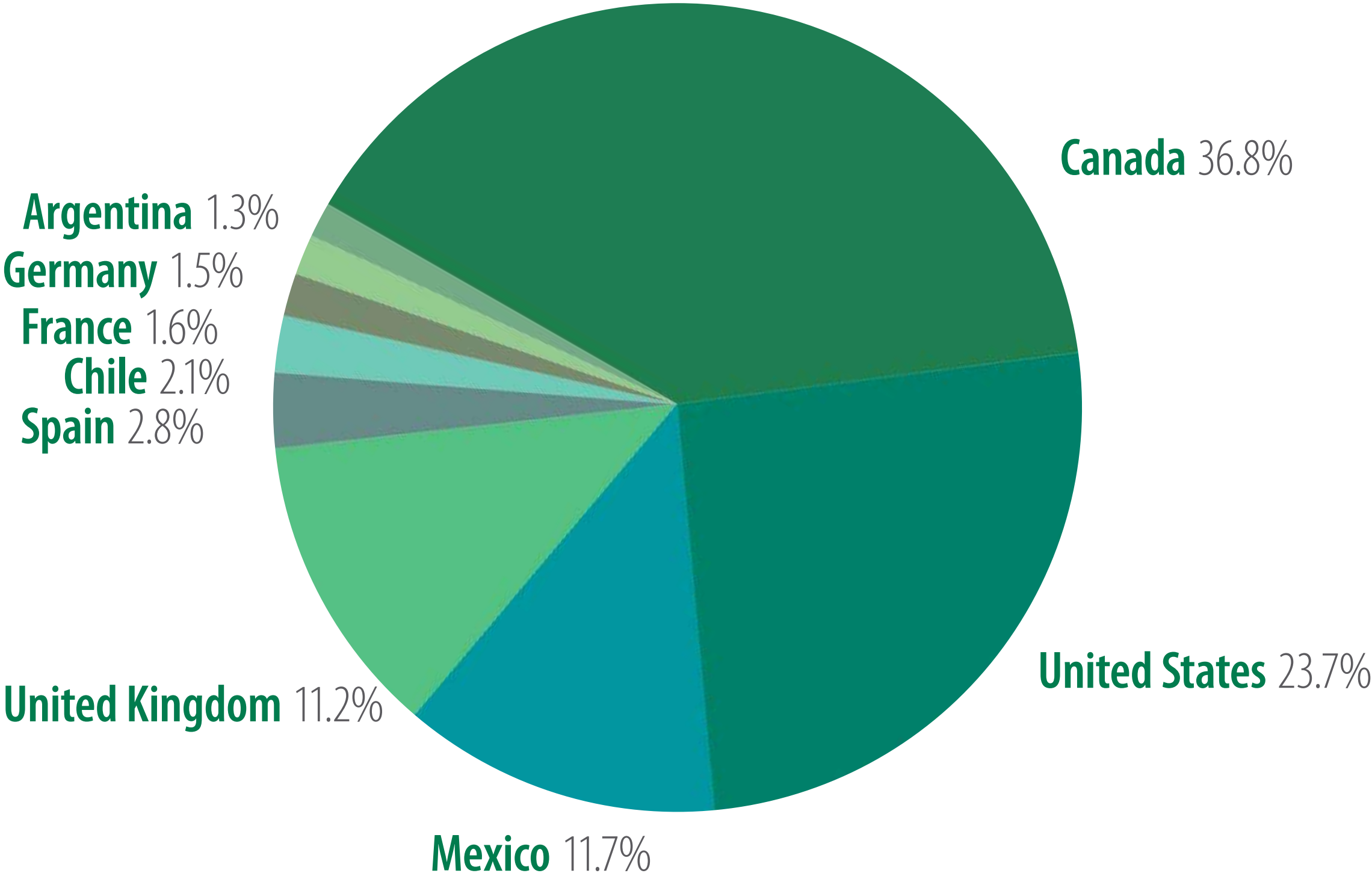
Determine the channel and frequency of contact you will use to keep the guest updated throughout the entire process. It is important that every interaction, complaint, or claim is recorded in the logbook as indicated by the procedure.
- 9

Contact the guest once the issue has been resolved to confirm their satisfaction with the solution and to verify if there is anything else you can do for them, even if you were not the one who followed up (on the resolution).
- 10

Make sure to close the complaint in the logbook system if the guest is satisfied and add the comments.

DIVERSITY AND INCLUSION 2024 - GUESTS

Our most frequent guests.



