





















MESSAGE FROM THE PRESIDENT



Dear friends:

n addition to being an important group in the tourism industry and generating strong economic revenue in the Yucatán Peninsula, Grupo Xcaret has become a role model in the sector for its social responsibility and leadership in areas such as resilience, technological vanguard, strategic marketing, and the offer of unique products that help care for our environment. We are the major reference in the region in terms of our good sustainable tourism practices which encourage many to stay ahead of the curve; we are, in short, a symbol of quality and safety in our destination.

During 2020, in the face of the sanitary contingency, we assumed our responsibility as a leading company and announced our hotel and park closures as of March 22. The wide dissemination of our message invited most of the companies in the region to follow our lead, refrain from taking the health risk, and accelerating their own closure plans. On the one hand, it was a very difficult and costly decision, but on the other hand, it obeyed the number one priority, which is the company's philosophy: "The safety of our guests comes before everything else when it comes to making decisions."

Closing implied sending nine thousand coworkers home without being able to tell them for how long this shutdown would last. We agreed to salary adjustments in two phases: the critical phase, in which we would remain totally closed and which would eventually last three months, and the start-up and recovery phase.

MESSAGE FROM THE PRESIDENT

After studying the graphs from daily reports and complying with all the pertinent adjustments and certifications in accordance with the three orders of government in our country, we resumed operations at Hotel Xcaret México and Xcaret park on June 15. Two weeks later, we opened the other parks.

We were aware that during the months of June and July, it would cost us more to be open than to be closed because, during the process of reopening our hotels and parks, occupancy would not exceed 30%. However, the important thing was to send the signal that we were open and that it was safe, thus kick-starting the region's economy, which was on the verge of a social crisis due to the shutdowns.

Once again, as a leading group in the sector, we contributed towards creating the opening guidelines for amusement parks of the International Association of Amusement Parks and Attractions (IAAPA) and the World Tourism Organization (UNWTO), international committees to which we fortunately belonged before the pandemic. We learned together, and with our own knowledge, we generated our model of detailed protocols for the reopening, 360° Xafety, which was part of the guidelines for parks established by the World Travel and Tourism Council (WTTC) and the Federal Ministry of Tourism.





GRUPO XCARET

We are a 100% Mexican business group and a leader in sustainable tourism recreation.

We create unique and sustainable experiences, inspired by our great love for Mexican culture and life. Our offer includes parks, tours, hotels, and other support units.

Our business model is based on ethics, respect for human dignity, commitment to biodiversity, and the creation of shared value in the communities where we operate.



CORPORATE PHILOSOPHY

VISION

To be unique in sustainable tourism recreation.

MISSION

Make the planet happier by spreading our great love for Mexico.

VALUES

Absolute integrity:

For Grupo Xcaret, human integrity is not the best way to do things; it is the only way.

Joy of serving:

Serving is our DNA; we understand service as the opportunity to leave a mark on people.

Safety first:

We understand that safety is paramount; we prioritize it and give it importance above anything else.

Passion for innovation:

Innovation is the engine that allows us to surpass our own successes and drives us to a better future.

Sustainable evolution:

Caring for people, the planet, and resources, both material and financial, and constantly seeking in our actions to transcend to the next generations are what make us stronger.

PARKS



Located on the Caribbean Sea and with more than 25 years of experience, Xcaret is the group's first park and the most iconic attraction of the Riviera Maya, receiving more than 1.5 million visitors a year. Considered the Best Park in the World (Liseberg Applause Award & Travvy Awards), Xcaret is Mexico's embassy in the Riviera Maya, promoting the culture, nature, gastronomy, and history of our country through its more than 50 attractions.



Xel-Há (where water is born) is a natural wonder where more than 400 terrestrial and aquatic species of flora and fauna coexist, with a series of all-inclusive attractions that make it ideal for the whole family, such as free snorkeling in an impressive natural cove, a lighthouse viewpoint with four fun slides, and unlimited access to food and beverages in four different restaurants. It is located within the Riviera Maya, in Quintana Roo, Mexico, and since 1995, it has been a model of sustainable tourism development, receiving more than 800,000 visitors a year.

As part of Grupo Xcaret, Xel-Há professes its love for nature and, since 2009, has been the first park to receive the EarthCheck certification due to its good practices, which reflect its deep commitment to preserve this unique heritage and pride of Mexico for the use and enjoyment of future generations.



Xplor is the most visited zip-line park in the world, with spectacular natural scenery from the heights above the jungle to the interior of the Earth. It is an all-inclusive experience that visitors can enjoy with total freedom, through the highest zip-line circuits, amphibious vehicle tours through jungle trails, as well as swimming, paddling, and a new activity: Underground Expedition, which will take you through impressive caverns surrounded by stalactites and stalagmites. This adventure includes delicious smoothies, fruits, bread, and a complete buffet.



The only nocturnal adventure without limits comes to revolutionize nighttime activities, when adrenaline is ignited at sunset. Flying through a zip-line circuit under the starry sky is more exciting with the night horizon and the arch of fire that starts the tour. The jungle is surrounded by the sounds of the night, which accompany the experience of driving an amphibious vehicle through its paths, while the underground caverns are covered with the color of fire to give a volcanic touch to the swimming and rafting activities. For a break, the campfire in the middle of the jungle becomes the meeting place to share the experiences just lived, while the hot drink station and a special buffet can be visited more than once.



Experience the best and most traditional Mexican party in Cancun aboard trajineras on a tour through water canals, while toasting, singing, and dancing to the rhythm of the mariachi in a night full of joy. The tour includes an exquisite dinner of typical dishes and an open bar of tequila, rum, vodka, beer, and fresh water.





A place that challenges the senses through more than 25 activities and two circuits with more than 50 fantastic scenarios. You walk through a village that will test your perception and balance. Here you can fly like a bird, dive in mud, float in a river of salt, and perceive different ecosystems without using your sight. Only in Xenses, an incredible place where nothing is what it seems.



The park of Grupo Xcaret that comes to complement the adventure category with six original activities for all tastes: the only whitewater rapids of the destination and the longest circuit in the world created by men, an exclusively-designed monster truck ride through 15 obstacles, a fun adventure through the air in the ropes course, fast rides on water jet, and quiet kayak tours through canals, as well as the longest horizontal zip-line flight in Cancun and the Riviera Maya. Combined, they result in a happy day shared with the ones you love the most. In addition, children from 5 to 11 years old have a special area for them, and all food and beverages are included.

TOURS



Chichén Itzá a wonder of the modern world and a world heritage site. An all-inclusive experience that gives access to the archaeological site. Here you will enjoy an interesting tour led by our certified guides, experts in the Maya world. You will also visit a cenote to refresh yourself in the Magical Town of Valladolid and savor the best of the regional cuisine. This is the perfect blend of history and nature in a tour with two modalities to choose from: Xichén Deluxe and Xichén Classic.



The only tour in the Cancun - Riviera Maya destination that takes you to see the four different types of cenotes that exist in nature and enjoy their beauty, while performing a different activity in each one: assisted rappel, zip-lines, kayaking, and aquatic exploration swimming. This all-inclusive tour is accompanied by an expert guide and personalized for each exclusive group. In addition, the experience of a delicious picnic in the middle of the jungle with drinks is included to close the day with a flourish.



Be inspired by the beauty of one of Mexico's most famous archaeological sites and the only Maya city facing the Caribbean Sea.



This tour combines the sea and Maya culture on the same day. In Tulum, you will experience a guided tour of the most important structures of this Maya walled city, framed by the Caribbean Sea, and later dive into the Xel-Há inlet and enjoy more than 20 water and land activities. All food and beverages are included.



This tour explores the origins and mysteries of the only Maya city on the Caribbean, Tulum. From there, the tour explores the more than 50 fantastic scenarios of Xenses, the park where nothing is what it seems.



Tours that take you on a real expedition in the middle of the jungle. Ride your bike along ancient Maya trails and climb the highest pyramid in the Yucatán Peninsula for a panoramic view of the jungle.

