

G R U P O

xcaret

SUSTAINABILITY
REPORT
2019

1

Message from the President

5

Grupo Xcaret

Tourism in 2019

14

Sustainability

16

22

People

48

Planet

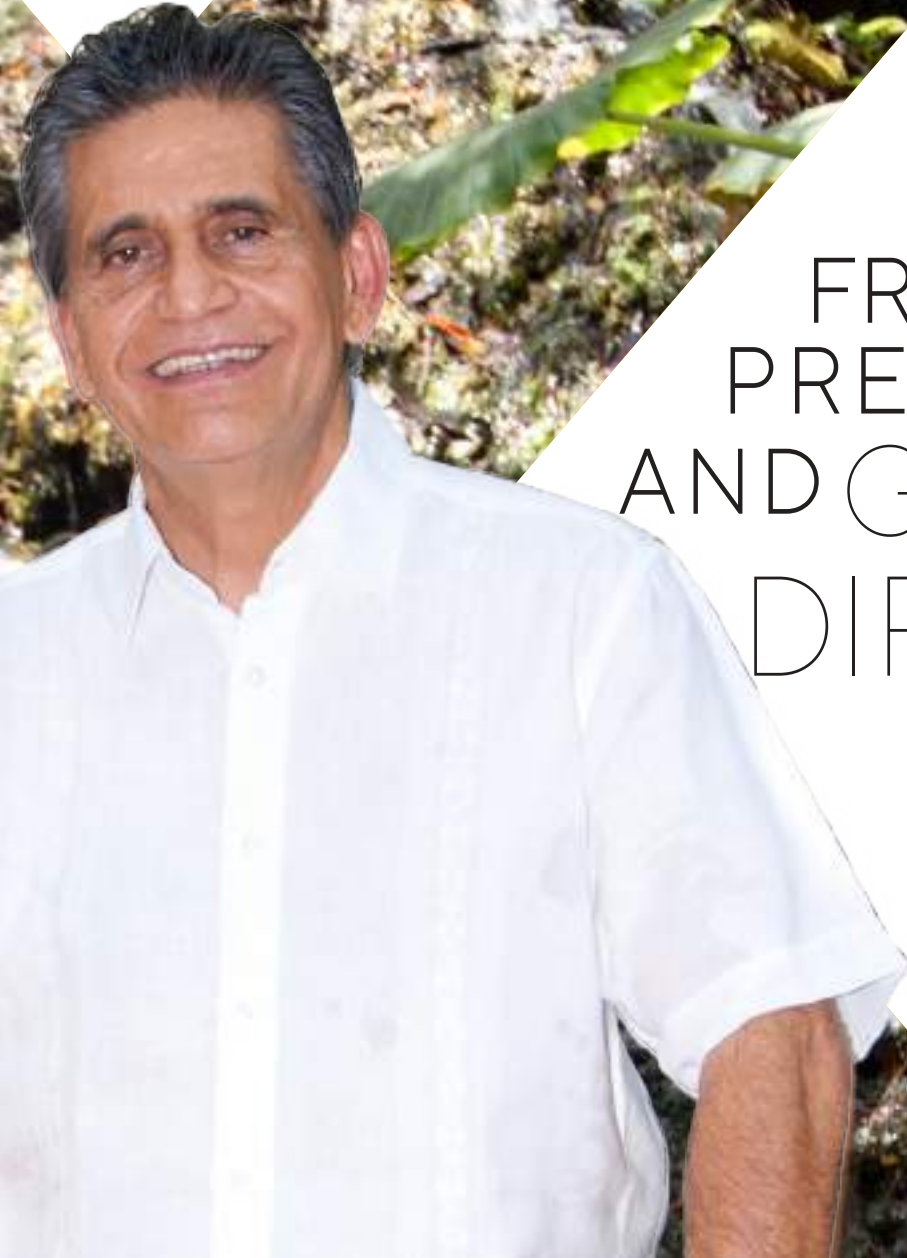
Prosperity

64

84

About this Report





MESSAGE FROM THE PRESIDENT AND GENERAL DIRECTOR

It is a pleasure for me to share with you our results achieved during 2019, a year in which we continued with our efforts to support sustainable development.

Grupo Xcaret is renowned for its constant innovation and continued improvements; this is in our DNA and is an integral part of our driving force. The Group has passed through different evolutionary stages and processes which have taken us to where we are today, and we will continue to transform in the future to fulfill our vision.

This is how we reinforced our mission, transforming it into one that reaches beyond the Group itself and shows us the importance of our participation in both society and country, "To make the planet happier, spreading our great love for Mexico". By doing so we strive to create awareness about how important it is to live in communities that are healthy and meaningful, both for our generation and those to come. A world where a balance between Planet, People and Prosperity is not a utopia, but rather a reality.

Thus, faithful to our mission, we developed and continued with programs, projects and actions geared towards creating resilient communities where generating economic benefits is balanced with environmental conservation and social wellbeing.

Since our region is blessed with natural resources, we continue our efforts to preserve our marine and land ecosystems. We work on key conservation programs that protect our ecosystems, without neglecting essential matters in environmental matters such as efficient handling of our waste, energy and water. Equally important is how we maintain alliances for conservation with organizations in the private, public, academic and community sectors. As for social wellbeing, our actions are focused on improving the quality of life of our co-workers and the communities where they live, working closely with other entities such as businesses, community organizations and government authorities. We also work in synergy with academia in educational programs that promote sustainability and research projects.

During 2019 we had the chance to integrate a new attraction into our portfolio of experiences by opening Xavage park, focused on all-inclusive adventure, which allowed us to grow our workforce and diversify the attractions available in the destination.

In Grupo Xcaret we are aware of the importance of working for a better planet and achieving a

MESSAGE FROM THE PRESIDENT

harmonious relationship between society and our natural surroundings; this is why sustainable development is an essential part of our actions and we are convinced that seeking a balance between social, economic and environmental factors is a task for all of us, and by joining forces locally we can make great changes globally.

We really enjoyed the opportunity to host the “Transforming Global Objectives into Local Goals” Forum organized by the United Nations Global Compact, Mexico, where we analyzed the importance of the business sector in the 2030 Agenda and we reinforced our commitment to sustainable development.

We are making enormous efforts to permeate this culture among our teams, suppliers, visitors, guests and the surrounding community. This is the only way we can reverse the great social and environmental imbalances that are afflicting our planet. From our community, from our region and from our country we are working hand in hand to leave the legacy of a better world for future generations.

I hope the information provided here makes for constructive and inspiring reading.

Arq. Miguel Quintana Pali
Presidente y Director General
Grupo Xcaret



GRUPO
XCARET

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

We create unique and sustainable experiences inspired by our immense love for Mexico, its culture and life. Our product includes parks, tours, hotels and other support units.

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

CORPORATE
PHILOSOPHY

VISION

To be unique in sustainable tourist recreation

MISSION

To make the planet happier spreading our great love for Mexico.

VALUES

SAFETY
first

ABSOLUTE
integrity

A PASSION
for innovation

THE JOY
of serving

XUSTAINABLE
evolution



PRODUCTS



1990

Playa del Carmen

Overlooking the Mexican Caribbean and with more than 25 years' experience, Xcaret was the group's first park and continues to be the most iconic attraction in the Riviera Maya, welcoming more than 1.5 million visitors per year. Recognized as the Best Park in the World (Liseberg Applause Award & Travvy Awards), Xcaret is the embassy of Mexico in the Riviera Maya, promoting the culture, nature, cuisine and history of our country with its more than 50 attractions.



1994

Riviera Maya Tulum

Xel-Há (where water is born), is a natural wonder inhabited by more than 400 land and marine species of flora and fauna, with a range of all-inclusive attractions that make it ideal for all the family, such as snorkeling in an impressive natural cove, a Scenic Lighthouse with four fun water slides and unlimited access to food and beverage in four restaurants. It is located in the heart of the Riviera

Maya, in Quintana Roo, Mexico and since 1995 has been a model of sustainable tourism, welcoming more than 800 thousand visitors per year. As part of Grupo Xcaret, Xel-Há has demonstrated its love for nature since 2009 by being the first park to be awarded the EarthCheck certification thanks to its good practices, reflecting its deep commitment to preserving its unique Mexican heritage for the use and enjoyment of future generations.



2009

Playa del Carmen

This is the most visited zip-line park in the world, with spectacular natural landscapes, from the heights overlooking the jungle to the depths of the underground caverns. It is an all-inclusive experience visitors can enjoy in complete freedom, crossing the highest zip-line circuits in the destination, on amphibious vehicles exploring jungle trails, as well as swimming, rowing, and participating in the new activity, the Underground Expedition, which will take you through incredible caverns while surrounded by incredible stalactites and stalagmites. This adventure includes delicious smoothies, fruit, sweet rolls and a full buffet.



2013

Playa del Carmen

The only unlimited nighttime adventure arrived to revolutionize activities in the dark, where adrenaline lights up as the sun goes down. Flying on the zip-line circuit under the stars is even more exciting with the view of the night horizon and the fire arch at the start of the tour. The jungle is full of the sounds of the night that accompany the experience of driving an amphibious vehicle along jungle trails, while the underground caverns are bathed in the color of fire to give a volcanic touch to the swimming and rafts activities. Take a break at the bonfire in the middle of the jungle, which becomes a meeting point where visitors can share their experiences while enjoying hot drinks and a special buffet they can visit more than once.



2013

Cancún

In Xoximilco experience the best and most traditional Mexican fiesta in Cancun. Have fun on board "trajineras" on a tour through jungle canals, while you toast, sing and dance to the rhythm of mariachis during a fun-filled night. The cruise includes a delicious dinner with traditional dishes, open bar with tequila, rum, vodka, beer and fresh fruit drinks.



2016

Playa del Carmen

Challenge your senses on more than 25 activities and 2 paths in more than 50 fantastic scenarios. Walk through a village that will put your senses and balance to the test. Fly like a bird, dive into mud, float on a salt river and perceive different eco-systems without using your sight in this incredible park where nothing is as it seems.



