

Xustainability

REPORT 2023



ABOUT THIS REPORT

GRI 2-3, ODS 12



The Grupo Xcaret Xustainability Report is the official tool for reporting our performance on social, environmental and corporate governance issues. We use this document to communicate how we manage concrete issues stemming from the interests and expectations of our main interest groups. We also emphasize our commitment to focusing on development and sustainable tourism in all our operations as well as adhering and contributing to the Principles of the United Nations Global Compact and Sustainable Development Goals (SDG).

This report shows results obtained by programs and actions as outlined by our Xustainability Model for the period comprising January 01 to December 31, 2023. This report has been drawn up using Global Reporting Initiative standards

as a reference point and the information herein refers to our tourism units, either collectively or individually, as indicated.

Previous reports can be consulted on our official website at: <https://www.grupoxcaret.com>

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MESSAGE FROM THE PRESIDENT

GRI 2-22



Dear friends:

We have prepared this report for you with much love, but above all with a pride that comes from work done with passion and dedication.

The Xcaret Family has been shaped during more than 35 years. This might seem like a long time to some, but in business terms we are still a young organization. However, we are a Group with a philosophy built on a solid foundation. We are renowned for our long-term vision for sustainability, for conducting ourselves in an ethical manner, and basing our decisions on solid values.

2023 was a year full of challenges which we faced with courage and teamwork. We survived a year that put us to the test in many ways. But thanks to the talent

of the Group's co-workers, we successfully achieved many accomplishments, such as welcoming more than 5 million travelers, growing to a workforce of almost 16,000, all our hotels are 5 diamonds, Xel-Há Park became the first park in the world to obtain the EarthCheck Master certification, Xplor opened the first private Training Center in Mexico for working at heights, and we inaugurated our first catamaran tour to Isla Mujeres, just to mention a few.

Also, after deep thought and

MESSAGE FROM THE PRESIDENT

GRI 2-22



reflection, we reconfigured our corporate philosophy, which now comprises vision, mission, goals, values, and our founders' principles. We dreamt together about our goals for the next 50 years and began the process of creating the first macro-initiatives that will help us build that future.

We would like to take this opportunity to recognize and thank everyone who has been a part of Grupo Xcaret, showing their capacity for adapting to and overcoming obstacles that stood in their way. Their

creativity, flexibility and perseverance have been exemplary. We feel deeply thankful and proud of them all.

Our great love for Mexico inspires us to continue working as a team to grow and evolve as persons, with strength, confidence and integrity.

The above is just a hint of what has been achieved. I invite you to continue reading this report, since I know you will find clear examples of the dedication and passion for which Grupo Xcaret is famous. Enjoy your reading.

Arq. Miguel Quintana Pali
President and General Director
Grupo Xcaret

ABOUT US

GRI 2-1, GRI 2-2, GRI 2-6, ODS 8

We are a business group offering sustainable tourist recreation in Mexico. We create unique and sustainable experiences, inspired by our deep love for Mexico, culture and life. Our businesses include parks, tours and hotels.

and the creation of shared values and prosperity in the communities where we operate.

Grupo Xcaret's business model is based on ethics, respect for human dignity, commitment to biodiversity



BUSI NESS UNITS

GRI 2-2, GRI 2-6, ODS 8

PARKS AND TOURS



Our first park has been the most emblematic in the Mexican Caribbean for the past 30 years. This Majestic Paradise offers more than 50 attractions for all the family and has been named the Best Park in the World (Liseberg Applause Award & Travvy Awards).

While here visitors discover the best of Mexico's culture, nature, gastronomy and history, while enjoying its

underground rivers, shows and restaurants. Among its main attractions are:

- Three stunning underground rivers.
- More than ten specialty restaurants.
- Aviary, Butterfly Pavilion, Coral Reef Aquarium.
- The biggest show in Mexico: Xcaret México Espectacular.



BUSINESS UNITS

PARKS AND TOURS



This natural wonder offers an unforgettable experience with more than 20 water and land activities for family and friends. It is an all-inclusive park that promotes respect and care for nature and in 2009 became the first park to receive the EarthCheck certification for its sustainable practices and the first to receive the Master certification.

Visitors can marvel at the most spectacular landscape in the Riviera Maya from the 40m high lighthouse observation deck and slide down its four water chutes, and enjoy unlimited snorkeling in its beautiful cove, along with food and drinks.

- **Unlimited snorkeling in the river and cove.**
- **Lighthouse observation deck with a 40m high panoramic view.**
- **Breakfast, snacks and buffet lunch.**
- **Open bar and unlimited drinks.**



BUSINESS UNITS

PARKS AND TOURS



The most visited zipline park in the world offers an all-inclusive experience along with the most spectacular natural landscapes in the Riviera Maya. Visitors enjoy a thrilling adventure on two zipline circuits, amphibious vehicle rides, swimming in underground rivers and a delicious buffet that includes smoothies, fruit and bread.

- **Two circuits with seven ziplines, including the highest in the Riviera Maya.**
- **Amphibious vehicles.**
- **Float down an underground river on a raft, paddling with your hands.**
- **Two circuits for swimming in a stalactite river.**

- **Hammock splash.**
- **Toboganxote (new attraction).**
- **Underground expedition.**
- **Snacks and unlimited non-alcoholic drinks.**
- **Buffet lunch.**



BUSINESS UNITS

PARKS AND TOURS



This adventure park, the only one in the Riviera Maya with nighttime ziplines, offers a thrilling experience in the jungle. Visitors enjoy ziplines, feel the adrenaline flow as they drive an amphibious vehicle across hanging, torchlit bridges, and discover an underground river while swimming, or on a raft. They also enjoy hot drinks, cookies and an unlimited buffet.

- A circuit with seven ziplines, including the highest in the Riviera Maya.
- Amphibious vehicles.
- Swimming in a stalactite river.

- Float down an underground river on a raft while paddling with your hands.
- Hammock splash.
- Entrance to Toboganxote (new attraction).
- Cavern walk.
- Buffet dinner.
- Unlimited non-alcoholic drinks.



BUSINESS UNITS

PARKS AND TOURS



Enjoy the most Mexican of fiestas in Xoximilco, while on an original cruise through canals on board colorful Mexican gondolas with live music and a fun atmosphere.

This tour pays homage to traditions from Central Mexico, showcasing its festive and joyful side with the best of its music and cuisine. Everybody's invited to this unforgettable fiesta!

- Night tour through canals on a Mexican gondola with a friendly MC, called your "compadre".
- Tasting menu with typical Mexican dishes.
- Open bar with tequila, beer, rum, vodka, fresh fruit drinks and sodas.
- Live musicians playing Mexican music: mariachi, norteño, ranchero, jarana and marimba.



BUSINESS UNITS

PARKS AND TOURS



This original half-day park for families challenges your senses with more than 20 activities, 50 incredible settings and 135 unique photo points. Here nothing is as it seems and visitors have the chance to take their creativity and imagination to the limit, walking through a weird Mexican Pueblo, flying on a horizontal zipline over the jungle and enjoying a family Xpa. They can discover different ecosystems in the darkness of Xensatorium and all the other fascinating corners of the park.

- Path of Feeling:** a fun Dwarves and Giants Trail, total darkness in Xensatorium's different ecosystems, underground caverns, El Edén's natural paradise, a refreshing Xitric Garden and optical effects for taking the best photographs.

- Path of Doing:** an enormous Beating Heart greets you, an original, weird Mexican Pueblo, a fun Water Chute,

a Flying Bird zipline, the warm current in the Lazy River and mud bath in the Sludgery.

- Visual games, optical illusions and fantastic settings.**

- Snack areas, food and drinks at an additional cost.**



BUSINESS UNITS

PARKS AND TOURS



This adventure park offers unique and fun activities. Xavage is for all kinds of adventure lovers and gives you a chance to put your skills to the test in the only white-water rapids in Cancun and the Riviera Maya. Drive a Monster Truck over rocky trails full of obstacles, ride on a Jet Boat that does 360° turns, try a 36-meter-high ropes course with obstacles, fly on the longest horizontal zipline in Cancun, row a

Kayak through canals and cool off in the pool after sliding down a water chute into the Splash Zone.

End the adventure in the Xnack area with pizzas, juices, smoothies and a delicious buffet lunch with unlimited drinks.

- Kayak.
- Ropes Course.
- Rafting (White-water rapids).
- Jet Boat.
- Zipline flight.
- Monster Truck.
- Splash Zone (pool + water chutes).
- Xnack (pizzas, juices and smoothies).
- Buffet with unlimited non-alcoholic drinks.



BUSINESS UNITS

PARKS AND TOURS



These are the most complete tours to the archaeological sites of the Yucatan Peninsula. They include comfortable transportation, certified guides, food and visits to the wonderful cenotes near the Magical Town of Valladolid.

Visitors can choose between two options when touring the mythical city of Chichen-Itza – the Deluxe Xichen or the Classic Xichen tour.

They can also visit the famous sites at Tulum and Coba, as well as having the option of combining their visits with one of our parks.

- Round trip transportation.
- Certified bilingual guide.
- Food and drinks.
- Combinations of archaeological sites and our group's parks.



BUSINESS UNITS

PARKS AND TOURS



This unique tour, exclusive to Grupo Xcaret, takes visitors to four types of cenotes (sinkholes): Lu'um, a cavern cenote; lik, an ancient cenote; Ha', a semi-open cenote; and Ka'áak', a completely open cenote; they can be enjoyed with adventure activities such as assisted rappel, ziplines, kayaking and exploration swimming.

A personalized guide accompanies visitors on the tour and helps them discover the secrets of these natural wonders. The tour also includes a delicious picnic in the middle of the jungle.

- Round trip transportation with a certified guide during the entire tour.

- Assisted rappel descent in Lu'um, a cavern cenote.

- Ziplines and jumps from heights in K'áak', an open cenote, and in lik, an ancient cenote.

- Kayaking in Ha', a semi-open cenote.

- Exploration swim in Ha', a semi-open cenote.

- Non-alcoholic drinks (water and sodas) and hot drinks (chocolate "champurrado" and coffee), as well as seasonal fruit upon exiting the first cenote.

- Picnic with julienne style soup, cold cuts and premium cheeses, selection of country-style bread and dressings for preparing your own dishes, accompanied with salads, water, wine and beer.



BUSINESS UNITS

TRANSPORT



This is Grupo Xcaret's new maritime company, offering first class experiences for visiting Isla Mujeres and Cozumel.