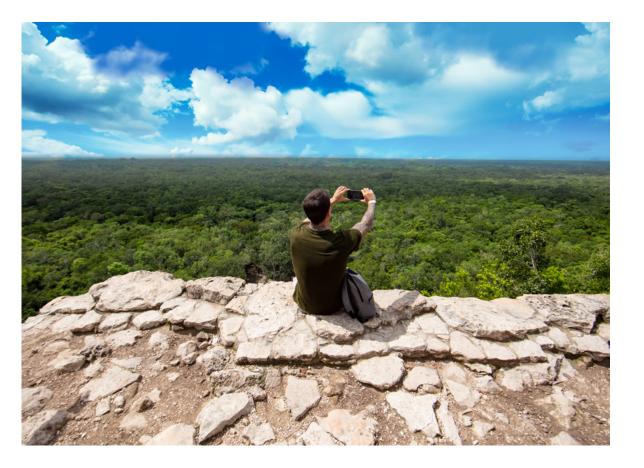


An all-inclusive tour to the archaeological sites of Cobá and Tulum, ideal to spend a whole day immersed in the Maya culture, surrounded by the jungle, the sea, and the sun. Finish by refreshing yourself in the waters of Xel-Há, where you can enjoy its natural beauty. Food and beverages are included.





In order to get closer to the Maya culture and still enjoy the sun and the sea, this tour is perfect: it combines the archaeological site of Cobá and the visit to Xel-Há park, two iconic sites of the Riviera Maya. After exploring the paths of Cobá, there is nothing like cooling off in a natural wonder like Xel-Há.



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HOTELS



Since its opening in December 2017, Hotel Xcaret México has established itself as an innovative hotel for its sustainable tourism concept: All-Fun Inclusive.

Eighteen months later, our 900-suite hotel received the 5 Diamond certification from the American Automobile Association (AAA) for excellence in service, attention to detail, and the hospitality of all our coworkers.

Always aligned with Grupo Xcaret's mission - to make the planet happier by spreading our great love for Mexico -

Hotel Xcaret México is a tribute to our country, offering the best of Mexico through its four pillars:

- ·All-Fun Inclusive: All Grupo Xcaret parks and tours are included for our guests. We also offer culinary experiences from world-renowned chefs and roundtrip airport transportation.
- •Eco-integrative architecture: Our infrastructure and design merge with nature in an organic, respectful, and always surprising way.
- ·Sustainability: In all our actions, we seek to preserve the balance and benefit of people, the planet, and the prosperity of the business.
- ·Multiplier platform of Mexican art: We treasure the culture of our country by acquiring handicrafts and works of art under a fair-trade vision and a responsible process.

In June 2020, we incorporated Grupo Xcaret's 360° Xafety model to ensure

the well-being of our guests in the face of the global health emergency. We will continue to work and offer unique experiences inspired by respect for nature, culture, and life.



HOTELS



Grupo Xcaret's exclusive loyalty program offers its members attractive discounts, special rates, exclusive promotions, and other great benefits at Xcaret hotels. Through the All-Fun Inclusive® concept, members of this privileged vacation club also enjoy access and transportation to all of the brand's parks and tours, as well as a roundtrip ground shuttle to and from the airport and unique privileges with our international strategic partners.





TOURISM IN 2020

During 2020, tourism was severely impacted by a global emergency. On March 11, 2020, the World Health Organization declared that the public health emergency had reached pandemic status, with the disease known as COVID-19 being recognized as a global health threat and requiring immediate action.

Mitigation measures such as border closures, prohibition of public events, partial or total quarantines, confinements, and physical distancing had a severe impact on the economy of all regions, even though they were aimed at containing the emergency and avoiding the collapse of health systems. For the tourism industry, these actions implied a total paralysis that represented a great loss of income and jobs.

An unforeseen challenge began for the tourism sector, with immediate effects and great uncertainty. In Mexico, one of the world's largest destinations, tourism represented 16% of GDP and 13% of employment; the situation, therefore, left a large percentage of the population in a state of vulnerability.

Unlike other risk events such as earthquakes or hurricanes, an epidemic has effects over longer periods of time, even several years. These effects will also condition demand in the main tourism-emitting regions and will have an impact on travelers' attitudes and behavior. According to the Economic Commission for Latin America and the Caribbean (ECLAC), tourism losses in Mexico for 2020 are estimated at US\$192 billion.

Recovery actions have begun and are being developed gradually in accordance with the guidelines issued by the corresponding authorities; however, a recovery that will return the tourism sector to pre-pandemic levels is expected to take at least 2 years.

Although the outlook is not encouraging, leisure and recreation are latent human needs that tourism fully satisfies. Therefore, the sector is evolving to better meet present and future travel needs in tune with the conditions of the environment.



COMMITMENT TO SUSTAINABILITY

We reaffirm our commitment to the sustainable management of all our operations, convinced of its importance and of the present and future benefits of a sustainable development approach.

SUSTAINABILITY POLICY

It is Grupo Xcaret's policy to ensure alignment between its management and the Xcaret Xustainability Model, through a system of evaluation and continuous improvement of its processes, programs, and projects that contribute to the development of unique sustainable tourism experiences that generate better environmental, social, and economic conditions for our communities and future generations.



XUSTAINABILITY MODEL

In 2020, our Xustainability Model evolved along with our expanded offer that incorporates participation in the hotel sector, parks, and tours. This evolution updates and integrates issues that serve and make visible to our main stakeholders.

It is based on the three pillars of sustainable development: people, planet, and prosperity. They group issues together and remain at the forefront through innovation.



Sustainability Report | 2020

STAKEHOLDERS

We define a stakeholder as a person or group of people organized around a common interest, with the purpose of acting jointly in favor of this interest. To Grupo Xcaret they are the following:



MATERIALITY

We remain attentive to the priority issues for our stakeholders and for our management:



During 2020, we addressed the emerging health issue and followed up on our material issues with the different programs, actions, and processes described in this document.

Sustainability Report | 2020 |

t Grupo Xcaret, respect for human dignity is the guiding principle of our behavior. We uphold respect for human rights as a maxim in each of our interactions with our stakeholders. We respect and value diversity, understanding that we all have the right to be different. We encourage and work to eradicate discrimination internally with all our coworkers, convinced that these efforts also reflect a benefit for the community.

In 2020, we join Target Gender Equality an initiative by Global Compact of United Nations and UN Women. We are part of the first generation of companies committed to the women empowerment. We work to incorporate gender equality into the Group's strategy and operations.



HAPPY TRAVELERS

Our travelers are the raison d'être of our experiences and the people with whom we share our great love for Mexico. During 2020, we focused our efforts to effectively address the health contingency and guarantee safe experiences for our travelers.

As an immediate response to the emergency and as part of our 360° Xafety model, we developed safety and hygiene protocols, with actions focused



on reinforcing all our processes, creating an environment of trust for travelers, coworkers, and other stakeholders. These protocols are based on official documents from international organizations such as the World Health Organization and national organizations such as the Ministry of Health and the Ministry of Tourism.

Through our corporate site, we share both the summarized guide and the full document of our protocols for free consultation and download. At times like these, the best thing we can do is to share what we know. Cooperation with other companies and organizations makes us stronger and better because together, we move forward faster.

VISITOR AND GUEST SATISFACTION

PARKS AND TOURS

How do visitors rate their experience in the parks and tours

80% Excellent

15% Good

Percentage of visitors who agree that their experience in the group's parks was commensurate with what they paid.