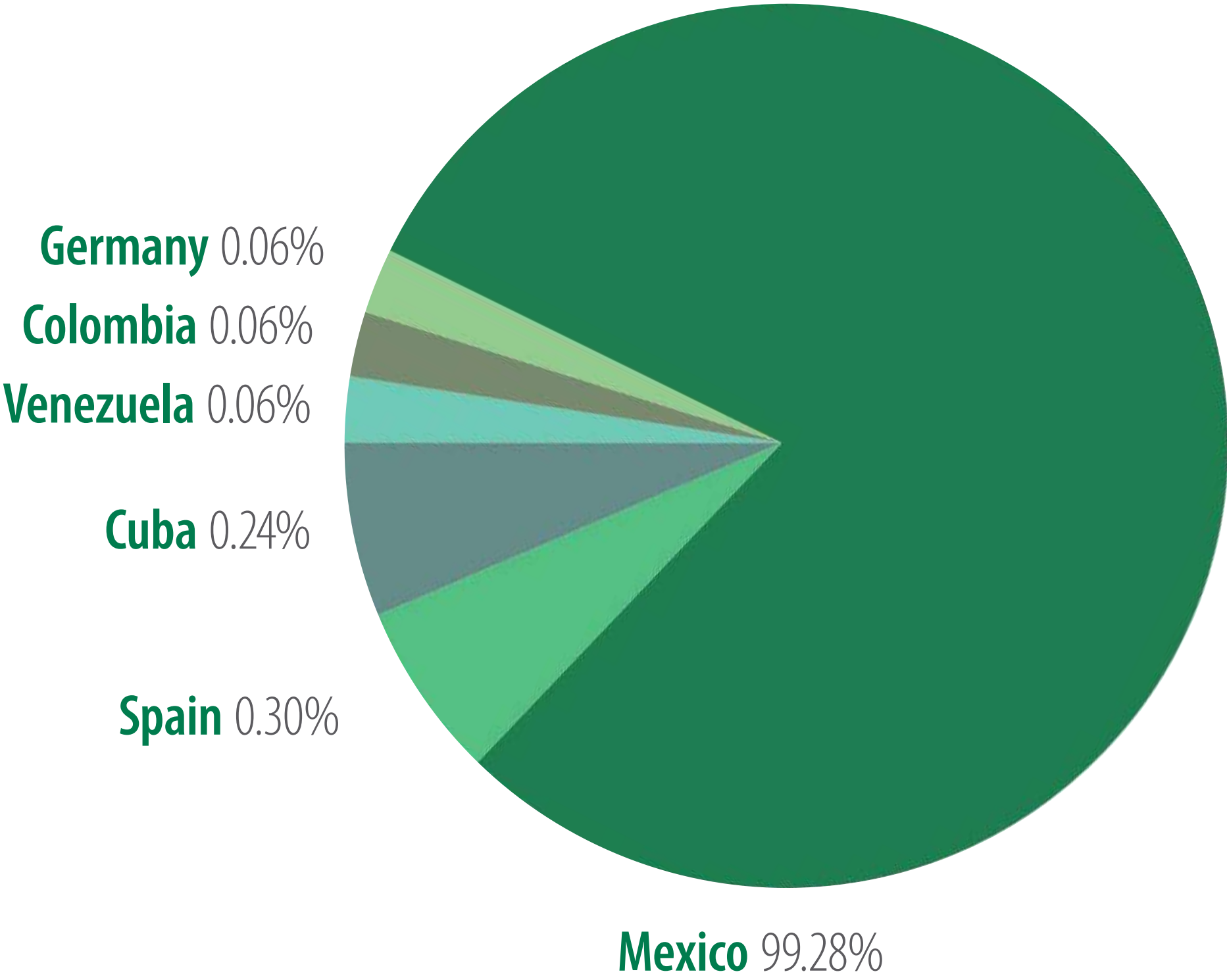
DIVERSITY AND INCLUSION 2024 - STAFF

Origin of our Employees

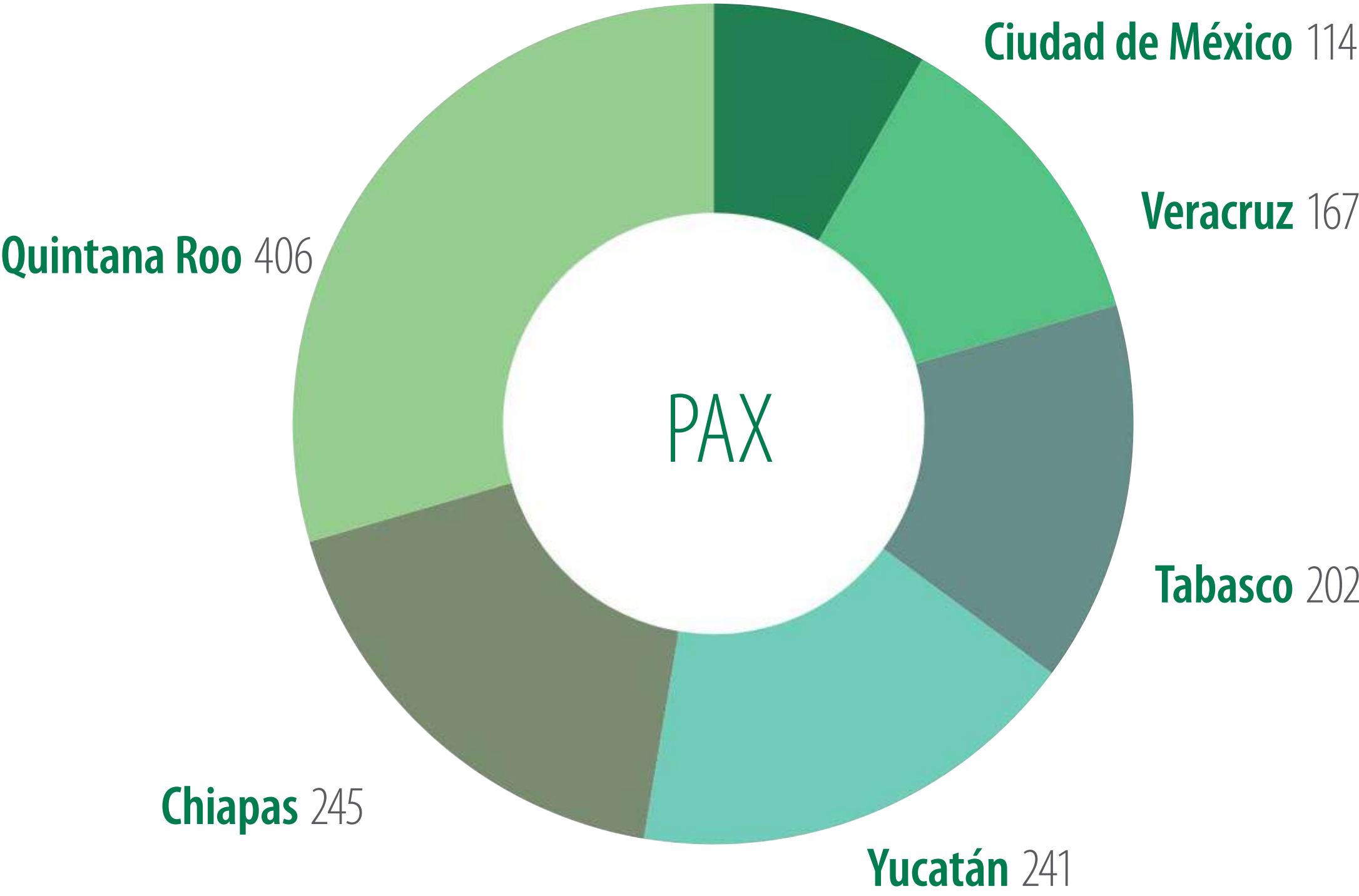
99%
are Mexicans

40%
are from the Peninsula

Countries

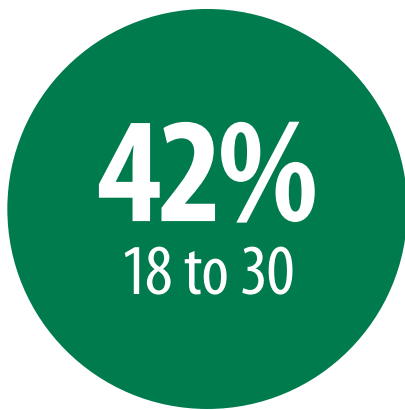
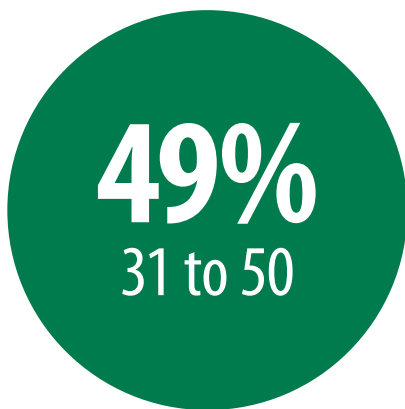
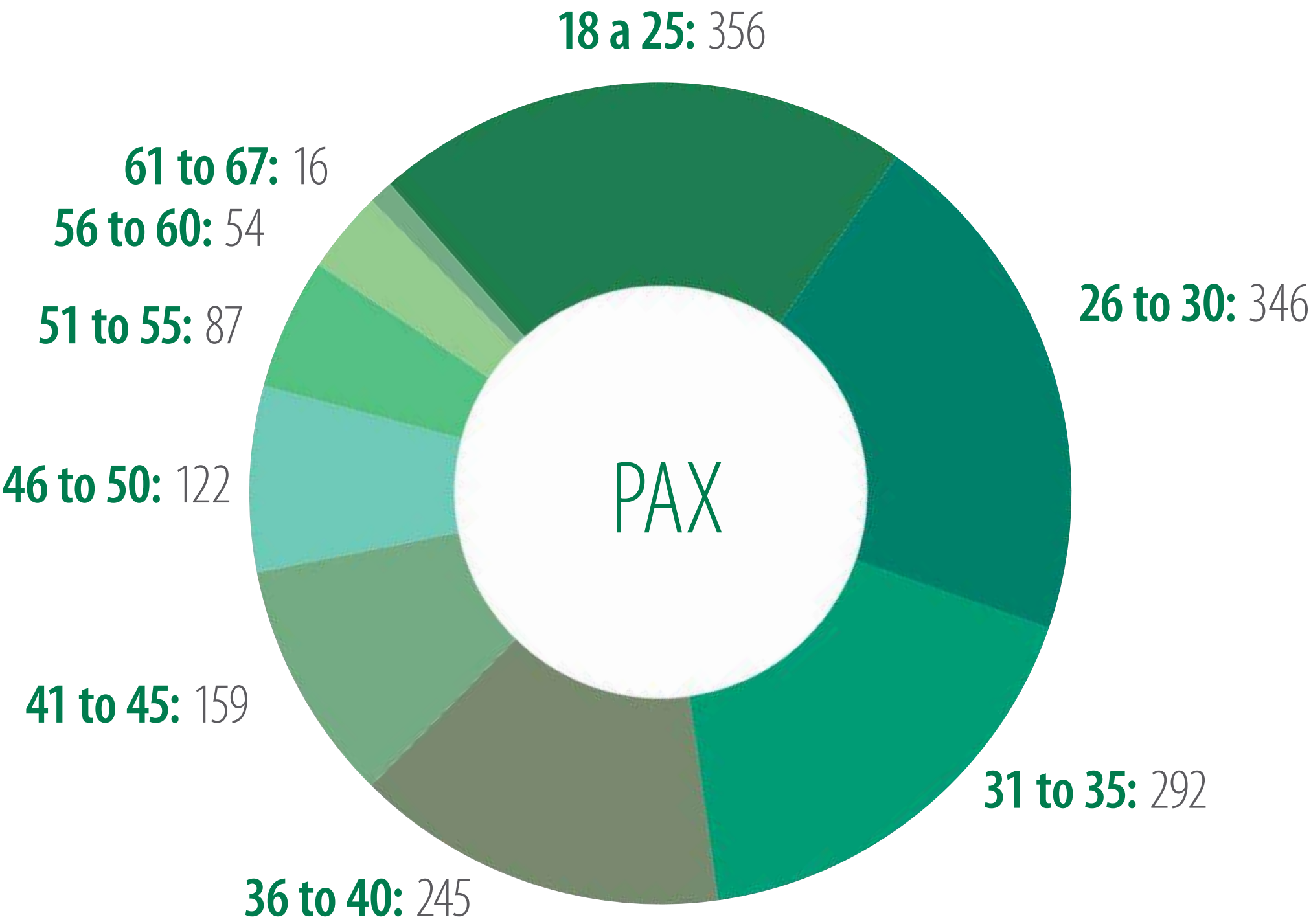