Visitors can go by ferry from Cancun to Isla Mujeres or from Playa del Carmen to Cozumel, enjoying top quality service, and comfortable, state-of-the-art vessels that offer a variety of departure times. They can enjoy a fun filled

day on the new Xcaret Catamaran tours to Isla Mujeres, departing from Cancun. There are two types of tours: Catamaran Light, with on board open bar and snorkeling activity, and Catamaran Prime, which also includes a visit to our exclusive beach club.

Private luxury yacht tours are also available for guests at Hoteles Xcaret and Mexico Destination Club members.



BUSINESS UNITS

HOTELES XCARET



Grupo Xcaret moved into the hotel industry in 2017 with Hotel Xcaret México, a 5 Diamond beachfront hotel on the Mexican Caribbean that offers an escape to the best of Mexican culture and invites its guests and members to share unforgettable family moments.

Its innovative All-Fun Inclusive® concept surpasses traditional

all-inclusive standards, offering guests and members unique services such as:

- **Unlimited admission and transportation to the group's theme parks: Xcaret, Xel-Há, Xplor, Xplor Fuego, Xoximilco, Xenses, Xavage and Xenotes.**

- **Experiences on the high seas on ferries to Isla Mujeres and Cozumel or catamaran tours by Xcaret Xailing.**

- **Airport-hotel-airport transfers.**

- **Contemporary cuisine designed by celebrity chefs in ten restaurants.**

- **First class mixology.**

- **Special services and amenities for small children, such as the family club, kids club or an octopus shaped theme pool.**

The property blends perfectly with its surroundings thanks to its eco-integrating architecture which maintains a perfect balance between ethical and aesthetic details, respecting the natural landscape. Its indoor areas are full of Mexican art and craftwork acquired under fair-trading principles from Mexican businesses, artists and artisans.



BUSINESS UNITS HOTELES XCARET



Grupo Xcaret's first adults only hotel opened in 2021 and was conceived as a living tribute to Mexican art and its authors, incorporating unique elements such as hands-on workshops, happenings, shows, special events, festivals and concerts in a sophisticated and relaxing ambiance. Through its Promotion of the Arts program, the resort has become a renowned venue and exhibition

center for expos, temporary exhibitions, concerts, festivals and special activities for disciplines such as painting, sculpture, cinema, music, photography, gastronomy and theater, giving its guests the chance to admire a permanent on-site art collection and explore firsthand Mexico's culture and art. All-Fun Inclusive® benefits in Hotel Xcaret Arte include:

- **Unlimited admission and transportation to all Xcaret Parks.**
- **Ten culinary experiences designed by the best Culinary Collective in Mexico.**
- **Top quality mixology.**

- **Four rooftops with pool and bar.**
- **El Deseo, a speakeasy in a hidden location.**
- **Workshops hosted by artisans specializing in pottery, weaving, Latin dancing and painting.**
- **Performances in the Music Theater and happenings throughout the hotel.**
- **Round-trip airport-hotel-airport transfers.**
- **Nautical experiences by Xcaret Xailing.**



BUSINESS UNITS HOTELES XCARET



Between the jungle and the soft rolling waves of the Caribbean, La Casa de la Playa is an ultra luxury boutique hotel by Xcaret, with a joyful soul and a AAA Five Diamond spirit of service, boasting a vast cultural heritage and sustainable design that respects and exalts the beauty of nature and our pride for Mexico. It explores and writes stories that leave their mark on our

lives through its Exclusively Your Way concept:

- Exclusive experiences in our parks.
- World class cuisine, designed by renowned chefs.
- Admission to culinary experiences in Hotel Xcaret Arte and Hotel Xcaret México.
- Private transfers in luxury cars and vans.

• Luxury service curated and designed by our butlers.

• Our facilities include an exquisite Chocolatería, Wine Cellar, the Bodega and much more, designed especially for you.



BUSINESS UNITS HOTELES XCARET



and hotel, and to parks and tours.

- Exclusive discounts in hotel shops and photograph packages.
- Amenities in parks and tours, such as fast passes and exclusive areas.

•Access to restaurants not included in the All-Fun Inclusive® concept.

•Strategic alliances that offer discounts on car rental, golf, dolphin swims and much more.

This is Hoteles Xcaret's exclusive loyalty program for lovers of the Xcaret brand.

It includes a wide range of member benefits:

- Preferential accommodation rates in the resorts.
- Luxury ground transportation services, between the airport



GRUPO XCARE'T MOST OUTSTANDING MOMENTS IN 2023:

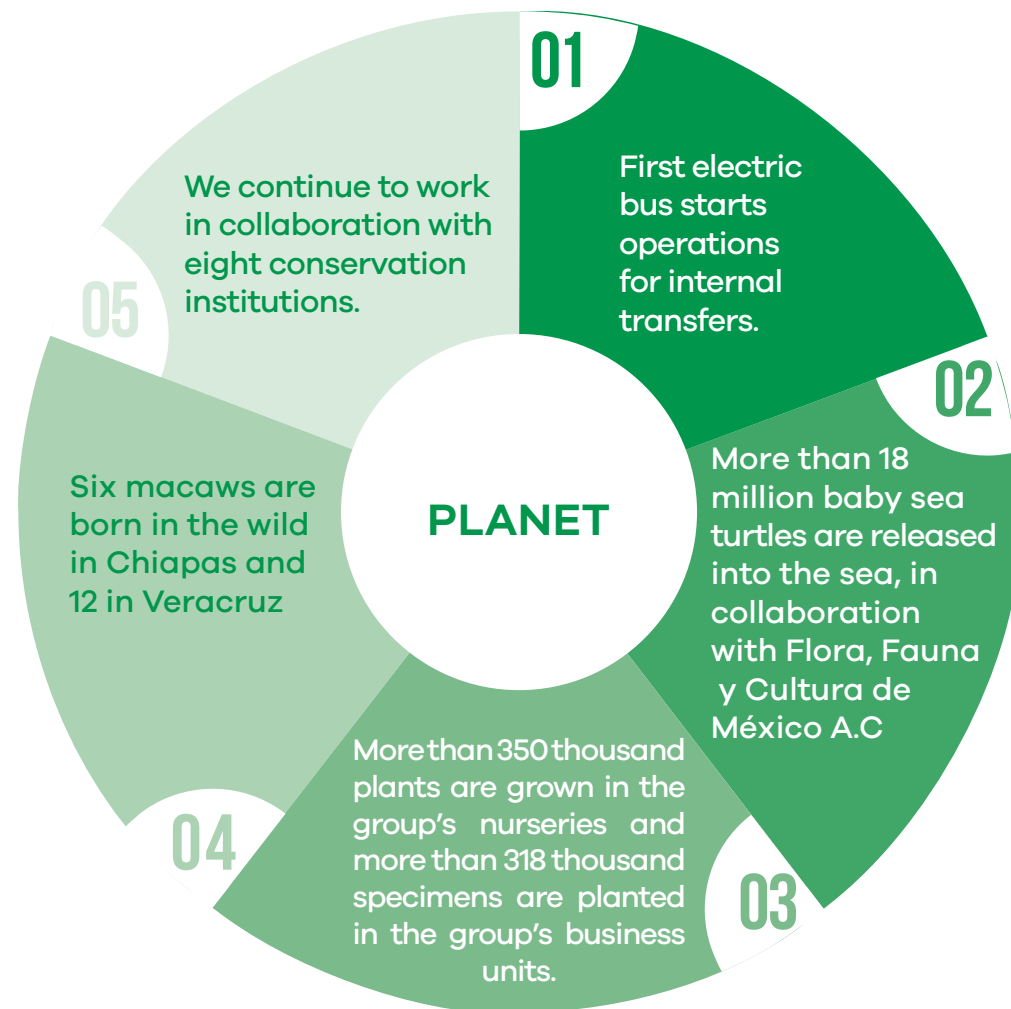


5.2 Million
travelers

15,897
employees



GRUPO XCARET'S MOST OUTSTANDING MOMENTS IN 2023:



XCARET'S DNA

GRI 2-23

In 2023 our philosophy evolved, profoundly showing our reason for being as a group. Once this evolution was conceived, it was transmitted to all our co-workers, thus making public our Founders' Spirit and Grupo Xcaret's DNA.

VISION

To be unique in sustainable tourist recreation.

MISSION

Create and share dreams.

GOAL:

Make the planet a happier place by transmitting our deep love for Mexico.



XCARET'S DNA

VALUES

1

SAFETY FIRST:

We understand that safety comes first, therefore we give it priority over everything else.

For Grupo Xcaret human integrity is not the best way to so things, it's the only way.

2

COMPLETE INTEGRITY

3

PASSION FOR INNOVATION:

Innovation is the driving force that enables us to surpass our own successes and drives us to a better future.

Serving is in our DNA and we believe it gives us the chance to leave our mark on people.

4

THE JOY OF SERVING

5

XUSTAINABLE EVOLUTION:

Care for people, planet and resources, both material and financial, constantly seeking to pass this on to future generations through our actions, is what makes us stronger.

XCARET'S DNA

FOUNDERS' PRINCIPLES



HISTORY AND BACKGROUND

During our journey of more than 30 years great moments have helped us create and share our dreams so we can continue to strive to be unique in sustainable tourist recreation.

We were able to create out history thanks to all those who did things well using their talent and commitment, as well as a deep love for Mexico that has helped the development of this great organization.

1993

Start of the red macaw reproduction program.

1995

Obtaining the permit for operating the Xel-Há natural wonder. Start of the "Xcaret México Espectacular" show.

1996

Start of sea turtle protection program in Riviera Maya.

2002

Opening of the Gran Tlachco in Xcaret for hosting the "Xcaret México Espectacular show".

HISTORIA Y TRAYECTORIA

2006

The first Festival of Life and Death Traditions takes place in Xcaret.

2007

Launch of the first edition of the Sacred Crossing.

2009

Opening of our third park, called Xplor.

2010

Start of tours to the archaeological sites of the Yucatan Peninsula. Our parks and tours come together to form one company: Grupo Xcaret. The partners' trust fund is established for 100 years.

2012

We receive the WTO Ulysses award.

2013

Opening of Xplor Fuego and Xoximilco Cancun parks, as well as the Xenotes tour in the Ruta de los Cenotes in Puerto Morelos, Quintana Roo.

2016

Opening of our new Xenses park.

