



# REPORT 1 SUSTAINABILITY 2021

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## MESSAGE FROM THE PRESIDENT AND GENERAL DIRECTOR

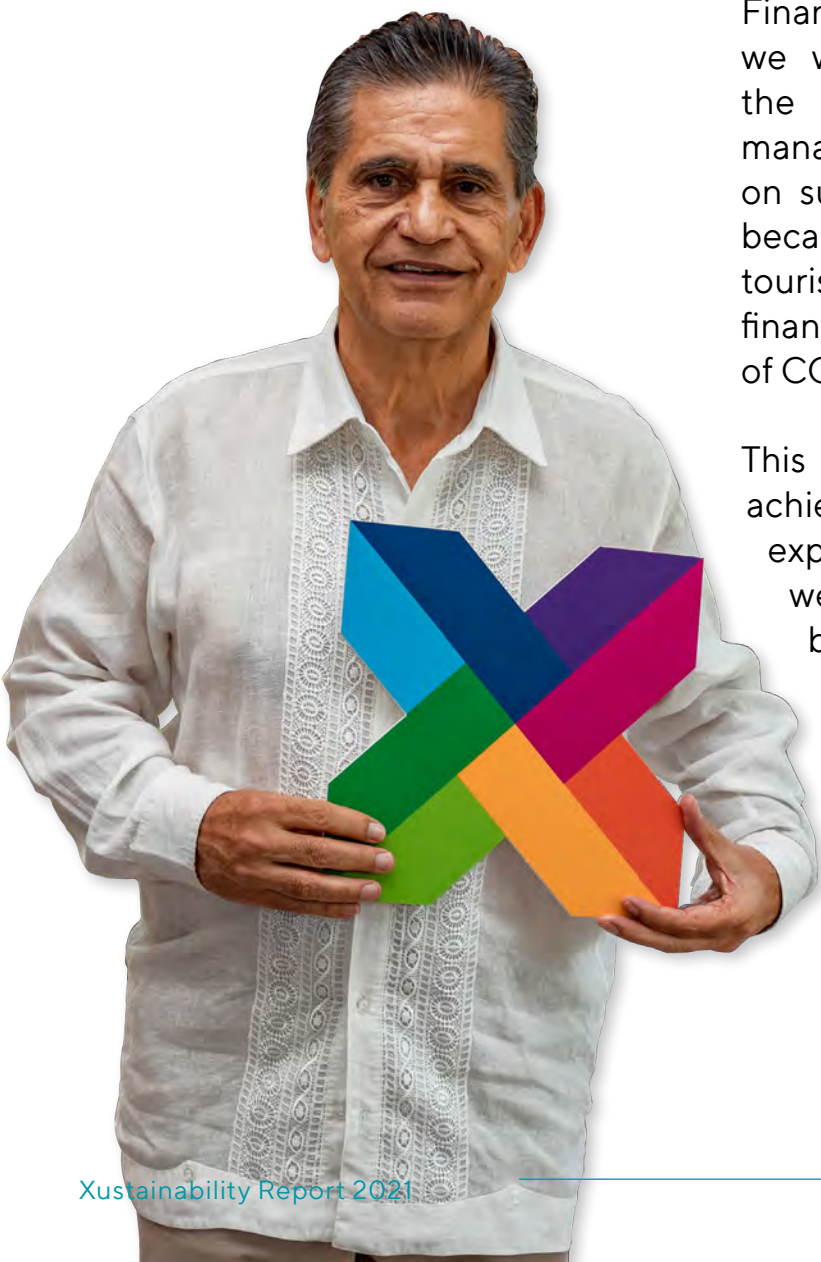
As in previous years, it is a pleasure to be able to communicate, through this Sustainability Report, our organizational performance with respect to social, environmental, governance and prosperity results.

In 2021, the second year of the pandemic, tourism activity worldwide achieved better results than the previous year, but the figures were still reported

below those of 2019. With the start of vaccination against COVID-19, which we encourage among our coworkers and their families, we join the challenge of contributing to the economic reactivation and social well-being of the communities where we have a presence.

In 2020 we went through a due diligence process with the World Bank Group's International Finance Corporation (IFC), and we were able to corroborate the importance of having a management model with a focus on sustainability. With this, we became the only Latin American tourism company to receive financing from the IFC in times of COVID.

This allowed us not only to achieve recovery but also to expand our offer. In 2021 we welcomed three new business units: Hotel Xcaret Arte, La Casa de la Playa and Xcaret Xailing, with which we created 2,102 new jobs. In addition Xavage park restarted operations in the winter.





The value of absolute integrity, in addition to being pillars of the organizational culture, are a way of life and a business philosophy. For this reason, I want to highlight that, in 2021, we began e-learning training on the Code of Ethical Conduct, reaching more than 70% of recently hired coworkers.

Likewise, as a result of our participation in Target Gender Equality, an initiative of the United Nations Global Compact and UN Women, during 2021 we included a gender approach when collecting and analysing information on our programs and we continue working to consolidate our 2022 actions aimed at benefitting more communities to ensure that everyone who collaborates in our group can say: "I like the person I am in Grupo Xcaret".

I would like to thank all the people who make up Grupo Xcaret because, despite the adversities we have faced, we have been able to identify factors that enable us to improve as individuals and as a group. The lesson that everything

we have experienced in past years has left us is that as long as we are capable of accepting, taking advantage of and capitalizing on difficult and uncertain scenarios, we will be able to take risks with greater audacity and, consequently, this will help us to continue with our evolution, and reach all our dreams. We are not alone on this path, our results are also thanks to the work we carry out in partnership with our stakeholders, with whom we seek to move towards a sustainable future for all.

Thanks also to our readers. You can count on this family of passionate hosts that makes up Grupo Xcaret to continue to strive to improve as a group and as individuals, and to always transmit great love for Mexico to the world.

**Arch. Miguel Quintana Pali**  
**President and General Director**  
**Grupo Xcaret**

## OUR BUSINESS GRUPO XCARET

We are a 100% Mexican business group, a leader in sustainable tourist recreation.

We create unique and sustainable experiences, inspired by our great love for Mexico, culture and life. Our businesses include 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 values in the communities where we operate.

## CORPORATE PHILOSOPHY

### Mission:

To make the planet happier by transmitting our great love for Mexico.

### Vision:

To be unique in sustainable tourist recreation.





# VALUES

1.

## Safety first:

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

2.

## Absolute integrity:

For Grupo Xcaret, human integrity is not the best way of doing things, it is the only way.

3.

## Passion for innovation:

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

4.

## The joy of serving:

Serving is in our DNA; we consider service to be the opportunity to leave a mark on people.

5.

## Sustainable Evolution:

Caring for people, the planet and resources, both material and financial; constantly seeking through our actions to transcend to the next generations is what makes us stronger and stronger.



## OUR OFFER

### PARKS

Awarded the Liseberg Applause Award for Best Park in the World in 2018! This Majestic Mexican Paradise showcases the best of the country in more than 50 natural and cultural attractions: the Caribbean Sea, the jungle, underground rivers, performances, shows and more; all the best of Mexico and the destination in one place.



- Three stunning underground rivers
- More than 10 specialty restaurants
- Aviary, Butterfly Farm and Coral Reef Aquarium
- The largest performance in Mexico: Xcaret Mexico Espectacular

A natural wonder of the Riviera Maya. An amazing aquatic world ideal for snorkeling freely and swimming in its cove full of incredible underwater life. More than 20 water and land activities for the whole family in an all-inclusive experience.



- Unlimited snorkeling in river and cove
- Mirador lighthouse with 360° views at a height of 40 meters
- Breakfast, snacks and unlimited buffet food
- Open bar and unlimited non-alcoholic drinks

## PARKS

A liberating adventure that takes you through the sky, the jungle and underground. Experience vibrant emotions in an all-inclusive experience that you can live in the spectacular natural settings of the Riviera Maya, in the most visited zipline park in the world.



- Two zipline circuits (including the highest in the Riviera Maya)
- New attraction: Underground Expedition
- Snack stations and buffet food
- Coming soon: Toboganxote, the only 5-in-1 slide in the world

A park that takes you to live the only limitless night adventure in the Riviera Maya. Let yourself be guided by the fire of the torches illuminating the trails during this experience under the starry sky, giving a new meaning to the concept of "nightlife".



- A zipline circuit (including the highest one in the Riviera Maya)
- Snack station and buffet dinner
- Amphibious vehicles to explore the jungle at night
- Incredible underground routes to go swimming or rafting



## OUR OFFER

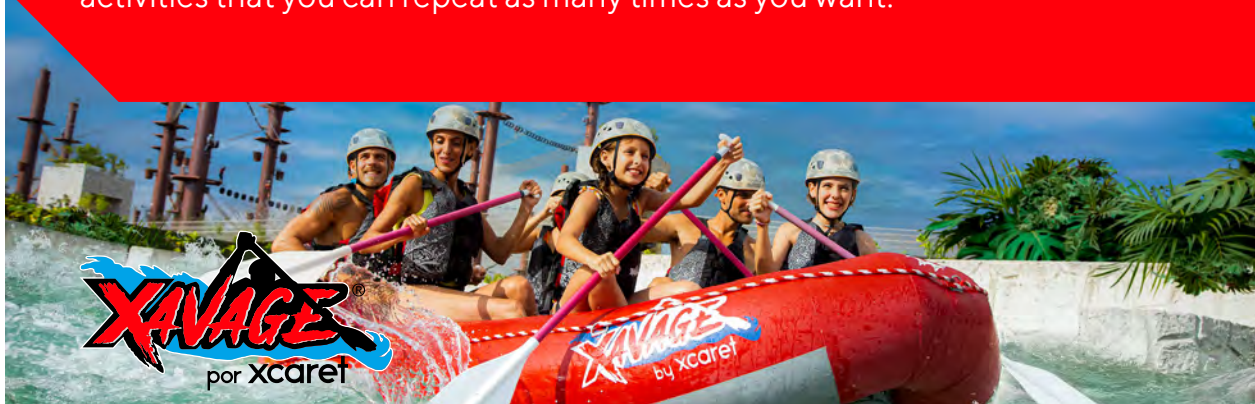
### PARKS

Here, reality is funnier. Enjoy two routes with 14 activities and more than 50 fantastic settings where nothing is what it seems. A park that challenges your senses and takes creativity to the limit.



- Two routes to enjoy: The Feeling Route and The Doing Route.
- Half-day park open from 9 a.m. to 7 p.m. with optional shifts from 9 a.m. to 2 p.m. and 1 p.m. to 7 p.m.
- Snacks, food and drinks area

An amazing adventure park in Cancun with original activities for a day full of fun, from the different levels of the ropes circuit, to the longest man-made rapids in the world. A place to be adventurous in your own way with unique activities that you can repeat as many times as you want.



- The only rapids in the Yucatan Peninsula
- Off-road vehicles to test your skills on an obstacle course
- Delicious snacks and international buffet
- Innovative activities that you can enjoy as many times as you want



## PARKS

The festive side of Mexico can be found in Xoximilco. Dance, sing and enjoy the traditional cuisine of Mexico aboard a Mexican gondola. Get in the mood with the open bar of tequila, rum, vodka and beers! A cheerful tribute to the traditions of the center of the country.



- Mexican welcome
- Ride aboard a colorful traditional Mexican gondola

- Domestic open bar and exquisite food
- Live Mexican music

# OUR OFFER

## TOURS

Visit four different types of cenotes and take part in adventure activities in each of them: Lu’um, a cavern cenote; lik, an ancient cenote; Ha’, a semi-open cenote; and K’áak’, a completely open cenote. Immerse yourself in nature on this all-inclusive tour.



- Guided tour of the different cenotes
- Activities such as assisted abseiling, zip lines, kayaking and underwater exploration swimming
- Picnic with baguettes, salad bar, seasonal fruits and sweet bread
- Soft drinks, beers and wine included

Let us be your guide to the legacy of the Mayan world with Grupo Xcaret’s seal of quality. We are pioneers of tours to the most important archaeological sites of the Great Mayan Peninsula, including Chichén Itzá, Tulum and Cobá. Additionally, each tour is complemented with visits to towns, cenotes, typical restaurants or Grupo Xcaret parks.



- Round trip transportation
- Bilingual certified guide
- Food and drinks
- Combinations of archaeological zones and Grupo Xcaret parks.

## TOURS

Travel from Cancun to Isla Mujeres with Xcaret Xailing. Board the ferry and sail from the best location, at km. 4.5 in the Cancun Hotel Zone, to the natural beauty of Isla Mujeres. If you prefer, take a catamaran tour and enjoy a sea of experiences. Cruise over turquoise waters, enjoy activities and an open bar on board, as well as a wonderful all-inclusive beach club when you arrive on the island. Discover Isla Mujeres, an authentic Caribbean Magical Town.

**XCARET  
XAILING®**  
por xcaret



- Single or round trips by ferry or catamaran
- Access to the Cancun Scenic Tower
- Packages with transportation
- The best location for your trip



## OUR OFFER HOTELS



All the best of Mexico is included. Surround yourself by the turquoise of the Caribbean and the green of the Mayan rainforest in our first hotel, with 900 suites. Hotel Xcaret México pays homage to this Mayan paradise with its eco-integrating architecture, its 5 Diamond service and the experiences included in our All-Fun Inclusive® concept.

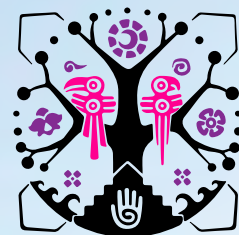
- Lodging with a nature view
- Unlimited admission to all Grupo Xcaret parks
- Dining experiences by celebrity chefs
- Round-trip transportation from Cancun International Airport
- Shuttle to the parks



## HOTELS

Experience Mexican art in our second hotel, with 900 suites and an Adults Only concept. Here you can enjoy the All-Fun Inclusive® benefits of Xcaret Hotels as well as other exciting experiences.

- Unlimited admission to all Grupo Xcaret parks
- Premium dining experiences, including the Encanta restaurant run by Michelin-starred chef Paco Méndez
- Painting, weaving, pottery, dance and literature workshops by Mexican artisans



HOTEL  
XCARET  
*ARTE*

- Performances in our Show Theater and happenings throughout the hotel
- Round-trip transportation to Cancun International Airport and our parks





## OUR OFFER HOTELS



We combine the comfort of a home with an extraordinary hotel in this living sculpture facing the Caribbean Sea. With only 63 suites, our first boutique hotel was born embraced by the privacy and beauty of the Mayan rainforest. Its interior is an ode to Mexican art and design that sparks inspiration and celebrates true Mexican hospitality. Guests can enjoy a vacation tailor-made to their tastes and demands:

- Carefully crafted experiences designed by our butlers
- Unlimited admission and exclusive benefits in all our parks
- Haute cuisine by top chefs such as Martha Ortiz, Virgilio Martínez and the Rivera Río brothers, Rodrigo, Patricio and Daniel
- Private transportation with driver



MEXICO

DESTINATION CLUB  
por xcaret

As with Grupo Xcaret's loyalty program, this new vacation club offers different membership levels with extraordinary benefits for its members: special rates at the different Xcaret Hotels, which give unlimited access to all Grupo Xcaret parks and tours; special discounts on Extraordinary Activities in the parks and on products in stores; photography packages; exclusive areas and much more. In addition, as part of the All-Fun Inclusive® concept at Xcaret Hotels, transportation to and from the airport, as well as to all the parks, is included. The Mexico Destination Club membership also connects members with different strategic allies that offer even more discounts and privileges when traveling internationally.



## TOURISM IN 2021

Tourism faced its second year of the pandemic in 2021, once again testing its ability to adapt and evolve. During this year, pleasure trips showed a significant increase compared to 2020, but still fell below the figures for 2019. Particularly for the tourism sector in Mexico, this year was a period of recovery, with 31 million arrivals. Although the pre-pandemic figures have not been reached, a recovery was achieved compared to the previous year.

According to figures from the World Tourism Organization, in 2021 the sector had 415 million arrivals, which represents a growth of 4% compared to 2020, the most difficult year for the industry. However, this growth is still well below pre-pandemic statistics. Internationally, arrival figures in 2021 remained 72% below 2019.