Far above expectations

49% 21%

26%

Exceeded expectations

Met expectations

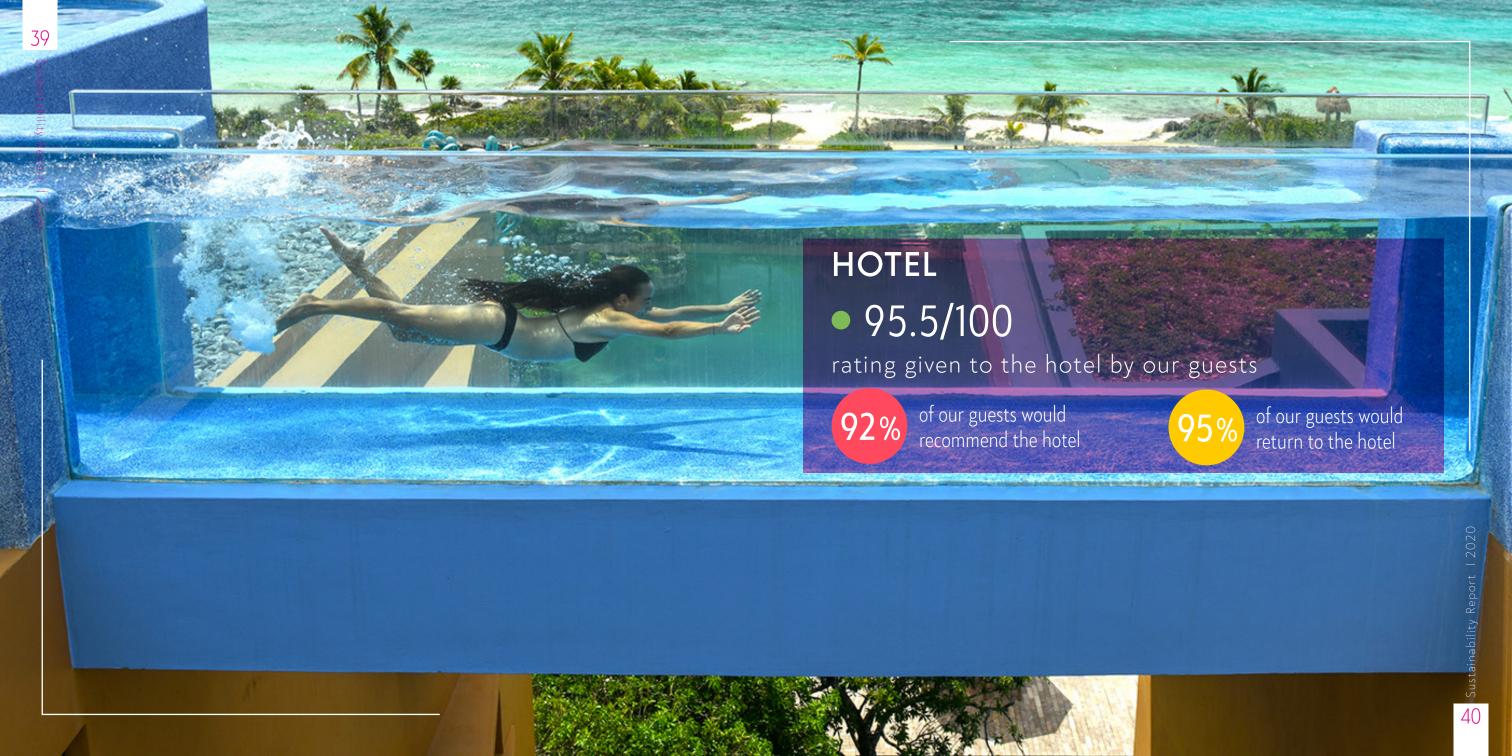
Percentage of visitors who are willing to revisit our experiences on their next trip.

77% Very likely

16%

Somewhat likely

86% of visitors would recommend our experiences to a friend or family member.



COWORKER WELFARE

We are committed to the creation of dignified jobs that attract, develop, and retain human talent in a healthy, safe environment that enhances the integral wellbeing of our coworkers. We declare that there is no child. compulsory, or forced labor at Grupo Xcaret and that we respect the right of our human talent to free association and collective bargaining.

In view of the global contingency for COVID-19, due to the shutdown of businesses and the therefore expected lack of income, it was necessary to optimize costs and expenses. Among them, coworker remuneration was considered as an alternative to a reduction in the workforce and/or a solidarity salary and wage plan.

Both options had a drastic impact on our coworkers and the community. Under the ethical principle of "non-maleficence." we combined both measures. making

following decisions: to lay off only temporary personnel, to implement a solidarity salary and wage plan, and to implement economic or inkind support mechanisms for our coworkers. This meant that, during the shutdown, we did not lay off any of our permanent coworkers.

After the reopening in July and due to the prolongation of the economic effects that the pandemic had on the tourism sector, we were forced to terminate the employment of personnel in business units whose reopening was not possible in 2020 (Xplor Fuego and Xavage), as well as some of the coworkers with less than two years of seniority. With these actions, we were able to maintain 85% of the coworkers with respect to the staff hired in March 2020.

In order to counteract the economic effects of the contingency on coworkers, measures were implemented such as the early distribution of the savings fund, the delivery of the company's profit sharing, collective efforts made with Infonavit, Fonacot and other financial institutions to apply

deferral benefits for employee loans, the implementation of other compensations to replace the savings fund so as not to further affect the coworker's liquidity, and progressive salary reductions, which affected lowerincome coworkers to a lesser extent and higher-income employees to a greater extent. In view of the increase in travelers and compliance with our 360° Xafety model, we re-hired coworkers as of July 15, giving priority to those who had been dismissed. In addition, starting in August, we initiated a plan to regularize wages and salaries.

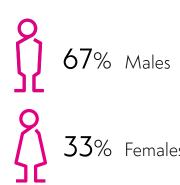
By the end of 2020, our workforce consisted of 6,711 permanent coworkers and 1,227 temporary coworkers. Compared to 2019, this figure reflects a decrease of 22%, resulting in a turnover rate of 37%.







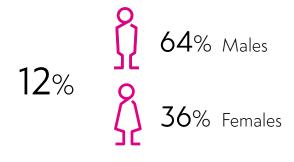
DEMOGRAPHICS COWORKERS BY GENDER:



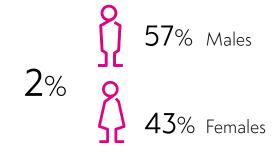
COWORKERS BY FUNCTIONAL CATEGORY:

Percentage of operational and administrative coworkers:

Percentage of coworkers in middle management:



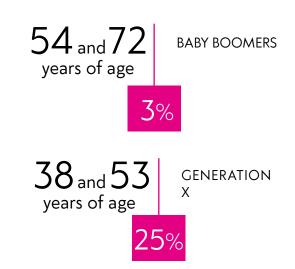
Percentage of coworkers on the executive committee:



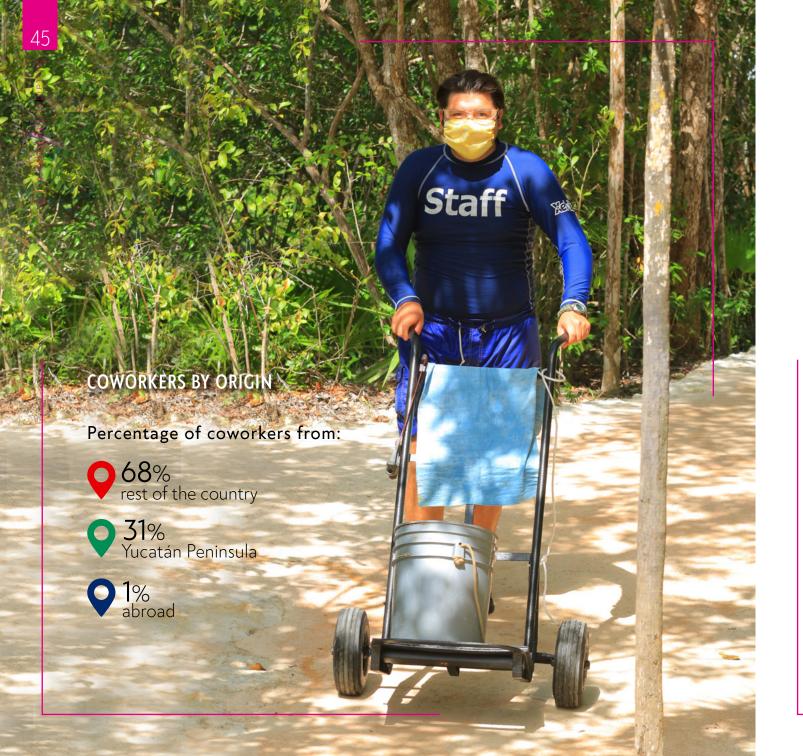
COWORKERS BY GENERATION

Percentage of coworkers:









COWORKERS BY RESIDENCE

Percentage of coworkers residing in :

- 76% Solidaridad
- 18 % Benito Juárez
- 3% Tulum
- 1% Puerto Morelos
- 1% Valladolid
 - 1% Mexico City



OCCUPATIONAL HEALTH AND SAFETY

During this year, we implemented health measures complementary to our protocols to guarantee safe and hygienic environments for the human talent that returned to operation in the different business units. As part of the strategies to reduce and avoid contagion, 16% of our coworkers continue to work at home.