2019

Cancún

Xavage is a new park by Grupo Xcaret that comes to complement the Adventure Category with six original activities for all tastes: the only Whitewater Rapids in the destination with the longest man-made circuit in the world, a drive in an exclusively designed Monster Truck over 15 obstacles, a fun adventure in the air on the Ropes Course, high-speed cruises on the Jet Boat, and calm Kayak tours through winding channels, as well as a flight on the longest horizontal Zip-line in Cancun and the Riviera Maya. Combined, they add up to a fun day in the company of your loved ones. Additionally, children from 5 to 11 years of age can enjoy a special area just for them. Live an adventure where all food and drinks are included!



Xcaret Expeditions combines the experience, quality and values of Grupo Xcaret, and is a pioneer in tours to the most important Maya archaeological sites in the Yucatan Peninsula.




Discover Chichén Itzá, a modern Wonder of the World and World Heritage Site.

Xichén Deluxe is an all-inclusive tour that will take you to the archaeological zone of Chichén Itzá. Enjoy a fascinating tour with our certified guides. You will also visit the Zaci cenote in the Magic Town of Valladolid and taste the best regional cuisine in the La Casona restaurant in Valladolid.

Xichén Clásico is a guided tour that takes you to discover the Maya city of Chichén Itzá, a Modern Wonder of the World. On this tour you will also enjoy the experience of swimming in the Ik'Kil cenote, as well as visiting the colonial city of Valladolid. A perfect combination of history and nature.



Xenotes is a unique tour in the Cancun-Riviera Maya destination that will take you to discover four different types of natural cenotes, while taking part in a different activity in each one: assisted rappel, zip-lines, kayaking and underwater exploration.



Be inspired by the beauty of Tulum, one of the most famous Maya sites in Mexico and the only Maya city overlooking the Caribbean Sea.



This tour combines the sea and Maya culture in the same day. In Tulum enjoy a guided tour through the most important structures in this walled Maya city framed by the Caribbean Sea. Later dive into the water at the Xel-Há cove and enjoy more than 20 water and land activities, as well as all food and drinks included.



A tour for traveling to the origins and mysteries of the only Maya city overlooking the Caribbean, Tulum; and to the more than 50 fantastic challenges in Xenses, a park where nothing is as it seems.



This tour takes you on a veritable expedition through the jungle. Arrive at enigmatic Cobá, tour the ancient Maya trails by bicycle and climb the highest pyramid in the Yucatan Peninsula to enjoy a panoramic view of the jungle.



This is an all-inclusive tour to the archaeological sites of Cobá and Tulum, ideal for spending the whole day steeped in Maya culture, surrounded by the jungle, sea and sun, and finally the day ends with a visit to Xel-Há park.



Ideal for coming into contact with Maya culture while enjoying the sun and sea, this tour is perfect: it combines the archaeological site of Cobá and a visit to Xel-Há park, on the same day!

HOTEL XCARET
MEXICO2017
Playa del Carmen

Hotel Xcaret México is a leading hotel in sustainable tourist recreation, offering the best of Mexico through four fundamental pillars:

All-Fun Inclusive®: we add fun to the all-inclusive concept, offering our guests unlimited access to nine Grupo Xcaret parks and tours, as well as airport-hotel-airport and hotel-parks-hotel transportation.

Eco-integrated architecture: the hotel's design and planning preserve the ethics and aesthetic of the region while maintaining its natural landscapes.



Sustainability: we work to maintain a balance between benefitting people, the planet and prosperity while continuing to offer unique experiences inspired by respect for nature, culture and life.

Multiplying Platform for Mexican Art: we promote art and culture in our country, supporting fair trade for local talent in vulnerable communities.

Thanks to the hospitality of our co-workers and the excellence of our services we can proudly say that we fulfill the Grupo Xcaret mission: to make the planet happier spreading our great love for Mexico.

MEXICO

DESTINATION CLUB
by xcaret

México Destination Club offers a novel loyalty program for visitors and guests who fall in love with Grupo Xcaret's products: Parks, Tours and Hotels. It is for those who have a passion for Mexico and its culture, nature, art, cuisine, music, traditions and hospitality.

Membership offers a range of benefits including preferential accommodation rates in the resort and luxury ground transportation from the hotel to the airport, parks and tours. Special rates for golf, car rental and catamarans, vacation exchanges and much more through our strategic alliances. Unique vacation experiences that will last forever in the hearts of your loved ones.



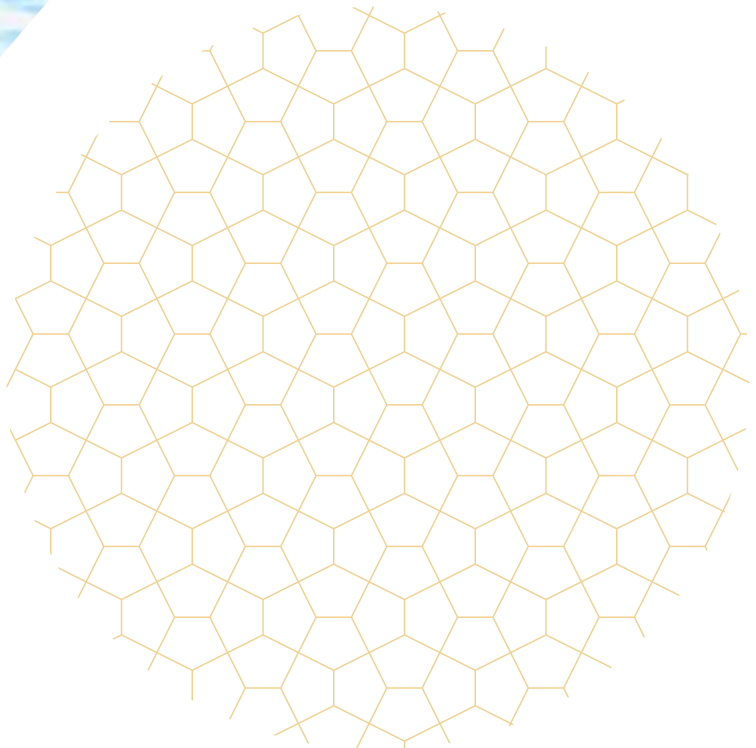
TOURISM IN 2019

Tourism is one of the most relevant sectors for the world economy. At the close of 2019, the World Tourism Organization (WTO) reported 1,500 million international tourist arrivals, representing 4% more than in 2018. The Caribbean region showed the highest growth with an increase of 4.9%, more than the world average, and when compared to North, Central and South America.

In 2019 Mexico received 45 million international tourists, mainly from the USA, Canada, United Kingdom, Colombia and Brazil, among others, representing a growth of 9% compared to 2018, maintaining its position within the top ten places in the ranking of the most visited countries, placing it in 7th place. According to figures from SECTUR, tourism contributed 8.7% to the national GDP and generated 24 million dollars, boosting the economy

The state of Quintana Roo, which is starting to position itself as the Mexican Caribbean, receives the most tourists in Mexico thanks to the diversity of its destinations and tourist attractions, offering a great natural, cultural and gastronomical wealth, as well as excellent infrastructure. During 2019 it received more than 12 million tourists, both national and international, reflecting a growth of 3.7% compared to 2018.

Constant growth in the tourist industry entails facing challenges such as diversifying the products offered by the destination, without forgetting the importance of taking care of natural resources to ensure prosperity and minimize the impact on the environment; these tendencies are driven by the new generations of travelers who are arriving.



XUSTAINABILITY

In order to build a better future for everyone, in Grupo Xcaret our commitment to sustainability is part of our philosophy.

We see sustainability as a balanced creation of economic, socio-cultural and environmental value that guarantees the harmonious growth of our business, plus the wellbeing of the communities and surroundings in which we operate.

SUSTAINABILITY POLICY

To manage Grupo Xcaret based on a model that insures the conservation, promotion and development of our natural, socio-cultural and economic heritage for future generations.

XUSTAINABILITY MODEL

Our Xustainability model is founded on three fundamental pillars: People

In the people pillar we carry out actions focused on the wellbeing of our co-workers and the communities where we have a presence, as well as promoting and conserving our cultural heritage; in the planet pillar we emphasize all activities focused on taking care of the environment; in the prosperity pillar we include actions that promote the growth of our group and the economy of our country.



GROUPS OF INTEREST



MATERIALITY

The study on materiality we carried out in 2018 allowed us to identify the following main themes for our groups of interest and our management:



During 2019 we continued to concentrate our efforts in developing and continuing actions, programs and projects destined to make a positive impact on these groups. The results obtained can be found in this document.





PEOPLE

RESPECT FOR HUMAN DIGNITY

Our corporate behavior focuses mainly on respect for human dignity. Our relationship with all people is based on respect, the value of diversity, and understanding that social, religious, gender, cultural and disability differences enrich our coexistence. We encourage our co-workers not to discriminate against any of our interest groups.

PEOPLE'S WELLBEING

We actively work to generate value for our interest groups through programs and actions designed to increase people's wellbeing, internally with our co-workers and externally with the communities where we have a presence.

CO-WORKERS IN GRUPO XCARET

Our workforce continued to grow during 2019 and at the end of the year it was made up of 9,088 co-workers on permanent contracts and 1,125 on temporary contracts, constituting a growth of 31% compared to 2018. Our annual turnover percentage was 21.9%.

We are proud to confirm that there is no kind of obligatory or forced child labor in Grupo Xcaret and that we respect our co-workers' rights to freedom of association and collective bargaining.