With the application of vaccines and the relaxation of travel restrictions, tourism had a respite that led to an increase in travel to tourist destinations. The vaccine not only encouraged travel, it also increased safety in host communities and among the human talent that makes tourism possible, offering safer interactions for travelers and communities. Despite the fact that the recovery continues at a slow pace, especially due to the spike in infections and the appearance of new variants, in the case of the Caribbean subregion, the best results were recorded with 63% above 2020 and 37% below 2019, with some destinations very close to



reaching their pre-pandemic levels. The shared vision of working for economic and social recovery that began in 2020 is obtaining results in many markets such as the Americas. Together with the increase in the vaccination rate and the reduction of travel restrictions, the aim is to regain the confidence of travelers and obtain better results in 2022, and recovery of the sector is predicted for 2024.

## CORPORATE SUSTAINABILITY STRATEGY

At Grupo Xcaret we are committed to focusing all our operations on sustainability and we reiterate that for us this is the best way to manage tourism. We are aware of the importance of working for the balance of economic, socio-cultural and environmental value; and the resulting benefits not only for our business but for our people and communities. This is why we create experiences under the sustainable tourism approach, seeking to have a positive impact on the economy, people and

environment of the communities where we have a presence.

As a way of internalizing and transmitting our vision of sustainability, our corporate strategy is known as Xustainability, this being our way of making this approach visible as an essential part of our work. This is how we guarantee that our operations are oriented towards sustainable development, for which we have a policy and a model that guide our action plans.





# Sustainability Policy

It is Grupo Xcaret’s policy to ensure alignment between its management and the Sustainability 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 result in better environmental, social and economic conditions for our communities and future generations.



# Sustainability Model

It is based on the three pillars of sustainable development: people, planet and prosperity. Each one brings together five relevant topics that remain at the forefront of tourism thanks to constant innovation.





# Stakeholders

We define them as the person or group of people organized around a common interest, in order to act jointly to support it.

For Grupo Xcaret they are the following:



We remain in contact with our stakeholders through internal and external channels.

## INTERNAL:




- E-mail
- Business platforms and social networks
- Forums
- Entérate website

## EXTERNAL:

- Corporate website: [www.grupoxcaret.com](http://www.grupoxcaret.com)
- Sustainability Report
- Sessions with public sector allies and organizations

### Call center

Mexico:	998-883-3143
USA/CAN:	1-855-326-0682
Brazil:	0-800-892-3371
Argentina:	0-800-122-0384
Colombia:	01-800-952-0705
Spain:	900-965-224
Chile:	800-835-016
Costa Rica:	800-052-1715
Panama:	800-052-0524
Ecuador:	800-5-931-0227
Peru:	0-800-00-642
UK:	800-04-89-203

PLATFORM	XCARET	XEL-HÁ	XPLOR	XENOTES	XCARET XPEDITION
	@XcaretPark	@XelHaPark	@XplorPark	@Xenotes	@XichenTours
	@XcaretPark	@XelHaPark	@XplorPark	@Xenotes	@XichenTours
	@XcaretPark	@XelHaPark	@XplorPark	@Xenotes	@XichenTours

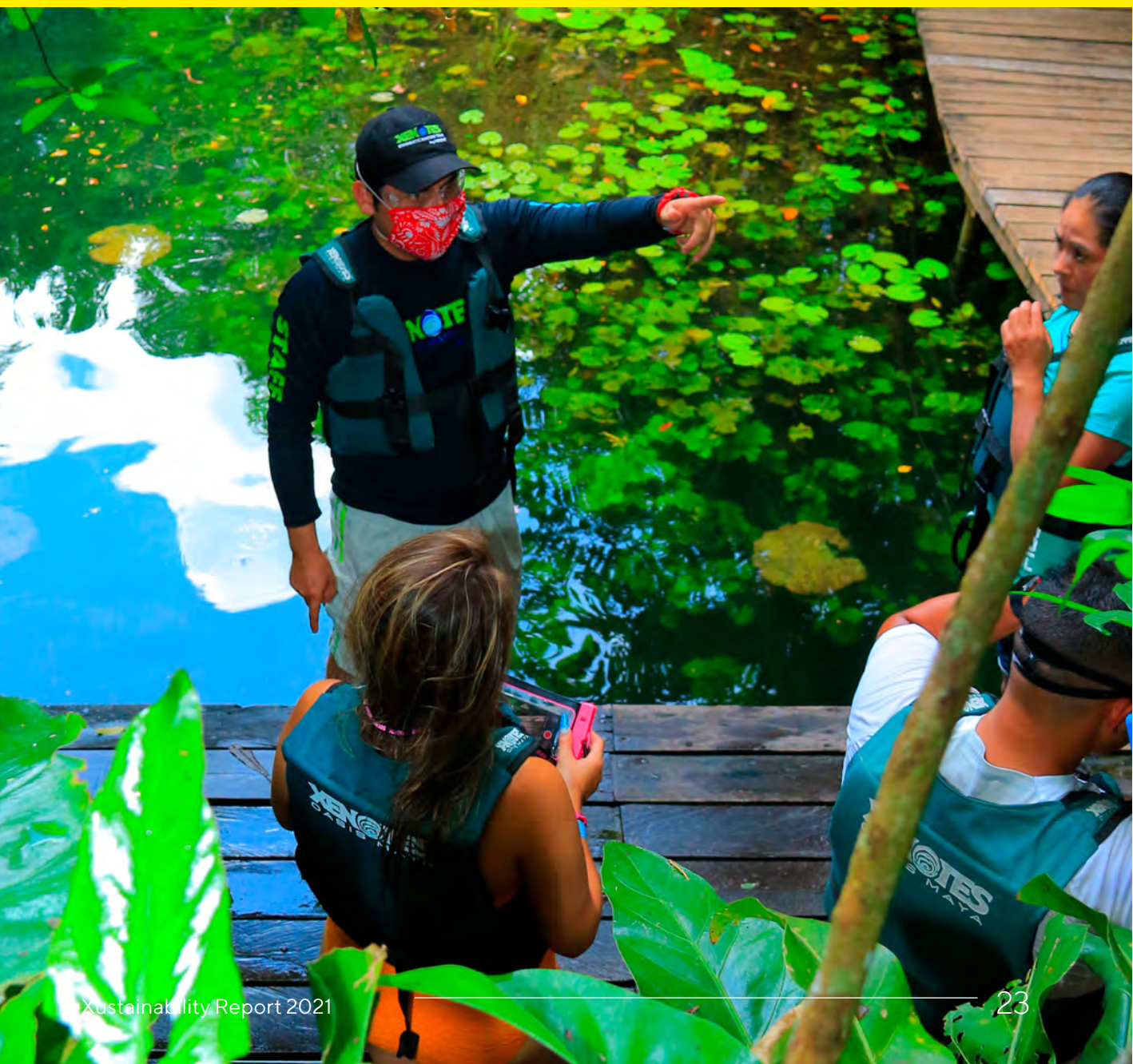


## Materiality

In 2018 we carried out a materiality assessment, which allowed us to identify the economic, social, environmental and ethical behavioral aspects that are relevant to our organization, both specifically and due to the relevance of said concepts for our different stakeholders with specific and relevant influence.

To identify these issues, reference publications from national and

international organizations that are influential in the field of tourism and sustainability were taken into consideration; economic, social and environmental criteria of the RobecoSAM and Dow Jones sustainability indexes; the Principles of the United Nations Global Compact and the Guidelines of the Global Reporting Initiative (GRI).





We followed up on these issues through different programs, actions and processes. We also focused, as in 2020, on the issue of health and safety.

As part of the group's sustainability strategy, and in order to strengthen it, in 2022 we will update our stakeholder analysis and materiality assessment. Also, we will take into

consideration the fact that the national and international context may have caused significant changes in our stakeholders and material issues.

The results of this process will allow us to make sustained and effective strategic, operational and communication decisions.

## CORPORATE GOVERNANCE

Grupo Xcaret is a family business and a miracle of many human beings evolving together. In 2010, the founding partners signed a Trust to guarantee the unity of their shares for 99 years. Through this trust, Corporate Governance was institutionalized to ensure the group's present and future, as well as to establish processes for generational succession to strengthen the organization's continuity.

Our Corporate Government is made up of the Trust's Technical Committee, the Shareholders' Assembly, the Board of Directors, the group's general director, the CEO and the vice-presidencies, which monitor compliance with the mandates of this trust and its correct implementation. For these purposes, our Corporate Governance has six support committees:

- 1. Finance and administration committee**
- 2. Strategy and investment committee**
- 3. Operations committee**
- 4. Marketing committee**
- 5. Strategy and technology committee**
- 6. Safety & Security senior management committee (constituted in 2021)**

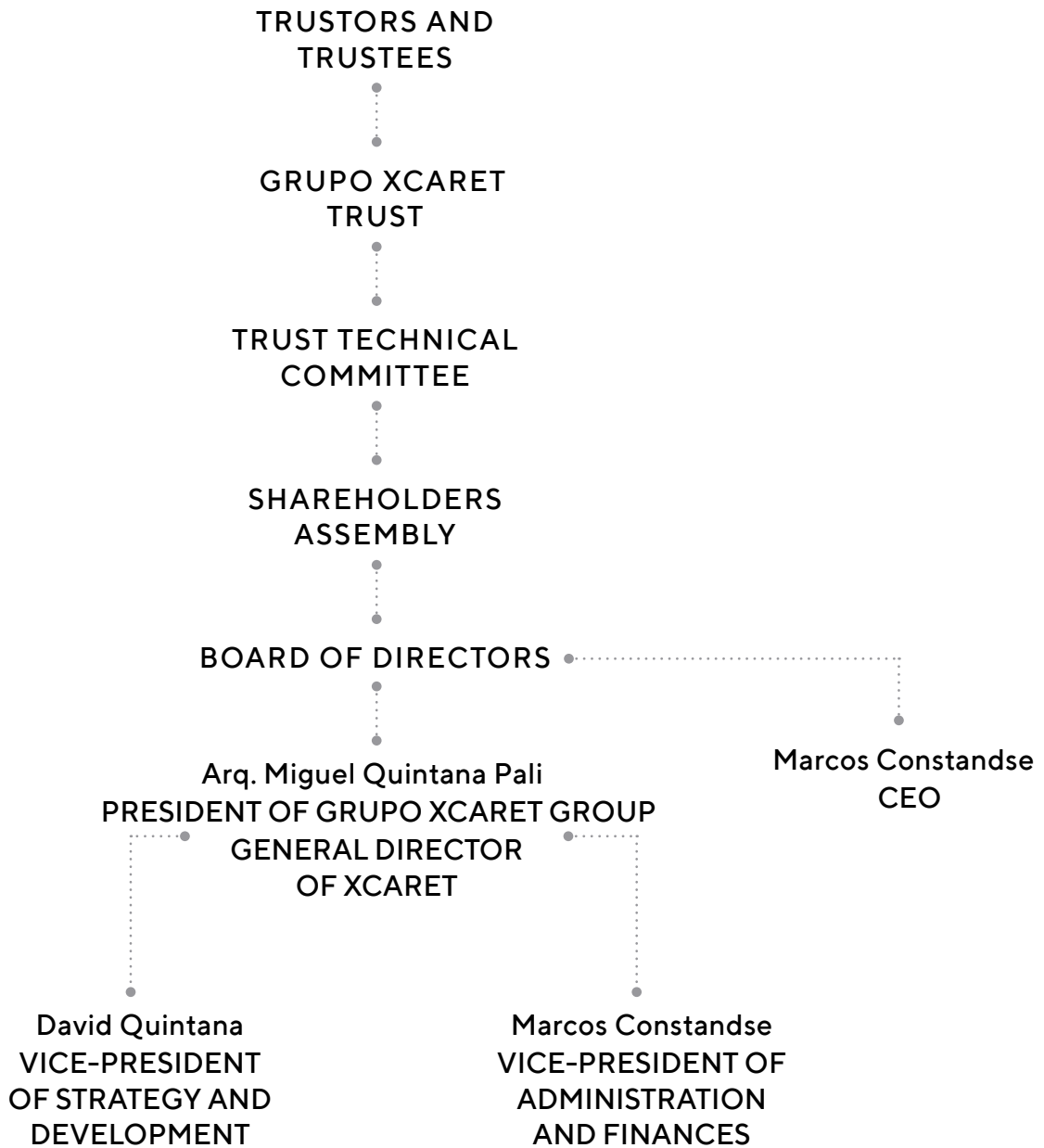
Similarly, a compliance department was created with management autonomy, reporting directly to the Corporate Governance body through the CEO. Efforts were made to attract the necessary talent for the assignment and its structure, and appointment of the Compliance department would be formalized in the first half of 2022.

As a group we have gone through different stages and evolutionary processes allowing us to get to where we are today, and we will continue to transform ourselves to fulfill our vision of offering unique, sustainable tourist recreation. In 2021, the tenth modification agreement of the trust was carried out, establishing general rules to guarantee future lineages the integration of their investments in order to generate simple win-win inertia, avoiding conflict of interest between partners and honoring and respecting the spirit of the trust. Therefore, the creation and inclusion of shipping companies is authorized, the group may operate new businesses with one or more members of the lineages recognized in the trust, as well as the establishment of a single methodology for the distribution of cash flows.

Our group will continue its path in the present and into the future with confidence and a very clear vision of integration and unity.



## CORPORATE GOVERNANCE STRUCTURE





# ORGANIZATIONAL STRUCTURE

Given the growth and diversification that our organization has had in recent years and taking advantage of the knowledge, capacity, commitment, leadership and professionalism of the new generations, in 2021 the government of our organization made the decision that our vice-presidencies should have a more active and deep leadership role, planning and executing strategies that ensure compliance with our mission, vision and values to

guarantee the group's future.

In order to protect the functions that have been entrusted to each of the vice-presidencies, adjustments were made to the management structure in order to form high-level teams that support and accompany each other, each with their areas of specialization, the strategic implementation and the administrative and sustainability of the policy dictated by the Corporate Governance of Grupo Xcaret.