Through the 360° Xafety model and in conjunction with mandatory training for all human talent, we reinforce:

Assisted buffet in business unit canteens

Canceled seating in rest areas

Reduction of the capacity of coworkers on buses

Installation of signs to raise awareness of the importance of complying with health and safety protocols

Temperature monitoring for all personnel and suppliers

Proper and mandatory use of personal protective equipment

Importance and signaling for physical distancing

Personal hygiene habits

Prior to the reopening of the business units, during the months of June and July, 3,800 tests were administered to coworkers scheduled for reinstatement. Once activities were resumed, during the months of August, October, November, and December, more than 1,800 random tests were administered to 5% of the staff of each business unit. In addition, 970 tests were conducted at the request of leaders and area managers to confirm or rule out cases due to symptoms of the disease. These measures allowed us to have a daily updated control of negative, suspected, or positive cases in our coworkers and, in turn, to generate a database that has allowed the creation of individual files that the Human Resources team has followed up with until the confirmation of their safe return to work.

The investment made during 2020 for the application of PCR tests was \$1,594,410.



Both targeted testing and the testing of 5% of the workforce are measures that remain in place and allow for daily monitoring and timely follow-up of coworker cases.

In addition, rapid tests were made available to all coworkers at a discounted price with the support of the Red Cross for their application. This action benefited the families of our coworkers.

VULNERABLE GROUPS

Based on the vulnerability criteria established by the federal government, coworkers belonging to vulnerable groups such as women who are pregnant or nursing, individuals with obesity, individuals over 60 years of age, and individuals with diabetes, lung disease, asthma, etc. were identified. Safety measures have been established for them, such as delaying their return to work until their health conditions permit, as well as financial protection measures such as salary maintenance.

Likewise, follow-up and control measures have been established to enable the review of individual medical records and assessments.

38.5% of the vulnerable population is working from home, and as a result of the follow-up on health status, 39% of the coworkers initially classified as a vulnerable group have been reinstated, since they improved their health status to be removed from that classification.

247 coworkers in vulnerable groups

38.5% in home office mode

As part of the mitigation actions, aware of the importance of prioritizing the health of our human talent and our community, events such as Family Day and Health Day were not held in-person. However, during this year, we conducted a health survey with a total of 6,119 coworkers surveyed. The results of this survey allowed us to identify vulnerable personnel and, therefore, to strengthen our health care programs.

We carried out virtual activities during the shutdown to mitigate the impact on the physical and psychological health of coworkers and to strengthen the bond with the company even in times of physical distance. A total of 2,215 employees voluntarily joined the activities.

During the last two months of 2020, a flu vaccination day was held, in which a total of 1,191 employees were vaccinated. Our nutrition program was paused; however, we plan to resume it in 2021.

A total of 159 coworkers took paternity leave during 2020.

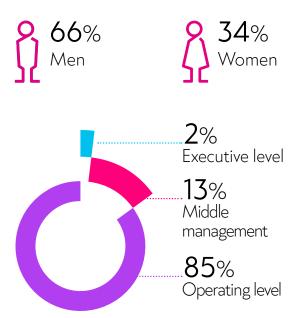
There was a 63% return to work rate for women, who have access to maternity wards at Hotel Xcaret México, Xcaret, Xplor and Xel-Há.

Prior to the declaration of the contingency, a total of 46 drills were carried out with the participation of 1,087 coworkers. These activities were suspended to reduce the risk of contagion. As compensation, virtual training on safety issues was developed, such as e-learning training on tropical storms, reaching more than 90% of employees.

NOM-035

During the last two-month period of 2020, the Evaluation of Psychosocial Risk Factors was carried out using the questionnaire Reference Guide 3 of NOM-035-STPS-2018, which allows the identification of psychosocial risk factors in five categories and ten domains.

The survey was applied to 6,185 employees, of which:



As a result of the survey, at the domain level, the "workload" domain was found to be an area of greatest opportunity for the group.

The analysis of the results by category, domain, and overall average allows for the preparation and implementation of action, evaluation, and follow-up plans for 2021 and 2022 within each area and work team according to their specific needs.



TRAINING AND DEVELOPMENT

We implemented distance training to meet the training needs of our talent without neglecting health and safety protocols. Thus, during 2020, we were able to continue with the training and development of our coworkers.

TRAINING















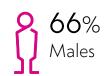


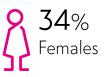


TRAINING BY LEVEL









COWORKER **RECOGNITION**

Through our recognition programs, we reward the perseverance, effort, talent, and trajectory of our coworkers. During 2020, we presented awards to:



coworkers in the Sonrisas program



283

coworkers in the Loyalty and Performance program

BENEFITS

We seek to have a positive impact on the well-being of our coworkers, which is why we invest in programs and business alliances for the benefit of our e coworkers and their families.

There is a courtesy for coworkers to visit the group's different experiences in the company of family or friends.

During 2020 45,469 courtesies were granted, with an investment of \$50,513,068

DINING ROOM

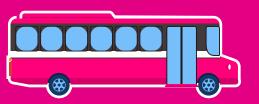
The coworker cafeterias certified in hygiene and food safety processes by Food Check and Distintivo H implemented the assisted buffet system to avoid contagions.

During 2020, a total of 1,315,587 meals were served.



TRANSPORTATION

With additional hygiene protocols such as reduction of bus capacity, verification of the correct use of personal protective equipment, and disinfection of units, the transportation team carried out a total of 1.077.064 transfers in 69 buses and 16 routes.



CELL LINES

During 2020 and despite the shutdown, the benefit of cell phone and Internet access for coworkers remained active as a way to facilitate access to information, reduce family expenses, and maintain continuous communication between employees and the company, as well as coworkers and their families

> 6,443 active lines for coworkers

2.294 second lines for family members of coworkers

CONTRACTS

We maintained 159 contracts with companies in the region for discounts and promotions for coworkers.

Aware that the health crisis also implies a financial crisis, our finance area provided support to coworkers who required it to renegotiate debts with banking institutions during 2020.



SCHOOL SUPPLIES



The acquisition of school supplies was facilitated for

273 coworkers.

COMMUNITY WELFARE

For Grupo Xcaret, the community is made up of the locations where we are present and where the majority of our human talent resides, that is to say:

- Playa del Carmen
- Cancun
- Tulum
- Puerto Morelos
- Ozumel
- Valladolid

We develop actions, programs, and projects to address issues of shared interest and maintain a mutually beneficial relationship.

SONRISAS COVID

Through our Sonrisas program, we recognize the perseverance and effort of our coworkers. As a way of recognizing these same strengths in the medical personnel who tirelessly attend to health emergencies, we developed the Sonrisas initiative for medical personnel on the front line of COVID-19.

The objective of this program was to recognize the hard work of medical personnel in Quintana Roo in the face of the global emergency. For this reason, certificates valid for a double courtesy for Xcaret park were awarded.



The Sonrisas were delivered to the medical personnel of the Mexican Social Security Institute in the state of Quintana Roo. Among the personnel are: technicians, operators, orderlies, laboratorians, cleaning assistants, medical assistants, nurses, and doctors, among others.



Flora, Fauna, and Culture of Mexico We work with and for our community through Flora, Fauna, and Culture of Mexico, which develops different programs with social and environmental themes for the benefit of the community. During 2020, some programs had to shift to virtual spaces, reduce their capacity, or pause activities. However, the following results were achieved:

> Total volunteers: 218 volunteer hours

SEA TURTLE PROGRAM



A total of **72 tons** tons of waste were recovered from nesting areas

Establishment of four turtle camps:

Canakihuic Camp in alliance with Hotel Xcaret México

Camp Xcacel in alliance with IBANQROO





Camp Kanzul in alliance with Hotel Nueva Vida de Ramiro



Camp Aventuras DIF in alliance with Fundación Eco-Bahía



volunteers at the Sea Turtle Festival



1,566 registered sea turtle



701,575 sea turtle hatchlings returned to the sea



15,723,101 hatchlings introduced into the sea since the beginning of the program

RIVIERA MAYA FOREST NURSERY



78,261 plants of 115 species were produced.



Mangrovemonitoringand casuarina eradication in the Manglares de Nichupté and Isla de Cozumel Natural Protected Areas



COMMUNITY WELLNESS PROGRAM

participants in the Tulum Cultural Agenda and Eco Ludoteca courses from January to March. After these dates, these activities had to stop.

Chemuyil

- Waste
- 9 recycling bins with 1.7 tons of collected waste 4 talks on the correct handling of waste

Playa del Carmen

- Waste
- 3.15 tons of solid waste collected at parque La Ceiba
- Nature classroom
- 48 participating students and professors

- · Cinema club
- 1,052 participants from January to March. As a result of the contingency, live broadcasts were made from the Facebook account El Cine Club, and a digital platform was set up to watch films.
- Saturday of tianguis
- 750 participants and **35** exhibitors from January to March. Subsequently, as a contingency, the Virtual Tianguis was held, with an average of
 - 835 people reached per publication and 21 exhibitors.
- Sewing workshop
- 11 women in 7 volunteers
- Facades

This program had to be stopped due to the pandemic.