DEMOGRAPHICS

CO-WORKERS' STRUCTURE BY GENDER



CO-WORKERS' STRUCTURE BY FUNCTION



11% MID-LEVEL POSITIONS



2% EXECUTIVE COMMITTEE



CO-WORKERS' STRUCTURE BY AGE

SILENT GENERATION

73 years and over

0.3%



MILLENNIALS

from 21 to 37 years

68%



BABY BOOMERS

from 54 to 72 years

2.97%



Generation Z

from 18 to 20 years

8%



GENERATION X

from 38 to 53 years

21%



UNDER

18 years 0%

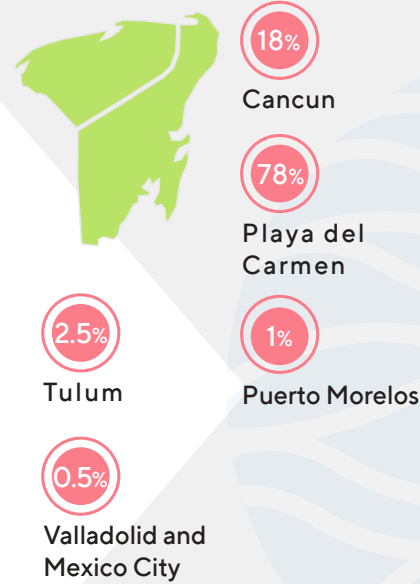
0%



CO-WORKERS' STRUCTURE BY PLACE OF ORIGIN



CO-WORKERS' STRUCTURE BY PLACE OF RESIDENCE



WORKPLACE SAFETY

In the field of workplace safety, during 2019 we carried out:

48 drills with



87 preventive talks on hurricanes with the participation of

1,880 co-workers

We carried out the Third Safety Week in which we held talks, training sessions and informational fairs in order to train, create awareness and make safety issues more accessible for our co-workers, such as: information security, safety pictograms, first aid, working at heights, working in confined spaces, and working with electrical equipment and fire equipment, among others.

More than 100 activities at stands in information fairs

3,644 participants in information fairs

591 participants in specific safety training

We began the "Risk Groups" program and in the first stage we detected 7 groups and 464 co-workers, who will enjoy the benefit of a specific health and workplace safety plan.

HEALTH

During 2019 we prioritized actions that guarantee the health and safety of our co-workers. By means of Health Days we sought to promote medicine as a preventive measure, encouraging healthy eating and a culture of physical exercise as an integral part of personal wellbeing.

1,591 co-workers registered for Voluntary Health Days

2 vaccination days against influenza and tetanus were held



Our co-workers' buffet cafeterias offer a range of nutritious and healthy options in our different business units. During 2019 the cafeterias, certified in food hygiene by Foodcheck Cristal and Distintivo H, served a total of 2'218,820 meals.

4,378 co-workers received the benefits of the Nutrition Program

4,789 co-workers participated in sports activities and events



EDUCATION AND DEVELOPMENT

We have specific education and development programs for our workforce, allowing us to guarantee excellence in our operations and continuous growth in our co-workers' career plan by increasing their knowledge and skills.

Total training hours:



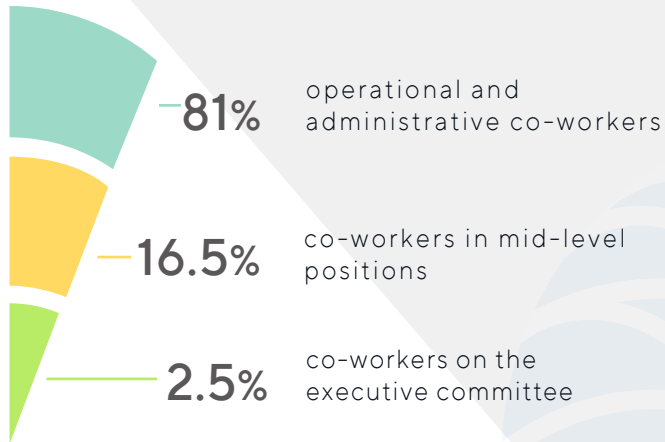
520,348

Average number of training hours per co-workers:

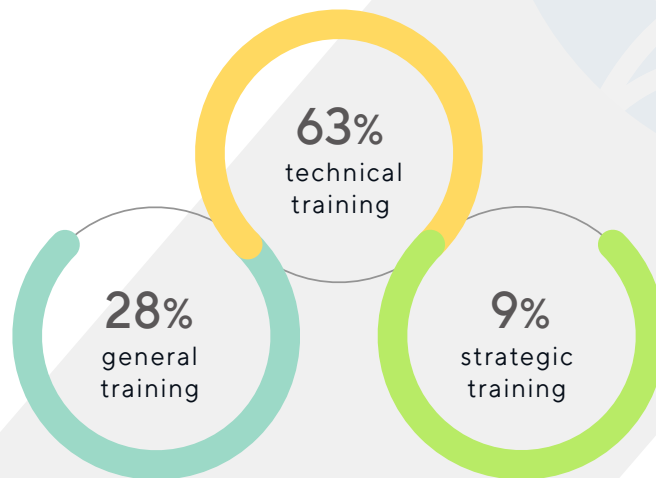
57

1,500 promoted co-workers

CO-WORKERS TRAINED, BY POSITION LEVEL



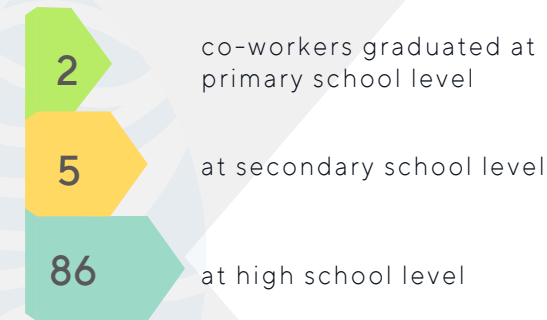
CO-WORKERS TRAINED ACCORDING TO TYPE OF INFORMATION GIVEN



COMPLETING STUDIES

We are convinced that education is a powerful way to transform people's lives, and with the Studies Completion program we encourage our co-workers to conclude their elementary, secondary and high school level studies.

In 2019,



AWARDS FOR CO-WORKERS

We incentivize extraordinary performance among our co-workers and show our appreciation with three different programs:

SMILES PROGRAM



every month the executive committees of our different business units recognize co-workers who have been outstanding with extraordinary actions.

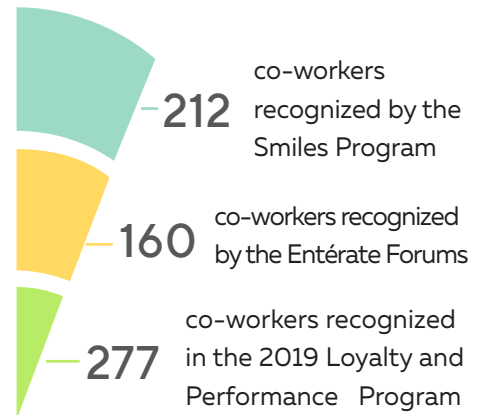
ENTÉRATE FORUMS

Each business unit carries out a monthly forum where the best co-workers in each area is recognized.

LOYALTY AND PERFORMANCE PROGRAM



In order to show our appreciation for our longest serving co-workers in the Group, we hold a yearly ceremony in which we also recognize our best key position holders and executives.



BENEFITS FOR CO-WORKERS

COMPLIMENTARY ADMISSION TICKETS

In 2019 we awarded 149,467 complimentary admission tickets to co-workers so they could enjoy the Group's different parks and tours with their family and friends.

This benefit represented an investment of
\$298'934,000 pesos

CELLPHONE LINES

Offering telephone lines and smartphones helps extend coverage and guarantee universal access to the internet, considered to be a human right.

In 2019 we gave



6,759

first lines for co-workers



2,561

secondary lines were processed for family members and



162

modems with internet connection were provided at a preferential rate.

SCHOOL SCHOLARSHIPS

We awarded 220 scholarships for academic excellence to co-workers' children who were studying at primary and secondary level and who had excellent grades. To date a total of 726 students have received the benefits of this program since it started in 2011

TRANSPORTATION FOR CO-WORKERS

The fleet of vehicles that provides the transportation service for our co-workers increased from 38 to 71 vehicles. Also, new routes were established, and currently there are 17 altogether. In 2019 this enabled us to offer 2,142,000 transfers from the main points of Playa del Carmen, Cancun, Tulum, Puerto Maya and Ciudad Chemuyil to our different business units, and vice versa.

CONSUMER DISCOUNTS

We have signed agreements with more than 150 local businesses so our co-workers and their families can enjoy discounts and benefits when purchasing different products and services, while supporting the economy of the communities where we have a presence.



COMMUNITY

COMMUNITY FOR GRUPO XCARET

Our community is made up of areas where we operate our different business units and where the majority of our co-workers live. In these areas we have established alliances with government bodies, educational institutions, and business and community organizations in order to raise community wellbeing.

-  PLAYA DEL CARMEN
-  CANCÚN
-  TULUM
-  PUERTO MORELOS
-  VALLADOLID
-  COZUMEL

ACADEMIA

There is no better ally for sustainable development than education, which is why we established alliances with educational institutions at different levels, convinced that their role is vital for balanced development in our community.

ACADEMIC LIAISON PROGRAM

We seek to make a positive contribution to the education of specialized professionals through our Academic Liaison Program. We have joined forces with university and technical institutions to accept students studying different degrees during their internship.

170

national and foreign
academic institutions

DURING
2019

a total of 1,042 students
carried out a total of

598,904

internship hours

55% of trainees from the
south of Mexico

38% of trainees from **central Mexico**

6% of trainees from the
north of the country

1% of trainees from the
rest of the world

PLACE OF
ORIGINEDUCATIONAL
LEVEL

82% of trainees at
university level

18% of trainees at
technical college level

EDUCATION FOR SUSTAINABLE
DEVELOPMENT

We contribute to our interest groups through education so they can increase their capacity to change their way of relating to their surroundings and act with a sustainable future in mind. In our Education for Development Program we take students from primary and secondary schools on tours and give workshops designed according to their academic needs at each school level.

191 primary and
secondary schools

10 municipalities in
Quintana Roo

The Xplor Academic Excellence Program receives students from public universities in Quintana Roo in Xplor park, where they are taken on guided tours with their teachers to reinforce their knowledge of the Yucatan Peninsula and learn about the good practices that are carried out in the park.