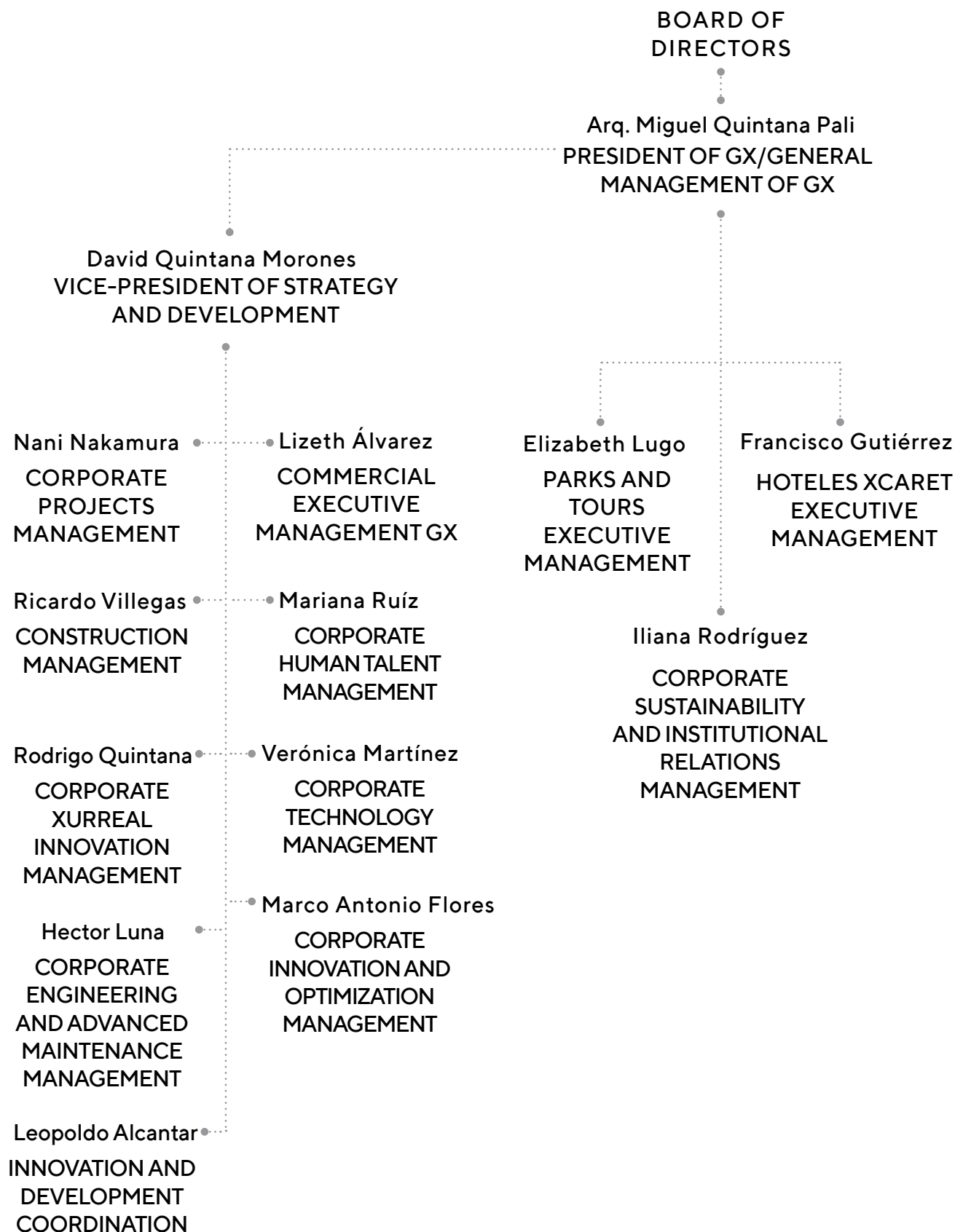


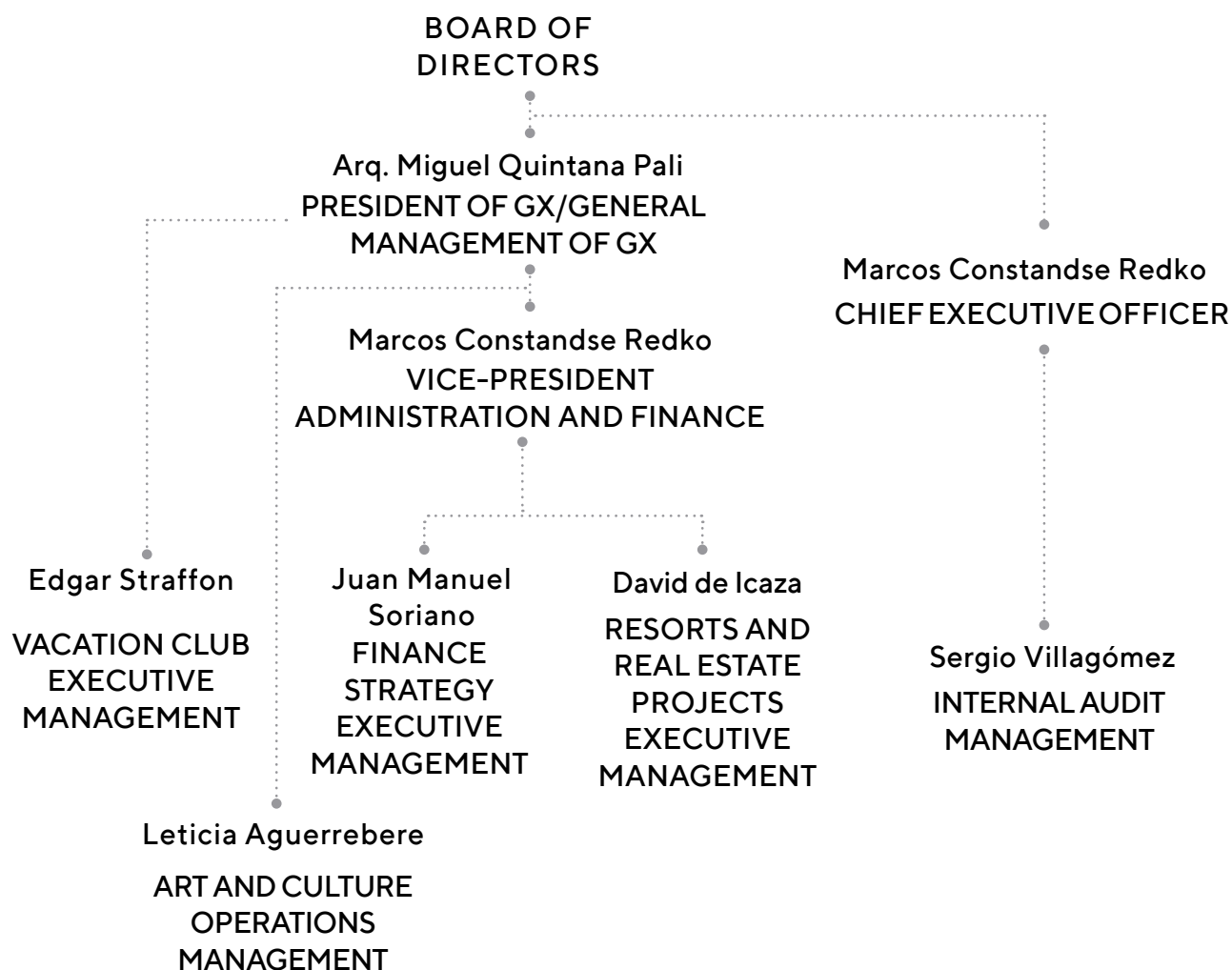
ORGANIZATIONAL STRUCTURE





# ORGANIZATIONAL STRUCTURE





## SUSTAINABLE FINANCING

In order to face the complex situation caused by the pandemic, we requested loans from commercial banks in Mexico and other international institutions. In 2020 we underwent a due diligence process with the International Finance Corporation (IFC) which belongs to the World Bank Group. This experience reaffirms the importance of having a management model focused on sustainability and ESG criteria. This allowed us to face

the challenges that we had since 2020, resume the course that we charted before this pandemic and, consequently, continue the growth of our hospitality experiences for 2021.

Grupo Xcaret is currently working in partnership with IFC to integrate the principles and goals of the Environmental and Social Performance Standards in all our areas and stages, fully compromised to the continuous improvement.





## ETHICAL CONDUCT

Doing the right thing always makes us happier. Ethics is our compass; it guides us when making decisions and allows us to discern between right and wrong.

During 2021 we promote and ensure that all of us who make up Grupo Xcaret act in accordance with the law and with ethical conduct. We reinforce our actions to promote our Code of Ethical Conduct among all human talent, so that we develop training in e-learning mode.

9,650

coworkers completed  
training on the Code of  
Ethical Conduct



## XPRÉSATE LINE

Mechanisms are used by Grupo Xcaret, its coworkers and its stakeholders, to report any irregularity, complaint or concern related to the standards described in the group's Code of Ethical Conduct. On May 5, 2021, it formally appears in a pilot phase, coordinated by the Sustainability, Human Talent, I.T. and Internal Audit areas. On an interim basis, management has been in charge of the Internal Audit area since its creation.

It is important to comment that the Xprésate Line keeps confidentiality parameters for all the requests it receives and users can choose to use it anonymously or not. Similarly, all entries to this mechanism are assigned folio or file numbers, with a brief description of the main issues and the evidence or supporting information that has been received.

All entries received are analyzed and those that violate the Code of Ethical Conduct (including human rights) are analyzed by the group's Honor and Justice Commission, which is a transdisciplinary body.

During 2021, 455 reports were received, of which 285 were channeled to the corresponding areas for review and treatment, the rest were treated by the members of the Honor and Justice Commission and the teams in charge while creating and consolidating the Compliance area.

The area is focused on improvements in the internal service, areas of opportunity in its processes or whose solution is within its span of control.



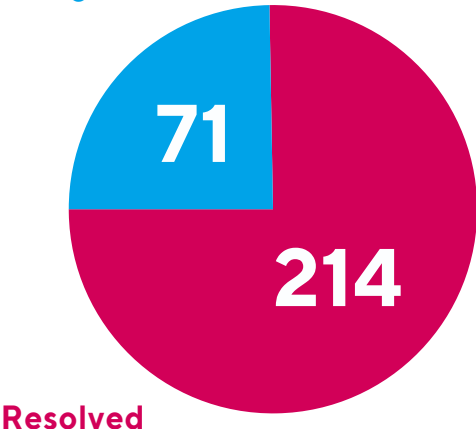


# XPRÉSATE LINE

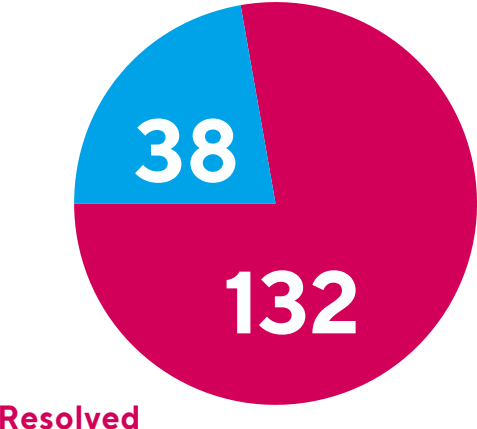
Reports channeled to other areas

Reports related to compliance

Being dealt with



Being dealt with



**TOTAL**

BEING DEALT WITH

**109**

RESOLVED

**346**

=

**GENERAL  
TOTAL**

**455**

In this pilot phase, improvement actions have been detected and implemented, together with the organization’s strategic actions to help streamline user service, as well as the transition of the line to be operated by the Compliance area. as soon as it materializes as projected for the first half of 2022.

## XENSES CASE

On March 27, 2021, an accident occurred at the Xenses park facilities derived from human error, a circumstance that was ruled after a rigorous investigation in this regard.

At the time of the contingency, the necessary measures were taken to give first aid to the adolescent involved in the accident and he was immediately transferred by ambulance to a third-level hospital, which are the medical units with the highest resolution capacity of the health system. where the staff is specialized and the procedures performed are highly complex. The next day, the teenager passed away despite medical care and efforts.

From the moment this unfortunate event occurred, the park staff and company management provided support for the needs conveyed by his family. In addition, it collaborated with the authorities in a transparent manner and with great openness to clarify what happened. In December 2021, an agreement was reached with the affected family and the case was definitively closed, by mutual agreement, signing a confidentiality agreement between the parties.

We declare that, at all times, we act with responsibility, legality, professionalism, truthfulness, transparency and ethics with all the parties involved, adhering to the corporate principles and values

that have guided our actions for more than 30 years.

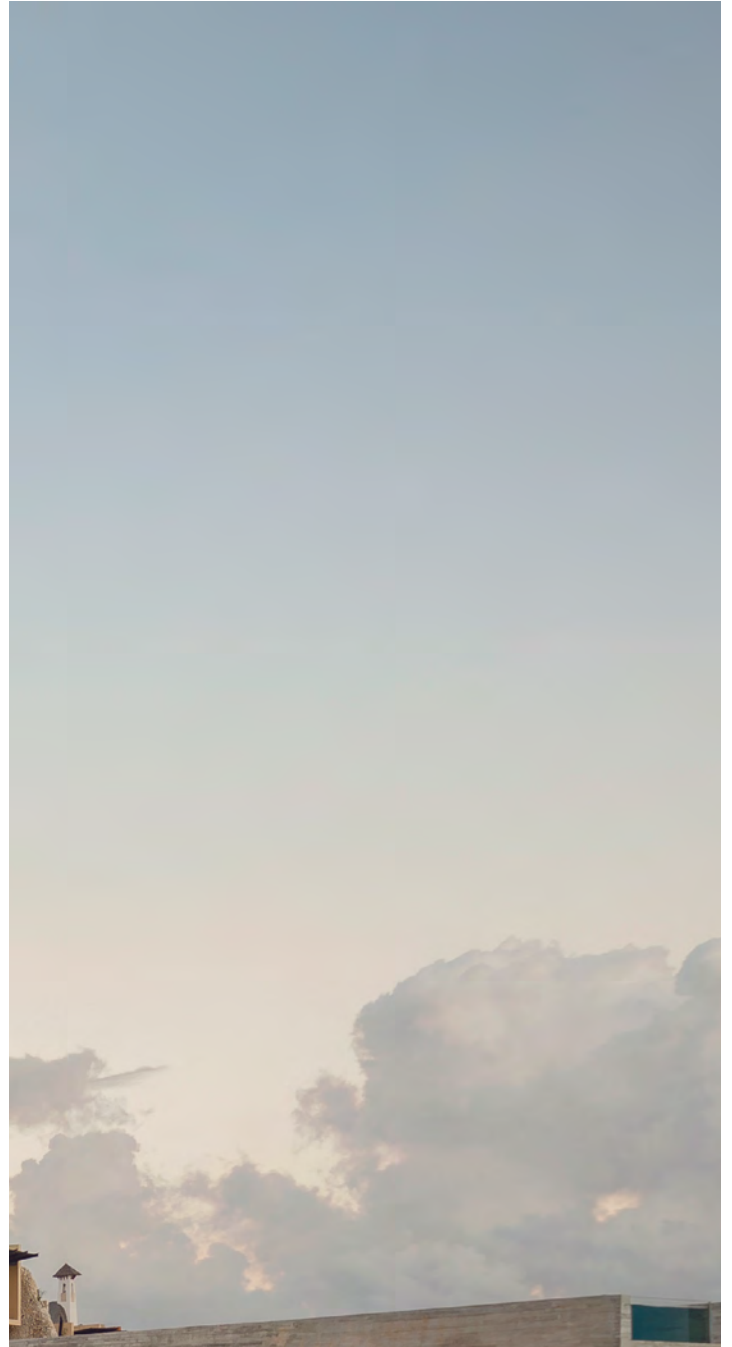
As a result of this incident, we reinforced our commitment to the safety of our operations. We form working groups that constantly evaluate and propose improvements in order to continue guaranteeing the safety of our travelers and collaborators, not only in our parks, but in all our business units.

The safety desks are made up of multidisciplinary teams of professionals specializing in engineering and maintenance, processes, risks, safety and health at work who carry out their work with the support and support of human talent, executives and supervisors who collaborate in each of the business units and corporate level. The security desks are accountable to the Xafety & Xecurity Senior Management Committee regarding compliance and implementation mechanics of the guidelines approved at a strategic level.

Similarly, in order to concentrate on the efforts of due compliance, it was agreed within the group that the Compliance area has management autonomy and direct reporting to the group's governing body through the CEO.







# **PROSPERITY - ECONOMICS**



# ECONOMIC PERFORMANCE

During 2021 at Grupo Xcaret we work hard for the economic recovery of the region and the tourism industry, continuing the actions that began in 2020:

- Reinforcement of our safety and hygiene protocols
- Collaboration with national and international organizations to guarantee a safe destination

- Efficient management of our resources
  - Creation of value together with our stakeholders
- In addition to the reopening of Xavage park, we announced the opening of three new business units, which meant the creation and recovery of direct and indirect jobs for our community.

# NEW BUSINESS UNITS



Inaugurated on July 1, 2021 with 900 suites, adults only, (young adults aged 16 and over), and inspired by artists from the culture of Mexico, nine gastronomic experiences by the best Culinary Collective in Mexico and eco-friendly architecture.





There are five houses that make up this new proposal: Casa del Diseño, Casa de los Artistas, Casa de la Pirámide, Casa de la Música and Casa de la Paz. The suites' décor is inspired by Mexican art and enriched with a variety of organic amenities.

Hotel Xcaret Arte integrates the All-Fun Inclusive® concept that also includes artistic workshops: dance, pottery, weaving, painting, as well as unlimited access to the group's nine parks and tours.

**1,783**  
new direct jobs





## NEW BUSINESS UNITS



On December 13 we inaugurated a haven for adults only with a design that blends harmoniously with the environment. It consists of 63 suites that combine the best of a house with a hotel. Each suite of more than 100 square meters has its own personality, private pool, sea view, with a “barefoot luxury” service, warm and refined without forgetting the All-Fun Inclusive® concept.

The kitchens of La Casa de la Playa are led by world-class chefs such as



Martha Ortiz, Virgilio Martínez and the brothers Rodrigo, Daniel and Patricio Rivera-Río, who join the Culinary Collective of Xcaret Hotels.