2017

Opening of Hotel Xcaret México All-Fun Inclusive®.

HISTORIA Y TRAYECTORIA

2018

We obtain the "Liseberg Applause Award" for being the Best Park in the World, crowning almost three decades of original and excellent service in Xcaret.

2019

Opening of Xavage park.

2020

Health emergency due to COVID-19.

2021

Reopening of Xavage park (the last business unit to reopen after the pandemic). Inauguration of Hotel Xcaret Arte, La Casa de la Playa and Xcaret Xailing as new accommodation and transportation options.

2022

The Mexican Institute of Industrial Property (IMPI) recognizes Xcaret as a Famous Brand.

2023

Xcaret Xailing announces its new Playa del Carmen – Cozumel route.

Xel Há obtiene el certificado Máster de EarthCheck, primer parque en el mundo en conseguirlo.

SUSTAINABILITY STRATEGY

GRI 2-23, GRI 2-24, ODS 8, 12, 14,
PRINCIPLES 1, 6, 7, 8, 9, 10

Our Sustainability strategy is based on the need to balance economic, sociocultural and environmental values, as part of our commitment to tourism and sustainable development. We are convinced that the resulting benefits not only mean improvement for our business, but also for our community and surroundings.

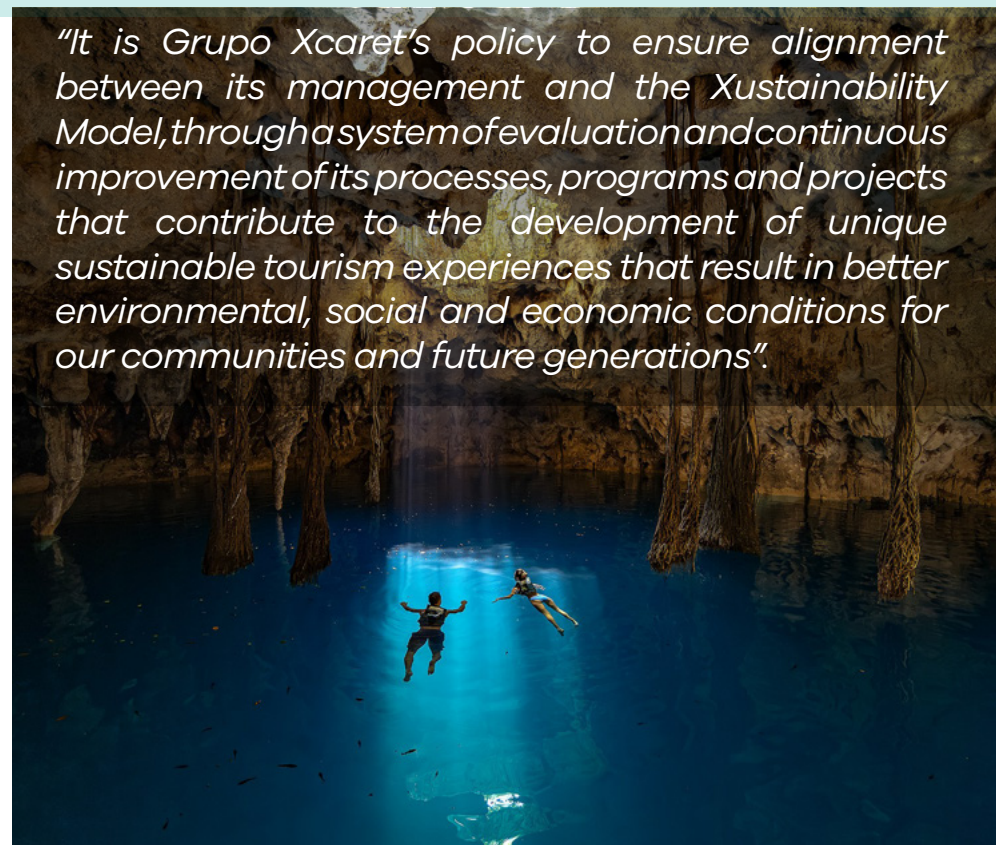
The sustainable strategy we call Xustainability comprises key aspects, such as social themes, criteria and risks, as well as environmental and governance issues.

We implement and communicate our strategic objectives through our Xustainability Model and Policy.

XUSTAINABILITY POLICY

GRI 2-24

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



XUSTAINABILITY MODEL

GRI 2-24

Our Xustainability Model is based on three pillars of sustainable development: social (People), environmental (Planet), and economic (Prosperity). Each pillar comprises five topics that preserve their value through innovation and guide our commitment to society and conserving the environment.

For 2023, the model incorporates the risks and opportunities associated with the most recent lines of business and include the participation of our most important interest groups, as per the updates in our analysis of interest groups and the materiality study.



PILLAR

PROSPERITY

<https://www.grupoxcaret.com/es/Prosperity/>



PEOPLE

<https://www.grupoxcaret.com/es/People/>



PLANET

<https://www.grupoxcaret.com/es/Planet/>



OUR INTEREST GROUPS

GRI 2-29

In order to strengthen our Sustainability strategy, in 2022 we updated our interest group analysis to enable us to identify, prioritize and later consult with interest groups that are most relevant for our business model.

This analysis allows us to strengthen and consolidate our current communication channels and bring our business strategy into line with the needs and expectations of our most important partners.

1 Shareholders

- Keeping sound finances.
- Active leadership in fulfilling sustainability commitments.

2 Government and authorities

- Operational compliance (permits, licenses).

3 Employees and their representatives

- Strengthening organizational culture.
- Respect for workers' rights.

4 Clients

- Keep their confidence regarding health and safety.

5 Communities

- Integrate the group's operation.
- Promote and preserve our cultural heritage.
- Respect for human rights.

6 Financial institutions

- Alineación a requisitos ASG solicitados.

7 The media

- Communication on environmental and social impact.

8 Business partners

- Establishing partnerships to execute initiatives and programs.

9 Competence

- Competence based on ethical and fair-trade practices.

10 Business groups

- Building strategic partnerships to promote sustainability.

11 Educational and research centers

- Establish partnerships for research and development.

12 Suppliers

- Training and awareness.
- Strengthening environmental and social practices.

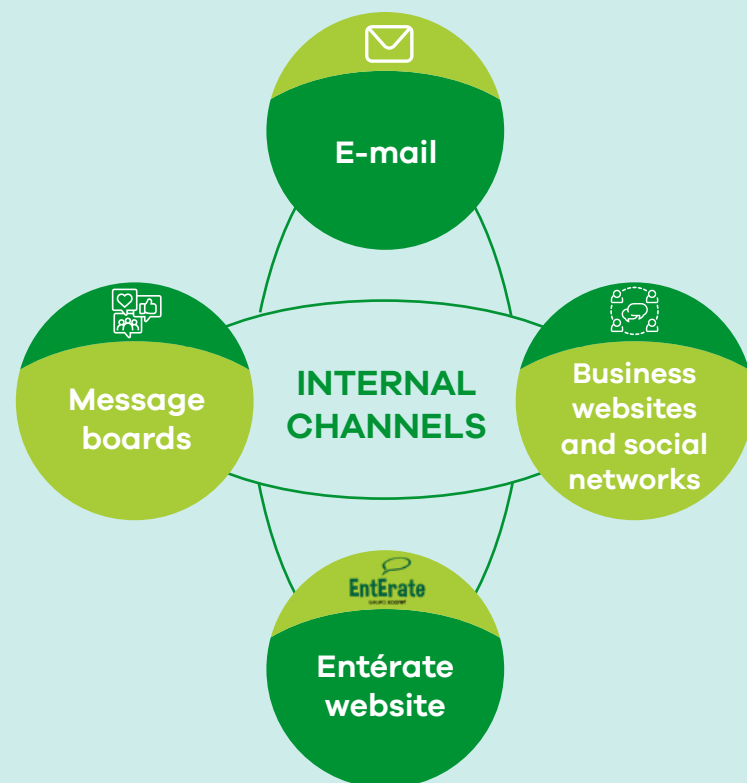
13 International groups

- Alignment with requested ESG regulations.
- Constant reporting.

14 Foundations and NGO's

- Generate strategic partnerships to promote sustainability.

COMMUNICATION CHANNELS WITH INTEREST GROUPS:



EXTERNAL CHANNELS:



- Corporate site:
<https://www.grupoxcaret.com/es/>
- Xustainability report
- Sessions with public sector partners and organizations
- Customer service call center:
 - »México: 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
 - »Perú: 0-800-00-642
 - »UK: 800-04-89-203

REDES SOCIALES



- Social networks:
 - »Xcaret: @XcaretPark
 - »Xel-Há: @XelHaPark
 - »Xplor: @XplorPark
 - »Xenotes: @Xenotes
 - »Xcaret Expeditions: @XichenTours
 - »Xoximilco: @xoximilcocancun
 - »Xenses: @xensespark
 - »Xavage: @xavagepark
 - »Hotel Xcaret México: @hotelxcaretmexico
 - »Hotel Xcaret Arte: @HotelXcaretArte
 - »La Casa de la Playa: @LaCasaDeLaPlayabyXcaret
 - »Vacational Club: @MexDestination

MATERIALITY

GRI 3-1, GRI 3-2

In 2022 we also updated our materiality study to identify and prioritize topics that can have a significant impact on our group and its surroundings, taking into consideration the most important national and international tourism trends and our interest groups' expectations and opinions.

As a result of this study, we were able to identify 26 trending themes and good sustainable practices in the tourism field. These themes were classified according to their maturity and risk, giving us a clear idea of the areas that require most attention.

The 13 subjects identified as priorities to be treated as part of our sustainability strategy are:

- 1 Business strategy
- 2 Health and safety
- 3 Technological adaptation
- 4 Governance and management structure
- 5 Processes innovation and improvement
- 6 Communication strategy
- 7 Institutional partnerships
- 8 Customer satisfaction
- 9 Workforce welfare
- 10 Client experience
- 11 Biodiversity and conservation
- 12 Environmental management systems
- 13 Responsible finances

PANORAMA FOR TURISM IN 2023

UN Tourism projected that by the end of 2023 the global tourist industry would have recovered approximately 88% of the numbers registered in 2019. By 2024 it is hoped that international tourism will reach numbers similar to those seen before the pandemic, especially in the summer season, with a projected 1,492 million tourists, representing an increase of 16% compared to 2023.