States



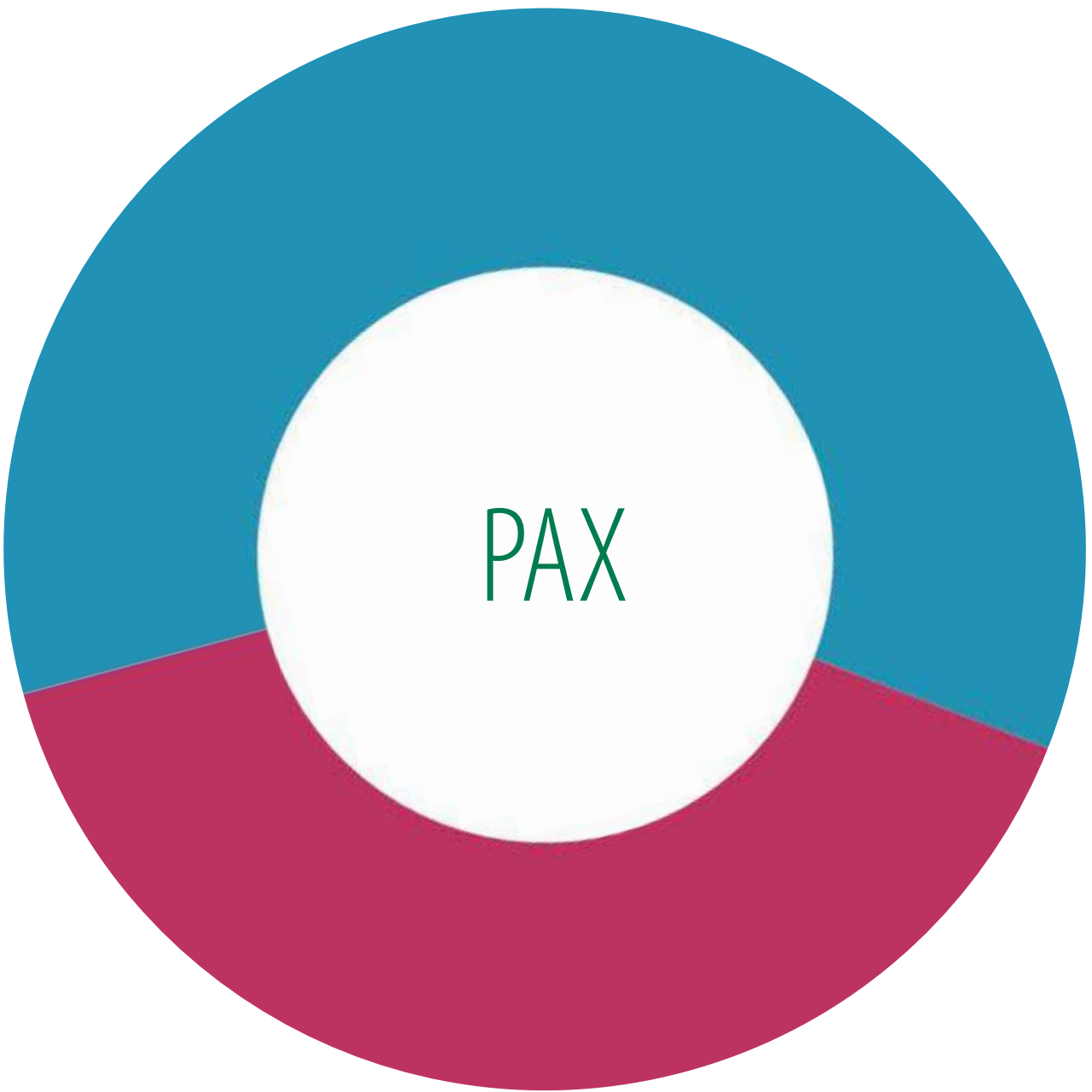
GENDER DIVERSITY 2024

Edad



Gender

Male: 1002



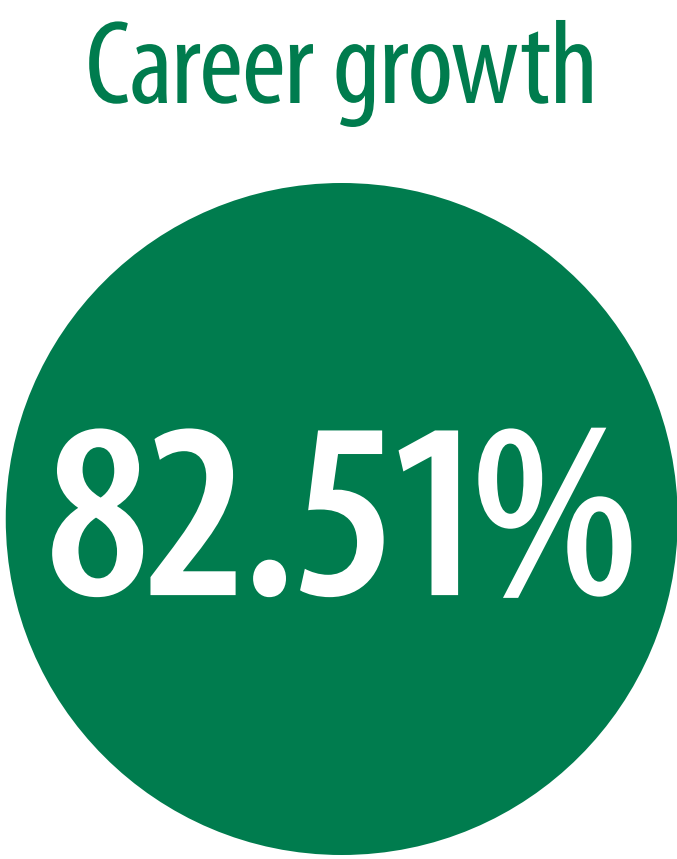
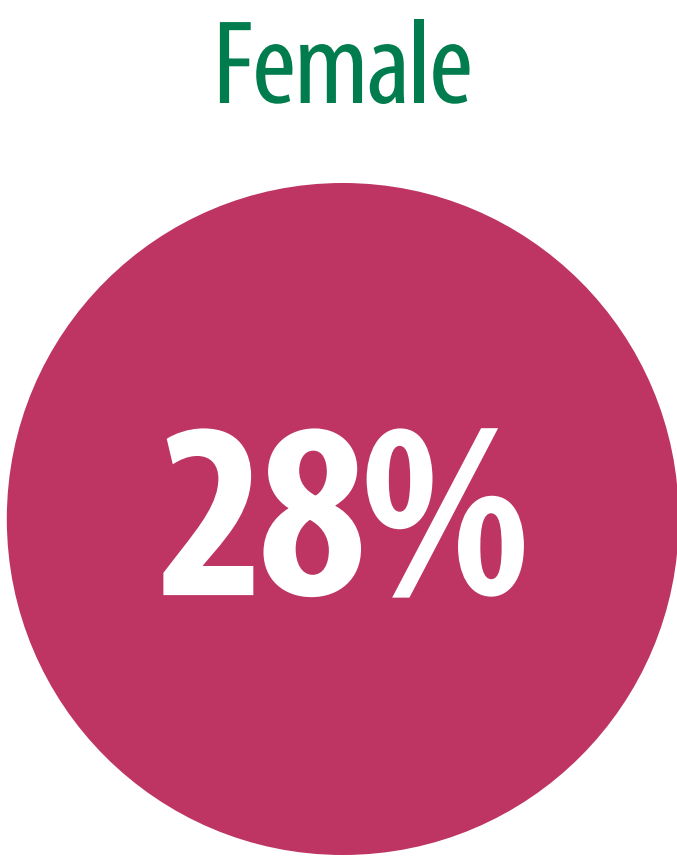
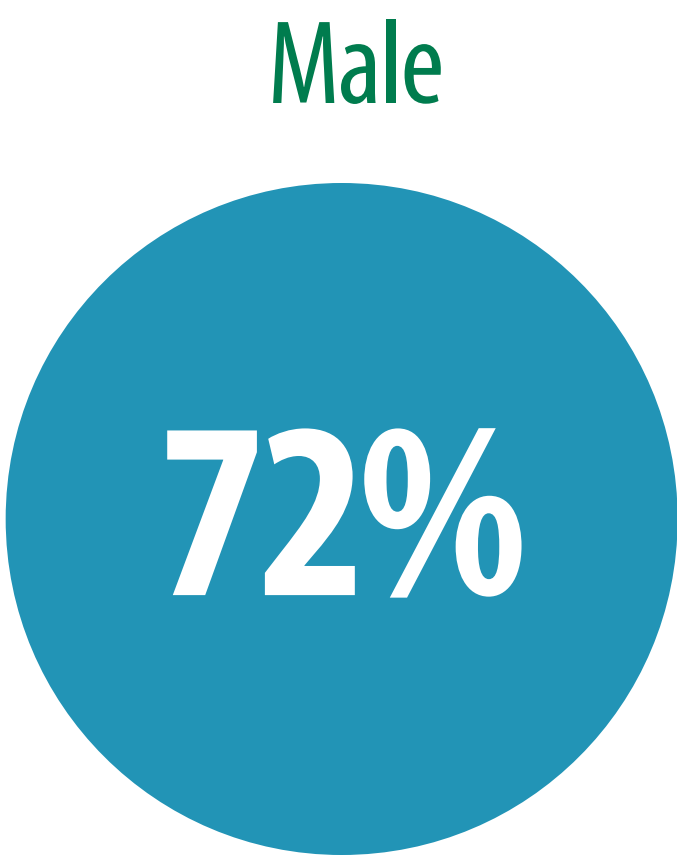
Female: 675



MANAGEMENT AND LEADERSHIP POSITIONS BY GENDER 2024

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

This organization provides **growth opportunities regardless** of whether you are male or female.



In the latest 2023 survey, 82.51% of respondents expressed approval regarding growth opportunities regardless of gender.

LOCAL ETHNIC ORIGINS 2024

Hiring people from rural towns or communities is a very effective strategy to facilitate local development and improve social inclusion:

1

It helps us strengthen the local economy, since the jobs generated within the community can keep money circulating locally.

2

We include people from different communities to bring diverse perspectives and skills to the workplace, enriching the organizational culture.

3

We foster stronger relationships between the company and the community, improving the business’s reputation and social support.

Transportation

We provide transportation routes to the towns of:

- Leona Vicario
 - Chan Cenote
 - Xpichil
 - Chancah
 - Santa María Poniente
 - Felipe Berriozabal
 - Tihosuco
 - El Edén
 - Betania
 - Kopchen
 - Chan Santa Cruz
 - San José
 - Tepich
- Popolnah
 - Chunhuas
 - San Andrés
 - Yoactun
 - Tuzik
 - Francisco May
 - El Cedral
 - Cecilio Chi
 - X-Haxil
 - Laguna Kaná
 - Señor
 - Chemuyil
 - Uh May
- Dzula
 - Pino Suarez
 - San Bartolosan Ramón
 - Chancah Veracruz
 - Carrillo (En Expo Maya)
 - Francisco I. Madero
 - Puerto Maya
 - San Antonio Nuevo
 - Chun Yah
 - Chun Hon
 - Chun Pom
 - Muyil

INCLUSION AND SERVICE

We have a procedure in place to provide facilities and safety for our guests who may require them. Last year, we received arrivals to our rooms equipped with features that allow them to access and move around with ease.

We work to ensure that our employees are well-informed and prepared to handle situations in the best possible way, whether in their interactions with guests or in their personal lives, when cases involve people with different abilities or an illness.



Informative Talks 2024

In collaboration with our partner organizations and other institutions, the following information sessions were delivered:

- “Let’s Talk About Autism”
- Mexican Sign Language Workshop
- “Awareness on Treating the Elderly”
- “Respect for Sexual Diversity”
- Informative Talk on “Childhood Cancer”
- Informative Talk on “Hearing Disability”



In addition to the above, the items available for guests with disabilities or who require medical equipment are the following:

- Crutches
- Wheelchair
- Canes
- Stroller
- Bottle warmers
- Bottle sterilizer



NO DISCRIMINATION

During the hiring and promotion of our employees, equal opportunity is promoted and gender equity is respected without any discrimination.

In addition, we are committed to treating colleagues, supervisors, subordinates, visitors, suppliers, and customers with kindness and courtesy, as well as addressing all cases related to mockery, mistreatment, discrimination, etc., which, if they occur, are subject to sanctions.

between employees performing functions of similar responsibility.

VI. We respect and promote each individual’s right to achieve balance in their lives, encouraging shared responsibility in the professional, family, and personal lives of our employees.

Discrimination shall also be understood to include homophobia, misogyny, any manifestation of xenophobia, racial segregation, anti-Semitism, as well as racial discrimination and other related forms of intolerance.

General Principles

- I.** We respect individual differences of culture, religion, and ethnic origin.
- II.** We promote equal opportunities and development for all staff.
- III.** In recruitment processes, we seek to provide the same employment opportunities to candidates regardless of race, color, religion, gender, sexual orientation, marital or conjugal status, nationality, disability, or any other condition protected by federal, state, or local laws.
- IV.** We foster a work environment of respect and equality, a humanitarian atmosphere of open communication, and a workplace free from discrimination, sexual harassment, and other forms of intolerance and violence.
- V.** We are committed to attracting, retaining, and motivating our staff; therefore, our compensation and benefits system makes no distinction



WORK ENVIRONMENT

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

In 2024, no workplace climate survey was conducted; however, a ‘Departmental Development’ program was carried out, **in which surveys on departmental needs were conducted with 1,645 employees from 26 departments, achieving a 97% compliance rate.**

Top 5 Comments

- 1

“I am very grateful for the opportunity to participate in all the activities that have been carried out during my time at Princess.”
- 2

“I am grateful for the opportunity to be part of these projects, to learn, and to be a member of a large team.”
- 3

“I enjoy having moments of integration with my department and with all my colleagues at the hotel.”
- 4

“It is good that the Human Talent department is more involved with the employees.”
- 5

“I feel good doing what I enjoy and fulfilling my workday.”