In Muluk Spa there are 13 cabins, two salt rooms, two mud rooms, hydrotherapy rituals with sea views, with sauna, steam room and cold room, relaxation area, beauty salon, essence preparation apothecary and bridal suite.

As part of our actions as a multiplying platform for Mexican





art, we collaborated with Carla Fernández who designed the uniforms for our talent. Her fashion house offers designs inspired by the textile wealth of Mexico, created in conjunction with artisans from various states of the Mexican Republic, all using an ethical fashion approach.

La Casa de la Playa is also a refuge with unique areas such as

a chocolate shop with delicacies created by the renowned chocolatier Mao Montiel, a library with stories that can be read with views of the sea, the Cuarto de las Maravillas, a concept store of Mexican art and textile pieces chosen by Carla Fernández and La Cafeteca, a refuge for honest souls who identify with the warmth of a pampering coffee.





## NEW BUSINESS UNITS

**XCARET  
XAILING®**

por **xcaret**

We say goodbye to 2021 with the inauguration in December of Xcaret Xailing, the maritime transportation service that connects Cancun and Isla Mujeres with two brand new ferries: Xcaret and Xel-Há, each with a capacity for 650 passengers and specialized and certified crews.

The experience begins before boarding at the Isla Mujeres Pier by Xcaret located in the Cancun Hotel Zone and equipped to offer the best service.

- Inclusive facilities and boats, with facilities for wheelchairs, auditory signaling and safety videos in sign language, both in English and Spanish.

- Design of a specific program for inhabitants of Isla Mujeres,

contributing to the economy of its residents, in addition to preferential rates for Quintana Roo residents.

- All our vessels comply 100% with the protocols established in the International Convention to Prevent Pollution from Ships (MARPOL), where each vessel has two CUMMINS KTA 50 main engines, built under the IMO Tier 2 emission reduction standard.

- Training our collaborators on ethics issues, governed by our Code of Ethical Conduct

- As far as possible, it offers contracted services to operators from Isla Mujeres, always with a focus on favoring the local economy.

**80** new direct jobs



## REOPENINGS



**292** direct jobs recovered

After starting the winter high season, we announced the reopening of Xavage park, the last one that was pending to restart operations after the suspension of activities due to the pandemic. The adventure park has a capacity of 1,200 visitors according to the COVID traffic light system, and it offers six activities for the whole family, a new pool and a children's area with slides.





# VISITOR AND GUEST NUMBERS

## Parks and tours

We received **3,402,940** visitors during **2021**.

which represents 103% above the visits of 2020 and -17% of the visits of 2019.

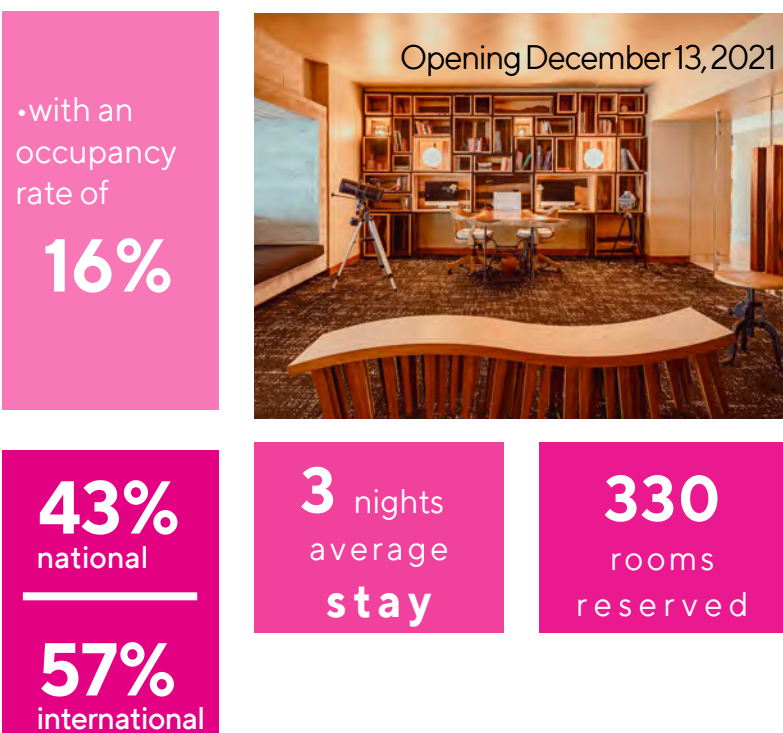


## Hoteles Xcaret



**721,055**  
guests received:







## BOOSTING THE MEXICAN ECONOMY

Think global and act local. Our supply guidelines establish the prioritization of national and local purchases, so this allows us to have a significant

impact on the local economy. These actions also contribute to achieving environmental and social benefits.

•Purchases from national suppliers:

**90%**

•From the Yucatan Peninsula:

**60%**

•From Quintana Roo:

**89%**

•Purchases from suppliers from Yucatán and Campeche:

**11%**

•From the rest of Mexico:

**40%**

•Purchases from foreign suppliers:

**10%**

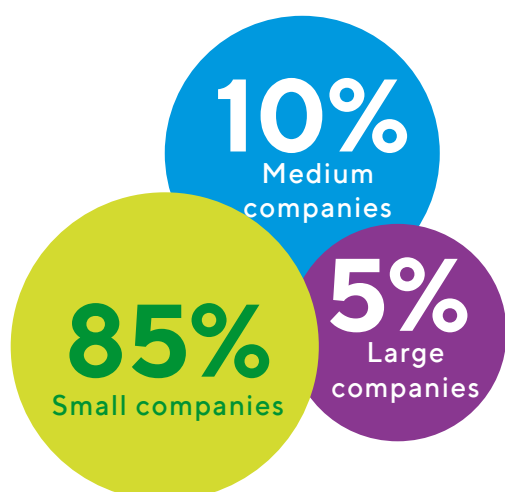


## VALUE CHAIN DEVELOPMENT

We work to develop a shared vision of sustainability with our value chain that translates into benefits for our community. We also recognize the importance of our management to achieve our

goals in social, environmental and economic issues.

We work with a portfolio of suppliers made up of:



In total, there are **25** providers from rural communities in Quintana Roo:

- Othón P. Blanco
- Cozumel
- Felipe Carrillo Puerto
- Tulum
- Coba
- Isla Mujeres

In total, there are **11** providers from rural communities in Yucatan:

- Tizimin
- Pisté
- Umán
- Tulum
- Kanasin

We acquire different products from all of them:

- Pork
- Oatmeal
- Flowers
- Groceries
- Embroidered shirts
- Scented candles
- Handicrafts
- Hats
- Handmade blouses
- Hammocks

## PRODUCTIVE CHAINS OF NACIONAL FINANCIERA

During 2021 we continue to invite our suppliers to join the Productive Chains program of Nacional Financiera to ensure immediate liquidity.

•**541** affiliated providers from Quintana Roo

•**66** affiliated suppliers from Yucatan

• **2** affiliated Campeche providers

• **315** providers from the rest of the country affiliated

**1,777**  
currently affiliated providers

**500**  
affiliated providers during the year









PEOPLE



## PEOPLE

We ratify our commitment to respect human dignity, and we ensure respect for human rights in our actions and in the relationship with our stakeholders.

We understand that diversity enriches and allows the development of more creativity, with greater vision and ideas. We work to create inclusive environments with a culture of respect for the right to be different, aligned with the

principles of diversity, equality and inclusion without leaving anyone out.

In accordance with our Code of Ethical Conduct and current public regulations, we encourage and work with our internal community to eradicate any type of discrimination. We know that these efforts will be reflected in the construction of better community environments.



## HAPPY TRAVELERS

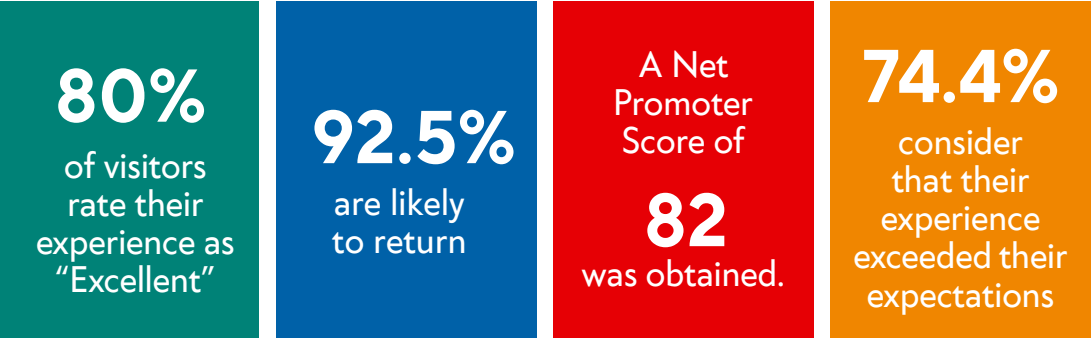
Our travelers are the reason for our experiences and with whom we share our great love for Mexico. Our commitment to this stakeholder is to generate unique and sustainable tourist experiences based on respect for nature, culture and life.

In 2021 we continue to operate

our business units under the 360° Xecurity protocols that allow safe experiences for everyone who interacts in tourist activity. These processes have helped us maintain the trust of our travelers and thus move forward on the road to recovery of the sector and the community.

## VISITOR AND GUEST SATISFACTION

### Parks and tours



### Xcaret Hotels





## COWORKER WELFARE

We declare that there is no child, compulsory, or forced labor at Grupo Xcaret. We respect the right of our talent to free association and collective bargaining.

Our commitment to the communities where we have a presence and to our coworkers is the creation of decent jobs that attract, develop and retain human talent in a healthy and safe environment, seeking comprehensive wellbeing for all.

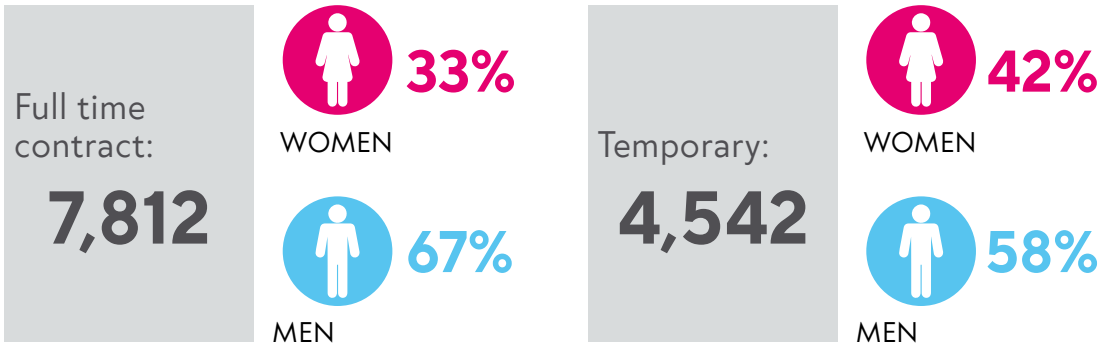
The recovery of the sector during 2021, together with efficient

management of our resources, not only allowed us to recover a large part of the jobs lost in 2020, but also to create new positions in the opening of new business units and the reopening of Xavage park.

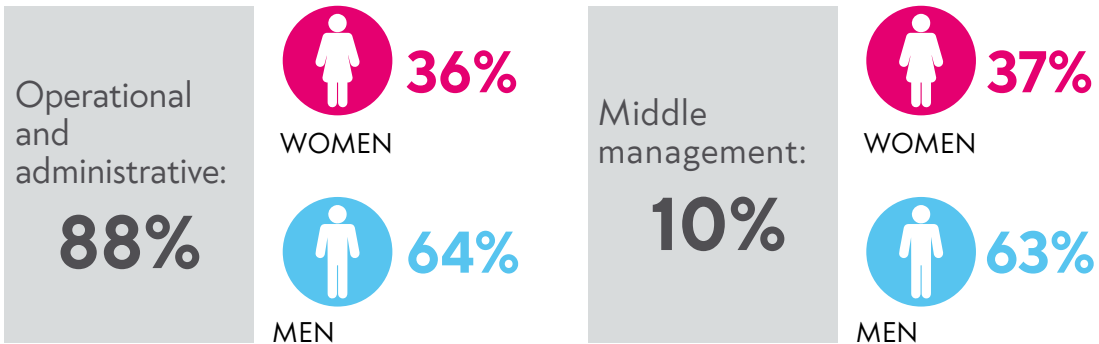
In 2021, a total of 12,354 coworkers were added to our workforce, which represents 55% more than in 2020 and 19.9% more than in 2019, with an annual turnover rate of 18%.