100 students and teachers
received in 2019



**XCARET AND XEL-HÁ
RECEIVED 11,327
STUDENTS AND
TEACHERS**

RESEARCH ALLIANCES

We are aware of the importance of science and, in conjunction with different academic institutions and research centers we participate in publishing scientific articles. To date we have contributed to the publication of 16 articles on topics related to conserving our biodiversity.

16 articles on topics related to conserving our biodiversity



COMMUNITY ORGANIZATIONS

TRANSFORM THROUGH EDUCATION

We continue to support the work of Transform through Education to offer certified educational opportunities to children and adolescents, as well as work training to adults from selected areas in the Riviera Maya.

SAVE THE CHILDREN QUINTANA ROO

We offer operational support to the Save the Children play center in Playa del Carmen, a project that promotes protecting the rights of young girls, boys and adolescents in our most populous communities. In 2019 we donated \$840,000 pesos.

KODOMO, A.C.

We make an annual donation to ensure the continuity of programs that offer assistance, diagnostic tests and therapies for children and adolescents with autism in the Playa del Carmen community.

CITIZENS FOR TRANSPARENCY

We are committed to constructing a corruption free, just, empowering and participative society. Therefore, we support Citizens for Transparency to help build a better country.

FLORA, FAUNA AND CULTURE OF MEXICO

Through programs that deal with social, environmental and cultural issues, Flora, Fauna and Culture of Mexico acts as a liaison between different social organizations in order to bring them together to obtain better collective benefits.

During 2019 **615** volunteers joined different projects, making a total of 32,336 hours of voluntary work.



415 volunteers

20 volunteers

SEA TURTLE PROGRAM

This is a program aimed at protecting, monitoring, researching and conserving sea turtles that nest on the coasts of Quintana Roo.



14 beaches covering 120 km

979kg of waste recovered from nesting areas

10 partners in the Sea Turtle Festival in Xcacel, Akumal and Tulum

6 turtle camps

35 camp volunteers

19,478 registered sea turtle nests

1'454,046 sea turtle babies released into the sea

15'021,526 sea turtle babies have been released into the sea since 1996



VEGETATION CONSERVATION PROGRAM

This is a program aimed at rehabilitating, reforesting and conserving natural areas and public spaces in Quintana Roo. It has three Forest Nursery Projects in the Riviera Maya, a Mangrove Project and a Community Wellbeing Project

RIVIERA MAYA FOREST NURSERY

85,220 plants grown in the nursery during 2019

114 public schools reforested with native trees and school vegetable gardens

22,475 students and **714** teachers benefitted by the Green School Project



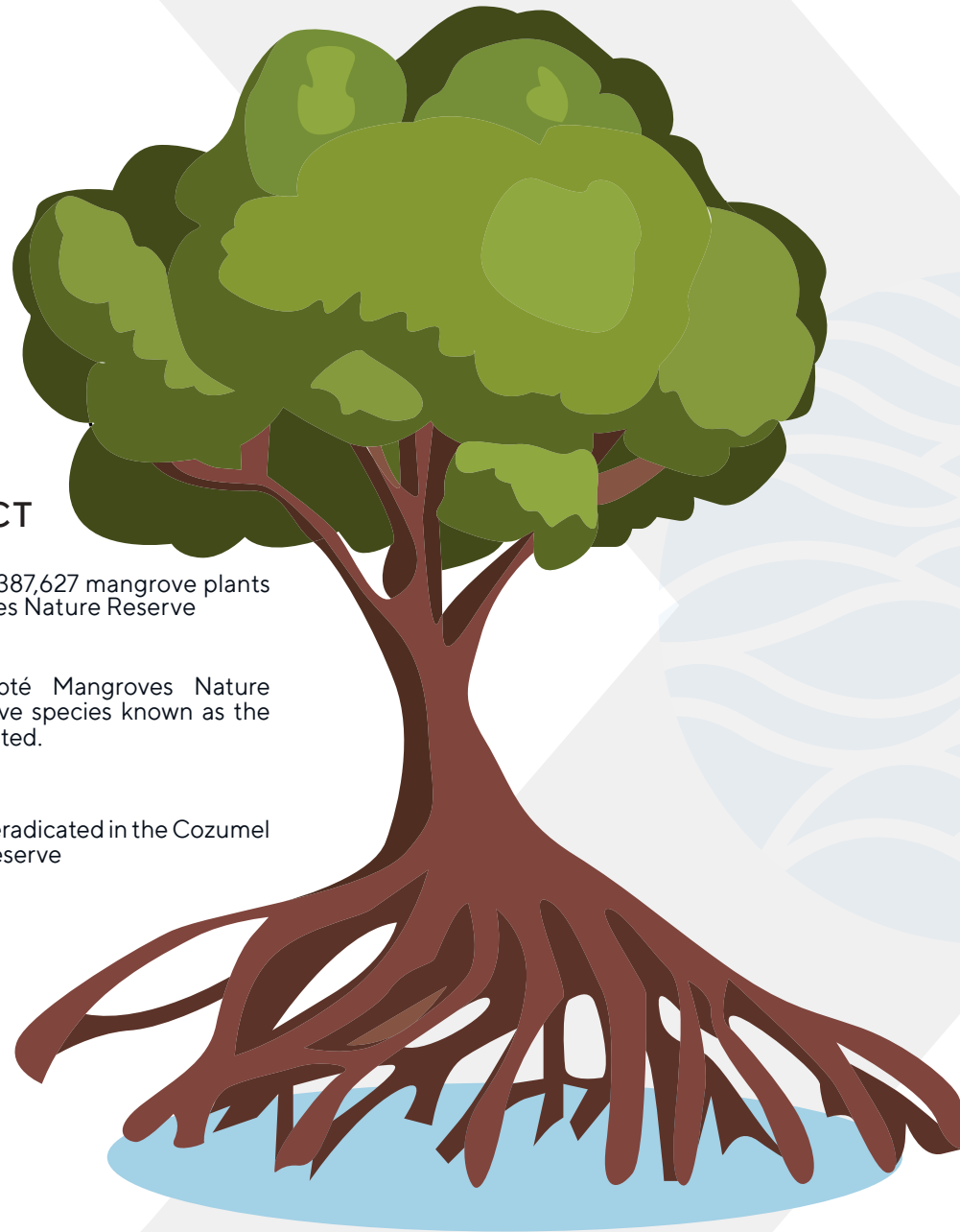


MANGROVE PROJECT

92 hectares reforested with 387,627 mangrove plants in the Nichupté Mangroves Nature Reserve

51 hectares in the Nichupté Mangroves Nature Reserve where the invasive species known as the causerina tree was eradicated.

21,138 causerina trees eradicated in the Cozumel Island Nature Reserve



COMMUNITY WELLBEING PROGRAM

This seeks to improve environmental, social and economic conditions in Quintana Roo, driving collective actions to generate solutions to common problems through community projects in Playa del Carmen and Tulum.

LA CEIBA PARK "THE HEART OF PLAYA"

5.9 tons of solid wastes collected during 2019

704 students and teachers participated in the Nature Classroom

4,550 participants in the Movie Club

3,876 participants in the Saturday Market

LA CEIBA PARK "THE HEART OF TULUM"

310 participants in the "Tulum Cultural Agenda" summer course and the "Eco Play Center"

LA CEIBA PARK "THE HEART OF CIUDAD CHEMUYIL"

43 families benefitted by the "House Front Contest"

20 participants in the Sewing Workshop with 250 hours of training

In the last quarter of 2019 the Chemuyil Recyclathon began, where 817 kg. of organic wastes were recovered



MEXICAN RED CROSS, CANCUN DELEGATION

We joined forces with the Mexican Red Cross, Quintana Roo, with services for the communities where we have a presence. We made a donation of \$144,000 pesos during the Annual Fundraiser, as well as participating in activities during the Xel-Há Green Triathlon, where we made a contribution of \$1,222,000 pesos. These resources allow the institution to offer excellent medical and emergency services, help in disaster situations and promote actions that benefit the wellbeing of Quintana Roo.

CULTURAL HERITAGE

We are proud to share our immense love for Mexico through cultural activities. We are committed to preserving and broadcasting the traditions and customs that are part of our cultural identity. We emphasize the identity of indigenous peoples and seek to reinforce a sense of belonging, admiration and respect among our co-workers, visitors and guests.

Xcaret México Espectacular is a show that brings together more than 300 artists on stage, presenting a journey through Mexico's history, from the pre-Hispanic era to our times.

- During 2019, more than a million people saw Xcaret México Espectacular.

Each year we carry out two important cultural events, the Sacred Mayan Journey and the Festival of Life and Death Traditions.



SACRED MAYAN JOURNEY

The Sacred Mayan Journey is a ritual that dates from the 1250 - 1519 A.D. period, combining knowledge about navigation and the commercial maritime routes used by the ancient Maya.

Grupo Xcaret revived this ritual, celebrating it for the past 13 years to strengthen cultural identity in the north of Quintana Roo, and is one which, with advice from experts from the National Institute of Archaeology and History, is true to the rituals, dances, music and even the kind of canoes that would have been used during an authentic ceremony from the Maya culture.

In this 13th edition we paid homage to the canoers who were known as the "Messengers of the Moon", who left Cozumel Island in search of the Moon Goddess Ixchel.

The Sacred Mayan Journey is considered to be an event that conserves and promotes the Intangible Cultural Heritage that reinforces our cultural origins and contributes to the socio-cultural aspect of sustainable development.

365 canoeists

42%
female

58%
male

9,925
helpers

73
volunteers

250
artists

72% young artists
16% senior citizen artists
12% child artists

700 wooden oars made from recycled wood bought in the community of Chemax, Yucatan

Incense burners bought in the community of Sucila, Yucatan



Year after year, in Xcaret Park, we carry out one of the most acclaimed homages to a Mexican tradition that is a favorite both inside and outside Mexico: the Day of the Dead. For four days, from October 30 to November 2, one of the most colorful folkloric traditions in the world is showcased during this festival which promotes Mexico's Intangible Cultural Heritage

51,000 participants

28 indigenous groups from the Tenek, Chichimeca, Xi'oi, Nahuatl and Maya cultures.