As for Mexico, it received 42 million international tourists in 2023, an increase of 10% compared to 2022. Of this total, 10.5 million arrived at the Cancun International Airport, representing 25% of the total number of international tourists that arrived in Mexico and an increase of 7.1% over the previous year. It should be mentioned that U.S. tourists consolidated their position as the main visiting group, with 61.8% of all arrivals by air to Mexico. Additionally, on December 1st, 2023, operations began in the Tulum International Airport, making way for another million air seats for 2024.

This data reflects the continuing interest of investors to bet on this destination and a growing demand by tourists for enjoying the natural wealth and many attractions on offer in the Mexican Caribbean. This underlines the importance of maintaining the high-quality level of our services and striving to be a sustainable destination.

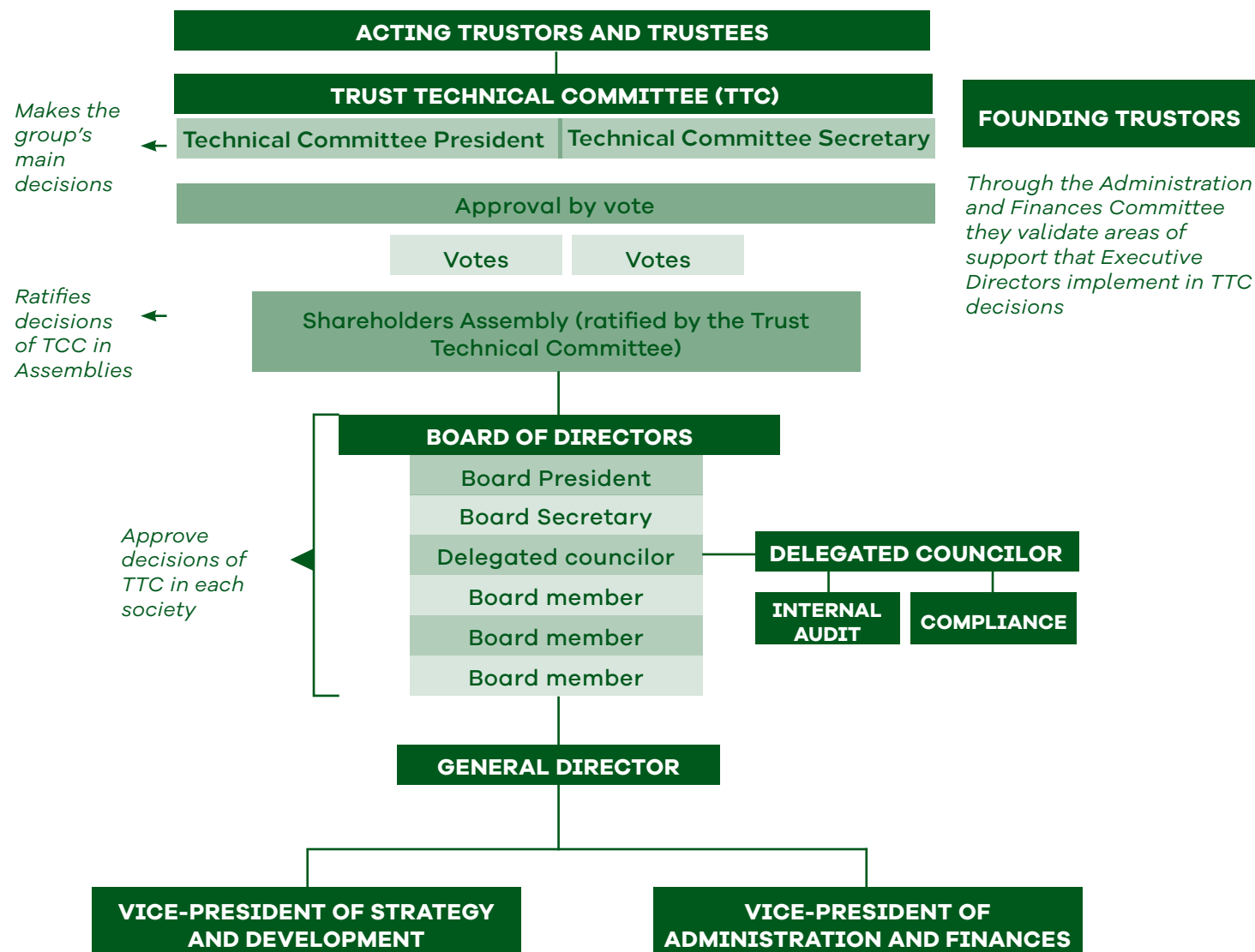


CORPORATE GOVERNANCE LEADERSHIP

GRI 2-9, GRI 2-11

Grupo Xcaret is a 100% Mexican business founded in 2010, when the founding partners signed a trust to guarantee their shares for 99 years. Through this trust, Corporate Governance was institutionalized, and the organization's guiding philosophy is governed by a strict Code of Ethical Conduct, always seeking to generate value and shared prosperity at all times.

Our corporate governance is made up of the Trust's Technical Committee, the Shareholders' Assembly, the Board of Directors, the group's general director, the delegated councilor and the vice-presidencies.



LEADERSHIP

The Trust has established that the Trust Technical Committee creates and operates the following committees:

- Administration, Finances and Control Committee
- Societal practices committee
- Strategy and investment committee
- Marketing committee

Additionally, with support from corporate governance, there are committees for supporting the operation:

- 1.Operations Committee
- 2.Ethics Committee
- 3.Labor committee
- 4.Health and Safety Committee
- 5.Environmental Committee
- 6.Cultural Heritage Safeguarding Committee

Verification Bodies of the Trust's Technical Committee

In Grupo Xcaret, compliance is a combination of processes and good practices used to identify and classify legal, reputational and business risks by establishing mechanisms for prevention, management and control, aimed at preventing the company, its employees and directors from taking part in activities that might result in fines, administrative and even penal sanctions. In order to comply with this obligation, an Internal Audit must be carried out to evaluate internal processes, along with an External Audit which validates the information in the Financial Statements before being presented to the competent authorities.

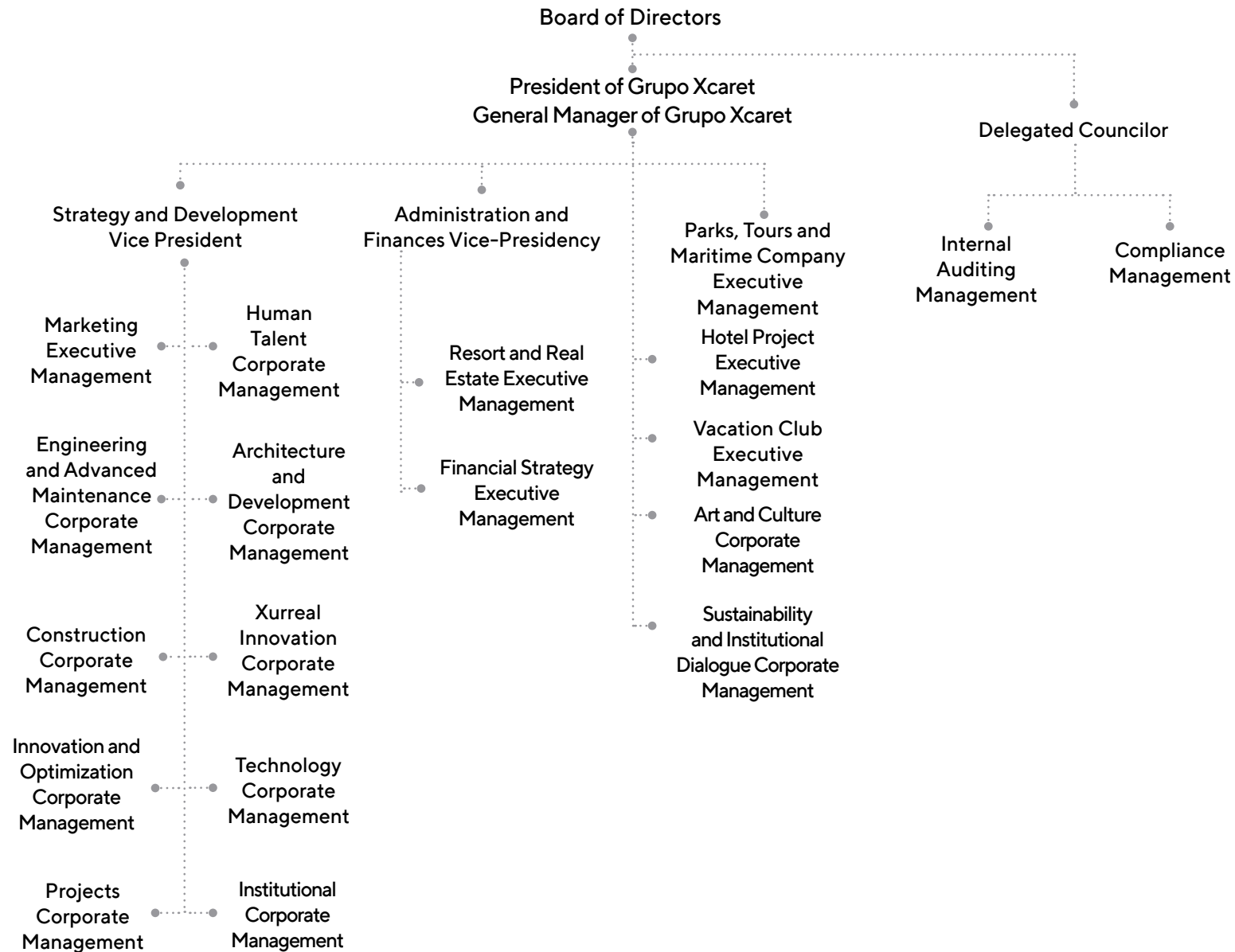


ORGANIZATIONAL STRUCTURE

GRI 2-9, GRI 2-13

The implementation of the organizational strategy proposed by corporate governance is led by high-performance teams that address the different aspects of said strategy such as financial, administrative, operational and sustainability.

In 2023, the Communication Manager and the Public Affairs Manager positions were created with the objective of enhancing our links and communication with interest groups, and as such report directly to the Corporate Sustainability and Institutional Dialogue Management.



ETHICAL CONDUCT

GRI-205-2, PRINCIPLES 1,2 y 10

Organization declaration on ethical conduct

Doing what is right always makes us happier. In Grupo Xcaret, ethics are an integral part of our vision, mission, goals, values and Founders' principles, representing our identity, beliefs and aspirations. An ethical company is built by integral people who act and make decisions in their day-to-day life based on what is right, within the law and respecting human dignity.