RELATIONSHIP WITH CIVIL SOCIETY ORGANIZATIONS

The development of a sustainable community requires the joint work of everyone. To this end, we partner with civil society organizations and make donations that enable them to continue working for the common good.

During 2020 we supported:

- ·Mexican Red Cross
- ·Child Support Foundation
- ·Transformar Educando, A.C.
- ·Therapeutic Center for Development
- ·Integral Educators, I.A.P.
- ·Ciudad de la Alegría Foundation, A.C.



Flora, Fauna and Culture Of Mexico, A.C. \$ 4,160,860

Child Support Foundation

\$ 150,000

TRANSFORMAR EDUCANDO

\$120,000

Centro Terapéutico para el Desarrollo

\$ 36,000

rrollo

Integral Educators, I.A.P.

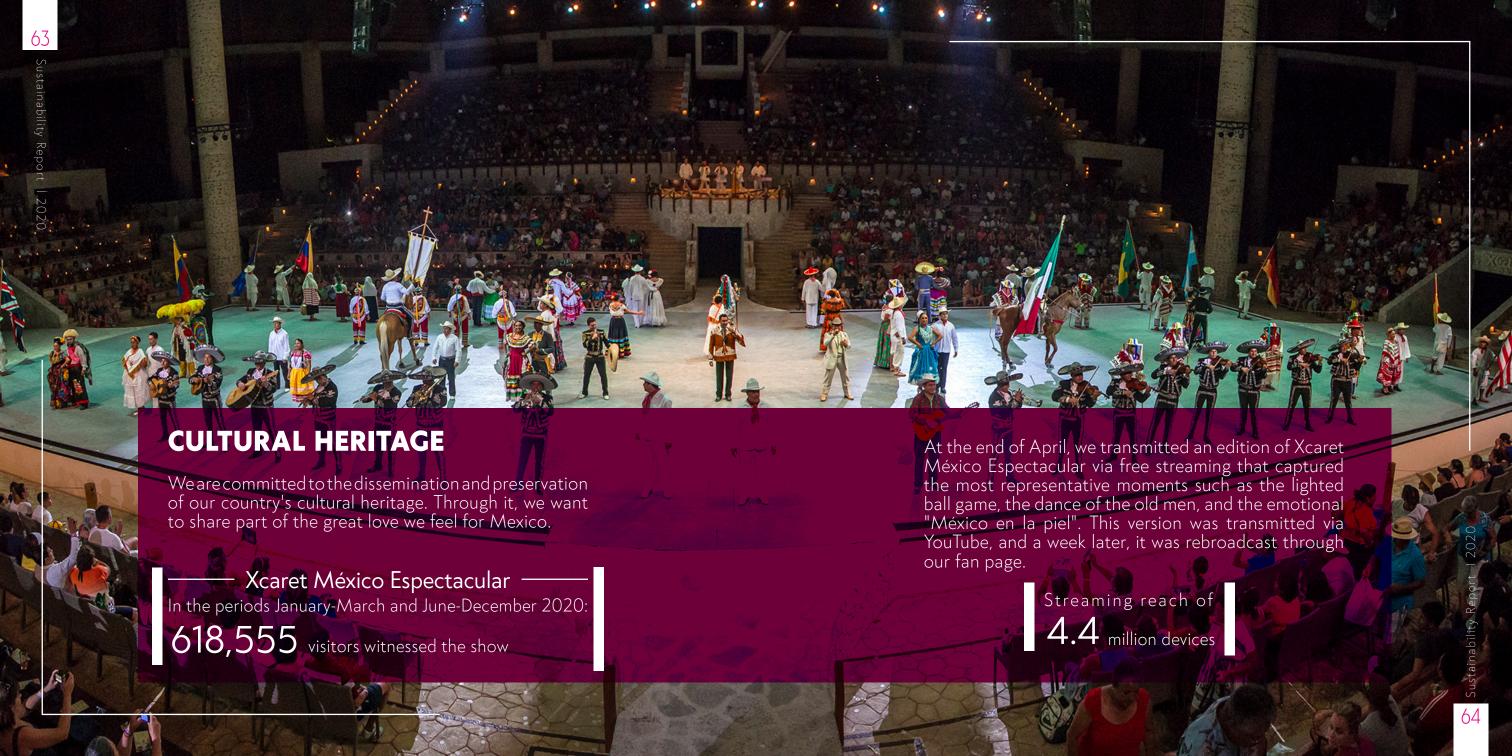
\$18,000

CRUZ ROJA MEXICANA DELEGACIÓN CANCÚN Mexican Red Cross, I. A. P.

\$ 27,500



Ciudad de la Alegría Foundation, A.C. \$ 5,000



CULTURAL WORKSHOPS

During 2020, we held 3,656 cultural workshops in which approximately 21,413 visitors learned about topics and elements that are part of Mexico's culture, such as cocoa, coconut, wool, and ceramics.



FESTIVALS

In 2020, aware of the global situation and the importance of prioritizing health above all else, we made the decision to cancel our annual events: Sacred Mayan Journey, Festival of Life and Death Traditions. We chose to be consistent with our number one value, "safety first" and follow the government's guidelines as the pandemic evolved. We hope to bring these events back soon.



DAY OF THE DEAD

We could not let the Day of the Dead pass without honoring those who are no longer with us and showing a bit of the breadth of our unique worldview of life and death.

We organized artistic exhibitions in Xcaret park in alliance with artists and community institutions:



artisans participated in Day of the Dead activities



3% Males



monumental altar



12 works by Maya painters in Felipe Carrillo Puerto



shrouds from Cancun textile school

20 shrouds from the Xpichil community



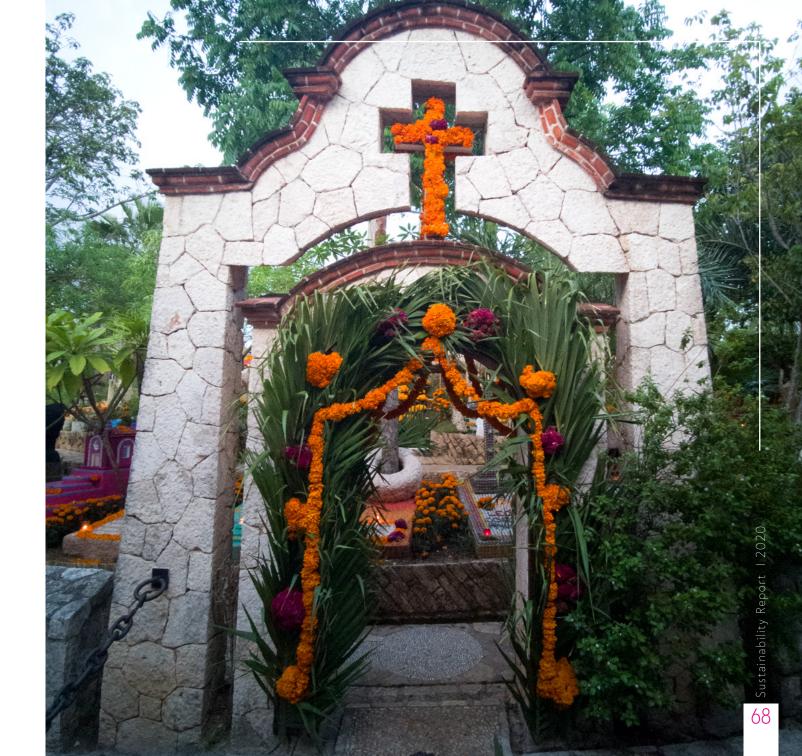
= 12 crosses intervened



paintings by the children's art group of the Solferino community



5 graffiti murals



EDUCATION FOR SUSTAINABLE DEVELOPMENT

In 2020, some of our education for sustainable development programs had to be suspended, which led us to explore new actions to continue working on this issue, adapting to the current context of the education system. We continue to develop new tools and actions that allow us to remain in contact with the groups we work with, even at times that require physical distancing.



SCHOOL VISITS

Xplor Academic Excellence

The Xplor Academic Excellence program was suspended in March, in response to the indications of the educational institutions.

However, we received

30 students from three public universities in the state of Quintana Roo for the period from January to March 2020.