Communities from the Maya region:

- Señor,
- Xyatil,
- Tihosuco,
- Xpichil,
- Chumpon,
- Tixcacal Guardia,
- Tepich,
- Yaxley,
- Tuzik,
- Xhazil,
- Kantemo,
- Sacalaca,
- Saban,
- Huaymax,
- Xcabil,
- Kantunilkin,
- Holbox,
- Ignacio Zaragoza,
- Nuevo Xcan,
- San Ángel.

This year, during the event's 14th edition, the state of San Luis Potosi was the special guest, celebrating Xantolo, which comes from the Huasteca Potosina region and honors all those who have departed from this earth.

All attendees were thrilled with theater, traditional dances, expositions and exhibitions, traditional altars, songs, craftwork and a variety of delicious cuisine, not to forget the numerous artists who came to perform from this part of Mexico, famous for its traditions.

8 communities from the guest state

24,000 traditional dishes sold

18 artisans from the guest state

3 altars from the guest state

Muestra gastronómica y artesanal

20

communities from the Maya region

140

traditional cooks from the Maya region

32

traditional cooks from the guest state

20

traditional altars from the Maya region

10

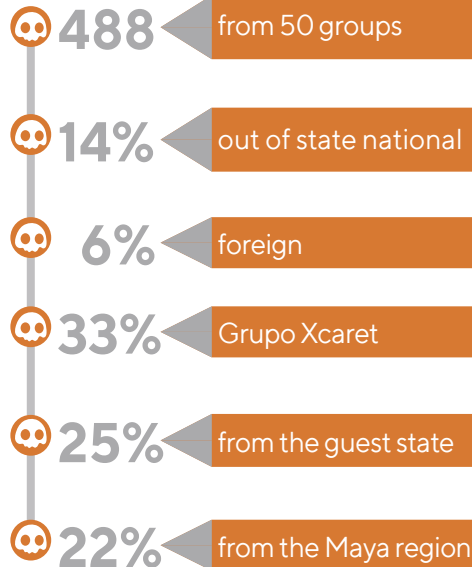
artisans from the Maya region



- 254 artistic performances
- 12 performance areas
- 300 play activities in the children's pavilion
- 64 play workshops for all attendees
- 7 fixed exhibitions with photography, paintings, traditional medicine, shawls and murals

The 2019 edition offered theatrical and musical performances from countries such as Spain and Peru, as well as invited Maya communities, who delight tourists every year with their delicious selection of dishes.

ARTISTS



26 alliances for the project's development:





PLANET

NATURAL HERITAGE

Our immediate surroundings are blessed with incredible ecosystems that are home to a vast biodiversity. They are of the utmost importance due to the services they offer us, such as the supply of vital natural resources for our community and the beauty of their landscape which offers great potential for tourism. This means we have to look after them in order to guarantee their future for the benefit of our community. We actively work in conjunction with community, government and academic institutions to conserve our natural heritage through programs for the conservation, reproduction, and monitoring of native species of flora and fauna, species in danger of extinction and responsible handling of waste and water; and we constantly promote conservation among our co-workers, visitors and guests.

12 water treatment plants**WATER**

In Grupo Xcaret we are aware of the importance of responsibly handling water to guarantee our community's sustainable development. We operate water treatment plants that allow us to reduce our consumption by using treated water for watering our garden areas.

634,375 m³
treated

We encourage our co-workers, visitors and guests to adopt rational and responsible practices when using water. We highlight the importance of keeping bodies of water in a healthy condition, not only for recreational and aesthetic purposes, but also since they are connected to other sources of water that supply the local community, which is why we encourage the use of biodegradable sun blocks in our business units.



187,223
sun blocks
exchanged

As part of our "No plastic" project, we installed 37 water fountains in Xcaret park to avoid the use of PET bottles.

In the Hotel Xcaret México we bottle 611,550 liters of drinking water for consumption by our guests and thus avoid the use of 910,800 PET bottles.



negocio, cumplimos con la normativa vigente en esta materia y a ella sumamos nuestros programas específicos como el centro de compostaje y reciclaje que nos permiten la revalorización de un 75% de nuestros residuos sólidos.

WASTE

La salud de nuestros ecosistemas depende en gran medida de la correcta disposición de los residuos sólidos. Estamos comprometidos a un manejo responsable y eficiente de los residuos generados en nuestras unidades de



5,779
tons of compost
produced



378 tons
of paper and
cardboard
recovered



460 tons
of glass
recovered



65 tons
of aluminum
and metal
recovered



96 tons
of PET
recovered



ENERGY

We use eco-integrated architecture in our different business units, allowing us to optimize our resources by making good use of natural light and ventilation, thus reducing our energy consumption.

Similarly, preventive maintenance programs in our facilities, equipment, vehicles and boats eliminate extra consumption of energy due to possible malfunctions.

We ensure our investments in innovation and technology are efficient and viable in order to manage our energy resources more responsibly.

Calculations of our emissions in 2019 were carried out by business unit:

22,129.9 tons of CO2 in parks

9,557.8 tons of CO2 in the hotel

11,471.8 tons of CO2 in transportation and logistics

Calculation and analysis of our emissions allows us to strengthen our energy efficiency programs, as well as endorse our commitment to reducing glasshouse effect gas emissions.

We are in the process of contracting clean energy in all our business units. We estimate that for 2023 we will be working 100% with clean energy; when it comes into effect, we estimate our emissions will be reduced by 45%.

BIODIVERSITY

The variety of organisms that inhabit our ecosystems allows us to satisfy our needs, from the most basic, such as clean air, to the most complex that include aesthetic and cosmogonic values. To ensure their conservation we must invest in the future and guarantee that our natural wealth continues to provide us with ecological, aesthetic, economic, spiritual and scientific sources of value.



342,249

endemic plants reforested in our different business units



20,390

species of plants rescued and relocated

ANIMAL WELLBEING

We strive to create habitats that showcase Mexico's biodiversity; therefore, we are responsible for guaranteeing the wellbeing of all species that find themselves in our care. With this in mind, we have a professional team which follows the strictest standards in animal

wellbeing, following the five domains model which ensures the physical and mental health of all organisms.

NUTRITION

We guarantee a balanced diet depending on each species' physiological and activity needs, ensuring that the food and water the organisms they need are available.

01

EXPERIENCE

We offer a habitat that guarantees organisms their behavioral development, such as hunting, socializing, play, rewards and relating to their surroundings so they can interact with visitors.

05

CONDUCT

We offer organisms conditions in their habitats that allow them to express their social and individual conducts according to each species' particular behavioral patterns.

04

HEALTH

We carry our preventive programs to ensure specialized veterinarian medical services are available according to the needs of each organism, and guarantee their health.

02

SURROUNDINGS

We provide all organisms with habitats that are appropriate for their biological profile in such a way as to answer to their stimulation, shelter and safety needs.

03

WILDLIFE HOSPITAL

We have a hospital in the Xcaret park for treating wildlife which is fully equipped to respond to the needs of our biological population, as well as to take care of animal emergencies that may arise in neighboring ecosystems. In coordination with government bodies our team of veterinarians have offered medical assistance to native species from Quintana Roo, Yucatan and Campeche. For the past ten years we have been an authorized unit for receiving sea turtles that have required medical attention, rehabilitation and return to their habitat.

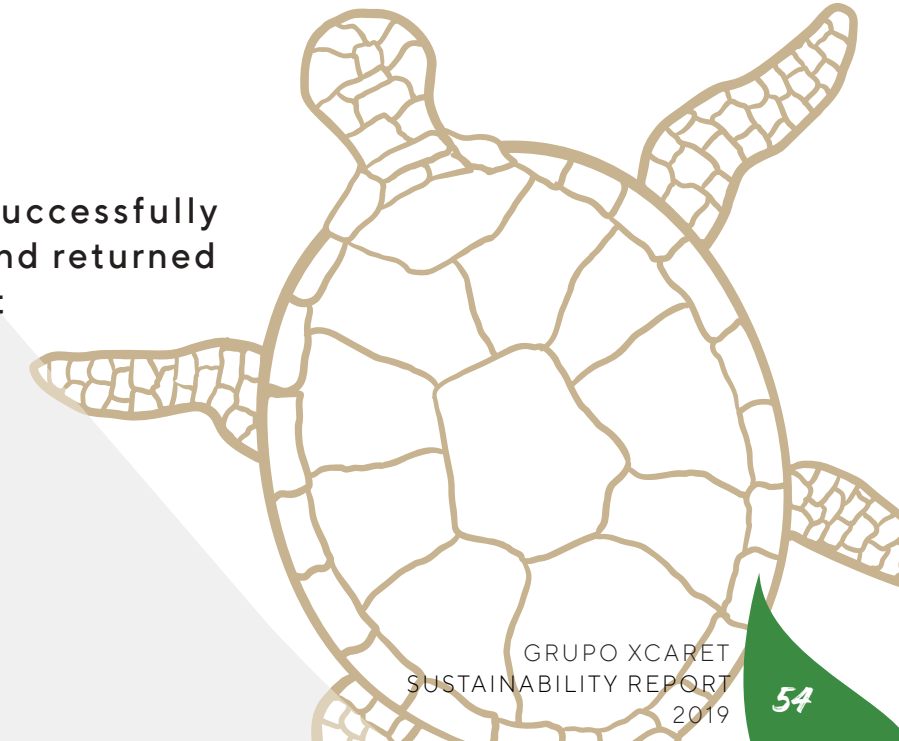
828
specimens received

84% are sea turtles

70% of specimens successfully rehabilitated and returned to their habitat

REPRODUCTION, MONITORING AND CONSERVATION PROGRAMS

We have set up species reproduction, monitoring and conservation programs, focusing on species that are in danger of extinction, and work closely with other institutions to conserve the biodiversity of our region. We are members of the Committee for Jaguar Conservation and Protection, and the national Sub-Committee for manatee Conservation, Protection and Handling.