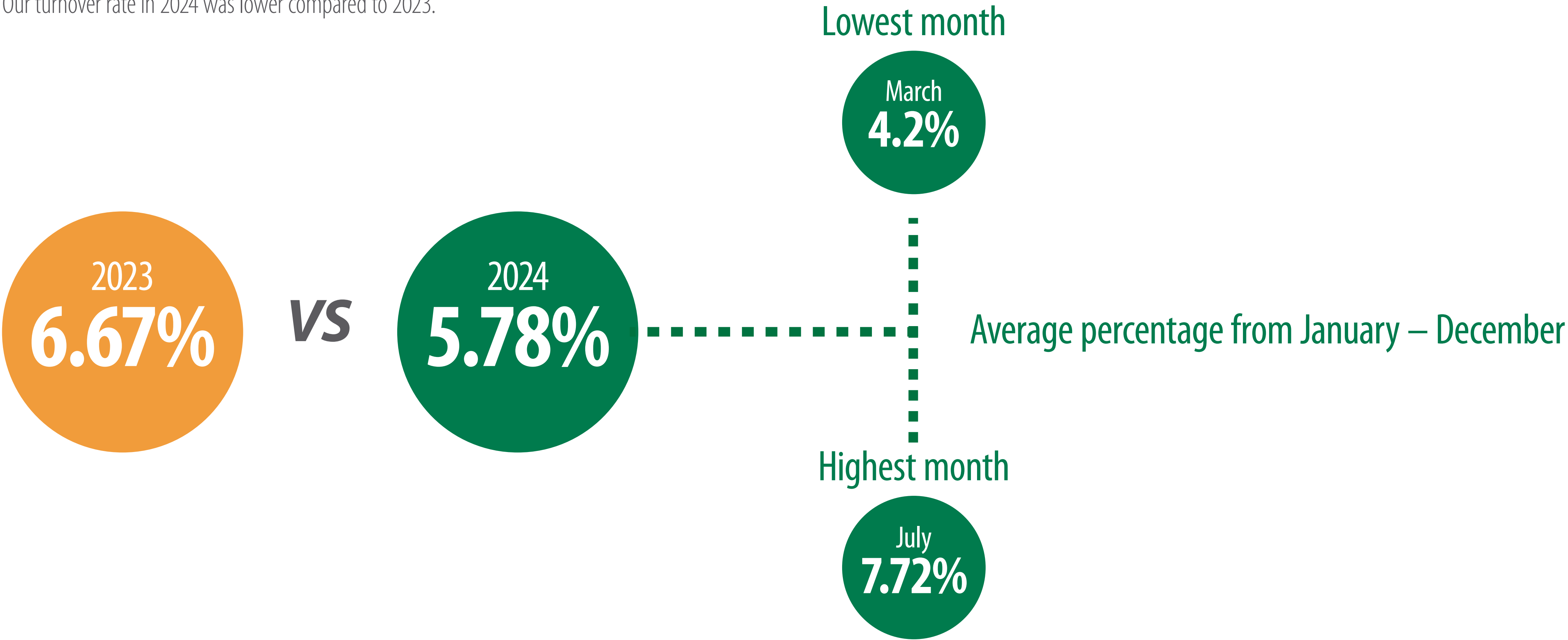
“2023 Results”

Leadership	73.99
Organizational Dynamics	70.18
Organizational Motivation	70.61
Honesty	80.49
Training & Development	76.61
Employee Engagement	70.07
Compensation	69.05
Resilience	72.26
Career Growth	76.55
Diversity & Inclusion	84.78
Work Attitude	75.69
Company Policies	70.08
Social Responsibility	80.81
Working Hours	74.11
Workplace Safety	77.79
Positive Psychology	80.13
Work Stress	75.61

- Obtaining some of the highest ratings:
- Diversity & Inclusion
 - Honesty
 - Positive Psychology
 - Social Responsibility

TURNOVER RATE

Our turnover rate in 2024 was lower compared to 2023.



EMPLOYEE BENEFITS

Equality and fairness in all employment practices (non-discrimination). Employee salaries and benefits, including salary reviews based on inflation and cost of living. To achieve this goal, we have implemented several actions, including:

PROMOTIONS

Department	PAX
Administration	1
Warehouse	1
Housekeeping	16
Entertainment & Sports	3
Public Areas	4
Bars	11
Bellboy	2

Quality & Development	1
Kitchen	20
Restaurant (Dining)	17
Concierge	5
General Management	1
Laundry	7
Maintenance	17
Reception	3
Human Resources	5
Security	8
Spa	2
Steward	11
Telephones	4
Total	139



Salary Increase

Department	PAX
Administration	27
Warehouse	38
Housekeeping	9
Entertainment & Sports	25
Public Areas	9
Bars	1
Bellboy	8
Quality & Development	2
Kitchen	40
Restaurant (Dining)	1
Concierge	26
IT Systems	1

Laundry	4
Maintenance	30
Reception	35
Human Resources	7
Security	63
Steward	7
Telephones	9
Total	342

Annual Increase

Department	PAX
Administration	25
Warehouse	24
Housekeeping	205
Entertainment & Sports	44
Public Areas	113
Bars	141
Bellboy	34
Weddings & Groups	5
Quality & Development	8
Kitchen	194
Restaurant (Dining)	314
Purchasing	4
Concierge	29

General Management	18
Laundry	54
Maintenance	114
Project Maintenance	3
Human Resources	38
Reception	46
Reservations	9
Security	105
Spa	35
Steward	103
Theater	9
Telephones	11
Sales	2
Total	1687

SALARIES AND BENEFITS

Salary is the compensation received by an employee for their work in a company, and it is a variable amount. It may differ each month depending on overtime, bonuses, payment method, frequency, etc.

Both earnings and deductions are detailed in a pay slip delivered to the employee every two weeks, once the salary has been paid.

The benefits listed in this section are the minimums established by the Federal Labor Law of Mexico:

- Year-end Bonus (Aguinaldo): Payment equivalent to 15 days of salary, paid before December 20.
- Vacation: Right to an annual paid vacation period, which varies according to the employee's seniority.
- Vacation Premium: An additional payment of 25% on salaries corresponding to the vacation period.
- Social Security: Affiliation to the Mexican Social Security Institute (IMSS) for health coverage, work risks, and other benefits.
- Days Off: Right to one paid day off per week and official public holidays.
- Maternity Leave: 12 weeks of paid leave for pregnant employees.
- Paternity Leave: 5 business days of paid leave for fathers.

- Adoption Leave: 6 weeks of paid leave for mothers and 5 business days for fathers in case of adoption.
- Lactation Period: Extra rest breaks for breastfeeding mothers, consisting of two half-hour periods per day during the lactation stage.
- Seniority Premium: Additional payment based on years of service, starting at 15 years of seniority.
- Profit Sharing: Participation of employees in the company's profits, calculated annually.
- Severance Payment (Finiquito): Payment of pending wages plus proportional year-end bonus and vacation premium upon termination of employment.
- Termination Compensation: In cases of justified dismissal, the employee is entitled to compensation including back wages, proportional year-end bonus and vacation premium, and the seniority premium (if applicable).

In addition, the company offers extra benefits (Not legally required, but designed to improve employees' and their families' quality of life, security, and well-being):

- Meals
- Transportation
- Savings fund
- Grocery vouchers
- Medical services
- Nutritional services
- Psychological services
- Punctuality bonus
- Attendance bonus

WELLNESS PROGRAM

We carry out PREVENIMSS campaigns for our employees, which provide the services included in the National Health Card:

- Weight and height measurement, and nutritional status evaluation.
- Waist measurement (starting at 20 years of age).
- Vaccination schedule: Tetanus, Hepatitis B, Influenza.
- Oral health check.
- Disease detection:
- Diabetes mellitus* and hypercholesterolemia* (starting at 20 years of age).
- Hypertension* (starting at 20 years of age).
- Detection of hepatitis C virus through rapid testing* (for at-risk groups).
- Pap smear*, breast examination* and/or mammography, depending on age and needs.
- Mental health screenings* (starting at 20 years of age).
- Sexual and reproductive health:
- Free distribution of condoms.
- Promotion of contraceptive methods.
- Prenatal care: Emphasis on completing all actions and prenatal control for pregnant employees, as outlined in the National Health Card.

Additionally, we provide medical assistance that allows us to attend to any employee in case of symptoms or accidents in their work area.



We provide medical assistance that allows us to attend to an employee in case of symptoms or a workplace accident.
The following talks have been delivered:

- HIV Prevention Talk
- Breast Cancer Prevention
- Spine Hygiene
- World Heart Day
- Colon and Rectal Cancer Talk
- World Health Day
- World Hypertension Day Talk
- World Hepatitis C Day Talk
- World Diabetes Day

We also have a Nutritionist, who can provide employees with dietary and nutritional guidance to prevent diseases derived from poor eating habits, as well as to improve the quality of life of those with a condition, through nutritional education, encouraging the voluntary adoption of healthy eating habits. We offer nutritional consultations to help employees design and maintain a balanced diet and also deliver informational talks such as:

- Healthy Eating
- Sugar in Food
- Understanding the Differences Between Allergies and Intolerances
- Nutrition and Diseases
- Eating Behavior Disorders
- Fad Diets and Myths

712
Consultations
Provided

In addition, we have a Psychologist who, besides addressing issues related to NOM-035-STPS-2018, provides support to employees and delivers talks on the following topics:

- Addictions and Their Physical and Psychological Consequences
- Emotional Regulation
- NOM-035-STPS-2018, Workplace Psychosocial Risk Factors — Identification, Analysis, and Prevention



Nutrition Consultations

Department	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
F&B	4	4	8	6	6	9	8	9	6	4	3	1	68
Administration	8	9	3	2	4	7	5	4	2	5	7	4	60
Warehouse	2	1	1	3	3	2	1	0	0	0	1	0	14
Housekeeping	2	2	4	2	2	1	2	2	1	5	4	3	30
Entertainment	4	6	4	6	4	7	5	2	5	7	5	4	59
Public Areas	7	5	4	8	5	7	6	7	3	5	6	3	66
Bars	3	3	4	1	1	0	0	0	0	0	0	0	12
Bell boy	0	3	1	3	2	1	0	1	1	0	2	1	15
Kitchen	0	2	2	3	1	3	5	5	1	5	3	1	31
Purchasing	0	1	1	1	1	0	0	1	1	1	1	1	9
Quality	4	0	0	1	2	2	0	0	0	2	0	0	11
Concierge	4	5	5	6	7	4	4	6	3	3	3	2	52
Management	0	1	0	0	0	0	0	0	0	0	0	0	1

Department	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Laundry	3	3	2	2	0	0	3	0	1	1	2	2	19
Maintenance	3	3	3	3	1	1	2	3	2	5	5	2	33
Front Desk	5	3	0	6	7	2	4	3	1	5	2	1	39
Reservations	0	0	0	0	0	0	0	0	1	0	3	0	4
Networks	0	0	0	0	0	0	2	2	2	0	0	0	6
Human Resources	12	4	0	5	7	9	7	7	0	3	1	2	57
Telephones	0	0	0	0	1	1	1	0	0	0	0	0	3
Security	3	6	2	0	3	4	2	2	5	2	2	2	33
IT	1	0	0	0	0	0	0	0	1	2	0	0	4
SPA	4	1	4	2	6	3	4	4	0	4	1	1	34
Steward	6	4	4	4	6	6	3	3	3	4	4	2	49
Marketing	0	0	3	0	0	0	0	0	0	0	0	0	3
Total	75	66	55	64	69	69	64	61	39	63	55	32	712

SPORTS ACTIVITIES

Sport	PAX
Dodgeball	357
Basketball	70
Soccer	100
Total	527



EMPLOYEE DINING ROOM

The hotel has a dining room for employees, which offers breakfast, lunch, and dinner service. Each week, the daily menu is sent to employees via Telegram to allow for a better choice of meals upon arrival.