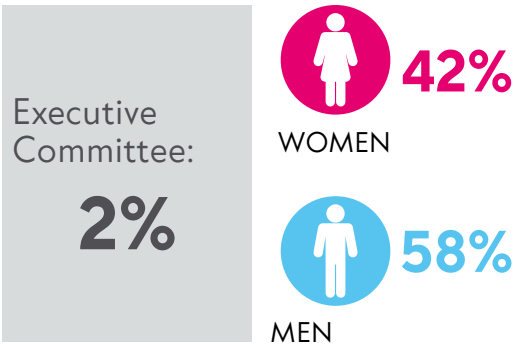
### Distribution of coworkers

#### By type of contract

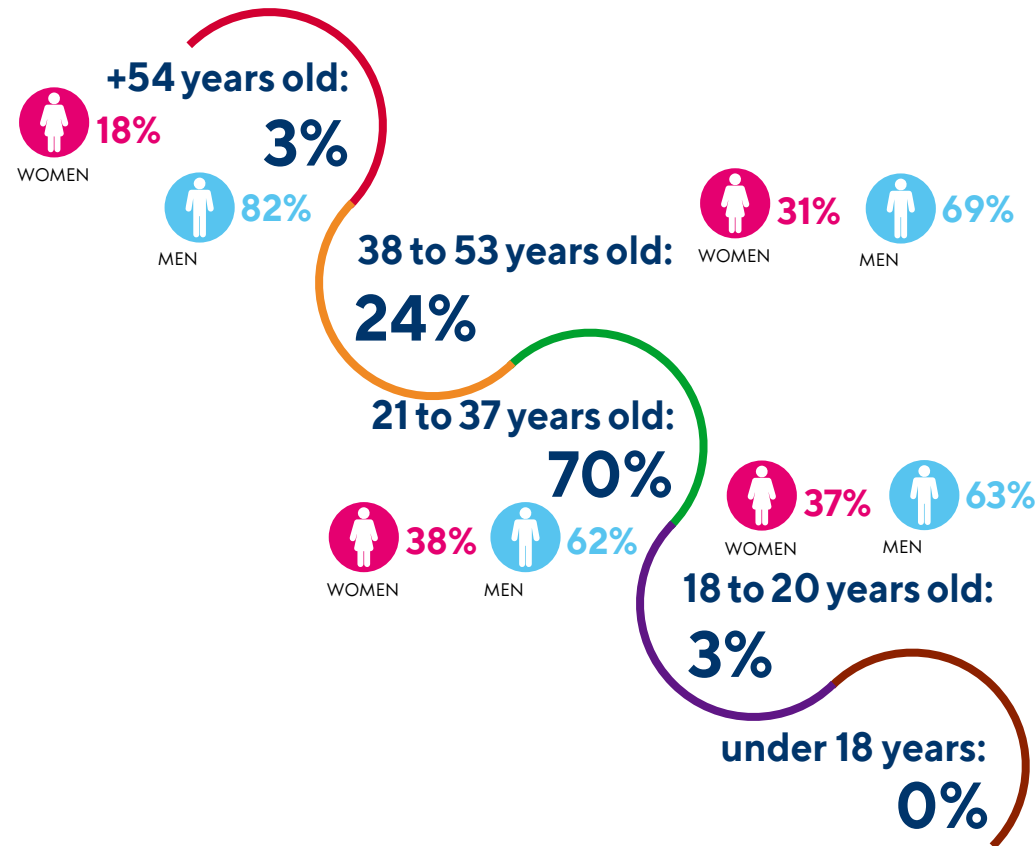


#### By hierarchical level

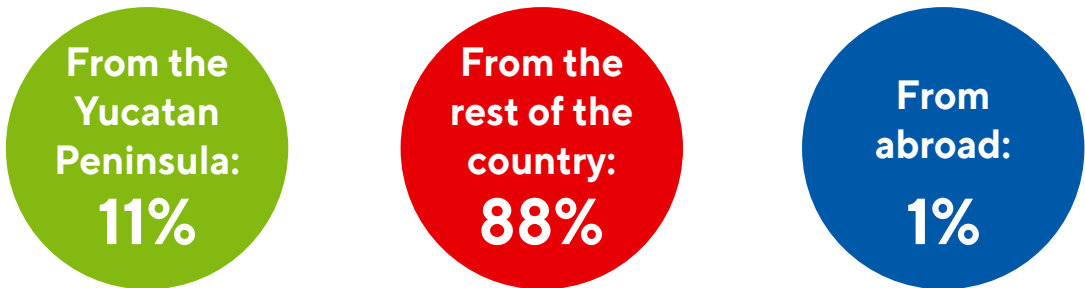




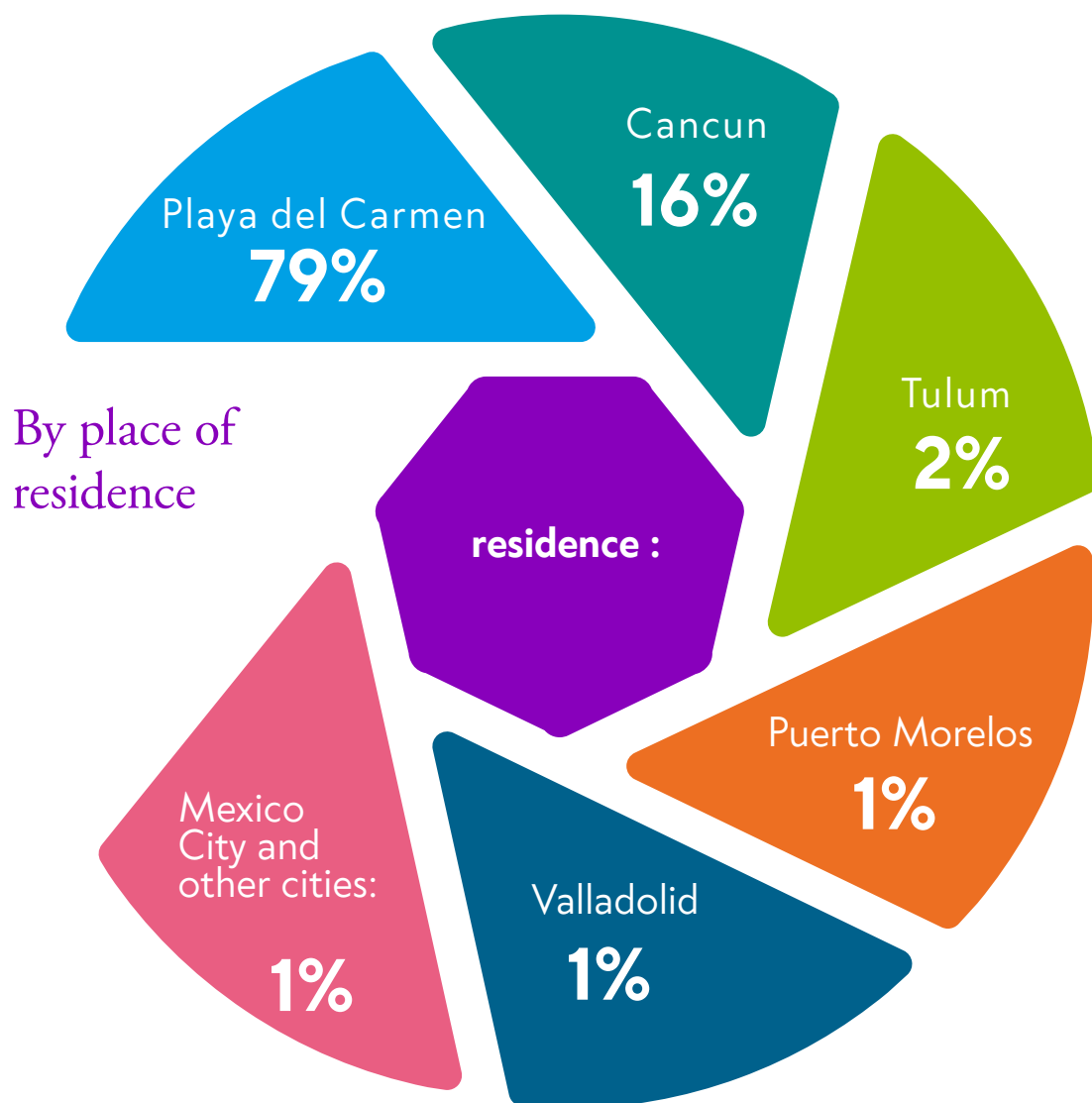
By age



By origin







## DIVERSITY, EQUALITY AND INCLUSION

In 2020 we joined the first generation of the Target Gender Equality initiative, which helped us incorporate a gender approach in the collection and analysis of key information regarding our population and programs. In 2021 we work on the development of a diversity, equality and inclusion action plan. The plan currently consists of five stages that we will monitor during 2022:

- 1 Definition of operational bases
- 2 Diagnosis
- 3 Awareness
- 4 Talent attraction with a gender approach
- 5 Benefits with a gender approach

## OCCUPATIONAL HEALTH AND SAFETY

Our commitment to creating decent jobs requires actions and programs to ensure safe and healthy environments for our talent. During this second year of the pandemic, we continue to apply safety and hygiene protocols for the containment of infections and tests, aimed at coworkers with probable symptoms of COVID-19. We follow the 360° Xegurity model and we are constantly updating the instructions of the relevant national and international organisms.

## VACCINATION AGAINST COVID-19

In Quintana Roo, vaccination days began in February 2021, so we implemented a campaign to encourage it among our coworkers, and we spread relevant information such as data on vaccination, dates, times and locations for applicable groups.

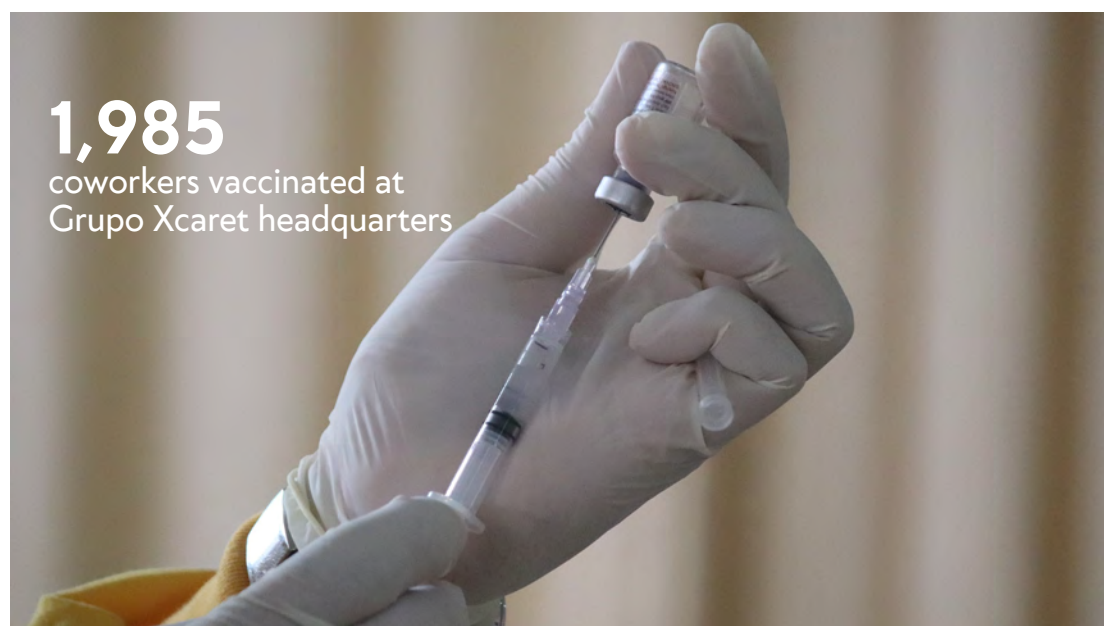
The vaccinations allowed our coworkers from vulnerable groups to return to face-to-face work and, reinforced with the 360° Xegurity protocols, we offered a safe workplace.



## FLU VACCINATION

According to the Mexican Institute of Social Security, influenza is a respiratory disease that is sometimes confused with the common cold and usually spreads rapidly, so it is important to apply the vaccine annually.

In coordination with local health institutions, we carry out the influenza vaccination day in all our business units.



**1,985**

coworkers vaccinated at Grupo Xcaret headquarters

## HEALTH DAY

Here we seek to encourage medicine as a preventive tool, we promote healthy eating and the culture of physical exercise as an integral part of personal well-being.

In 2021 we resumed the Health Day, implementing a hybrid model to be able to serve coworkers in person and in virtual mode.

**2,476**

coworkers attending in person

**1,864**

views of 23 virtual contents

In response to the local traffic light and health recommendations, the Family Day event was postponed for a second consecutive year.

## PSYCHOSOCIAL RISK FACTORS AT WORK- IDENTIFICATION, ANALYSIS AND PRE- VENTION NOM-035

In 2021, we continued the psychosocial risk assessment carried out at the end of 2020. The information obtained

was analyzed and the results were distributed among the area leaders, who made action plans to address priority issues.

In 2022 we will carry out the evaluation again. We spread information regarding NOM-035 in the internal media, also reinforcing useful programs on the subject, such as the Code of Ethical Conduct and Xpresáte. Likewise, the psychosocial risk policy was published and NOM-035 training was launched in e-learning mode.



## MATERNITY AND PATERNITY LEAVE

A total of 188 coworkers took leave, of which

145

were for paternity and

43

for maternity, with a return-to-work rate of 100%.

In addition, we have lactation rooms equipped in a safe, hygienic and comfortable environment that allows lactating coworkers to be able to extract breast milk, a very important process during the first months of babies.

## COWORKER DINING ROOMS

The buffet-type coworker dining rooms offer a wide range of options that create a varied and healthy menu to meet the different needs and diets of our human talent. These consumption centers are certified in food hygiene by Food Check by Cristal and Distintivo H.

2,248,501

meals served during 2021



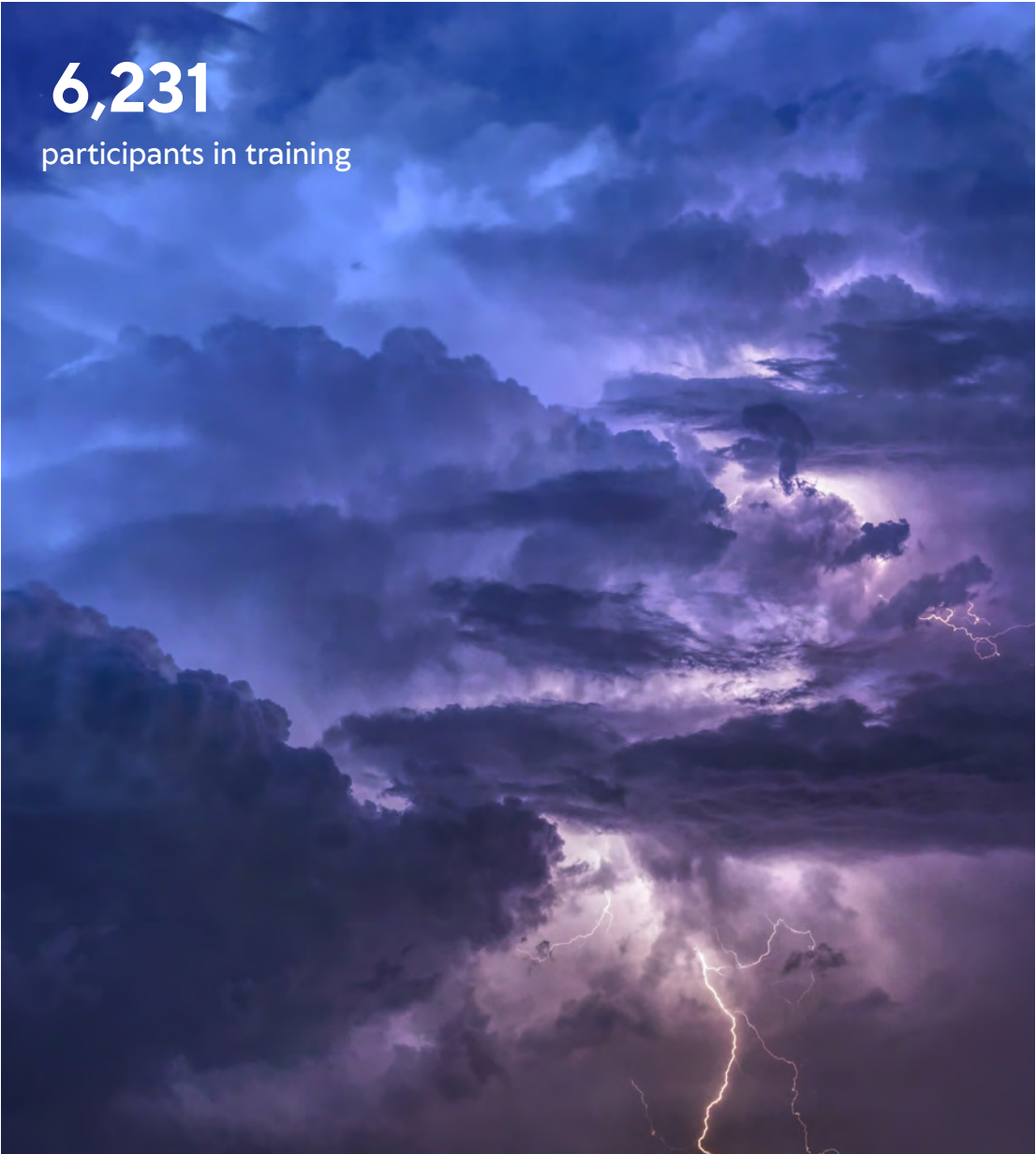
## SECURITY

In 2021, the “Tropical Storms” training by e-learning allowed us to reach more coworkers. It has a preventive approach and its goal is to spread necessary information about this and prepare coworkers so that they can act before the arrival of any natural event of this type and thereby reduce the risk of damage.

During this year we resumed some of the face-to-face actions that were carried out before the pandemic, such as security drills.

**61** drills

**698** participants



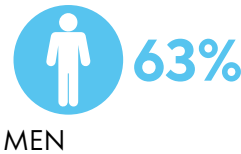
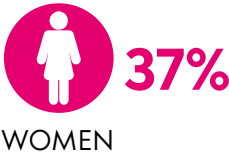


## TRAINING AND DEVELOPMENT

In 2021 we consolidated our e-learning platform, which allowed more coworkers to participate in training and at the same time maintain security protocols. We significantly increased the number of hours allocated to training.