We have established the following pillars to guarantee solid cultural ethics:

1.Ethical Code of Conduct

This document specifies the ethical principles that guide our daily actions. It defines the standards our employees should strive to achieve when carrying out their functions and responsibilities.

2.Ethics Committee

Since the Ethical Code of Conduct is the maximum internal guide for any company, a body is required to check and watch over the fulfilment of said norms, while at the same time establishing and applying sanctions to any conduct that negatively affect this Code. The creation and installation of the Ethics Committee is a result of this need.

The following are some of its objectives:

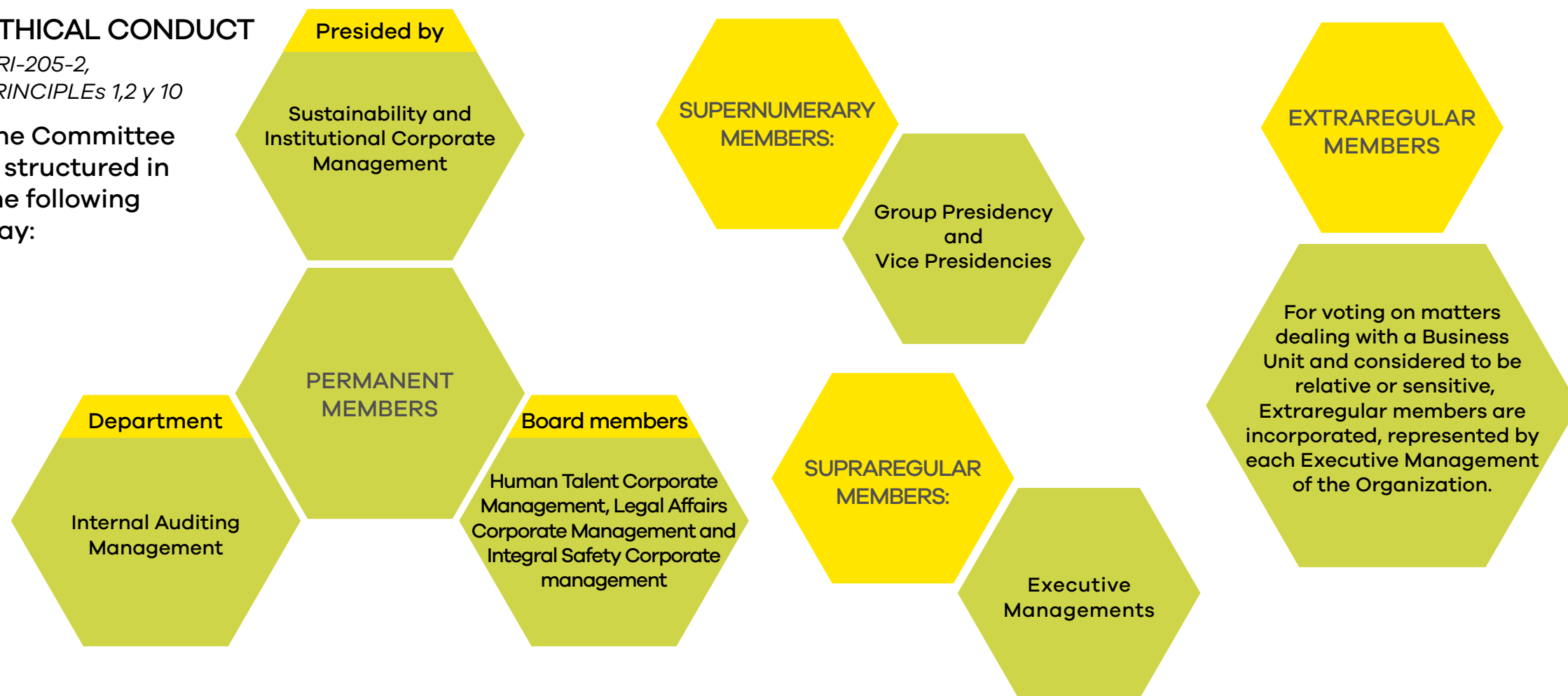
- To drive cultural ethics within the organization, as well as periodically checking and updating good practice norms and business conduct.
- To ensure that all reports of misconduct, infringements or non-fulfillment of current norms and regulations are received and attended to, no matter through which internal or external medium they are received.
- Evaluate the disputes, differences of opinion and infringements related to the Code of Ethics.
- Establish sanctions and action plans for cases related to infringements of the Ethical Code that might have a significantly negative impact on the company.
- Check operational guidelines, policies and procedures that ensure fulfillment and adherence to the Code of Ethics.

Components of Ethical Management

ETHICAL CONDUCT

GRI-205-2,
PRINCIPLEs 1,2 y 10

The Committee is structured in the following way:



Committee members participate with full rights, and have an honorary title, meaning they do not receive any payment for their functions. All cases dealt with by the Ethics Committee are treated with absolute confidentiality.

The existence of the Ethics Committee within Grupo Xcaret strengthens the perception employees have of the company's integrity, showing a firm commitment to justice and transparency.

ETHICAL CONDUCT

GRI-205-2, PRINCIPLES 1,2 y 10

Xprésate Line

This is a channel through which our employees can report irregularities or inappropriate behavior witnessed in Grupo Xcaret, guaranteeing confidentiality for the persons making the complaint.

1)Xprésate Line report

During 2023 the Xprésate Line received a total of 224 reports. Of those, 144 were related to suggestions by our co-workers for improving different work areas, while 80 were related to possible infringements of our Code of Ethical Conduct. Of these reports only 15 were taken before the Ethics Committee to be checked and have action taken.

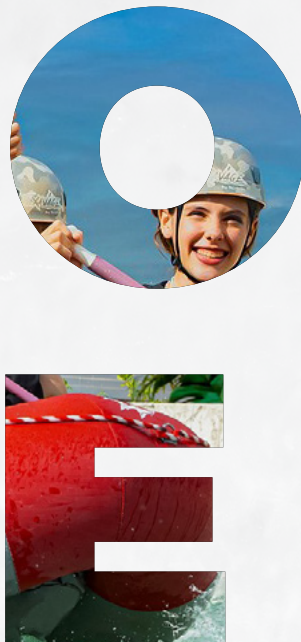
2)Results of the establishment of the Code of Ethical Conduct

It is of fundamental importance to continually emphasize the importance of acting correctly. With this in mind, we have developed Grupo Xcaret's Code of Ethical Conduct Course.

By the end of 2023 a total of 12,411 employees had successfully completed training on the Code of Ethical Conduct, representing 78% of our workforce. The course received a satisfaction rating of 94%. We are pleased to see how our employees are enthusiastic about and committed to the ethics and values of our organization.



PRINCIPLES 1,2,6, ODS 5



- **Organization's declaration on Human Rights**
- **Happy Travelers**
- **Employee welfare**
 - › Declaration on freedom of association, and against child or forced labor
 - › Employee demographics
 - › Indicators on promotion, maternity and paternity leave, and free passes for employees
 - › Training and development
 - › Employee recognition
 - › Diversity, equality and inclusion
 - › Workers' health and safety
- **Community welfare**
 - › Alliances with Civil Society Bodies
 - › Donations
 - › Programs of Flora, Fauna y Cultura de México
 - › Social Tourism
- **Cultural Heritage**
 - › Xcaret México Espectacular
 - › Xcaret's cultural workshops
 - › Sacred Mayan Crossing
 - › Festival of Life and Death Traditions
 - › Heritage committee
- **Education for sustainable development**
 - › School visits to Xcaret and Xel-Há
 - › Scholarships for employees' children
 - › Internships

ORGANIZATION'S DECLARATION ON HUMAN RIGHTS

We reiterate our commitment and responsibility to continuing to respect Human Rights, as recognized in the Universal Declaration of Human Rights, as well as the labor principles

outlined in the Declaration of the International Labor Organization. This commitment can be seen in all our actions, both internal and external, covering all our interest groups.

We are committed to creating an inclusive environment in the workplace with a culture of respecting the right to be different, in line with the principles of diversity, equality and inclusion. In adherence to our Code of Ethical Conduct we urge and work continuously with our internal community to eradicate any kind of discrimination. We are confident that our efforts will have a positive impact beyond our organization, contributing to the creation of more inclusive and respectful communities.



HAPPY TRAVELERS

Inclusion and accessibility

GRI 406-1, ODS 10

During 2023, we introduced the Xoft Hands project, aimed at promoting the visibility, integration and inclusion of persons with hearing difficulties, through an integral experience. This project was the result of interdisciplinary work by specialized internal areas, such as Xurreal Innovation, Human Talent, Art and Culture and Visitor Services, in collaboration with Manos Especiales, A.C. who offer us assessment on the project.

XoftHands officially began on December 3, 2023, coinciding with the International Day of Persons with Disabilities. The initial phase produced the following outstanding results:

-Introduction of two deaf co-workers on stage during the Xcaret Mexico Espectacular show, where they interpret the song "Mexico en la Piel" using Mexican sign language.

-Allocation of a zone designed for Mexican sign language service during the entire show.

-Training and awareness of Visitor Services co-workers in matters of disability culture, inclusive service and Mexican Sign Language.



EMPLOYEE WELFARE

GRI 2-7, GRI 2-30, GRI-401-1, GRI-401-2, GRI-401-3, GRI-403-9, GRI-405-1, GRI-408-1, GRI-409-1, ODS 5, ODS 8, PRINCIPLES 3, 4, 5 y 6

We reiterate our commitment to our employees and their representatives to attract, develop and retain our human talent in a workplace atmosphere based on respect for human dignity, equality and justice, with the objective of creating a stimulating, healthy, safe and happy atmosphere.

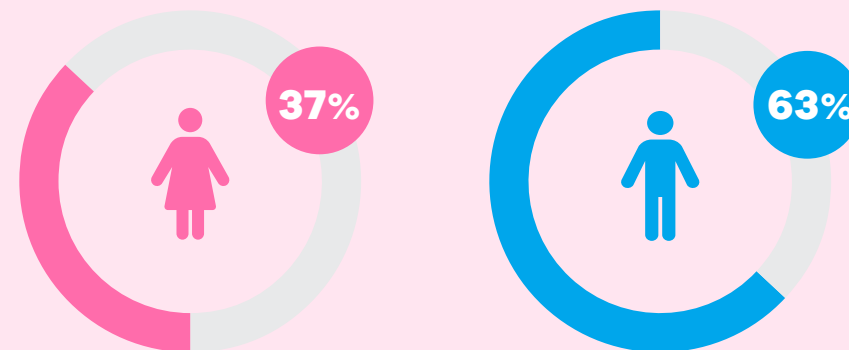
Also, we can confidently say that there is no kind of child or forced labor and

we accept the right of free association and collective bargaining by our co-workers.