Employees must comply with the Dining Room Regulations, which include hygiene measures to prevent illness.

Both hot and cold food and drinks are offered, including all food groups for a balanced diet.

GROCERY VOUCHERS

Every two weeks, the Payroll Department deposits grocery vouchers to employees through the Toka Company on a card provided to them.

TRANSPORTATION

Another benefit the hotel offers employees is transportation from certain stops to the hotel and back. It includes different routes and schedules based on operations and the employees’ places of residence.

Transportation covers Playa del Carmen, Puerto Morelos, Cancún, and nearby towns in the Quintana Roo area.

All buses from the Del Valle company are equipped with comfortable seating and air conditioning.

TRAINING 2024

Objective

Develop the skills and competencies of hotel staff to provide excellent service, improve customer satisfaction, and optimize internal processes through the promotion of professional growth, fostering innovation and creativity, increasing motivation and commitment, building strong teams, and enhancing adaptability to change.

Sessions, Courses or Workshops

INSTITUTIONAL COURSES

- Princess Hotels & Resorts Induction
- Policy: Zero tolerance for workplace violence, harassment, and sexual harassment
- Sustainability and environment
- General re-induction
- Comprehensive safety
- Hygienic food handling
- Foodborne diseases (ETAS)
- PEPS procedures
- LLEDs in fruits and vegetables
- Use and handling of chemicals
- Training of certified internal instructors
- Hurricane preparedness talk
- Use and handling of fire extinguishers
- Princess general standards
- General re-induction PYP hotel

- Princess philosophy
- Foodborne diseases
- Introduction to induction manuals
- Cocktail and wine certifications

REGULATORY AND CERTIFICATION COURSES

- NOM-001-STPS-2008 — Buildings, facilities, and installations
- NOM-002-STPS-2010 — Fire prevention and protection
- NOM-004-STPS-1999 — Machinery safety systems and devices
- NOM-005-STPS-1998 — Handling, transport, and storage of hazardous substances
- NOM-006-STPS-2023 — Handling and storage of materials
- NOM-009-STPS-2011 — Work at heights
- NOM-020-STPS-2011 — Pressure vessels and boilers
- NOM-022-STPS-2015 — Static electricity
- NOM-029-STPS-2011 — Maintenance of electrical installations
- NOM-033-STPS-2015 — Work in confined spaces
- NOM-011-STPS-2001 — Noise
- NOM-015-STPS-2001 — High or low thermal conditions
- NOM-025-STPS-2008 — Lighting
- NOM-035-STPS-2018 — Psychosocial risk factors
- NOM-036-STPS-2018 — Ergonomic risk factors. Part 1: Manual handling of loads
- NOM-017-STPS-2008 — Personal protective equipment
- NOM-018-STPS-2015 — Identification of hazards and risks from chemical substances
- NOM-019-STPS-2011 — Health and safety committees
- NOM-026-STPS-2008 — Safety colors and signs
- NOM-028-STPS-2012 — Safety in processes and equipment with chemical substances

- NOM-030-STPS-2009 — Preventive health and safety services
- FIRST AID BRIGADE
- INCIDENT COMMAND WORKSHOP
- PEDIATRIC FIRST AID BRIGADE
- FIRE-FIGHTING BRIGADE
- WATER RESCUE BRIGADE
- EVACUATION AND COMMUNICATION BRIGADE
- SEARCH AND RESCUE BRIGADE
- HURRICANE BRIGADE
- NATIONAL DRILL
- DISTINCTIVE H COURSE
- NOM-251-SSA1-2009 — Hygiene practices in the process of food, beverages, and dietary supplements
- NOM-201-SSA1-2015 — Products and services. Water and ice for human consumption
- NOM-127-SSA1-2021 — Water for use and human consumption. Permissible limits
- NOM-230-SSA1-2002 — Water for use and human consumption. Establishes sanitary requirements that water supply systems for use and consumption must meet
- NOM-087-SEMARNAT-SSA1 — Environmental health. Comprehensive management of hazardous biological-infectious waste
- NOM-245-SSA1-2010 — Environmental health. Sanitary requirements for swimming pools
- General Health Law Regulations on Medical Care
- Health Supplies Regulations (Handling and dispensing of medications)
- NOM-052-SEMARNAT-2005 — Classification of hazardous waste

SPECIFIC AND SPECIALIZED COURSES

- Maxwell Leadership
- Aesthetic equipment
- Psychological first aid
- Cocoa ceremony
- Use and handling of chemical products
- Crisis management in case of foodborne disease outbreak (ETA's)
- Pool balance and chemical treatment
- Facial Formen
- Teamwork in the spa
- Introduction to the world of wine
- Sales techniques
- ANSOG Sommelier certification
- Pest control
- Waiters and hostesses: top sales performers
- Effective communication
- Alignment to competency standard ECO21701 — Delivery of human capital training courses in group classroom format
- National code of conduct for the protection of children and adolescents in the travel and tourism sector
- Use of chemical products by diversity
- Management of fats and oils in the kitchen
- Operations in the treatment plan
- Points for the prevention of LegionellaPuntos para la prevención de la legionella

- Comprehensive waste management (RMU, RME)
- Allergen management
- Emotional intelligence for executives (training in psychological emergency assistance and crisis containment)
- Appreciative teams
- Basic microbiology for food handlers
- Service culture
- Facial Excel therapy
- Motivation for success
- Monte XANIC wine training
- Complaint management
- Handling of loads with machinery and equipment
- Safe operation of front-loading machinery
- Zumba fitness refresher course
- Overcoming distractions

Talks and Workshops

- Talk: Safety and hygiene
- Talk: IMSS digital
- Talk: Spinal hygiene
- Talk: World Cancer Day
- Key cleaning and disinfection processes in guest rooms
- PREVENIMSS program: “Check yourself, measure yourself, move yourself”
- Talk: What to do in case of an accident?
- Talk: Pregnant employees
- Talk: Addictions and their physical and psychological consequences

- Talk: World Health Day
- Talk: Healthy eating
- Talk: World Hypertension Day
- Talk: Nutrition and related diseases
- Talk: Prostate Cancer Awareness Day
- Talk: Fad diets and myths
- Talk: Family planning
- Talk: Allergies and food intolerances
- Talk: Cervical cancer prevention
- Talk: Eating disorders
- Talk: World Heart Day
- Talk: Nutrition during pregnancy
- Talk: Breast Cancer Awareness Day
- Talk: World Diabetes Day
- Talk: HIV prevention
- Talk: Workplace safety and hygiene
- Workshop: LLEDS (fruits and vegetables)
- Workshop: Hand washing
- Workshop: LLEDS in service areas
- Workshop: Cleaning and disinfecting work tables
- Talk: Infection prevention and control
- Workshop: Thermometer calibration
- Talk: Hearing impairment awareness
- Workshop: Mexican Sign Language
- Talk: Sea turtle conservation and protection

Training hours	472
Operational practice hours	349
Total trained	17814
Total courses provided	231

INSTRUCTORS 2024

Program Objective

- Train and certify a minimum of 36 employees.
- Train 2 people per department.
- Teach participants to understand training as a teaching-learning process.

Content and skills to be developed

- **Identify** the 4 areas of learning mastery and their application across different generations, based on the ECO 217 standard of CONOCER.
- **Recognize** the importance of the four types of knowledge.
- **Engage** in dialogue with empathy and openness to understand the application of this knowledge in the role of trainer.

Scope and Future Vision

- The program started in **2024** with 41 participants.
- The application of the ECO 217 standard is projected to extend across the **entire organizational structure**.



HEALTH, OCCUPATIONAL SAFETY, AND HYGIENE

CIVIL PROTECTION

Brigadistas

Brigade	No. of Brigadistas
Search and rescue	21
Firefighting	40
First aid	28
Evacuation	23
Communication	8
Multi-brigade	17
TOTAL	142

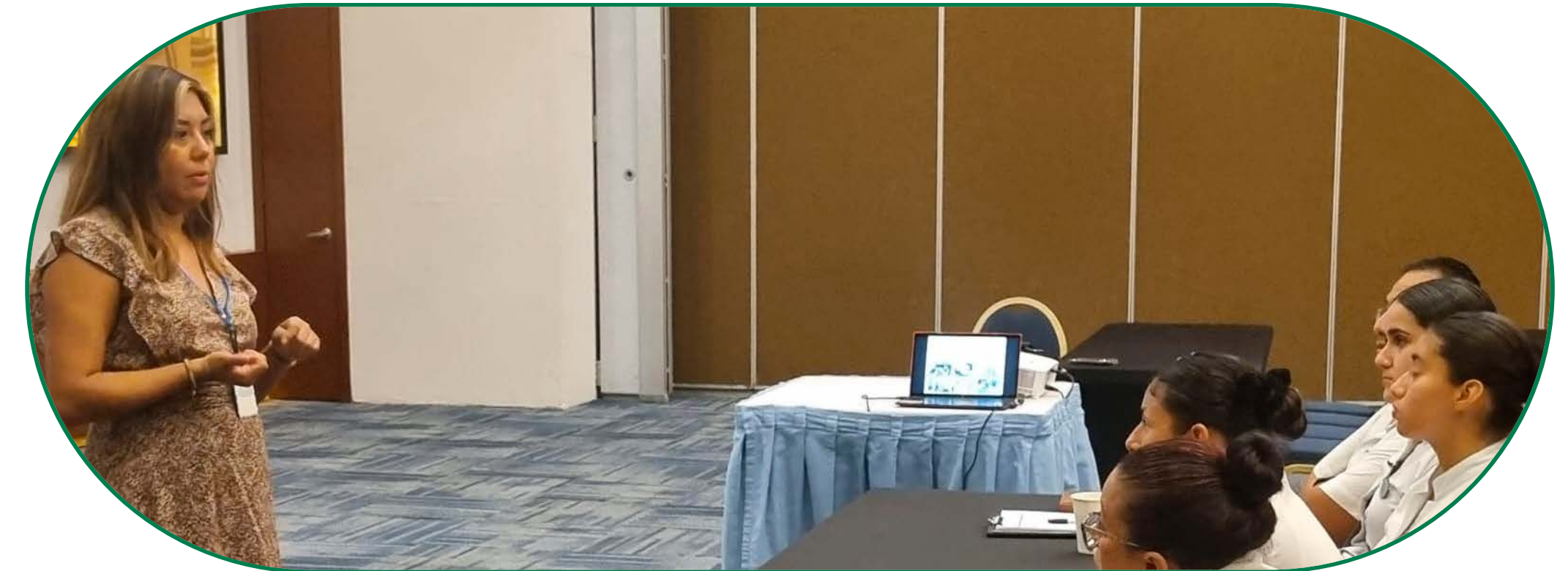
Drills

During 2024, two drills were carried out. The first took place on January 18, starting at 10:00 a.m. and lasting approximately 30 minutes; only the areas on the “industrial zone” side were included, from Human Talent to the Housekeeping office, including the “Tunnel” road. The second was held on October 10, starting at 10:30 a.m. and lasting approximately 30 minutes, and its scope only included blocks 3, 4, and 5 on the Sunset side.