**1,552**  
virtual training sessions

**14,810**  
participants



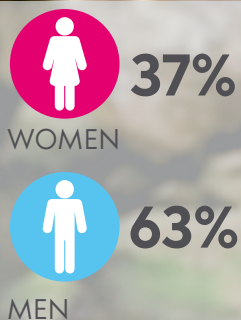
## Percentage of coworkers by type of training

Generic:

**100%**

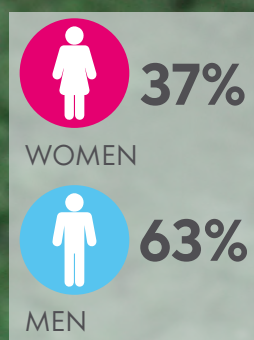
Technical:

**90%**



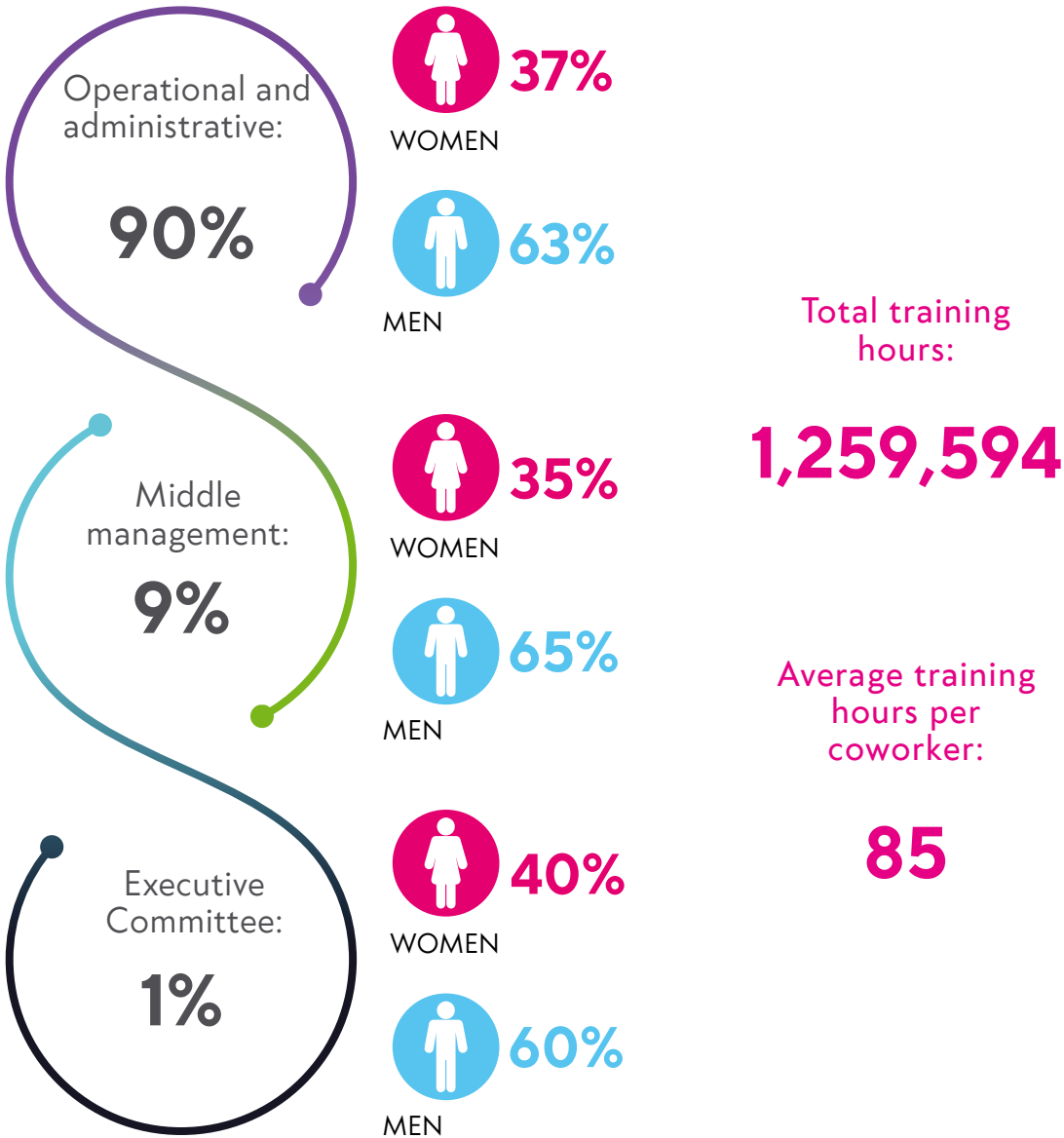
Strategic:

**10%**



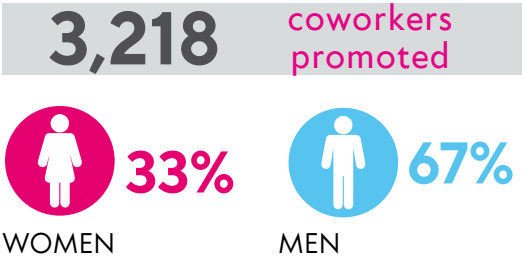


## Percentage of coworkers by hierarchical level



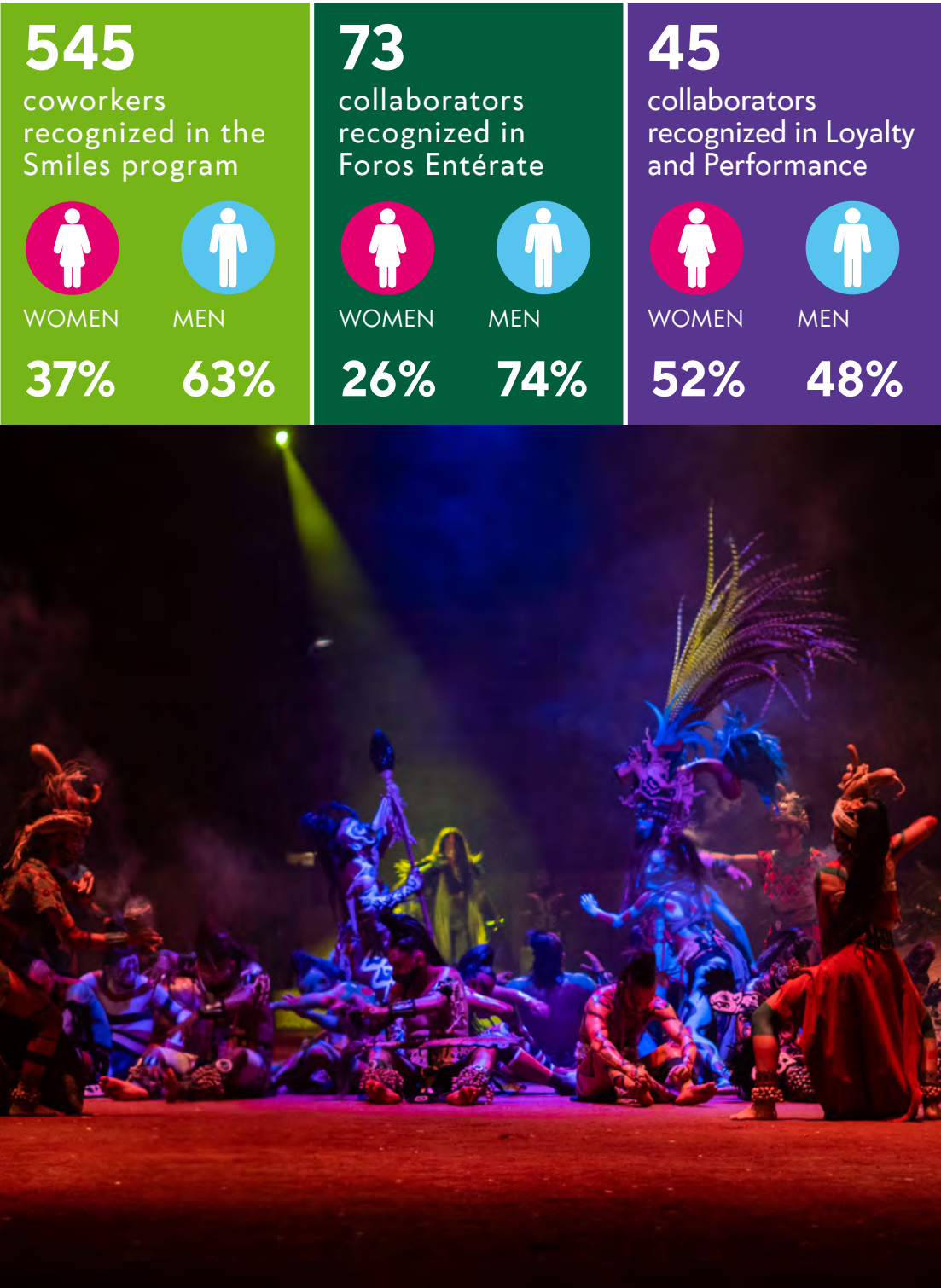
## COWORKER PROMOTION

At Grupo Xcaret we recognize and promote the development of those coworkers who have shown extraordinary commitment, who contribute all their talent and put their hearts into achieving a common future with courage and integrity.



## COWORKER RECOGNITION

We recognize the commitment, effort, passion and trajectory of our coworkers through different programs: Smiles, Learn Forums, as well as Loyalty and Performance.





# BENEFITS

We have benefits for our human talent in order to have a positive impact on their comprehensive well-being.

## Complimentary passes for coworkers

We take pride in working in beautiful and fun places. That is why we offer complimentary passes for our coworkers, with which they can enjoy the parks and tours in the company of their family or friends.



## Transportation

We have a fleet of 57 units that offer coworker transportation, with a total of 15 different routes that safely take talent from main points of the communities where they reside to the different business units and vice versa.



## Agreements

We establish alliances with companies present in the communities where coworkers reside in order to generate benefits for both. Despite the fact that some agreements have been lost due to the pandemic, we have managed to maintain more than half of them and thus boost the local economy.

**95** agreements with companies  
for coworker discounts

## COMMUNITY WELFARE

Our community is made up of the towns where we have a presence and where the majority of our coworkers reside. We work to promote sustainable development in them, since we are a formal source of employment that increases wellbeing, conserves and responsibly spreads our natural and cultural heritage, hand in hand with public, private and civil society institutions with whom we establish alliances for community benefit.

Towns:





## FLORA, FAUNA Y CULTURA DE MÉXICO A.C

We support environmental and social programs that benefit the community.


[WATCH](#)
[VIDEO](#)


### Sea turtle conservation program

This program works for the conservation, research and recovery of the different species of sea turtles that arrive on the coast of Quintana Roo. Females, clutches and hatchlings are protected in 13

of the main nesting beaches in the Riviera Maya and Tulum. Likewise, updated and truthful information is generated on the situation of sea turtle populations and the problems that affect them.



Another essential part of the program consists of developing awareness strategies that contribute

to the long-term conservation of sea turtles and promote community involvement in this cause.

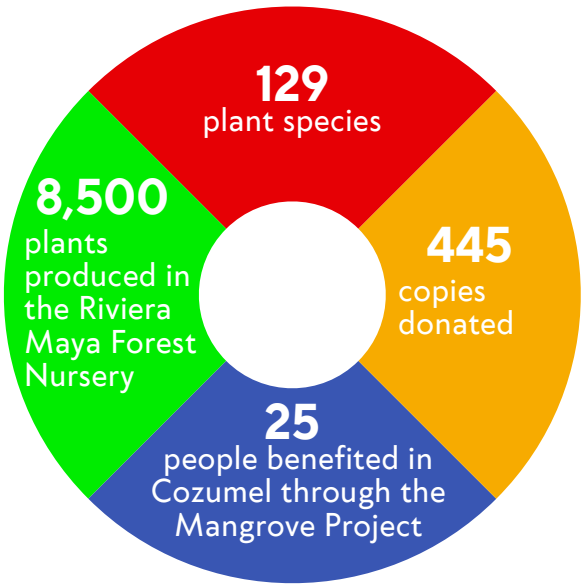




## Green areas program

Aimed at increasing plant cover and contributing to the conservation of endangered species and ecosystems, this program includes the growing of large volumes of native plants from the Riviera Maya Forest Nursery, registered as an Environmental Management Unit for the production of protected species.

Work is also being done on the restoration of mangroves in Cancun and Cozumel.



## Community welfare programs

They promote protecting the social fabric of Quintana Roo through community centers.

### La ceiba park “the heart of Playa del Carmen”

This is an urban refuge for the local vegetation and fauna, as well as a place of recreation for families. A meeting place for the community, where artists, artisans, companies and entrepreneurs come together with their projects and their

different audiences. Here, children happily play and learn. It is a haven of sustainability that has been demonstrating since 2008 how the planet, people and prosperity can live in harmony.

2021:

9,623

kilograms of solid waste collected

12

“Reciclatón” events held

2,832

participants in the Cinema Club

## La ceiba community center “the heart of Chemuyil”

This is a place where programs and projects contribute towards social strengthening and a better quality of life for the community; this is done by promoting love, appreciation, respect and conservation of our natural and cultural heritage.



2021:





## Eco-play center la ceiba Tulum

An educational center where children learn to live with the planet and with people through free and organized play.

Participation of

120

boys and girls



## Volunteer program

Flora, Fauna and Culture of Mexico has different options for volunteering, social service or professional internships, visible on its official website:

Visit :

<https://www.flora faunay cultura.org/>

92

participating volunteers



57%



43%



7,129

volunteer hours

# RELATIONSHIP WITH CIVIL SOCIETY ORGANIZATIONS

Creating sustainable communities and cities requires collaborative work. It is thanks to this that we offer donations to civil society organizations to work on issues of common interest.

Benefited organizations:





## Relationship with civil society organizations

In order to support a safe return to classes, Grupo Xcaret participated in the “Sponsor a school” program, supporting two Playa del Carmen public schools, at which a significant percentage of our coworkers’ children were pupils.

As part of this project, we support with donations  
in kind equivalent to an amount of

**\$192,000 MXN**



**Cleaning supplies:**

brooms, squeegees,  
buckets, dustpans,  
detergent, rakes and soap.



**Hygiene items:**

soap, disinfectant  
gel, disposable hand  
towels and disposable  
towel holders.



**Electronic items:**

pistol thermometers,  
video projectors,  
printers and laptops.

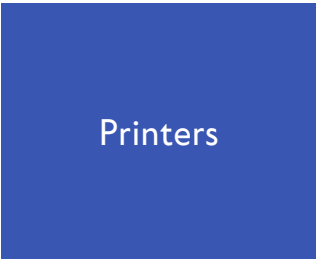


**Maintenance items:**

paint buckets, locks,  
and ceiling fans.

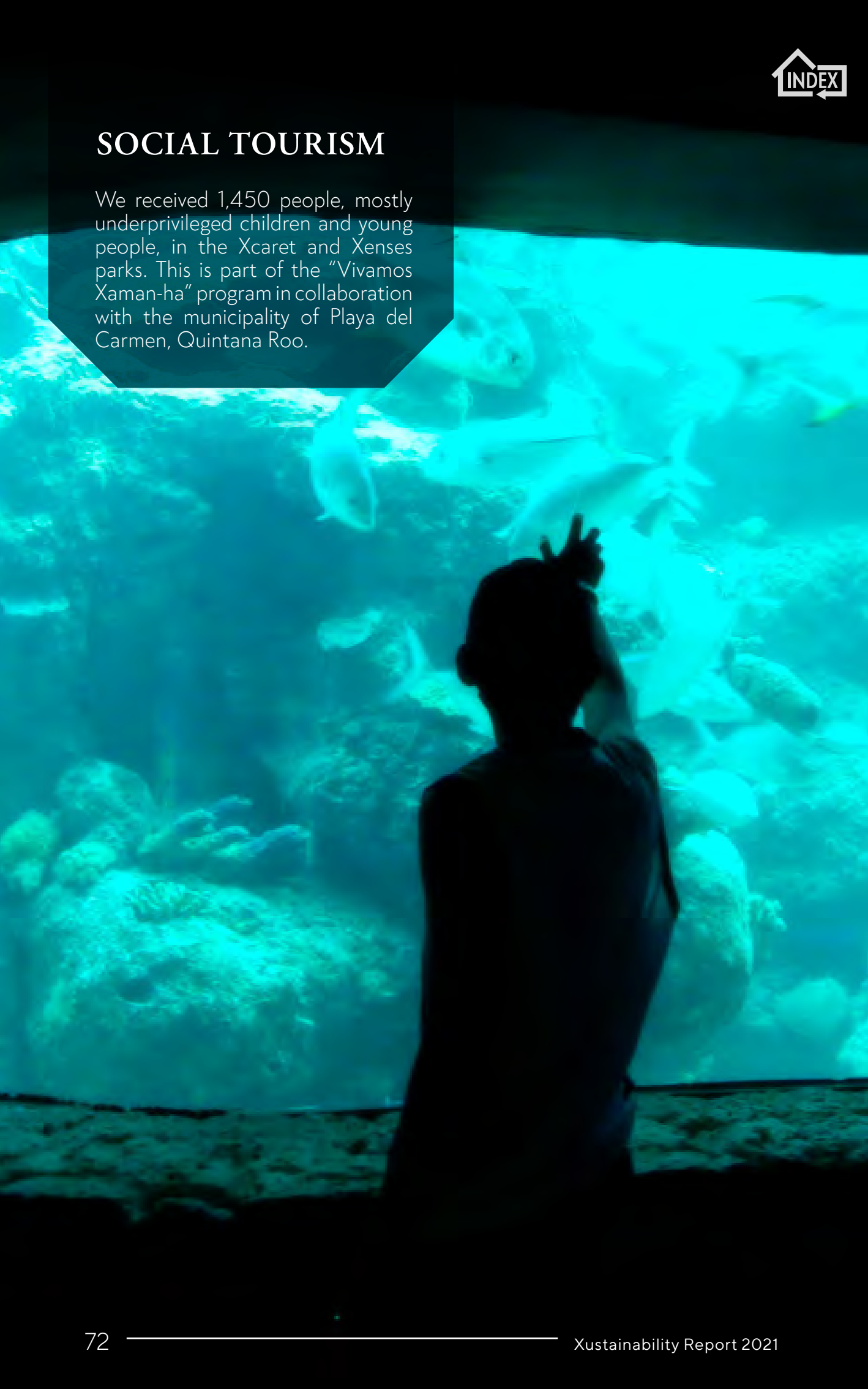
We collaborate with the Playa del Carmen Red Cross by providing  
equipment to improve its operational and administrative control,  
equivalent to an amount of

**\$283,645 MXN**



## SOCIAL TOURISM

We received 1,450 people, mostly underprivileged children and young people, in the Xcaret and Xenses parks. This is part of the “Vivamos Xaman-ha” program in collaboration with the municipality of Playa del Carmen, Quintana Roo.