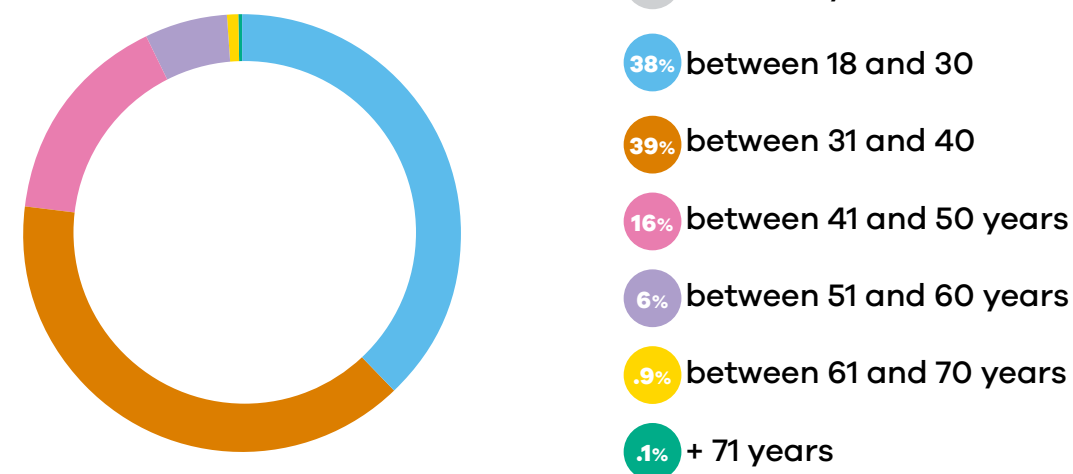
During 2023, our workforce increased by 13% compared to 2022. By year's end we had 15,897 employees, with an annual rotation rate of 20.6%.

DISTRIBUTION OF CO-WORKERS IN 2023:

Co-workers by gender

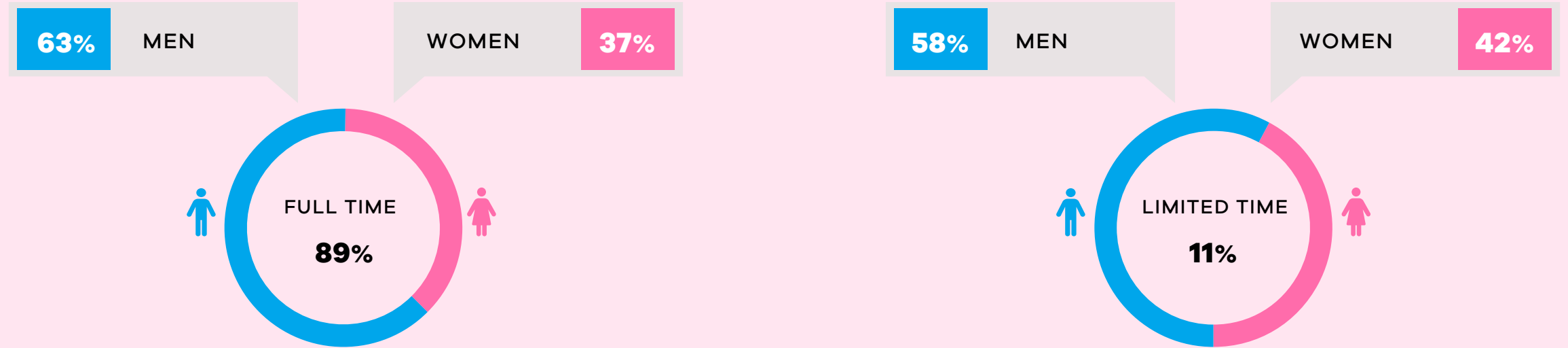


Co-workers by age

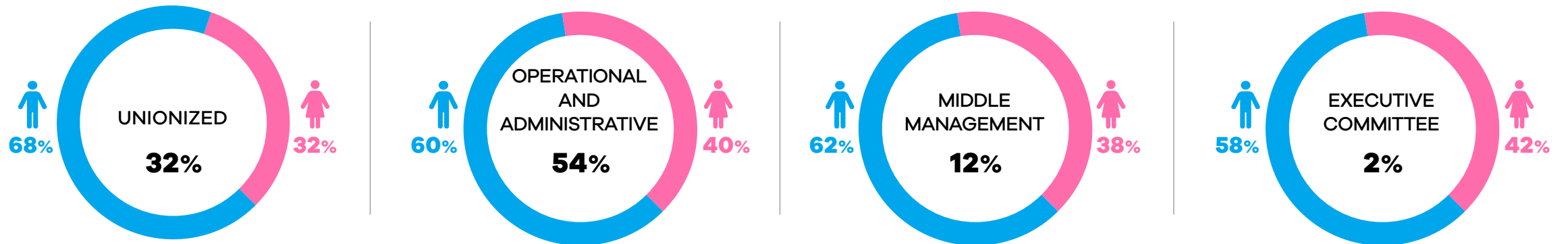


EMPLOYEE WELFARE

Co-workers by type of contract

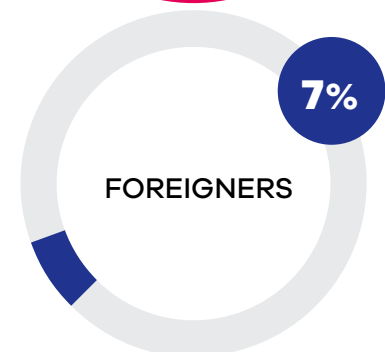
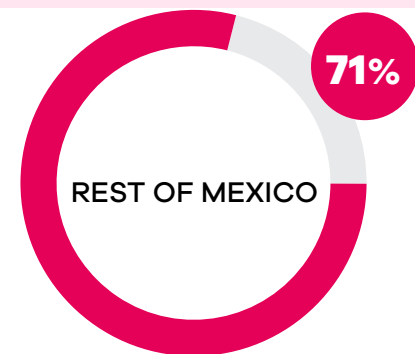
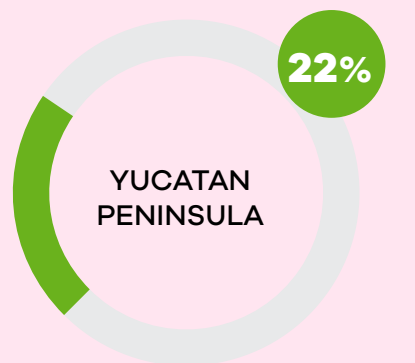


Co-workers by hierarchy

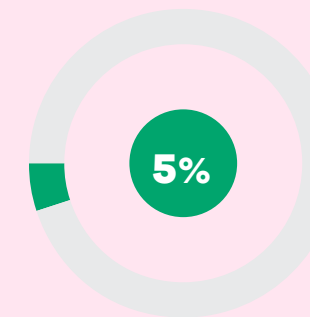
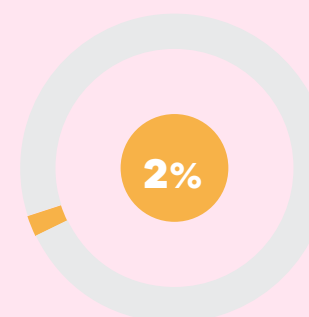
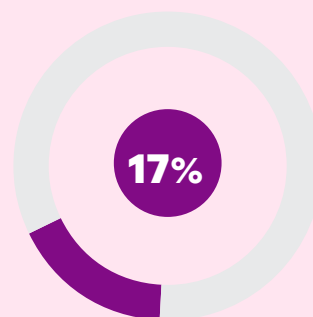
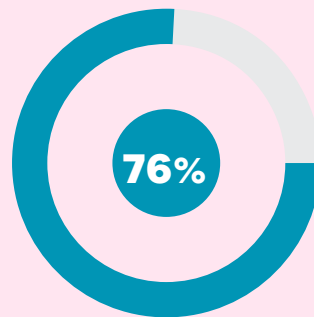


EMPLOYEE WELFARE

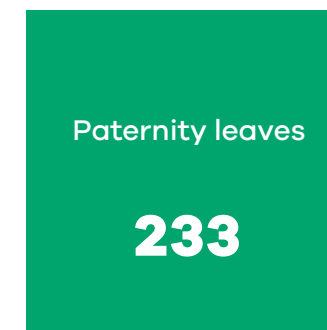
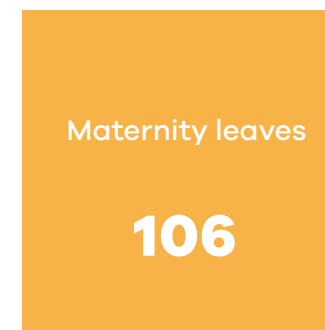
Co-workers by place of origin



Co-workers by residence



In 2023 we had:



We also offer benefits to our co-workers, including complimentary passes so they can enjoy the parks and tours with their families and friends. In 2023 we offered:

92,924 complimentary passes

92 agreements with companies in Quintana Roo offering discounts to co-workers

EMPLOYEE WELFARE

TRAINING AND DEVELOPMENT

GRI-404-1, GRI-404-2, ODS 8

Training

We are aware of the importance of training for our co-workers, not only for continuous improvement in our operations, but also to promote personal professional development.

During 2023:

476

remote courses were available on our "virtualex" platform

1,197

face-to-face courses, workshops and training.

15,431

co-workers in virtual training

14,921

co-workers in face-to-face training

1,257,390

training hours
79.1 hours per co-worker average

These are the most notable themes in our training:

Health and
safety at work

Information
security

Applicable
Official Norms
such as NOM-
035-STPS-2018

Sustainability in
Grupo Xcaret

Code of Ethical
Conduct

Diversity,
Equality and
Inclusion

EMPLOYEE WELFARE

TRAINING AND DEVELOPMENT

“XEFOR Alturas” Training Center

As part of our ongoing efforts to establish training and development processes for Grupo Xcaret employees, the “XEFOR Alturas” training Xenter was opened, offering state-of-the-art technology to specialists who work at heights. It is endorsed by the Industrial Rope Access Trade Association (IRATA) and represents an investment of more than 1.9 million pesos.