PROTECTION OF VULNERABLE GROUPS

TALK ON HEARING DISABILITY GIVEN BY MICROTIA QUINTANA ROO ASSOCIATION

On September 9, the Microtia Quintana Roo Association held an Auditory Day, during which a talk on hearing disability was given to various areas such as Reception and Housekeeping.



TALK ON AUTISM WITH KODOMO FOUNDATION

In commemoration of World Autism Awareness Day, on April 5, the Kodomo Foundation gave an informational talk to employees of the Animation departments.



TALK ON CHILDHOOD CANCER WITH AITANA FOUNDATION

In Mexico, there are approximately 7 thousand new cases of Childhood and Adolescent Cancer annually; more than half (52%) will be leukemias. Due to the foregoing, we consider it extremely important that employees be informed on how to detect this condition and how to support the population that suffers from it. On October 16, 2024, the Aitana Foundation, which supports children with cancer, gave an informational talk to personnel from the departments of Animation, Concierge, F&B (Food & Beverage), Telephones, Spa, and Social Media.



HUMAN RIGHTS

TALK ON FAIR TREATMENT OF OLDER ADULTS WITH ORGULLO CIUDADANO FOUNDATION

In commemoration of the World Elder Abuse Awareness Day, the Orgullo Ciudadano Foundation delivered an informative talk on June 12, 2024. The session was attended by staff members from departments with direct guest interaction—such as Front Desk, Food & Beverage, and Concierge—as well as team members from the Human Talent department.



SIGN LANGUAGE WORKSHOP WITH MICROTIA QUINTANA ROO ASSOCIATION

As part of the hotel's commitment to zero discrimination and the inclusion of employees and guests, it is imperative to ensure effective communication with people who have different abilities. Due to the foregoing, the Microtia Quintana Roo Association gave a basic Sign Language workshop on September 9, 2024, which was attended by employees from the Reception, Housekeeping, and Animation areas.



HUMAN RIGHTS

INFORMATIONAL TALK ON THE NATIONAL CODE OF CONDUCT

In order to obtain the National Code of Conduct Certificate, we coordinated informational talks for employees from all departments. These took place on September 10 from 8:00 to 9:00 a.m. and on October 9 from 8:00 to 9:00 a.m. and from 3:00 to 4:00 p.m. In total, 833 employees were trained in 2024.



TALK ON SEXUAL DIVERSITY BY THE MUNICIPAL GOVERNMENT

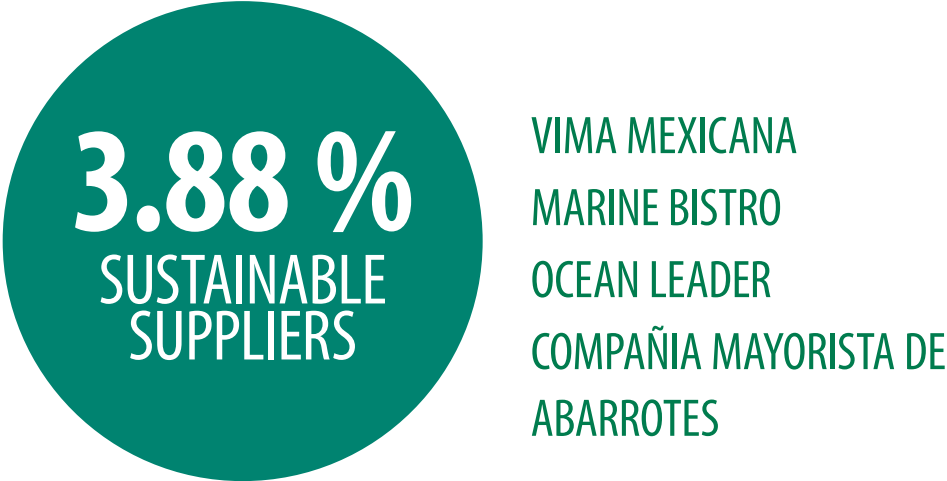
In commemoration of Intersex Solidarity Day and as part of human rights protection, on November 13, 2024, the Directorate of Sexual Diversity of the Municipality of Solidaridad gave an informational talk promoting an inclusive and respectful society for all gender identities and expressions to Princess employees.



- The General Management reiterates its firm commitment to not tolerate any form of human exploitation or abuse on our premises, supply chain, or with our strategic partners. In the event of detecting the participation of any employee, guest, supplier, or partner in activities related to trafficking, exploitation, or abuse of persons, immediate reporting to the competent authorities will follow.

SUSTAINABLE PURCHASES

We are committed to meeting our standards for sustainability, social responsibility, and hygiene; this is why we carry out audits to ensure that all our suppliers comply with the directives of our policies, thus ensuring the fulfillment and 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 devices.
Ecología y Manejo de Residuos SA de CV	Collection and management of hazardous waste.
Ismael Soriano Herrera	Removal of gardening waste and scrap metal.
Biotecnología en Residuos de México	Collection, transport, and storage of grease trap waste, vegetable fats, dry sludge from pumping stations, and those originating from the water treatment plant.
Luis Alberto Pérez Cornelio	Purchase and sale of non-hazardous recyclable urban solid waste.
MEDAM (Red Ambiental)	Collection of hazardous biological-infectious waste (HBIBW).
M.V.Z. Mario Buil	Attention to wildlife, care, and employee training.
Biol. Horacio Ocampo López	Rescue and relocation of bees.
Comité Municipal de Tortugas Marinas	Employee training and operational assistance.
ASGHAM S.A. DE C.V.	Development of the State Competence Waste Management Plan and consulting.
Green Garden	Maintenance of green areas and reproduction of native and ornamental species.
Roberto Inclán	Environmental impact consulting.

ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

THREE KINGS' DAY

We celebrate every January 6th with a great raffle of roscas (ring-shaped sweet bread) among employees and a visit from the Three Wise Men (Reyes Magos) to the different departments.



POPCORN DAY

We celebrate this day with the preparation of delicious popcorn and the tasting of it by our employees.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

FEBRUARY
14TH

We celebrate love and friendship by giving our employees delicious desserts to sweeten their palates.



DRINK
MASTER

With the participation of our employees, they faced off in the Drink Master contest, in a battle of creativity and skill while competing for the title of master of mixes.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

WOMEN’S DAY

We commemorate this important day by organizing a meal to promote togetherness and recognize women as a fundamental part of society.



HAPPINESS WEEK

The International Day of Happiness is celebrated on March 20th. We celebrate this date with an afternoon of games for employees and some delicious shaved ice.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

SPORTS FINALS

For each sports tournament, a prize-giving ceremony is held in the final to celebrate the sport and recognize the top three places in the competition.



RETIREMENTS

Celebrating a retirement is a way to acknowledge a person's years of effort and dedication, and to welcome a new chapter in their life, which is why when one of our employees reaches that moment, we give them a very special farewell.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

FOR OUR EMPLOYEES

Periodically, we hold a ceremony in which employees sign their permanent contract and receive a plant as a symbolic gift.



CHILDREN'S DAY

We celebrate the youngest members of our employees' families by organizing a party for them at the hotel, including a delicious meal, candy, cake, games, and shows for their entertainment.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

MOTHER'S DAY

Employees who are mothers enjoy a delicious meal, drinks, and a special show to celebrate their existence and thank them for all they have done for their children.



FATHER'S DAY

We must also recognize the work of fathers, which is why a special meal and a great show are also organized for their delight.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

BIRTHDAYS

Each month we hold a party to celebrate employees who have had or will have birthdays. We organize dynamics, contests, and break a piñata so that employees can have a fun time with their colleagues. Additionally, they are served drinks and a delicious birthday cake, and each one of them receives a gift.



BABY SHOWER

To support and celebrate future mothers in this new stage of their lives, we organize a fun baby shower for them where they can enjoy appetizers and spend a pleasant time with their colleagues. Furthermore, they are given gift kits with products for their babies.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

THIRD SHIFT BREAKFAST

As a token of appreciation, once a month, we hold a special breakfast for personnel who work the third shift. This is because, due to their work schedule, these employees cannot enjoy our other activities, and they also perform great work during nighttime hours.