MEXICAN PARROTS
Amazona spp

We reproduce different species of Mexican parrots in collaboration with the UNAM Institute of Biology and work on reintroduction programs.

**KING VULTURE**
Sarcoramphus papa

This program began in 2000 and so far, four specimens of this species in danger of extinction have been born.

**TIBURÓN GATA**
Ginglymostoma cirratum

Con un trabajo previo de varios años, en 2010 fuimos los primeros en lograr su reproducción bajo cuidado humano. Actualmente trabajamos en la reproducción controlada de esta especie.

**MANATEE**
Trichechus manatus

In addition to our reproduction program we have a rescue and rehabilitation program for at risk specimens. We report all our results to the National Sub-Committee for Manatee Conservation, Protection and Handling.

**ROYAL TOUCAN**
Ramphastos sulfuratus

This program began in 2012 with the construction of an area specially designed for reproduction, although no specimens have been born so far. Thanks to our continuing work we have been able to implement new procedures and actions to achieve our objective.

ROYAL EAGLE
Aquila chrysaetos

In 2015 we built a customized area for this species' reproduction. Although fertile eggs have not appeared so far, the couple continue to show reproduction behavior.

MONITORING PROGRAMS**PINK CONCH**

This program focuses on protecting the adult and young reproductive population that are thriving in in the Xel-Há cove, considered to be an ideal location for pink conch reproduction.

FISH IN XEL-HÁ COVE

We constantly monitor Xel-Há cove, which allows us to draw up a census of the fish population and discover the current state of the entire ecosystem.

**MAMMALS**

We monitor mammals in our different business units to learn about the conservation status of the eco-system and the species that inhabit it. As part of this program, and thanks to the number of sightings, we are part of the Committee for Jaguar Conservation and Protection.



TAPIR

The Group participates in research programs that support field work carried out by veterinarians and biologists from several government and private institutions.

**CARIBBEAN FLAMINGO**

We are part of a team of specialists that ring and monitor flamingos in the Ria Lagartos Biosphere Reserve.

**SPIDER MONKEY**

With the goal of determining the group's condition and preserving the species in this region, we monitor the spider monkey troop living in the area surrounding the Xenses, Xcaret and Xplor parks and the Occidental Hotel and Hotel Xcaret México.

SEA TURTLE CONSERVATION PROGRAM

This program makes a positive contribution towards conserving species of sea turtles that nest on the beaches of Quintana Roo. We cooperate with Flora, Fauna and Culture of Mexico in four ways:

Nest eggs.

This is an environmental education program so our visitors can learn about what happens inside a sea turtle nest, create awareness, teach them how to avoid bad practices that affect nesting and join our efforts to conserve the sea turtle.

In 2019, 4,351 white and loggerhead sea turtle eggs were exhibited, and 91% hatched and were released into their habitat.

**Beginning.**

We kept two turtle nests under our care for 15 months. At the end of this period, we released them into the sea in the hope that they would survive, since they were larger and stronger. Releasing the turtles also sends a message of conservation to our visitors and students who take part in our educational program for sustainable development.

1,568

students and teachers from 37 schools participated in the release of sea turtles

In 2019 154

turtles were released as part of this program





Rescue and rehabilitation.

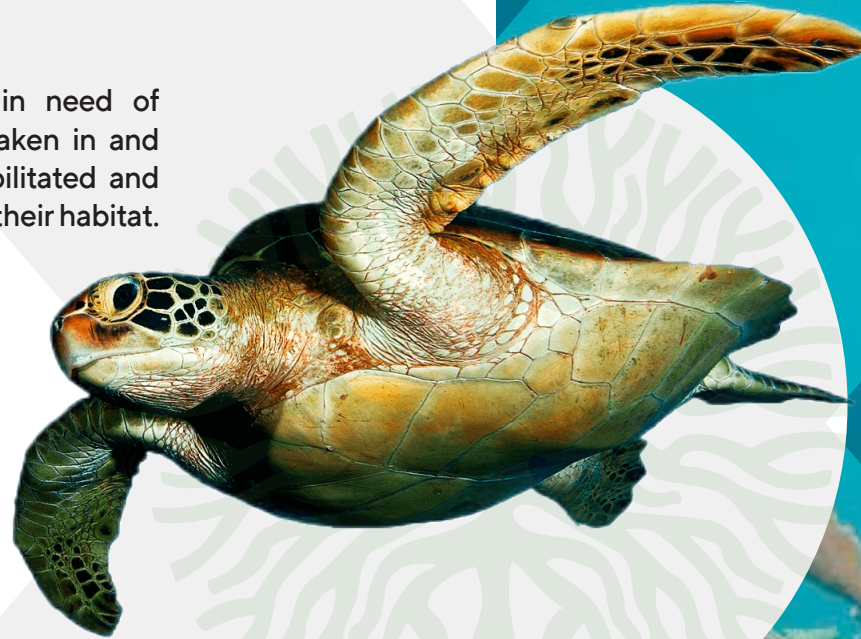
The purpose of this program is to offer medical attention to all wounded or stranded organisms found in Quintana Roo state.

In 2019, 14 specimens in need of medical attention were taken in and 50% of them were rehabilitated and successfully released into their habitat.

Protecting beaches.

In collaboration with Flora, Fauna and Culture this program protects 13 beaches over a distance of 120 km, ensuring the wellbeing of specimens that come out to nest, as well as protecting the nests in these locations. This program is certified as a conservation program by the Latin America Association of Parks, Zoos and Aquariums.

In 2019, 19,329 white, loggerhead and hawksbill turtle nests were counted.



CORAL CONSERVATION PROGRAM

This program, which began in 2011 through an alliance with other institutions, hopes to investigate, reproduce, exhibit and educate the general public on the importance of coral reefs, thus contributing to their restoration. The creation of a coral farm has helped to maintain colonies of the *Acropora palmata*, *Acropora cervicornis* and *Orvicella faveolata*, some of which have been returned to the reef for long term restoration.

In 2019, 14 colonies on the reef were monitored, of which 9 spawned.



MACAW CONSERVATION PROGRAM

The aim of this program is to conserve the scarlet macaw *Ara Macao* and green macaw *Ara Militar* through reproduction programs in situ and release programs ex situ, paying special attention the scarlet macaw due to its dangerous conservation status; statistics estimated that only 250 specimens existed in 1993.

In 2012 we began the scarlet macaw reintroduction program in Palenque, Chiapas and in 2014 the scarlet macaw introduction program in Mancyaga and other locations in Veracruz.

189

**specimens reintroduced
in Veracruz with an
85% survival rate**

104

**specimens reintroduced in
Chiapas with a 74% survival rate**



ALLIANCES FOR CONSERVATION

Rather than carry out conservation efforts by ourselves, we work hand in hand with public, private, academic and community institutions, exchanging experiences, knowledge and results to benefit biodiversity conservation.

ASSOCIATION
OF ZOOS &
AQUARIUMS



Instituto
Nacional
de Pesca





PROSPERITY

GOVERNANCE

In order to guarantee an effective contribution for all our groups of interest, our corporate government continues to establish strategic objectives, decides how to achieve them, safeguards efficient use of resources and calculates the risks and opportunities for the Group. We have followed the rules of the “100 years of Sustainability” Trust since 2010.



COMPANY ETHICS

An ethical company is built by responsible people on a day-to-day basis. They act and make decisions based on what is right and within the law, respecting integrity and human dignity. Doing what is right defines our relationship with visitors, guests and our partners: suppliers, communities where we have a presence, and, in general, anyone with whom we have a relationship

In 2019 we implemented our Ethical Code of Conduct that guides how we act and the decisions we take when facing different situations.



Código de Conducta Ética Grupo Xcaret

DRIVING THE MEXICAN ECONOMY

We are committed to driving the Mexican economy, which is why we prefer to use local and national suppliers. We maintain a portfolio with 99% national suppliers, of which 95% are small and medium sized companies. We also make the most of economic growth in the rural communities of our region, using a chain of supply that includes:

24 suppliers from rural communities

in the Quintana Roo municipalities of Felipe Carrillo Puerto, Othon P. Blanco, Tulum, Solidaridad and Benito Juárez, from whom we acquire products such as liqueurs and syrups, fruit, bamboo, bee honey-based products and hammocks.

16 suppliers from the rural communities of Valladolid and Merida in Yucatan,

from whom we acquire fruit and vegetables, corn tortillas, sandals, guayabera shirts and palm trees.

During 2019, 40 suppliers joined the Nacional Financiera "Productive Chains" program, which guarantees their cash flow.

To date a total of 1,040 suppliers have accepted our invitation to register in the program.