## RESEARCH ALLIANCES

During 2021, in an alliance with the Intercultural Maya University of Quintana Roo, we started the community entrepreneurship project called “Embroidery Artists”. This aims to promote and strengthen the empowerment of women and men in the Mayan communities to revitalize their customs and traditions through the creation of small innovative

businesses and new products.

In December, the project carried out an information survey in the community of Xpichil embroiderers, in 2022 it is planned to continue in order to develop action plans for the training of community workshops.





# CULTURAL HERITAGE

We like to share this great love we have for Mexico and we are proud to present to the world part of the vast cultural heritage that is present throughout the country. We are committed to ensuring the protection, promotion and appreciation of Mexico’s cultural expressions in order to ensure they are never forgotten.

## XCARET MÉXICO ESPECTACULAR

It portrays a unique journey through Mexico’s history with legends, traditional dances and live music with more than 300 performers on stage.





## XCARET PARK CULTURAL WORKSHOPS

We carry out cultural workshops in which we transmit the cultural and historical value of cacao, wool, coconut and ceramics.

During 2021,

**5,819**

cultural workshops  
were held with  
a total of

**36,924**

visitors.



WATCH

VIDEO



# FESTIVAL OF LIFE AND DEATH TRADITIONS



**44,823** attendees

**20** allied institutions or companies

It is a celebration inspired by one of Mexico's favorite traditions: the Day of the Dead, a holiday that has been recognized as an Intangible Cultural Heritage of Humanity.

From October 30 to November 2, Xcaret Park comes alive with cultural performances, gastronomic and craft shows that highlight the folklore of Mexican culture on days when the living look forward to the visit of those who have already departed. Thanks to the festival we are able to promote the conservation of our cultural heritage through the different artistic and educational activities we present.

In 2021 we were able to resume the festival in its face-to-face format, following strict security protocols and with a reduced capacity.



**CULTURA**  
SECRETARÍA DE CULTURA



**EFIARTES**



QUINTANA ROO  
GOBIERNO DEL ESTADO  
2016 - 2022



MÁS Y MEJORES  
OPORTUNIDADES

**SEDE**

SECRETARÍA DE DESARROLLO  
ECONÓMICO



QUINTANA ROO



Fundación  
**Trouperías A.C.**



HOTEL  
**XCARET**  
MEXICO



HOTEL  
**XCARET**  
ARTE

**Occidental**  
at Xcaret Destination



**Delphinus**  
for a brilliant blue planet



xcaret



LA CASA  
DEL ARTE POPULAR  
MEXICANO



TEATRO DE LA CIUDAD  
PLAYA DEL CARMEN



**SAYAB**  
COMUNIDAD DE PLAYA DEL CARMEN



INSTITUTO  
MUNICIPAL  
DE LA CULTURA  
Y LAS ARTES  
DE SOLIDARIDAD



# ARTISTIC PERFORMANCES

A total of

**194** with

**461** participating artists



**35%**



**65%**

Distribution of artists:

**47%** local

**27%** from the Mayan area

**26%** other parts of Mexico

A total of

**30** artistic groups distributed in

**9** forums,

**5** cultural workshops and

**6** exhibitions:

- o Monumental altar
- o Collective murals
- o Solferino children's workshop murals
- o Mayan cross object art
- o Mayan shrouds from Xpichil
- o Hanal Pixán photographic exhibition



## INTERACTIVE HACIENDA IN CHILDREN-YOUTH PAVILION

Focused on families and children, where activities centered on Mexican traditions and popular games are developed. We highlight our cultural heritage by creating dynamics that are fun and remind children of the value of Mexican culture.

**10** different activities

**3** groups of schoolchildren received

[WATCH](#)[VIDEO](#)



# Traditional altars

The traditional altars area represents eight communities from the Mayan region, who keep the Hanal Pixán tradition alive, with its traditional

music from Maya Paax. Their altars depict their worldview and their carefully guarded secrets.

20

altars





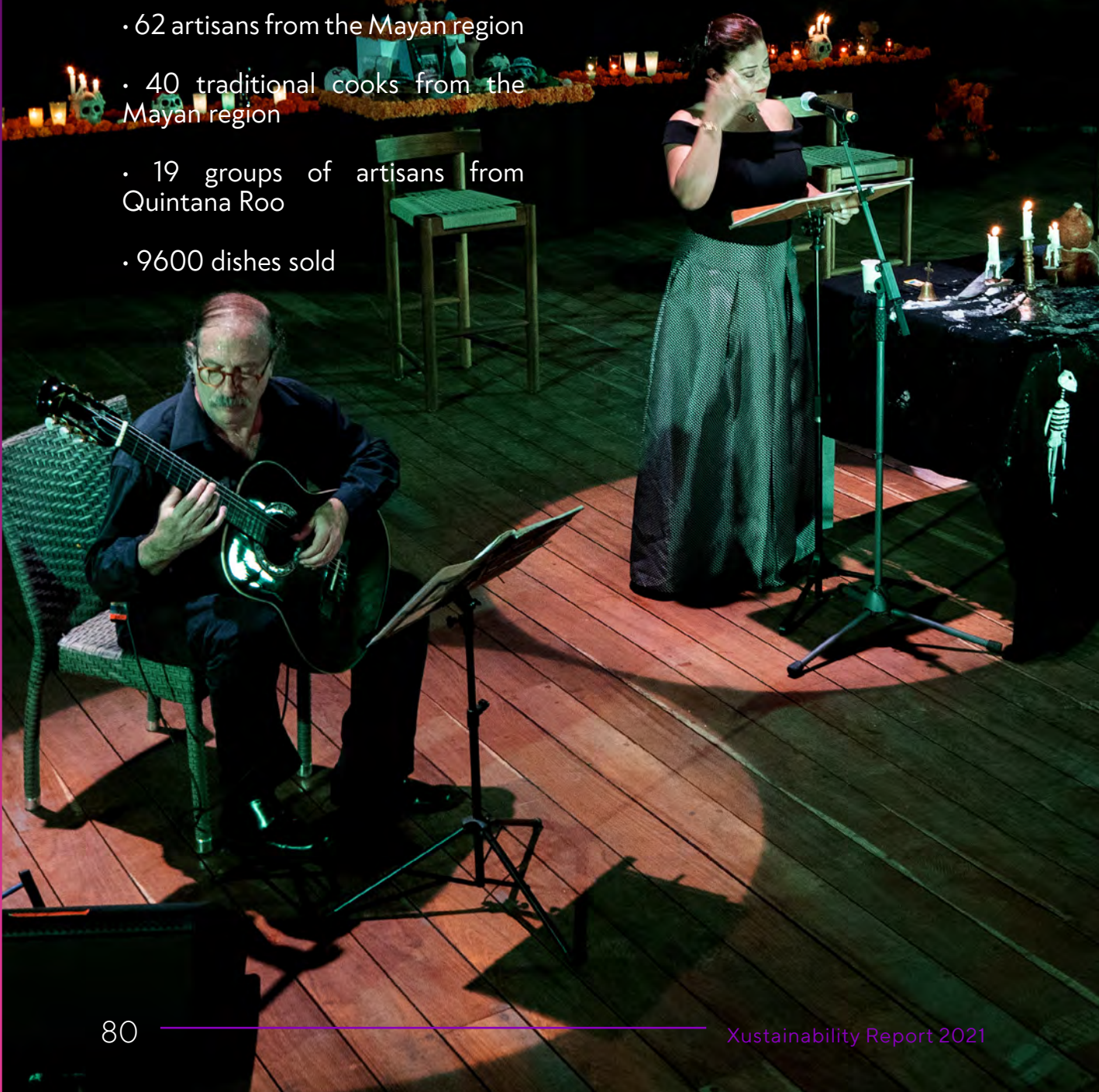
## Gastronomic and craft exhibition

- They earn approximately 85,750 MXN for their communities in the artisanal exhibition.
- They also earn approximately 406,200 MXN for the communities with their gastronomic exhibition.
- 8 communities from the Mayan region participate in a gastronomic and artisanal exhibition
- 62 artisans from the Mayan region
- 40 traditional cooks from the Mayan region
- 19 groups of artisans from Quintana Roo
- 9600 dishes sold

## Sub-venue performances

Performances in two sub-venues: City Theater and Sayab Planetarium.

- 1,149 attendees
- 34 artists
- 3 functions





## EDUCATION FOR SUSTAINABLE DEVELOPMENT

During 2021, school visits and professional internship programs continued to be suspended in response to instructions by government agencies; they had not authorized the face-to-face return to the classrooms until the end of 2021 and therefore the scheduling of visits was not possible.

School visits will be scheduled when face-to-face return is authorized at all educational levels. In the meantime, we prepare by strengthening our processes, programs and information.

### Education on website

In 2020 we started with the Education for Sustainability section on our official website as a way to continue contributing to quality education, especially on environmental and cultural issues.

In 2021 we received 2,176 visits to the section found at:

## Academic Excellence Scholarship Program

This program grants scholarships to elementary and high school students, children of our coworkers.

**250** scholarships awarded



[www.grupoxcaret.com/es/educacion/](http://www.grupoxcaret.com/es/educacion/)

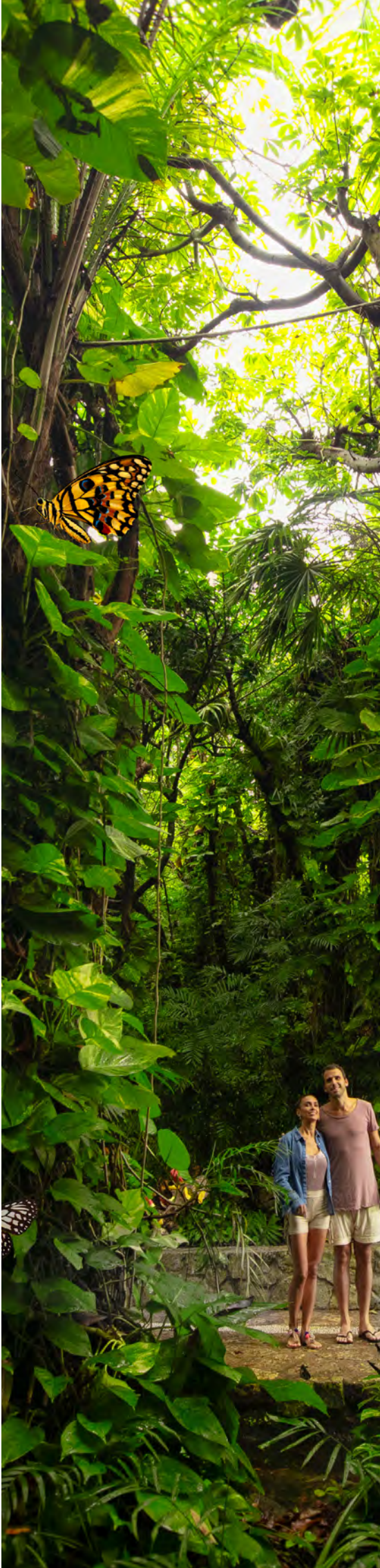
## Tourism Sustainability Chair “Arch. Miguel Quintana Pali”

In September 2021, with the aim of creating a space for learning, reflection and dialogue on tourism sustainability, the culture of conservation and development, the Ministry of Tourism (SECTUR) and Grupo Xcaret held the Tourism Sustainability Chair “Arch. Miguel Quintana Pali”, chaired by Lic. Miguel Torruco, secretary of tourism, and Architect Miguel Quintana Pali, founder and general director of Grupo Xcaret.

The event was held virtually and was open to the public. It featured conferences and dialogues led by academic and public sector specialists and experts.

[WATCH](#)[VIDEO](#)









**PLANET**



## PLANET

We are committed to working for the conservation of our natural resources and the ecosystem services that we receive from them. We are aware of the great importance they have, not only for the development of tourism, but also for our daily lives

For several years we have developed programs for the reproduction, conservation and monitoring of flora and fauna, in addition to working in partnership with government, academic and civil society institutions with the joint objective of protecting the environment and ensuring its conservation for generations, both current and future.



## COMMITMENT TO BIODIVERSITY

We work on biodiversity conservation; we know we are part of it, therefore, we take on the commitment to ensure that the resources that surround us and on which we depend are preserved over time. We act in the present, thinking

about the future, aware that it is our responsibility to join forces to ensure that the benefits we receive from the environment are preserved for future generations.

# WILDLIFE HOSPITAL





# Wildlife hospital

We have a specialized and well-equipped hospital to meet the needs of our biological population and wildlife medical emergencies in our surroundings. The wildlife hospital is authorized to treat sea turtle specimens (endangered species) in need of medical attention and reintroduce them into their habitat once they have completed their rehabilitation.



2021:







## BREEDING, MONITORING AND CONSERVATION PROGRAMS

We have programs for the reproduction, monitoring and conservation of fauna and flora species, in addition to paying special attention to those that are in danger of extinction.

**81**

specimens in custody at the request of PROFEPA

**8**

current reproduction programs

**4**

monitoring programs

- Pink conch monitoring in Xel-Há cove
- Fish monitoring in Xel-Há cove
- Mammal monitoring
- Bird monitoring





## Sea turtle conservation program

One of the most threatened species in our ecosystem is the sea turtle; we work on its conservation through awareness and reintroduction actions.

**99**

turtles released into the sea with the initiation program, which consists of caring for a sea turtle nest for approximately 15 months.

**12,851**

clutches protected in coordination with Flora, Fauna and Culture of Mexico.

**19** specimens treated at the Wildlife Hospital, of which

**8** have completed their rehabilitation and have been reintroduced to their habitat.

Due to the health contingency, reintroduction activities with school children have stopped.



## Macaw conservation program

We participated in monitoring of the specimens that were born under the program and reintroduced into ecosystems in Veracruz and Chiapas, where their population was in serious danger.



Monitoring of **293** released macaws with a **75%** survival rate.

[WATCH](#)[VIDEO](#)



## Coral conservation program

In 2021 we monitored and followed up on our program for the reproduction of corals.

**357** hard corals

In the Xcaret Coral Reef Aquarium there live:

**142** soft corals





## CONSERVATION ALLIANCES

We join forces with different institutions to jointly protect biodiversity.