Environmental education in Xcaret and Xel-Há

School visits to Xcaret and Xel-Há parks were also suspended in March to avoid the risk of contagion.

The results for the first quarter of the year were:



2,382
students and teachers from 43
schools in 10 municipalities in
the state

Online sustainability education

To continue working for education in the current context, we implemented the "education for sustainability" section on Grupo Xcaret's official website.

Our objective was to provide teachers with didactic material to contribute to the training of students and the development of their skills, attitudes, and values within the framework of sustainability, stimulating constant participation in the construction of their knowledge and approaching diverse contents from contexts linked to their personal, cultural, and social life. As a support to teachers who are teaching their classes online, we will be constantly enriching this section with new materials.

https://www.grupoxcaret.com/es/educacion/

Academic Excellence Scholarship Program

201 scholarships were awarded to elementary school students, children of coworkers.

Institutional strengthening

One way to continue working for education is to join in the training and development of skills from the virtual mode. Members of Grupo Xcaret's executive committee, experts in their area of expertise, gave presentations at higher education institutions and professional training events.

- 32 presentations
- 25 institutions
- executive committee members

XCARET TEC CHAIR

This is a project which aims to collaborate closely for the benefit of university students' learning via creative topics, regenerative development, and a business vision where imagination and experiences are the key to generate projects with a holistic approach starting from the incorporation of social, economic, and environmental aspects. This project is developed under the advice and experience of Grupo Xcaret and Tecnológico de Monterrey.

In this first edition, we worked with architecture students to guide the development of a tourism project based on the Xustainability Model. During this phase, the students achieved interesting results to innovatively address new trends and post-COVID tourism.

24 participants

3 campuses

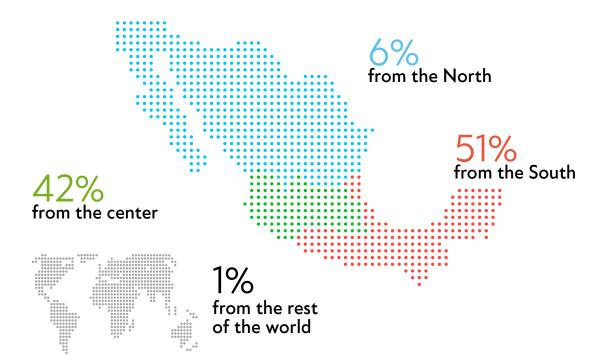
75 working hours

INTERNSHIPS

The internship program was operated during the first quarter of the year. During the first signs of the pandemic, we made the decision to suspend the program and ensure that the students could return to their places of origin before the stay-at-home order was declared. The program is still on hold, and we are waiting for favorable conditions to resume it.

Results January-March 2020:

476 students who completed their internships, 62% of whom were women and 38% men.



88% higher level
4% technical level
8% upper middle level

151,648 hours of internships

211 educational institutions with agreements for professional internships





e are committed to the conservation of biodiversity, and we understand the importance of living in a balanced way with the environment because, by preserving our ecosystems, we allow the creation of environmental benefits which enable the full satisfaction of current and future needs.

PLANE

WILDLIFE HOSPITAL

The wildlife hospital has the equipment and specialized human talent to attend to the needs of our biological population and the medical emergencies of the wildlife that inhabit the vicinity of our business units. We are an authorized unit to care for sea turtles and work for their rehabilitation and reintroduction to their natural habitat.

In 2020, the following were attended to:

\$35 specimens of 15 species

Of which,

8% have completed their rehabilitation and were reintroduced to their habitat.



BREEDING, MONITORING AND CONSERVATION PROGRAMS

Our commitment to biodiversity drives us to work actively in its conservation. We develop and operate breeding and monitoring programs, focusing mainly on those species that are catalogued as endangered. We join efforts with other specialized institutions to preserve ecosystems.



specimens in custody due to PROFEPA request

8 playback programs

4 monitoring programs

607 specimens of pink snail monitored in Xel-Há

3,313 fish of 59 species monitored in Xel-Há's creek

SEA TURTLE CONSERVATION PROGRAM

We work for the conservation of sea turtles through awareness and reintroduction programs. During 2020 we obtained the following results:



in turtle participating reintroduction activities



schools participating in turtle reintroduction activities



turtles reintroduced to the sea with the initiation program



turtles that received medical attention, of which 9 have already completed their rehabilitation process and were successfully reintroduced.



broods protected in situ in coordination with Flora, Fauna and Culture of Mexico



MACAW CONSERVATION PROGRAM

An important part of this is the monitoring of the species that were bred in Xcaret and released in Veracruz and Chiapas.

Monitoring of

293 released macaws with

78% survival rate

During 2020, 8 macaw births were recorded in the wild:

6 in Veracruz

2 in Chiapas

CORAL **CONSERVATION PROGRAM**

To research and spread awareness of the importance of coral reefs, the specialized conservation team collected



16,160 coral recruits in 2020.

The Xcaret Aquarium is home to:





PARTNERSHIPS FOR CONSERVATION













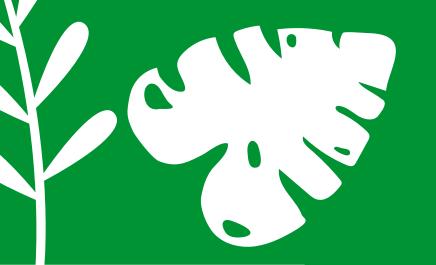
NURSERIES AND REFORESTATION

Ecosystem conservation must be holistic; therefore, our commitment to biodiversity also involves the reproduction and conservation of plant species, prioritizing native and endangered species. We operate nurseries where we reproduce different native species that are used for the reforestation of our business units and public spaces in our community.

96,394 plants produced at Xcaret and Xcaret and

94,172 native plants reforested at the different business units

506 native plants reforested in public spaces



WATER CARE

At Grupo Xcaret, we are aware of the importance of water for our communities and ecosystems. We are committed to operating our business units through responsible water management and guaranteeing the sustainable development of our environment.

12 treatment plants

548,631 m3 of treated and reused water

35,310

blockers exchanged from January to March

800,695

glass water bottles generated at Hotel Xcaret México bottling plant

552,151.3 liters of water bottled

Avoided the use of 1,104,302 plastic bottles

CLEAN ENERGY

As a group, we are committed to incorporating clean energies that allow us to reduce our greenhouse gas emissions and thus reduce the risks of global warming. We implement actions and preventive maintenance plans that allow us to make our energy consumption more efficient and optimize resources.

We are currently in the process of



WASTE **MANAGEMENT**

We have a direct impact on environmental conservation and the creation of sustainable communities. We are committed to responsible and efficient management, focused on waste reduction and stakeholder awareness.

In response to the needs of the health contingency, we incorporated specific protocols for the proper management and disposal of waste and the reduction of the spread of the virus.

Waste such as masks and gloves are identified as infectious biological hazardous waste. The containers are disinfected daily and transported to the specific storage area, where they are periodically transported to their final destination, always avoiding that the storage area exceeds 50% of its capacity.

The containers identified as organic and inorganic for general waste are frequently disinfected and handled by the personnel in charge with the correct personal protective equipment.