Percentage of national suppliers

99.8%

Percentage of foreign suppliers

0.02%

Percentage of suppliers from the Yucatan Peninsula

63%

Percentage of suppliers from the rest of the country

37%

Percentage of suppliers from Yucatan and Campeche

16%

Percentage of suppliers from Quintana Roo

84%





ECONOMIC PERFORMANCE

ATTENDANCE

VISITORS



10%
ADMITTED WITH COMPLIMENTARY
ADMISSIONS

35%
NATIONAL VISITORS

65%
INTERNATIONAL VISITORS

4'128,684
PERSONS VISITED THE PARKS AND TOURS
DURING 2019



HOTEL XCARET
MEXICO

Occupation percentage
during 2019: **88%**

GUESTS

41%
NATIONAL

59%
INTERNATIONAL

4.7 NIGHTS
AVERAGE STAY



697,889
GUESTS RECEIVED IN 2019

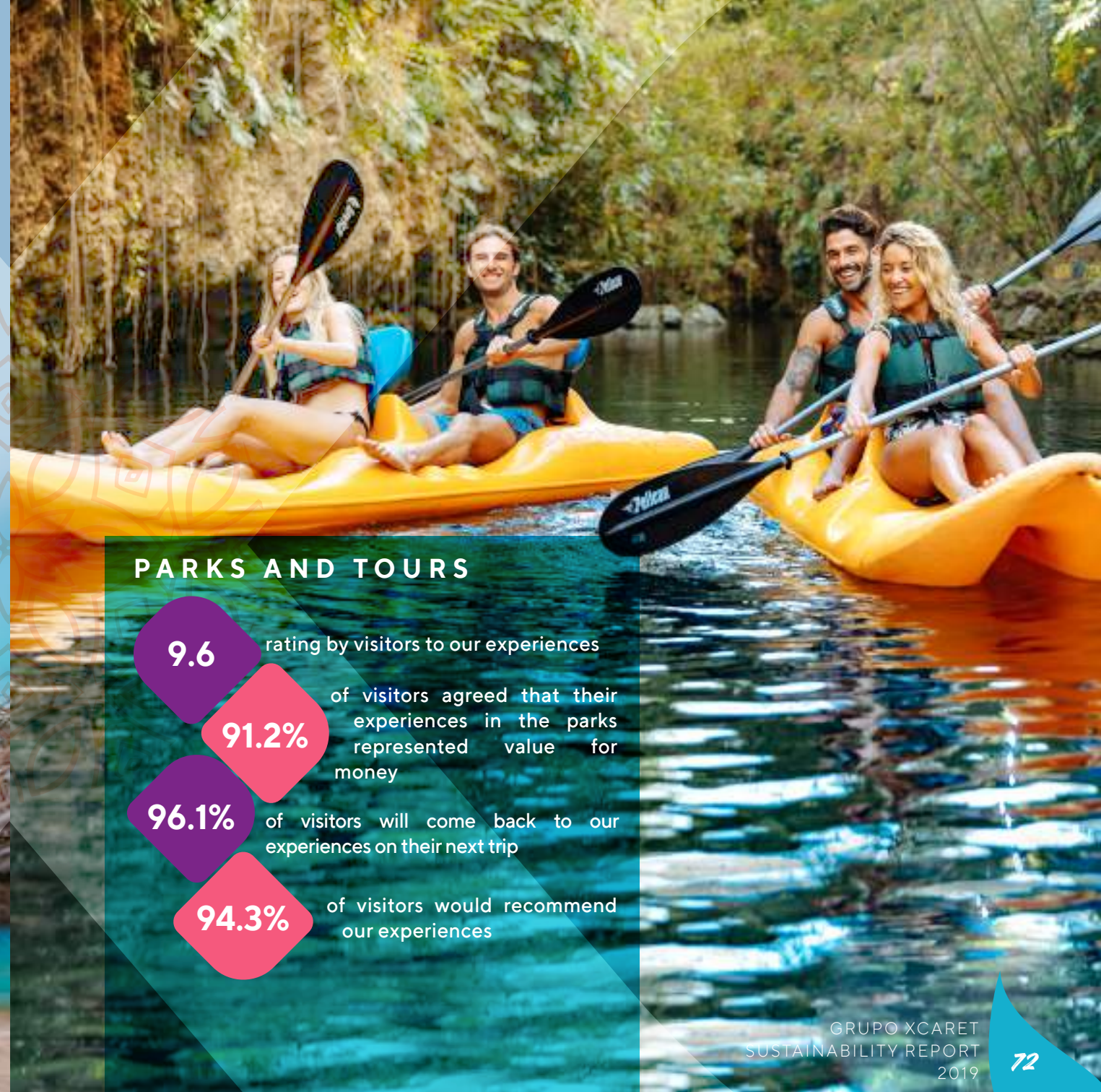


VISITOR AND GUEST
SATISFACTIONHOTEL XCARET
MÉXICO

95/100 rating by hotel guests

97% of our guests would recommend the hotel

95% of our guests would stay with us again



PARKS AND TOURS

9.6 rating by visitors to our experiences

91.2% of visitors agreed that their experiences in the parks represented value for money

96.1% of visitors will come back to our experiences on their next trip

94.3% of visitors would recommend our experiences



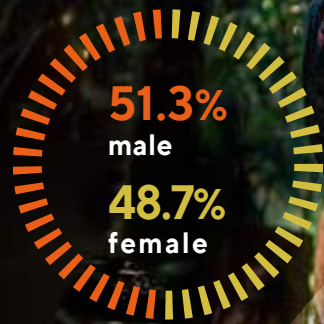
As part of the celebrations for Xplor park's 10th anniversary, the Xplor Bravest Race was extremely challenging and fun, covering 6.5 km under the "Evolution" theme. Participants had to overcome 40 obstacles in natural settings, showing strength, resistance and skill in four stages that represented the Earth's evolution: Pangea, Dinosaurs, Xapiens and Xplor. Upon overcoming the obstacles and obtaining their Evolution Pins, each participant was awarded a commemorative pin for Xplor park's 10 years.

PARTICIPANTS

2,945



PARTICIPANTS



761 KG
**OF INORGANIC WASTE
RECOVERED FOR
LATER RECYCLING**



**TRIATLÓN
XEL-HÁ**

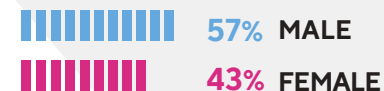
For the 6th consecutive year Xel-Há was an official venue for the Mexican Triathlon Federation's National Championship, in the Olympic, sprint, children's and beginner's categories.

It celebrated its 11th edition in Xel-Há's spectacular natural landscapes on the park's 25th anniversary.

During the event several environmentally friendly practices were carried out, which is why it is known as the "Green Triathlon", making sure attendees use chemical free sun blocks and that all waste is separated. It is also a fundraising event, making annual donations to Flora, Fauna and Culture of Mexico and the Mexican Red Cross, Quintana Roo.

PARTICIPANTS

2,155



VOLUNTEERS

187

5.4 TONS
of inorganic waste recovered
for subsequent recycling

3.6 TONS
of inorganic waste recovered
for subsequent composting

\$2'109631.89

pesos taken from race registrations
and donated to the Flora, Fauna
and Culture of Mexico sea
turtle conservation program.

\$1'000,000

pesos donated to the Mexican Red
Cross, Quintana Roo, obtained
through fundraising dinners.





United Nations
Global Compact

“MAKING GLOBAL GOALS LOCAL BUSINESS” WORLD COMPACT

In 2019 Grupo Xcaret hosted the “Making Global Goals Local Business” forum organized by the U.N. World Compact, Mexico. This was a high-level forum that brought together executives from the most important companies in Latin America to analyze advances in the business sector for the 2030 Agenda, showcase best practices and experiences in sustainability and discuss their impact on Sustainable Development Goals.

For two days, in the setting of the Hotel Xcaret México, more than twenty speakers highlighted the importance of establishing alliances, aligning strategies and operations to the Universal Principles

on Human Rights, Labor, the Environment and the Fight against Corruption, and taking measures to allow the fulfillment of goals in sustainability.

PARTICIPANTS

+1,000

86% COMPANIES

+300 ADOLESCENTS

+100 SPEAKERS

+65 ATTENDEES
FROM THE LATIN
AMERICAN MEDIA

19 ATTENDING COUNTRIES
AMÉRICA, ASIA AND EUROPA

2 AGREEMENTS SIGNED
AT NATIONAL LEVEL



CERTIFICATIONS



Xenotes, Xcaret, Xel-Há, Xplor and the Hotel Xcaret México received the EarthCheck Certificate of Sustainable Tourism that recognizes top performance in environmental management systems and the execution of good international practices in sustainability in the tourism sector around the world.

This is a risk prevention and control program based on the methodology of analyzing critical risks and control points. Our restaurants and bars in the Hotel Xcaret México, Xcaret, Xel-Há and Xplor were certified in different areas by FoodCheck, SafetyCheck and FireCheck.



Hotel Xcaret México also received certifications in the Roomcheck, SpaCheck, CrisisCheck, DineCheck, PoolCheck and AquaCheck modules.



Recognized as an authority on the luxury hotel sector, Forbes Travel Guide rates hotels, restaurants and spas based on nine hundred standards verified by professional inspectors. It recognizes the level of excellence at inspected

properties with a star rating. In 2019 the Hotel Xcaret México was awarded the four-star award for offering highly personalized service for demanding guests.



The American Automobile Association (AAA) Diamond Program sets criteria for excellence in the services and facilities of high-level hotels, criteria that are verified by professional inspectors. In 2019 the Hotel Xcaret México received the program's highest distinction, the "Five Diamonds", awarded to properties offering world class luxury, amenities and personalized service that guarantee a unique experience for guests and members.

The Há Restaurant also received the "Five Diamonds" distinction for fulfilling these criteria and offering avant-garde cuisine, top class ingredients and preparation, along with extraordinary service and surroundings.

DISTINTIVO



GARANTÍA DE
SUSTENTABILIDAD

MÉXICO

For the 7th consecutive year Xcaret and Xel-Há received the Sustainability Certification awarded by the Mexican Department of Tourism in recognition of their sustainable management. Xenses won the recognition for the first year, Xplor won it for the second consecutive year, and Xcaret and Xel-Há also renewed it.



Our food and beverage outlets received the Distintivo H from the Department of Tourism and Department of Health for fulfilling food hygiene standards established by Mexican Norm NMX-F065 NORMEX 2015.

AWARDS



This award is a respected global authority on high-performance cultures in the workplace. In 2019 the Great Place To Work Institute rated Grupo Xcaret as the number one company in the Pride category and also as number twelve in the list of the best places to work in Mexico, in the category for over five thousand co-workers.



The TripAdvisor Certificate of Excellence pays homage to certain types of accommodation, attraction and restaurant that show a constant commitment to excellence in hospitality. In 2019 Xplor and Xoximilco parks, the Xenotes and Xichén tours and the Casona Valladolid restaurant obtained the TripAdvisor Hall of Fame prize for having been awarded Certificates of Excellence for 5 consecutive years on the world's largest travel website.



**PREMIO
RAMAZZINI &
CARVALHO**

This is the most prestigious certification, awarded by the Association of Hygiene Safety and Civil Protection (ASEHPROC), in disciplines associated with safety, workplace health, civil protection and the Integral Management of Disaster Risks.

AWARDS



Xcaret was recognized for the fourth consecutive year as the Best Theme and Water Park in the World, a prize awarded by TravAlliancemedi, one of the most important travel agent communities in the United States.