HOUSEKEEPER DAY

It is a date to recognize the work of the people who are in charge of cleaning and organizing hotel rooms. We celebrate it with a bed-making contest and subsequently a party with delicious food and drinks for a healthy get-together.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

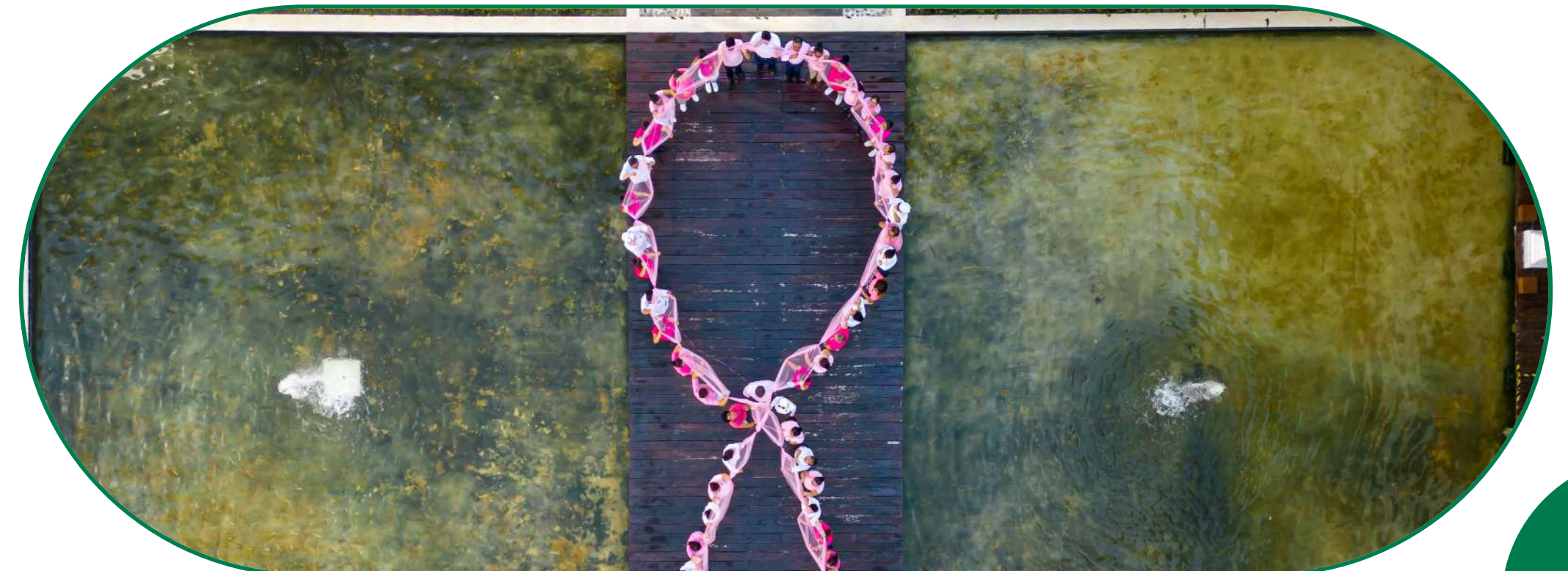
CHEF'S DAY

We hold a themed meal for our Kitchen staff to spend time together with their colleagues, to recognize their work in surprising us with new dishes, and highlighting the work of everyone who belongs to the culinary world.



WORLD BREAST CANCER DAY

To raise awareness and a culture of prevention among employees, we organize the creation of a pink ribbon that represents the fight against breast cancer.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

DAY OF THE DEAD

To commemorate this traditional celebration of our country and highlight our roots, an altar contest is held among employees, featuring a specific state of the Republic.



STEWARD DAY

It is important to recognize the personnel whose work is essential to maintain the hotel's operation, as they are in charge of maintaining cleanliness and order in the kitchen and service areas. For this reason, a celebration is organized for them with welcome drinks, appetizers, and activities for their entertainment.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

MAINTENANCE CELEBRATION

The Maintenance department is responsible for the repair and correct functioning of the equipment and installations in the hotel; that is why it is important to recognize their work and celebrate them with food, piñatas, and a pleasant time of socializing with their colleagues.



DAY OF THE VIRGIN OF GUADALUPE

Without imposing a religion, a dedicated pilgrimage to the Virgin of Guadalupe is held for believers inside the hotel with mariachi music and a beautiful altar as an offering.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

NEW YEAR'S

We organize a big outdoor party for guests with delicious food and lots of colorful lights.



THREE WISE MEN

We offer guests our traditional Rosca de Reyes (Three Kings' bread) and give toys to children as a gift.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

VALENTINE’S DAY Guests are invited to take a nice souvenir photo with their loved ones.



**Mardi Gras,
Fat Tuesday**
(Tuesday 13th)

Mardi Gras is a celebration that is celebrated with parades, dances, costumes, masks, and parties.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

St. Patrick’s Day

— Sunday 17

On this day, green decorations are put up, and a mascot is part of the entertainment. Additionally, beverages are consumed, especially Irish beer and whiskey.



International Women’s Day

— Friday 8

Purple, as a symbol of the suffragist and feminist struggle, has been adopted globally in commemorations of March 8th to highlight the perseverance of women who have fought for equality and human rights. That is why we place a purple ribbon in the main plaza.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Earth Hour

— Saturday 23

To raise awareness among guests and highlight the topic of climate change, lights are turned off throughout the main plaza for one hour, and a fire show is held for the entertainment of our clients.



Easter

— Sunday 31

As part of the Easter celebrations, an egg hunt is held with the young guests, and they can take pictures with the bunny.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

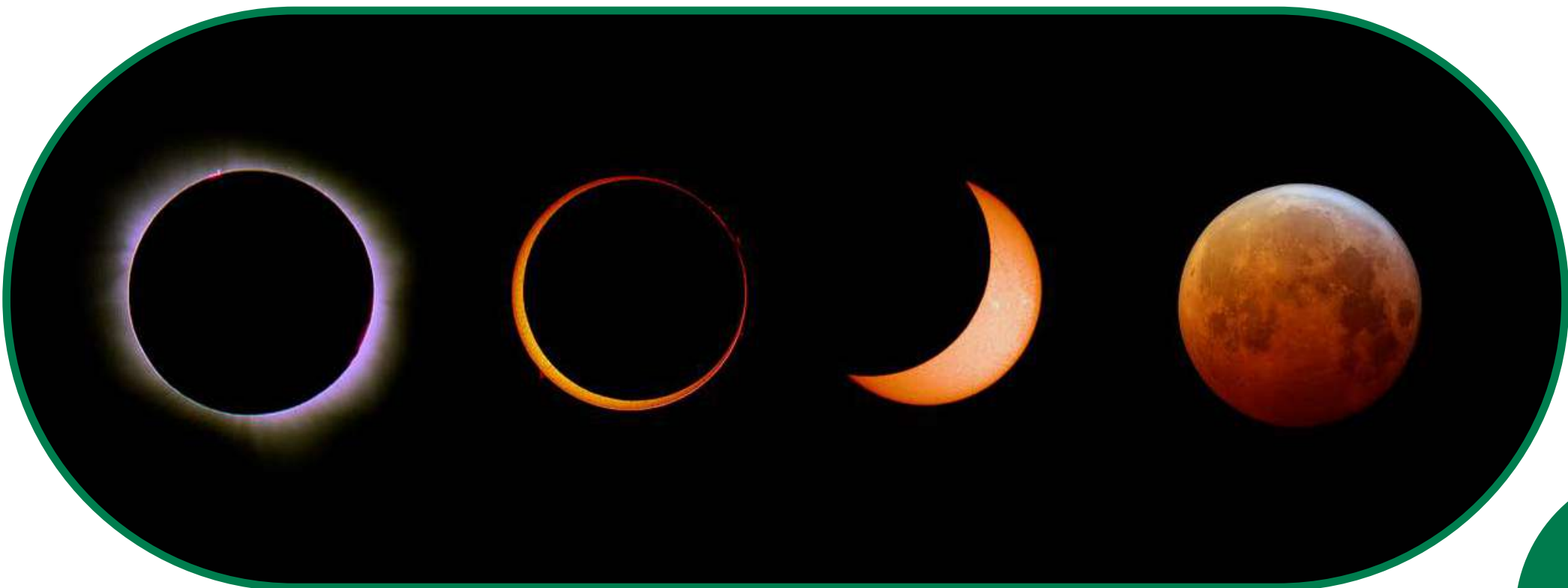
Earth Day
— Monday 22

Guests are invited to reflect on the importance of caring for nature and conserving all living beings on the planet, by holding a Mayan ceremony to thank Mother Earth for all she offers us.



Lunar Eclipse—
Monday, April 8

A total solar eclipse was observed in Mexico and the United States, known as the Great Mexican Eclipse. As this is an infrequent astronomical event, a Mayan ritual was held to commemorate it.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Cinco de Mayo Celebration

— Sunday 5

The 5th of May is celebrated in Mexico and the United States to commemorate the victory of the Mexican army over the French in the Battle of Puebla. Regional dance shows, typical Mexican food, and patriotic decorations are offered.



Mother's Day

— Friday 10

All mothers are celebrated with the goal of thanking them for their affection, support, and commitment with a serenade featuring mariachi music in the main plaza..



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Father’s Day

— Sunday 16

It is a day to recognize and value the efforts of fathers in raising their children.



International Yoga Day

— Friday 21

This year, the 10th International Yoga Day was celebrated with the theme “Yoga for the individual and for society.” A special class was held on the beach for guests to enjoy a moment of relaxation and mental peace.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Canada Day

— Monday 1

To commemorate Canada’s independence from the British crown, this country’s flag is placed in the main plaza and a party is organized in its honor.



Independence Day of the United States of America

— Thursday 4

To commemorate the signing of the United States Declaration of Independence, which proclaimed the separation of the Thirteen Colonies from Great Britain, guests can enjoy a party.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Mexico Independence Day

— Sunday 15

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, typical dances, mariachi, and Mexican gastronomy could not be missing on this day.



OKTOBERTFEST

— Saturday, Sep 21 to Sunday, Oct 6

This is a beer festival that includes typical food and music.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

World Breast Cancer Awareness

— Saturday 19

That day, the square is illuminated in pink, with the goal of raising awareness about breast cancer, its prevention, and early detection.



Thanksgiving Canada

— Monday 14

It is a festive day characterized by bringing families together with traditional food.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Halloween

— Thursday 31

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



Day of the Mexican Revolution

— Wednesday 20

The celebration recalls and exalts the Mexican people's struggle for liberty and social justice, which is why typical regional dances are presented and guests can enjoy delicious typical Mexican food.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Day of the Dead

— Friday 1 and Saturday 2

The Day of the Dead is a Mexican celebration that honors deceased family members and is an ancestral tradition. To allow guests to learn about this holiday, an altar is set up and shows are put on that include regional Mexican songs and folk dances.



USA Thanksgiving Day

— Thursday 28

Thanksgiving Day is a very important holiday for American guests; it is a celebration held with family, giving thanks for the blessings of the previous year. That is why a special dinner is organized for them where they can have a pleasant time.



ACTIVITIES THAT MARK OUR IDENTITY

FOR OUR EMPLOYEES

Christmas Eve

— Tuesday 24

A special dinner is held for the guests and a Christmas show is put on that includes dances like The Nutcracker.



ORIENTATION

In our Orientation pillar, we focus on promoting loyalty, trust, and awareness in supporting our community and neighbors, directing our actions jointly with our guests, suppliers, and allies to achieve significant change.