We generated 3,390 tons of compost

We recovered and recycled



tons of paper and cardboard



151 tons of glass



44 tons of PET



134 metric tons of aluminum and metal

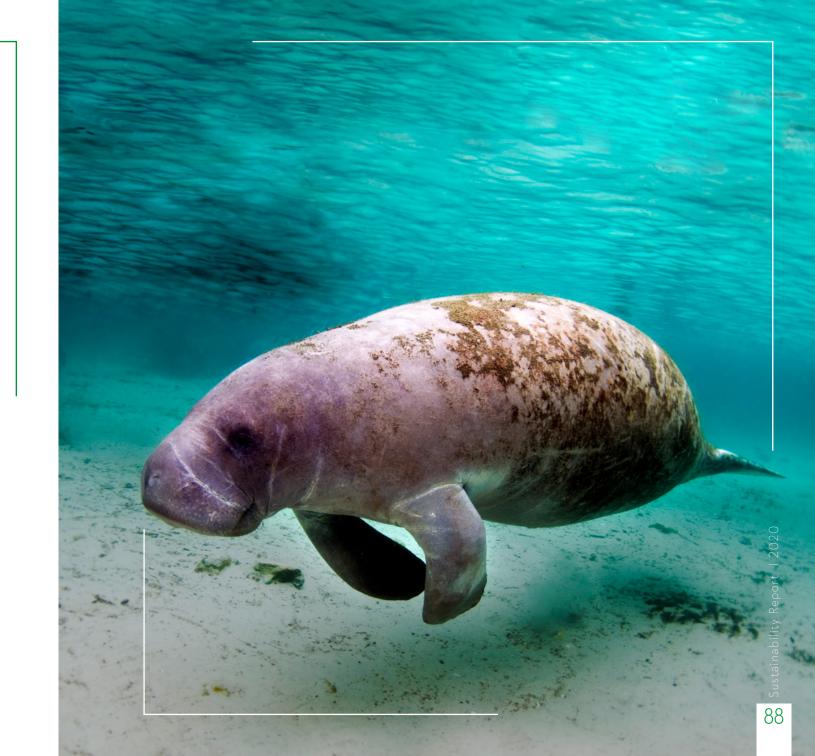


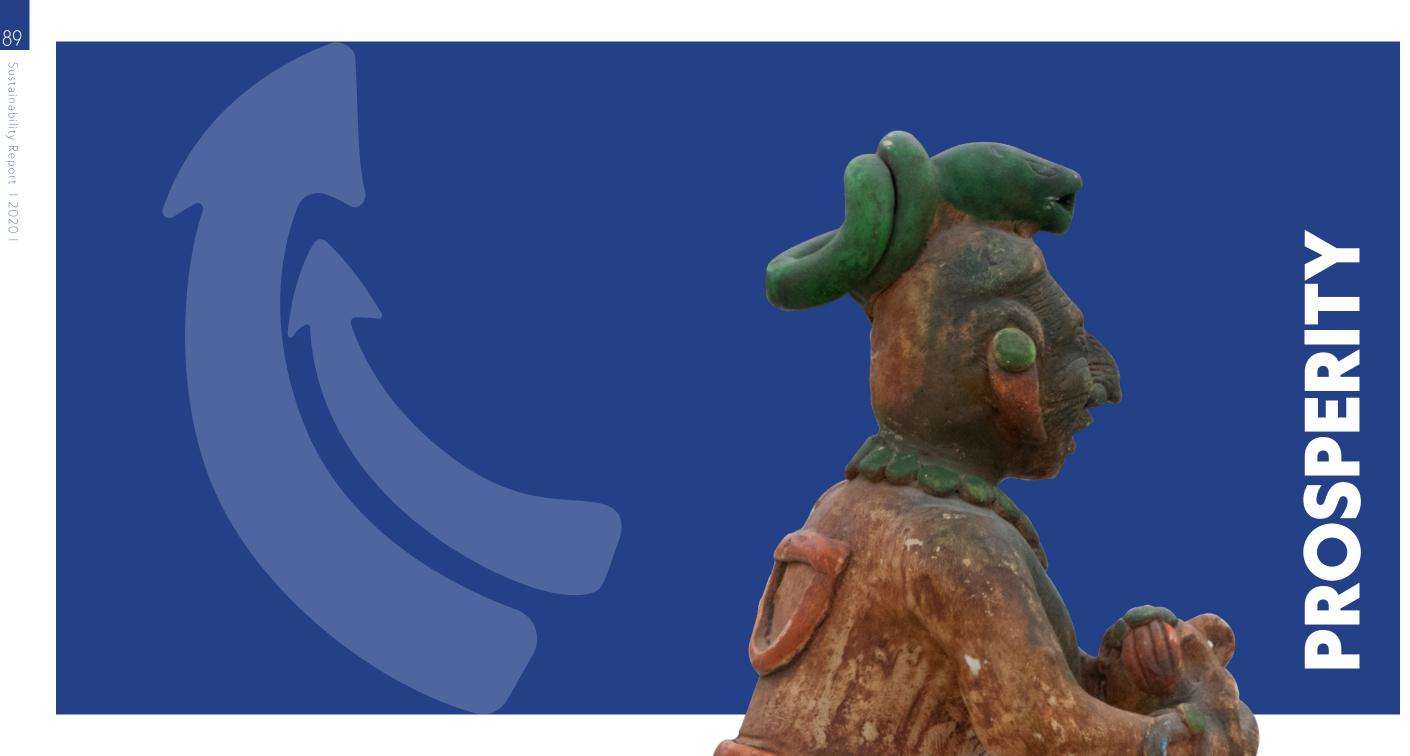
ANIMAL WELFARE

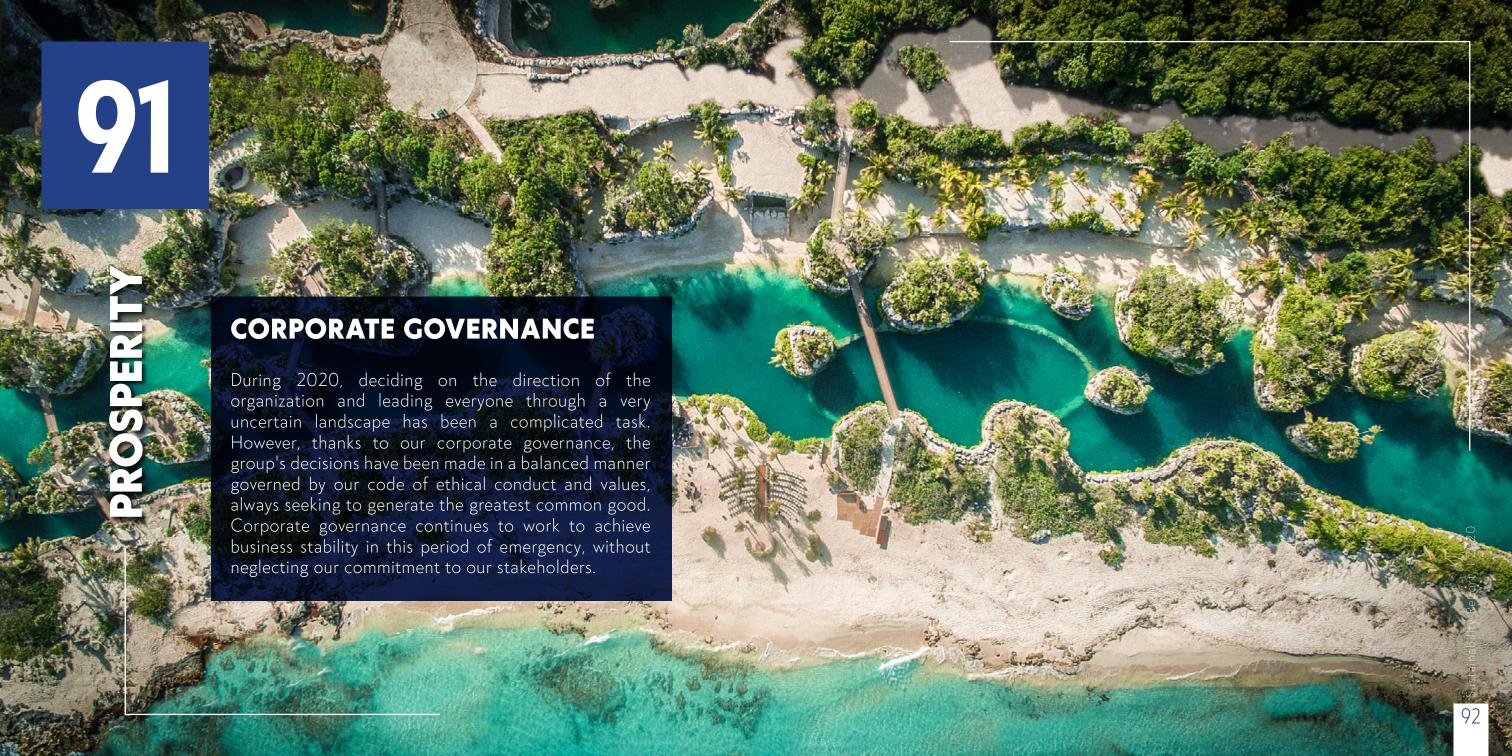
We know that we have a great responsibility with the welfare of the animals under our care and who live in our environment. To achieve this, we work under the highest standards of animal welfare, understood as the state in which any animal lives, including the sensations it experiences as a result of its physical and mental health, as well as those produced by the relationship with its environment.

We work under an international model called "the five domains," which is represented by a pyramid that covers from the most basic needs (such as nutrition, health, and environment) and more specific needs of the species (such as spaces that promote natural behaviors and generate positive and challenging experiences), resulting in animal welfare.