This is a recognition awarded by the Mexican Center for Philanthropy (Comefi) for voluntary and public commitment to implementing socially responsible management as part of a company's culture and business strategy.



This recognition is awarded by the Anáhuac University to those persons, bodies and institutions that, through exceptional performance, have shown a strong commitment to its interest groups, total dedication to the most important causes, and who have above all established themselves as an example for current and future generations.



Travel and Leisure Mexico held the first edition of its MexBest awards, recognizing the best in gastronomy and the hotel industry in our country. A jury made up of 25 experts rated the participating properties. Hotel Xcaret México was recognized in the Best Family Getaway and Reader's Choice Hotel categories.



GetYourGuide has gained the confidence of millions of travelers and established itself as an authority on unique and must-do activities. Offering thousands of activities and attractions throughout the world with the highest of standards, they constantly rate and improve their catalogue to guarantee a constant standard of excellence. Grupo Xcaret was recognized in the Best Water Adventures category.



Each year Prevue Meetings and Incentives celebrates the Preview Visionary Awards, where destinations, hotels, resorts, cruises and airlines with a vision for the future in the meetings and incentives industry are recognized.



The Readers' Choice Awards are awarded each year by Recommend travel magazine to tourist organizations that are committed to excellence. Hotel Xcaret México received the bronze award in the Best Family Hotel/Resort Chain category.



Preferred Hotels and Resorts has a portfolio of five collections that showcase the best in independent hotels, and in order to guarantee the highest levels of guest satisfaction it requires each of its member hotels to maintain the highest standards in quality, known as the Preferred Standards of Excellence™. Hotel Xcaret México is a member of the L.V.X. collection which focuses on experiences that offer a sophisticated, elegant and unique style with exclusive services in the most desirable destinations.



Business Destination is a luxury magazine for the demanding corporate traveler. Each year it recognizes hotels that stand out for the original, personalized service experiences they offer. In 2019 the Xcaret Destination was awarded the Most Sustainable Hotel prize in the North America category.

INNOVATION:



In 2019 Grupo Xcaret opened a new park, Xavage, an all-inclusive adventure experience. Xavage was added to our Xplor and Xplor Fuego parks to complete the Group's adventure activities. It offers six original activities: Whitewater rapids, customized Monster Truck, Ropes Circuit, Jet Boat, Kayaks and Zipline; there is also a special area for kids.

Xavage is the only park in Cancun and the Riviera Maya to offer the Whitewater Rapids activity. It offers a rafting tour including a guide and rowing equipment for the 1.4 km course. The activity begins with category one rapids, and finishes with a category three section, according to the international scale.

The Monster Trucks, exclusively designed for Xavage, are built for driving over 15 obstacles and are only available on our courses: they include 3-meter slopes, rock steps and car roofs.

The Ropes Circuit offers 96 novel obstacles, distributed over four levels, from the lowest (8 m) to the highest (36 m). Here you can find everything from skate boards to kayaks and bicycles hanging at different heights.

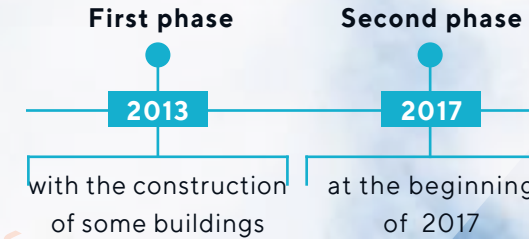
This Jet Boat is a high-speed ride on a boat powered by a racing engine. The activity combines speed and 360° turns on a ride that is even more thrilling since it takes through narrow channels instead of the open sea or one of Cancun's lagoons.

Xavage also offers the only Kayak tour in Cancun and the Riviera Maya that takes you through channels. Two circuits of different lengths are available. The activity can be individual or for couples.

The Xavage Zipline is the longest ride flying in a horizontal position in Cancun and the Riviera Maya.

The Children's Area is a place where kids from 5 to 11 years of age can have fun on a circuit full of challenges, with waterslides, bridges, water and a paddling pool.

Project's opening date:



SURFACE AREA:

57 hectares

DISTANCE FROM CANCUN:

20 km

DIRECT JOBS:

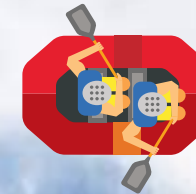
362

CAPACITY:

3,000 daily visitors



certification for the Ropes Circuit and Zipline



Certified rafting guides for the level 4 rapids

ABOUT THIS REPORT

For Grupo Xcaret the Sustainability Report is a tool that allows us to strengthen our relationship with our interest groups by communicating our performance in social, environmental and economic fields. It also highlights how we support and contribute to the principles of the United Nations Global Pact and Sustainable Social Objectives.

This document shows the results of our programs that focus on sustainability. The information provided here covers the period from January 1 to December 31, 2019.

The numbers given come from Grupo Xcaret tourist units, either individually or combined, as specified. This report has been written following the basic criteria of the Global Reporting Initiative.

Previous reports can be consulted in Spanish or English on the Grupo Xcaret official website: <https://www.grupoxcaret.com>.

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

Iliana Rodríguez Cavazos
Corporate Director of Sustainability and Institutional Relations
irodriguez@xcaret.com

Miriam Alonso Pacheco
Assistant Director of Corporate Sustainability
malonso@xcaret.com

Brenda Olivares Banderas
Corporate Sustainability Executive
bolivares@xcaret.com

PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

We hereby confirm our commitment to the Principles of the World Compact and we are part of the Management Committee of the United Nations Global Compact Network in Mexico for promoting and working for a culture of sustainability in business.

The programs and initiatives we develop are aligned to the Principles of the World Compact for Human Rights, Work, Environment and Anticorruption Regulations.



HUMAN RIGHTS

1	Support the Protection of Human Rights	16, 17, 20, 22, 38, 67, 75
2	Ensure non-complicity with the violation of Human Rights	67, 75

WORK REGULATIONS

3	Support freedom of affiliation and the right to collective bargaining	23
4	Support the elimination of forced or coerced labor	23
5	Support the eradication of child labor	23, 24
6	Support the elimination of discrimination in the workplace	20, 22, 23, 24, 25, 67, 68

ENVIRONMENT

7	Maintain a focus on protecting the environment	16, 17, 20, 33, 48, 62
8	Support initiatives that promote greater environmental responsibility	16, 17, 31, 33-38, 49-62
9	Support the development and promotion of technologies that protect the environment	49-52

ANTI-CORRUPTION

10	Work against corruption of all kinds, including extortion and bribery	17, 20, 67
-----------	---	------------

PAGE

16, 17, 20, 22, 38, 67, 75
67, 75
23
23
23, 24
20, 22, 23, 24, 25, 67, 68
16, 17, 20, 33, 48, 62
16, 17, 31, 33-38, 49-62
49-52
17, 20, 67

SUSTAINABLE DEVELOPMENT GOALS

We maintain our commitment to Sustainable Development Objectives and actively contribute to the 2030 Agenda through our programs and initiatives. As part of the tourist community, we support these Objectives in the following way: 8 Decent Work and Economic Growth, 12 Responsible Production and Consumption, and 14 Underwater Life. However, our efforts are not limited to these objectives. To follow, we will show the existing relationship between our programs developed in 2019 and the Sustainable Development Objectives.



GLOBAL REPORTING INITIATIVE

The 2019 Sustainability Report has been written according to criteria on topics focusing on the management, economics, environment and social aspects of the Global Reporting Initiative (GRI).

Management Focus			Economic			Social		
102-1 Page: 5	102-8 Page: 23-25	102-20 Page: 65 y 66	203-2 Page: 67-68, 81-82	306-4 Page: 50	403-6 Page: 26	102-2 Page: 7-12	102-9 Page: 67 y 68	404-1 Page: 27
Name of organization	Information on employees and other workers	Responsibility at executive level for economic, environmental and social matters	Significant, indirect economic impacts	Waste not destined for elimination	Promotion of good health among workers	Activities, brands, products and services	Supply chain	Number of training hours per employee per year
102-3 Page: 7-12	102-10 Page: 5, 81, 82	102-40 Page: 19	204-1 Page: 67-68	401-1 Page: 23 y 82	404-2 Page: 27	102-4 Page: 7-12	102-14 Page: 1-4	405-1 Page: 23-25
Location of Headquarters	Significant changes in the organization and its supply chain	List of interest groups	Proportion of expenditure with local suppliers	Hiring of new employees and staff turnover	Programs for improving employees' skills and pro-grams to assist with transition	Location of Operations	Declaration of senior executives responsible for decision making	Diversity at management and employee levels
102-6 Page: 7-12, 69-70	102-15 Page: 5, 14, 20	102-47 Page: 20	303-1 Page: 49	403-1 Page: 26	408-1 Page: 23 y 24	102-7 Page: 7-12, 23	102-16 Page: 6, 67	413-1 Page: 33-38
Markets served	Main impacts, risks and opportunities	List of material issues	Interaction with water as a shared resource	System for health and safety management in the workplace	Operations and suppliers with a significant risk of child labor cases	Size of organization	Values, principles, standards and norms of behavior	Operations with local community participation, evaluations on their impact and development programs
102-53 Page: 84	102-50 Page: 84	102-54 Page: 84	304-3 Page: 34-38, 52-62	Identification of dangers, risk evaluation and incident investigation	102-55 Page: 89 y 90	102-53 Page: 84	Declaration that report has been written as per GRI standards	
	Period covered by report	Contact details for questions on the report	Protected or restored habitats	Health services in the workplace		102-54 Page: 84	Declaration that report has been written as per GRI standards	
	102-53 Page: 84	102-54 Page: 84	305-1 Page: 51	403-2 Page: 26		102-55 Page: 89 y 90	Declaration that report has been written as per GRI standards	
		GRI contents index	Direct GEI emissions (CO2)	Health services in the workplace			GRI contents index	
			306-2 Page: 50	403-3 Page: 26				
			Handling of significant impacts related to waste	Worker education on health and safety in the work-place				



G R U P O
xcaret