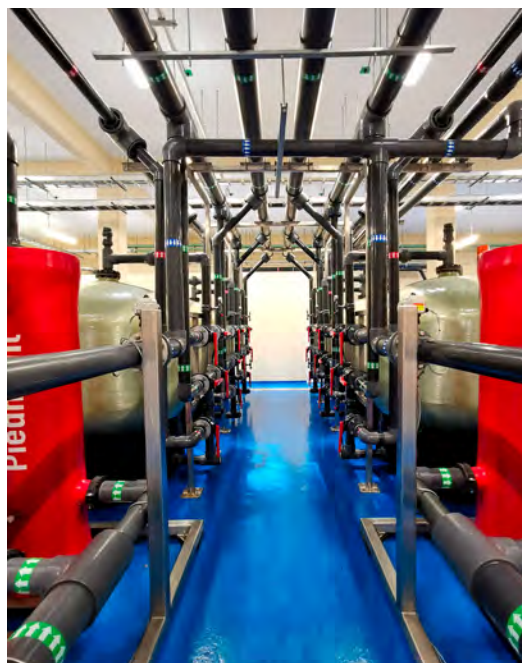
- State committee for the conservation of sea turtles in Quintana Roo
- Institute of biology, UNAM
- SISAL
- The Colegio de la Frontera Sur Chetumal Unit
- Aluxes Ecopark
- Nanciyaga Veracruz Ecological Reserve
- Latin American Association of Zoological Parks and Aquariums
- Quintana Roo Jaguar Conservation and Protection Committee
- Mayan Onco
- University of San Luis Potosi

## NURSERIES

Our conservation efforts also involve the reproduction of flora species, as well as paying attention to those native and endangered species.

In our nurseries we reproduce 75 species and in 2021 14,5716 specimens were produced.





**18**  
treatment plants

**545,649 m<sup>3</sup>**  
water treated and re-used for  
irrigation in the different business  
units

**2,318,397**  
glass bottles generated in the  
bottling plant for consumption by  
Xcaret Hotels guests.

## WATER CARE

Caring for water is a highly relevant issue, conserving it is essential for the health of ecosystems and communities. We manage our business units with a focus on the responsible use of resources.



**2,833,397**  
liters of bottled water

We avoided the use of more than  
two million plastic bottles

# ENERGY EFFICIENCY

The information collected to calculate CO2 emissions was processed using the GHG Protocol methodology by the World Resources Institute (WRI) that is used by Green My Room.

Our calculations include Scope 1 and Scope 2, they are also presented divided into parks, tours and hotels.

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 are currently continuing to evaluate alternatives that allow us to migrate towards the use of clean energy.

Parks and tours:

**33,312.02ton CO<sup>2</sup>**

Hotels:

**23,072.00ton CO<sup>2</sup>**





# WASTE MANAGEMENT

At Grupo Xcaret we are aware that the health of our ecosystems depends to a large extent on the correct disposal, revaluation (reuse and recycling) and reduction of waste. That is why we are committed to responsible and efficient management that complies with current regulations, developing specific programs and promoting a culture of responsible management in all our stakeholders.



**4,728.7**

tons of compost  
produced from  
the recovery of  
organic waste

**389.92**

tons of paper and  
cardboard recovered

**60.35**

tons of  
recovered PET

**587.8**

tons of recovered  
glass

**258.91**

tons of aluminum  
and metal recovered

## ANIMAL WELFARE

We ratify our commitment to the welfare of the specimens that are under our care. We work under an international model called The Five Domains, which is represented by a pyramid that covers everything from the most basic needs such as nutrition, health, and environment,

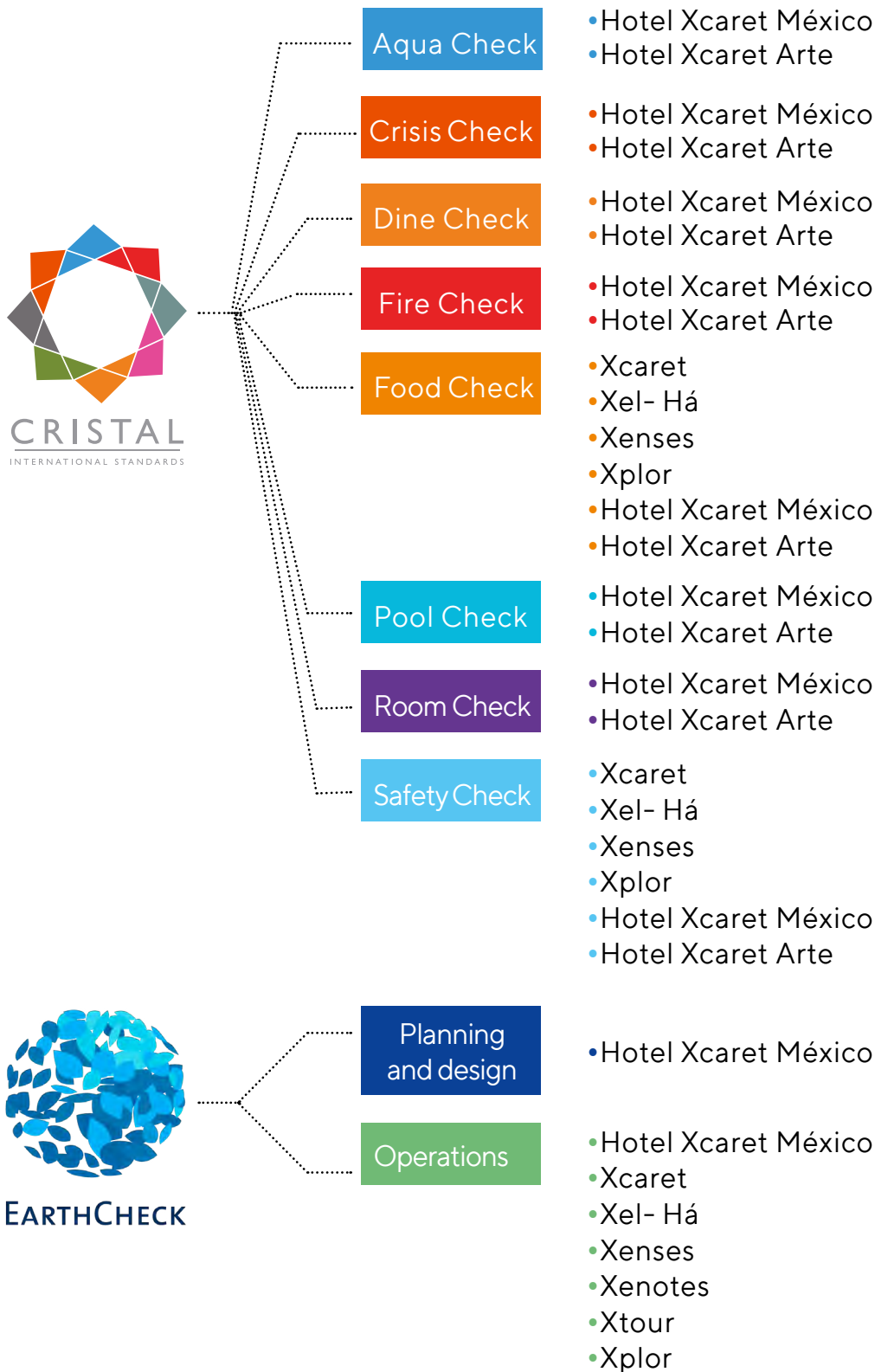
as well as the more specific needs of the species, such as areas conducive to natural behavior and generate positive and challenging experiences, resulting in good animal welfare.





# CERTIFICATIONS, AWARDS AND RECOGNITIONS

Our range of tourist attractions and our operations are backed by different certifications, distinctions and recognitions.





..... + than 5,000 coworkers

Head rush/  
Montanea

.....  
Zip Stop automatic  
breaking devices

- Xplor
- Xenses
- Xavage



**TURISMO**  
SECRETARÍA DE TURISMO



- Xcaret
- Xel- Há
- Xplor



.....  
Certification in health  
protection and prevention  
in tourist establishments

- Hotel Xcaret México
- Hotel Xcaret Arte
- Xcaret
- Xel- Há
- Xenses
- Xplor
- Xenotes
- Xoximilco

The Association  
for Challenge  
Course Technology

..... **ACCT** .....

- Xenses
- Xplor



RECOGNITIONS



Best theatrical production •Xcaret México Espectacular



Best Spa & Wellness Resort International Bronze •Hotel Xcaret Arte

Best Shore Excursions Company Silver •Xtours

Best Water Park Mexico Gold •Xcaret

Best Honeymoon Hotel/Resort Mexico Silver •Hotel Xcaret Arte

Best All-Inclusive Family Resort-México Gold •Hotel Xcaret México

Best All-Inclusive Adult/Couples Mexico Resort Silver •Hotel Xcaret Arte

Best All-Inclusive Overall Mexico Gold •Hoteles Xcaret

Best Luxury Hotel/Resort Mexico Gold •Hotel Xcaret México

AWARDS



ESR Empresa Socialmente Responsable •Grupo Xcaret



- Hotel Xcaret México
- Xcaret
- Xel- Há
- Xplor
- Xenotes
- Xoximilco

## ABOUT THIS REPORT

Grupo Xcaret's Sustainability Report is the official tool for reporting our performance on social, environmental, economic and Corporate Governance issues. With this document we show our key results in priority issues for our management and for our relationship with stakeholders.

We also endorse our commitment to incorporate sustainable development and tourism in all our operations, as well as our adherence and contribution to the Principles of the United Nations Global Compact, and the Sustainable Development Goals.

This document contains the results obtained by the programs and actions outlined in our Sustainability Model for the period from January 1 to December 31, 2021.

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

You can consult previous reports on our official website:

<https://www.grupoxcaret.com>

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

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# PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

Our programs, actions and projects are focused on respect for human rights, labor standards, the environment and anti-corruption.

We endorse our commitment to the 10 principles of the United Nations Global Compact.

## HUMAN RIGHTS

1. Support and respect the protection of internationally proclaimed human rights
2. Not complicit in human right abuses

## LABOR NORMS

3. Support freedom of association and the right to collective bargaining

4. Support the elimination of all forms of forced and compulsory labour

5. Support the effective abolition of child labour

6. Support the elimination of discrimination in respect of employment and occupation

## ENVIRONMENT

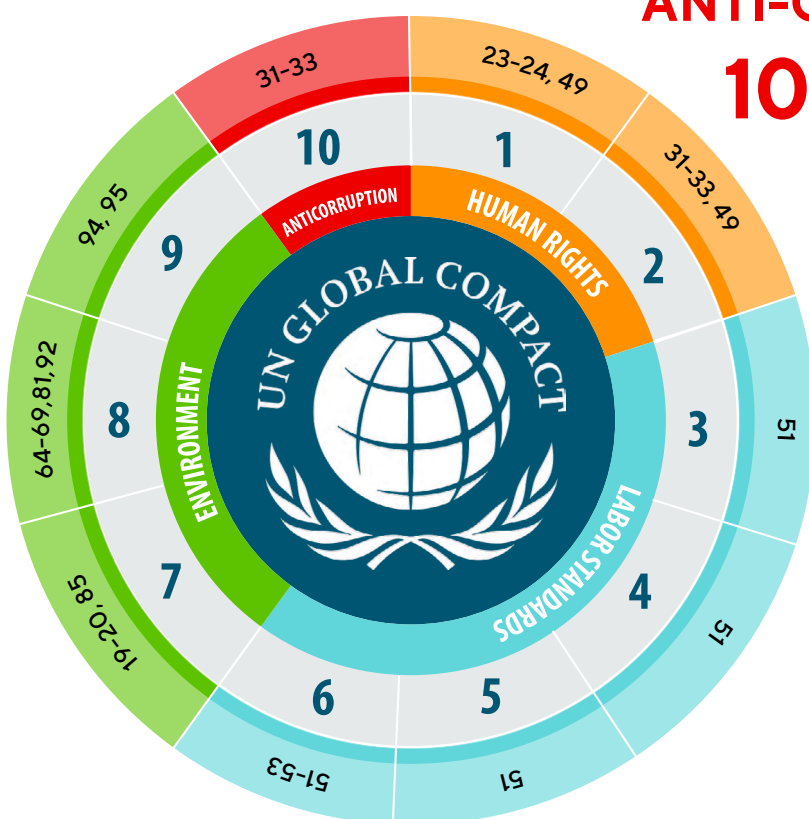
7. Support a precautionary approach to environmental challenges

8. Encourage initiatives that promote greater environmental responsibility

9. Encourage the development and diffusion of environmentally friendly technologies

## ANTI-CORRUPTION

10. Work against corruption in all its forms, including extortion and bribery



# GOALS OF SUSTAINABLE DEVELOPMENT

We contribute to the sustainable development of our communities through participation in the Goals of Sustainable Development. We are committed to playing a positive role in achieving Agenda 2030 and we recognize the importance of joining forces and working as a team to ensure a better present and future.

At sector level we seek to achieve several goals (although this does not limit us to these objectives only):

- 8) Decent jobs and economic growth
- 12) Responsible Production and Consumption
- 14) Underwater Life





## GLOBAL REPORTING INITIATIVE

The 2021 Grupo Xcaret Sustainability Report has been written using the Global Reporting Initiative (GRI) as a reference point for the period from January 1, 2021 to December 31, 2021.

### Management focus

<b>102-1</b>	Name of the organization	<b>102-16</b>	Values, principles, standards and norms of behavior
	Pag: 5		Pag: 5-6
<b>102-2</b>	Activities, brands, products and services	<b>102-17</b>	Mechanism for advice and concerns about ethics
	Pag: 7-16		Pag: 31-33
<b>102-3</b>	Location of headquarters	<b>102-18</b>	Governance structure
	Pag: 7-16		Pag: 25-30
<b>102-4</b>	Location of operations	<b>102-20</b>	Executive-level responsibility for economic, environmental, and social topics
	Pag: 7-16		Pag: 25-30
<b>102-6</b>	Markets served	<b>102-40</b>	List of stakeholders
	Pag: 7-16		Pag: 21-22
<b>102-7</b>	Scale of the organization	<b>102-47</b>	List of material topics
	Pag: 51-53		Pag: 23-24
<b>102-8</b>	Information on coworkers and other workers	<b>102-50</b>	Reporting period
	Pag: 51-53		Pag: 100
<b>102-9</b>	Supply chain	<b>102-53</b>	Contact point for questions regarding the report
	Pag: 45-46		Pag: 100
<b>102-10</b>	Significant changes to the organization and its supply chain	<b>102-54</b>	Claims of reporting in accordance with the GRI standards
	Pag: 3-4		Pag: 103
<b>102-14</b>	Statement from senior decision-maker	<b>102-55</b>	GRI content index
	Pag: 3-4		Pag: 103
<b>102-15</b>	Key impacts, risks and opportunities		
	Pag: 3-4, 17-18		

## Global Reporting Initiative

### Economics

<b>203-2</b>	Significant indirect economic impacts
	Pag: 45-46
<b>204-1</b>	Proportion of spending on local suppliers
	Pag: 45-46

### Environmental

<b>303-1</b>	Interactions with water as a shared resource
	Pag: 93
<b>304-3</b>	Habitats protected or restored
	Pag: 85,90,91,92
<b>305-1</b>	Direct (Scope 1) GHG emissions
	Pag: 94
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions
	Pag: 94
<b>306-2</b>	Management of significant waste-related impacts
	Pag: 95
<b>306-4</b>	Waste diverted from disposal
	Pag: 95

### Social

<b>401-1</b>	New coworker hires and coworker turnover
	Pag: 51
<b>403-1</b>	Occupational health and safety management system
	Pag: 54-58
<b>403-2</b>	Hazard identification, risk assessment, and incident investigation
	Pag: 54-58
<b>403-3</b>	Occupational health services
	Pag: 54-58
<b>403-5</b>	Worker training on occupational health and safety
	Pag: 54-61
<b>403-6</b>	Promotion of worker health
	Pag: 54-58
<b>404-1</b>	Average hours of training per year per coworker
	Pag: 61
<b>404-2</b>	Programs for coworker skills and transition assistance programs
	Pag: 59-62
<b>405-1</b>	Diversity in governance bodies and coworkers
	Pag: 51-53
<b>408-1</b>	Operations and suppliers at significant risk for incidents of child labor
	Pag: 51
<b>413-1</b>	Operations with local community engagement, Impact assessments and development programs
	Pag: 64-69





G R U P O  
**xcaret**