During the shutdown, specific protocols were established to ensure that the nutrition, health, and environmental programs for each of the specimens remained in perfect working order and that specialized personnel and facilities remained available to meet the needs of the biological population.



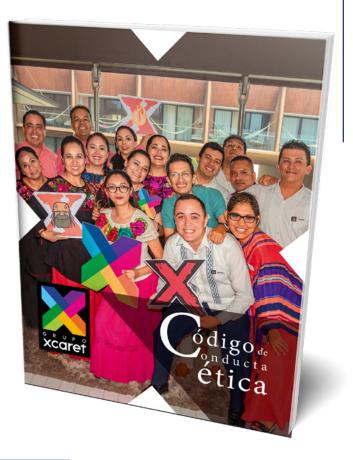




ETHICAL CONDUCT

Doing the right thing always makes us happier. At Grupo Xcaret, ethics represent our identity, beliefs, and aspirations. We are an ethical company built by people with integrity in their daily lives who act and make decisions based on what is right, abiding by the law, respecting integrity and human dignity.

During 2020, we reviewed our internal ethics processes and actions, including the strengthening of our code of ethical conduct. In November, the Honor and Justice Commission (CHJ) was established to deal with complaints received through our communication channels and to follow up on the cases generated. During 2020, the CHJ followed up on one case.



ECONOMIC PERFORMANCE

At Grupo Xcaret, we seek to be a successful and profitable business, taking care of the resources we have and creating value together with our stakeholders.

Affluence

1,671,017
visitors to parks and tours (61.7% less compared to the previous year)



466,477 guests received at HXM

42% National

58% Foreigners

189,742
Rooms reserved

58% occupancy rate (-35% difference compared to last year)

Average length of stay: 4 days

EVENTS

Every year we hold two sporting events: the Xel-Há Triathlon and the Xplor Bravest Race. These events are already well known among athletes and the community.

During 2020, again prioritizing the health of our community and following governmental guidelines, these events were postponed until the sanitary conditions are suitable to carry them out.

CERTIFICATIONS, BADGES, **AND AWARDS**

Certifications













Dine check Aqua check Pool Check Fire Check

Crisis Check Spa Check

Room Check



























4 stars





MEX

5.000 coworkers



Certification in health protection and prevention in tourist facilities



CERTIFICATIONS, BADGES, **AND AWARDS**

Distintivos





















Travellers' Choice









Acknowledgments

Reconocimientos				
Ethics and Values Award	Large Mexican Companies			
UNWTO	Contribution to the reopening Tourism / Theme Parks	xcaret		
TravAlliancemedia	Travvy Award Best International Water Park / Gold	XGARET!		
Travel + Leisure	Best of the best all inclusive			
RCI Maximum Distinctive All Inclusive	Family Section at México Destination club	HOTEL XCARET		

3%

VALUE CHAIN DEVELOPMENT

Sustainable development cannot be achieved individually; it is necessary to work collaboratively to achieve it. We are aware of the importance of the value chain in our management, which is why we are committed to the development of a shared culture of sustainability.



10% Medium-size companies

87% Small companies

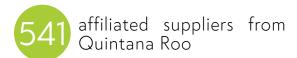






- Handmade Jícaras handcrafted
- Hand-woven bejuco trays
- Hand-woven basket of liana vines
- Medium natural bules
- Traditional henequen shredder

During 2020, we continued to invite our suppliers to join Nacional Financiera's Supply Chain program to ensure immediate liquidity.







315 suppliers from the rest of the country



BOOSTING THE MEXICAN ECONOMY

We are committed to boosting the Mexican economy through our ethical and sustainable operations. We establish policies that benefit the local economy by prioritizing our purchases from local to national and working with business partners who share our approach.

suppliers:	9/%
Suppliers in Yucatán Peninsula	60%
Quintana Roo suppliers	89%
Yucatán and Campeche suppliers	11%
Suppliers from the rest of the country	40%
Purchases from	70/

foreign suppliers

Purchases from domestic 0701



This document contains the results obtained by the programs and actions framed in our Sustainability Model for the period from January 1 to December 31, 2020.

This report has been prepared following the basic criteria of the Global Reporting Initiative. The data presented here correspond to our tourism units as a whole or individually as indicated.

Previous reports are available on our official website https://www.grupoxcaret.com.

For more information on our sustainability performance and reporting, please contact us directly:

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UNITED NATIONS GLOBAL COMPACT PRINCIPLES

We reaffirm our commitment to the ten principles of the United Nations Global Compact. Our programs, actions, and projects are based on respect for human rights, labor standards, the environment, and non-corruption.



HUMAN RIGHTS	PAGE			
Support the protection of human rights	32, 35			
Ensure non-complicity in human rights violations	35			
LABOR STANDARDS				
Support freedom of association and the right to collective bargaining.	41			
4. Support the elimination of forced or compulsory labor	41			
5 Support the eradication of child labor	41, 44			
Support the abolition of discriminatory practices in employment and occupation	35			
ENVIRONMENT				
Maintain a preventive approach that favors the environment	29-30, 32, 77, 78			
Encourage initiatives that promote greater environmental responsibility	57-60, 69, 70, 82			
9 Encourage the development and diffusion of environmentally-friendly technologies	83, 85, 86			
Work against corruption in all its forms, including extortion and bribery	29-30, 95			

SUSTAINABLE DEVELOPMENT CSALS

At Grupo Xcaret, we are committed to continue working towards the fulfillment of the 2030 Agenda and to combat global issues such as gender inequality and climate change. This requires commitment, responsibility, and a vision of collaborative work that we integrate into our programs and initiatives.

Even though we contribute to the achievement of the following objectives: 8) Decent Work and Economic Growth, 12) Responsible Production and Consumption, and 14) Underwater Life at the sectoral level, this does not limit our commitment to other objectives.



GLOBAL REPORTING INITIATIVE

The Sustainability Report 2020 has been prepared following the basic criteria in terms of management, economic, environmental, and social approach of the Global Reporting Initiative (GRI).

1 0	()	
Management	102-8 Pag: 43-46	102-20 Pag: 91-94
approach	Information about employees and other workers	Executive-level responsibility for economic, environmental, and social issues
102-1 Pag: 11	102-9 Pag: 101 y 102	102-40 Pag: 31
Name of organization	Supply chain	List of stakeholders
102-2 Pag: 13-21	102-10 Pag: 5-8	102-47 Pag: 32
Activities, brands, products, and services	Significant changes in the organization and its supply chain	List of material items
102-3 Pag: 13-21	2	102-50 Pag: 103
	102-14 Pag: 5-8 Stotement from senior	Reporting period
Location of headquarters	executives responsible for decision making	102-53 Pag: 104
102-4 Pag: 13-21	102-15 Pag: 5-8, 25-56	Contact point for questions
Location of operations	Main impacts, risks, and	about the report
102-6 Pag: 13-21	opportunities	102-54 Pag: 103
102-0 Pag. 13-21	102-16 Pag: 11-12	Statement of preparation of the report in accordance with the
Markets served	Values, principles, standards,	GRI Standards
102-7 Pag: 43	and norms of conduct	102-55 Pag: 109 y 110
	102-18 Pag: 93 y 94	GRI Table of Contents
Size of the organization	Governance structure	

Economic	Social
203-2 Pag: 101 y 102	401-1 Pag: 43
Significant indirect economic impacts	New employee hires and staff turnover
204-1 Pag: 101 y 102	403-1 Pag: 47-51
Proportion of spending on local suppliers	Occupational health and safety management system
	403-2 Pag: 47-51
Environmental	Hazard identification, risk assessment, and incident investigation
303-1 Pag: 84	403-3 Pag: 47-51
Interaction with water as a shared resource	Occupational health services
304-3 Pag: 57-60, 77-83	403-5 Pag: 50, 52
Protected or restored habitats	Occupational health and safety training for workers
306-2 Pag: 85 y 86	403-6 Pag: 47-51
Management of significant waste-related impacts	Promotion of workers' health
306-4 Pag: 85 y 86	404-1 Pag: 52
Waste not destined for disposal	Average hours of training per year per employee

404-2 Pag: 52 Programs to improve employee skills and transition assistance programs Pag: 43, 44, 91-94 Diversity in governing bodies and employees 408-1 Pag: 41 Operations and suppliers with significant risk of child labor cases Pag: 57-60 Operations with local community participation, impact assessments, and development programs



Ethics should always take priority over efficiency, principles over results, people over things.

Arq. Miguel Quintana Pali