“XEFOR Alturas” also offers a training area for work in confined spaces, with a simulator that recreates specific conditions. Also, this training Center educates employees on the strictest

protocols for safety standards for visitors.

Grupo Xcaret has set a tradition of collaborating with local emergency services, offering training to the fire brigades in Cancun, Playa del Carmen, Tulum and Yucatan in its training center, thus offering concrete benefits, not only to the business units, but also to the local community.

The “XEFOR Alturas” center thus offers integral solutions for training within Grupo Xcaret but is also a facility open to public emergency services, benefiting institutions that care for the general public.

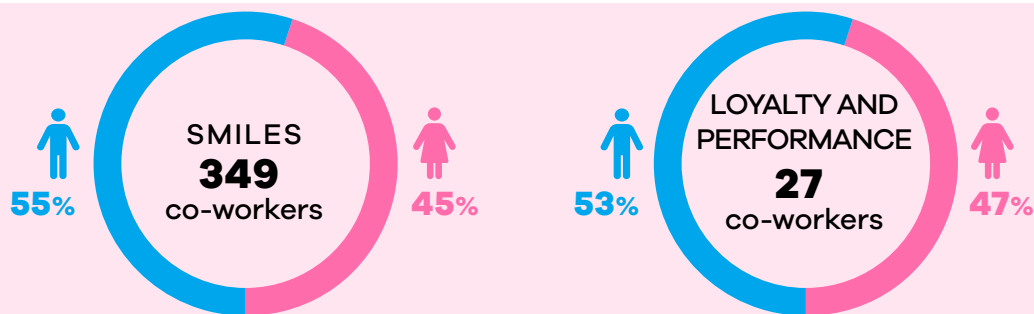


EMPLOYEE WELFARE

Co-worker recognition

GRI-404-2, ODS 8

We appreciate the commitment, drive and performance of our co-workers, who, with their daily efforts, bring our mission and values to life, making each task an opportunity to grow and reach new heights. Therefore in 2023 we recognized our co-workers through two programs:



Diversity, equality and inclusion

GRI 2-23, GRI 2-24, GRI-404-2, ODS 5, ODS 8, PRINCIPLE 6

In Grupo Xcaret we are committed to creating inclusive surroundings and encouraging a culture of respect that promotes equality and values our differences. We thus ensure the wellbeing of our co-workers and trainees within the organization.

In 2023, work on diversity, equality and inclusion produced the following results:

- Start of the Xoft Hands project



Introduction of four deaf singers in the Xcaret México Espectacular show



Introduction of a Mexican Sign Language interpreter in the Xcaret México Espectacular show

- Creation of the IDEA committee (Inclusion, Diversity, Equity and Accessibility)
 - » Participation of 14 co-workers in different levels
- Talks on prevention of violence
 - » Seven talks in conjunction with the National Women's Institute of Quintana Roo
 - » 139 participating co-workers
 - » Eight hours of training
- Courses on Sign Language and Disability Culture
 - » Nine courses and workshops on Mexican Sign Language and Disability Especiales, A.C.
 - » 580 participating co-workers
 - » 181 hours of training

EMPLOYEE WELFARE

WOMEN'S EMPOWERMENT PRINCIPLES

Grupo Xcaret is proud to be a signatory of the Global Compact Women's Empowerment Principles, a joint initiative by UN Women and the United Nations Global Compact. Our affiliation reflects our continued commitment to promoting gender equality, women's empowerment and the creation of an inclusive and fair workplace. We are committed to continue making advances by implementing practices that encourage leadership by women at all levels of our organization.

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the
UN Global Compact Office

Health and safety

GRI-403-3, GRI-403-4, GRI-403-5, GRI-403-6, GRI-403-7, ODS 8

During 2023 Grupo Xcaret strengthened its commitment to employee health and safety, with a series of initiatives and programs that promote a safe and healthy workplace.

Of note in 2023 were:

- 151 co-workers participating in 2,923 fire drills
- More than 85 thousand hours of training on 100 safety topics
- 6,095 co-workers participating in Health Days
 - » PrevenIMSS program: blood pressure and glucose test
 - » Eyesight test
 - » Dental health services
 - » HIV tests
 - » Papanicolaou tests
 - » Body composition evaluations and nutritional advice nutricionales
 - » Module for women's care and sexual diversity
 - » Physiotherapy and rehabilitation services
 - » Psychological counseling
 - » Independent HPV tests
- 2,490 co-workers participated in vaccination days
 - » Influenza, Tetanus and COVID tests in conjunction with the Mexican Social Security Institute

COMMUNITY WELFARE

GRI 2-28, GRI-203-1, GRI-413-1, Principle 1

Our community is made up of locations where our business units operate and where most of our co-workers live. We make every effort to drive sustainable development in them, offering work opportunities to improve local wellbeing and thus preserve our natural and cultural heritage. We have established partnerships with public, private and civil society bodies, always based on mutual respect

and benefits for the community.

- Cancun
- Isla Mujeres
- Puerto Morelos
- Playa del Carmen
- Cozumel
- Tulum
- Valladolid



COMMUNITY WELFARE

Sustainable Communities

In 2023, we developed and implemented methods for establishing solid relationships of mutual benefit with the communities and interest groups with which we work.

Our work allows us to:

- Implement a pilot program with a protocol for authorizing indigenous and non-indigenous communities to participate on a voluntary, free and informed basis in Xcaret Park events, thus sharing their heritage.
- Deliver, monitor and register donations given by Grupo Xcaret to the Mayan communities of Quintana

Roo, thus helping safeguard their heritage.

- Design regulations for distributing donations to Civil Society Groups, indigenous and non-indigenous communities, and organized groups.
- Establish a standardized focus on our relationship with under-privileged indigenous and non-indigenous villages.



COMMUNITY WELFARE

Partnerships with Civil Society Groups

Sustainable community development requires the collaboration of all involved. Therefore, we establish partnerships with civil society organizations, offering them donations that will enable them to continue their work for the benefit of their chosen communities.

Donations

During 2023, we supported the following organizations:

We also joined forces with civil society organizations by offering them free passes to some of our parks.

DURING
2023
WE GAVE

a total of 413 passes, representing an investment of \$961,877 pesos, to the following organizations:



Niños Dando Amor, A.C.



COMMUNITY WELFARE

Social tourism

Social tourism was created to give everyone the right to tourism as outlined in the Global Code of Ethics for Tourism, in article 7. We operate this program in collaboration with the municipalities of Playa del Carmen, Cancun and Cozumel, giving complimentary passes to the underprivileged and allowing them to enjoy tourist experiences.



DURING
2023
WE GAVE

1,373 passes, which represents an investment of \$2,908,095 pesos.

Xcaret Heroes

In 2023 we launched the second edition of our blood donation campaign, called "Xcaret Heroes", thus promoting selfless donation and awareness about the importance and benefits of donating blood. This was done in conjunction with the Mexican Red Cross, and temporary donation stations were set up in our business units.

IN
2023

616 Xcaret Heroes donated their blood.



COMMUNITY WELFARE

PROGRAMS IN COLLABORATION WITH FLORA, FAUNA Y CULTURA DE MÉXICO A. C

La Ceiba Park, Playa del Carmen

La Ceiba Park is an urban refuge dedicated to conserving local vegetation and fauna, as well as being a place for family recreation. It also serves as a meeting place for the local community, where artists, artisans, companies and entrepreneurs come together with their work and projects. It offers educational opportunities for children and has been changing people's attitude towards sustainability since 2008, showing how caring for the planet, human wellbeing and prosperity can exist in harmony.



More than
55,000
visitors



14,100 visitors on
Market Saturdays
28 exhibitors



22 recycling days
37.6 tons of
solid waste collected



212 eco-cultural
activities



3,605
participants in the
Cine Club

La Ceiba Community Center in Chemuyil

This community center focuses on programs and projects that help strengthen the social fabric and improve the quality of life in this small town. It concentrates on promoting love, valuing, respect and conservation of our cultural and natural heritage. It achieved the following results in 2023:

553

participants in
community center
activities

900

people benefited from
assistance with paperwork
in public

5

participants in the
sewing workshop

12

recycling days
11.6 tons of waste collected

38

families participated in
the Housefront Contest

COMMUNITY WELFARE

PROGRAMS IN COLLABORATION WITH FLORA, FAUNA Y CULTURA DE MÉXICO A. C

La Ceiba Eco-Playcenter in Tulum

The La Ceiba Eco-Playcenter in Tulum is an educational facility where children can learn to live in harmony with the planet and people through organized games or playing by themselves. It offers more than 90 games, as well as different activities designed to encourage good habits and skills related to education about sustainable development

130

infants participated

More than
100

activities, such as: environmental activities, story telling, tasks, games and movies.

Volunteers

Flora, Fauna y Cultura de México, A.C. has a volunteer program that has been fundamental in building stronger and supportive communities by offering their time, money and/or talent in different projects and community and environmental programs. In 2023:

1,595

volunteers in different programs

18,343

volunteer hours

56%

women volunteers

Visit: Voluntariado - FFCM (florafaunaycultura.org)

CULTURAL HERITAGE

GRI 413-1, ODS 8

Our commitment to cultural heritage is an expression of our deep love for Mexico. We strive to responsibly conserve and transmit the cultural wealth that defines our identity as a nation. Every action we take seeks to preserve and share our traditions, histories and artistic expressions that give life to our cultural legacy. Our goal is to contribute to valuing and respecting Mexico's

cultural heritage, ensuring it remains for future generations.

Xcaret México Espectacular

A journey through Mexico's history, with more than 300 artists on stage.

IN
20
23

1,163,278 spectators

10,880,624
in the last decade



CULTURAL HERITAGE

Xcaret México Espectacular

We seek to transmit, value and conserve our cultural heritage by using varied techniques to interpret our culture.