ORIENTATION

COUNTING ON A FRIEND “DONATION OF SCHOOL SUPPLIES TO THE FOUNDATION”

Every start of the school year is an economic challenge for parents, especially for families in vulnerable conditions. Due to this, year after year, a campaign to collect school supplies called “help them write their dreams” is carried out, in which the support of guests and collaborators is added for the delivery of school supplies.

Pencils, colored pencils, notebooks, among others, were donated, totaling 15 kilos of school supplies to the “Contando con un Amigo” foundation. Additionally, during the course of the year 2024, blackboards, tables, and wooden benches were donated.



MICROTIA QUINTANA ROO “Donation of supplies to the association”

We also made a donation of school supplies on November 14 to students with auditory and visual disabilities. We delivered a small whiteboard, boxes of colored pencils, boxes of markers, boxes of crayons, paint sets, pencil sets, pen sets, educational games, and a bag of clothes to the Association.



ORIENTATION

COUNTING ON A FRIEND

“It’s my birthday”

Celebrating children’s birthdays is a way to show them love and appreciation, and it’s a way to help them develop their identity and self-esteem. For this reason, on 6 occasions during the year, we visit the school of the Contando con un Amigo Foundation, bringing the students cake, piñatas full of candy, didactic activities, and games to celebrate the birthdays of the children and adolescents who were born that month. During these visits, the children were taught ways to conserve water at home, the importance of native animals, and why we should take care of the planet.



COUNTING ON A FRIEND

“Three Kings’ Day 2024”

Three Kings’ Day (Día de Reyes) is a Mexican celebration that takes place every January 6th, where families and friends gather to share a Rosca de Reyes (King’s Cake) and enjoy this beautiful holiday. It is also customary to give toys to children, which is why a collection is organized with guests and collaborators (The Tree of Illusions).

Celebrating with games, Rosca de Reyes, and gifts for all the children of the “Contando con un amigo” foundation.



ORIENTATION

MICROTIA QUINTANA ROO “February 14th with a cause”

As is customary, every year we organize a Valentine’s-themed Sale for a Cause in order to raise funds and deliver them to the Microtia Quintana Roo Association to continue their work and help children and adolescents with auditory and visual disabilities. Thanks to all the collaborators who supported the cause and purchased their products, we managed to raise the amount of \$15,212.00 MXN.



CONTANDO CON UN AMIGO “Children’s Day”

As part of our periodic visits to the school of the “Contando con un Amigo” foundation, during the month of April, when Children’s Day is celebrated, we once again carried out a toy drive with collaborators. The toys, appropriate for their age, were delivered to more than 80 children. In addition to the toys, we brought them two piñatas with candy, a cake, and individual milks to make that day a great celebration. On that occasion, small photographs of wild animals from the region were shown to them and they were told some interesting facts about them.



ORIENTATION

GUEST DONATION

Thanks to the Help Luggage program, guests were able to donate a variety of items that were delivered to our allied organizations such as Contando con un Amigo, Kodomo, Mi Amigo de la Calle, Fundación Aitana, Asociación Microtia Quintana Roo, and collaborators with basic needs.

8.3 kg of luggage, 2 kg of diapers for babies, 29.9 kg of aquatic inflatables, 365 kg of beach toys, 181.5 kg of toys, and 34.3 kg of clothing were donated.

Adding up to 622 kilos of aid from our guests.



HOTEL DONATION

Thanks to the contribution of various hotel departments such as Housekeeping, Bars, SPA, and A&B, we were able to donate 10,723.6 kg of linens and 4 single mattresses to various foundations throughout the year 2024.

TOILET PAPER DONATION

We have a toilet paper donation program in which 81.6 kg of toilet paper have been delivered to our allied organizations such as Aitana, Orgullo Ciudadano, Contando con un Amigo, and Kodomo.



ORIENTATION

5K RACE

As every year, we hold our 5-kilometer race whose main objective is to raise funds for one of our allied organizations and also promote physical activity. This event invites collaborators, guests, suppliers, and the community to participate and contribute to a good cause. In 2024, the race had a Day of the Dead theme, highlighting one of our most emblematic Mexican traditions through the visuals of the race, the decoration with catrinas (decorative skulls/figures), reusable items, and the medals.

In this race, we managed to raise \$124,000 MXN, which were delivered to the “Contando con un Amigo” foundation, and the following actions were carried out with the funds:

Purchase of essential cooking materials and utensils for the daily preparation of meals.

Expansion of the kitchen area, optimizing the workspace.

Improvements to the electrical installation to ensure greater safety and efficiency.



“A GESTURE OF LOVE” CAMPAIGN

The December festivities in Mexico, also known as fiestas decembrinas, are a mix of religious traditions and popular celebrations. It is a month recognized by family unity, reflection, and the joy of sharing with loved ones and practicing the giving of gifts and expressions of affection.

That is why the “A Gesture of Love” campaign is carried out, to donate things we don’t need, such as clothing, toys, and books in good condition, on behalf of the collaborators, to those who do need them.

All funds raised were delivered to the Orgullo Ciudadano foundation and the Contando con un Amigo foundation.



CERTIFICATIONS

The hotel classification system is a methodological tool backed by a self-assessment mechanism, supervised by the Ministry of Tourism, which allows lodging establishments to evaluate their facilities and award stars based on their facilities and services.



“H” Distinction



This is the highest recognition granted by the Ministry of Health and the Ministry of Tourism in Mexico to fixed establishments that handle and prepare food. It is awarded for complying with the established hygiene requirements in the management of their food and beverages, which guarantees consumers that the food they ingest is safe for their health. The audits to maintain this distinction are carried out every year.

National Code of Conduct



It allows the companies, organizations, and professionals who adopt it to develop socially responsible policies on this subject, within their facilities, as well as towards all suppliers in the service chain and their clients, to have a positive impact on destinations and communities.

Travelife



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

Preverisk Certification



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

- Hygiene and Cleaning
- Production Stages
- Recreational and Service Water Parameters
- Documentation and Management
- Pest Control
- Infrastructure
- Safety
- Prevention of Legionella Pneumophila

POSITIVES



High commitment from the responsible departments in carrying out sustainable activities.



More staff in 2024 reached greater job seniority, which allowed for a significant number of permanent positions to be granted compared to 2023.

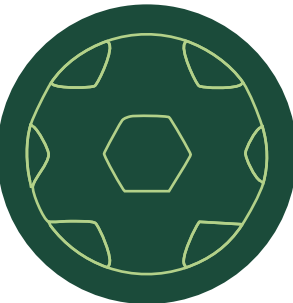


40% of the hired staff are from the Yucatán Peninsula.



Execution of sustainable events in collaboration with our suppliers, collaborators, and guests, obtaining the following revenue/funds:

- Valentine’s Day: \$15,212 MXN for the Microtia foundation.
- 5K Race: \$124,000 MXN for the Contando con un amigo foundation.



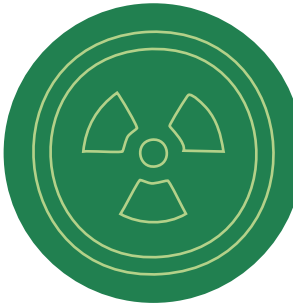
Continuation of sports events and health brigades.



The high commitment and support of our suppliers in participating in sustainable events.



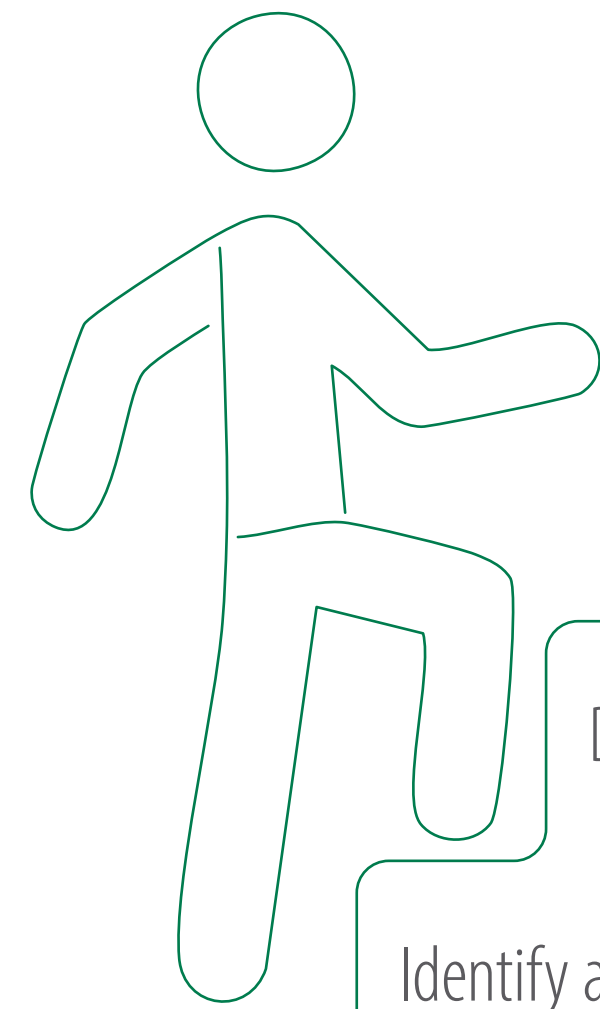
Reduction of incidents involving wildlife due to awareness efforts directed at guests and visitors about their surroundings.



Lower generation of hazardous waste compared to 2023.



Higher amount of recyclable waste compared to 2023.



Optimize the systematization of document control to streamline access to consumption data and improve traceability.

Expand the dissemination of internal procedures and policies.

Implement training programs on human rights and greenhouse gas emissions management.

Increase training and operational practices in sustainability, focusing on areas of improvement identified in the departments.

Strengthen awareness about the responsible management of resources at all levels of the organization.

Develop initiatives that generate value and benefits for the community and neighbors.

Identify and analyze stakeholders to develop effective collaboration strategies.

Reduce the use of plastics as much as possible and identify dispensable single-use plastics.

Improve the textile reuse system, implementing better control.

These are aspects that were presented in 2024.

Published by:
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Prepared and Supported by:
Mariela Romero - Quality Sub-Manager
Hugo Hernández - Integral Security Coordinator
Keila Alvarado - Guest Security Coordinator

Reviewed by:
Abraham Covarrubias - Quality Manager

Authorized by:
Mr. Rafal Telichowski - General Manager

Designed by:
Diana Ramírez - Marketing Manager
Josué Cupúl - Designer
Edgar Zaragoza - Designer

Information provided by:
Different departments, mainly Maintenance, Human Resources,
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