Workshops

Coconut, Chocolate
and Wool

3,110

workshops
held

26,893

visitors welcomed

6,324

visitors in workshops
with artisans

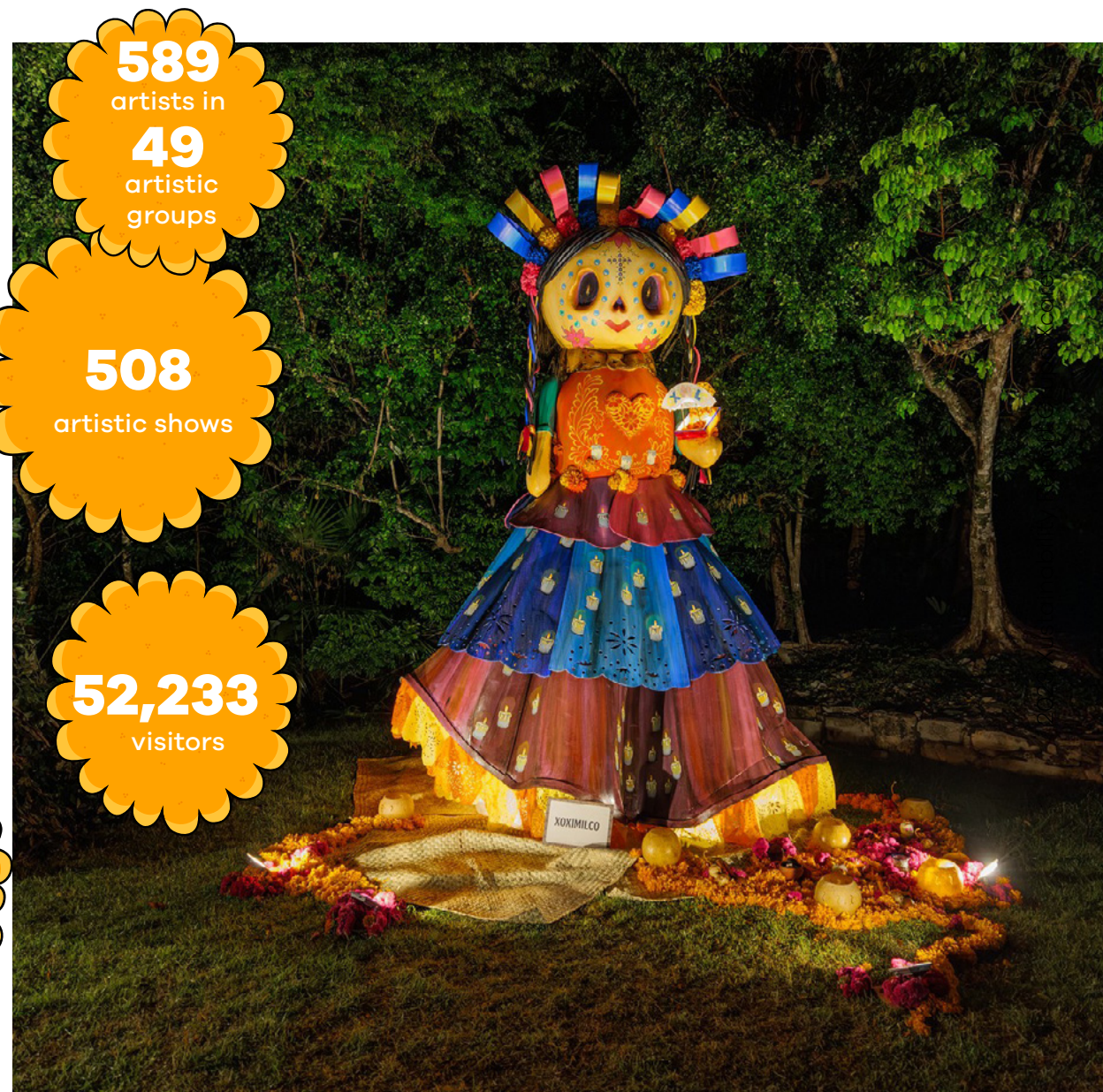
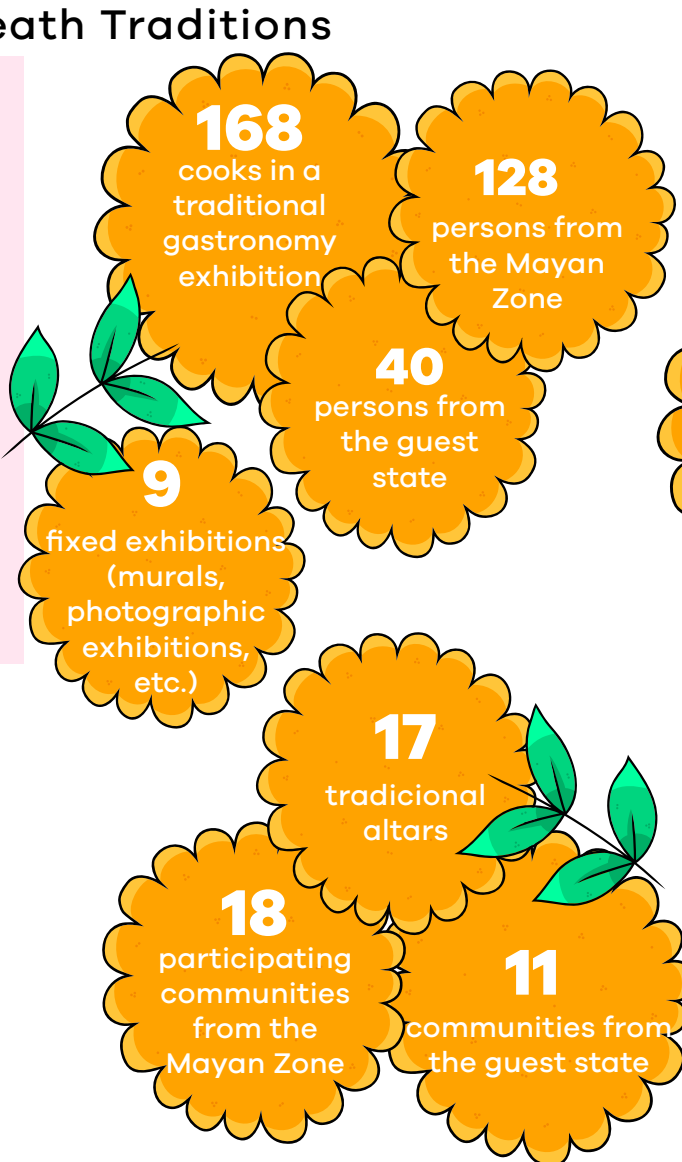


CULTURAL HERITAGE

Festival of Life and Death Traditions

Every year we honor one of Mexico's most emblematic traditions: the Day of the Dead. Xcaret Park's Festival of Life and Death Traditions pays homage to this celebration through diverse artistic expressions, such as theater, dance, music and cuisine, capturing the joyful essence of the Day of the Dead.

In 2023, the festival was extended to five days for the first time, with Queretaro sharing its traditions as guest state.



CULTURAL HERITAGE

Festival of Life and Death Traditions

As part of the 17th Festival of Life and Death Traditions, and in collaboration with the Truperías Foundation, we organized a community theater tour in several locations in Quintana Roo. These are some of the attendee numbers in different locations:

Playa del Carmen:



Villas del Sol Dome:

120 spectators



City Theater:

700 spectators

Mayan Zone:

Chan Kaj Veracruz:

140 spectators

Xhazil

160 spectators

Chunhuhub

100 spectators

Xpichil

62 spectators

Felipe Berriozabal

120 spectators

Dzibché

4 spectators

Tihosuco

300 spectators

Kantunilkin

170 spectators



CULTURAL HERITAGE

Sacred Mayan Crossing

This emblematic event symbolizes the journey the Post Classic Maya made to Cozumel Island to worship Ixchel, goddess of the moon. As part of our commitment to the conservation and transmission of our cultural heritage, we highlight the Mayan people's navigation skills, their sea trading routes and their cosmovision, as depicted through music, dance and this important canoe crossing to Cozumel.

348 rowers, of which

46% were women

253 artists in

13 groups in the farewell and welcome ceremonies for the rowers

6,667

attendees



CULTURAL HERITAGE

Committee for Safeguarding Grupo Xcaret's Cultural Heritage

Managing our cultural heritage has always been a fundamental principle for Grupo Xcaret, not only in our corporate philosophy, but also as a foundation for our organizational strategies, such as the Xustainability Model and the Code of Ethical Conduct.

With this conviction in mind, in 2022 the Grupo Xcaret Committee for Cultural Heritage was established. In 2023 this committee evolved significantly, transforming into the Committee for Safeguarding Grupo Xcaret's Cultural Heritage. This evolution is not only reflected in its structure, but also in its strategic focus, where the main objective is:

To be the guiding body charged with planning, regulating and following up on the model for managing, protecting and defending our Cultural (material and immaterial) and Natural Heritage that is safeguarded (by researching, preserving, protecting, making visible, valuing, revitalizing and transmitting) with dignity in Grupo Xcaret, transmitting our deep love for Mexico and making the planet a happier place.

The most notable results of the committee's work are:

- 1 Development of the strategic plan to safeguard our cultural heritage.
- 2 Awareness and training in the organization's key areas.
- 3 Development of Cultural Heritage training for new employees.
- 4 Definition of the model for approaching, linking and collaborating with indigenous players and communities.
- 5 Development of Grupo Xcaret's Heritage Policy.

Also of note in 2023 were:

- Studies on the characters in Quintana Roo's two ceremonial centers, fundamental for the ceremonial centers.
- Signing letters of understanding with two ceremonial centers.
- The transition agreement with the five Ceremonial Centers that constitute the Great Mayan Council.

EDUCATION FOR SUSTAINABLE DEVELOPMENT

GRI 2-28, GRI-203-1, GRI-413-1, ODS 4, 8, 12,
Principle 7

Program of school visits to Xcaret and Xel-Há

Since 1996, in collaboration with the Quintana Roo Department of Education, we have operated a Program of Visits to Xcaret Park and Xel-ha. This program offers school children from public schools tours and workshops specifically designed to cover their academic needs at each academic level.

IN
20
23



8,420 pupils



1,014 teachers

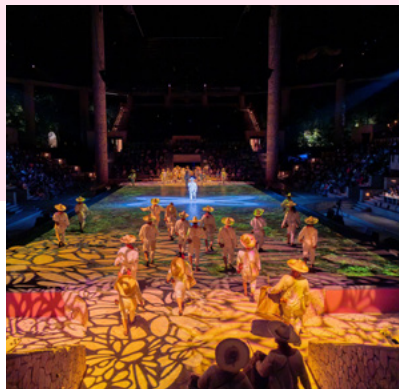
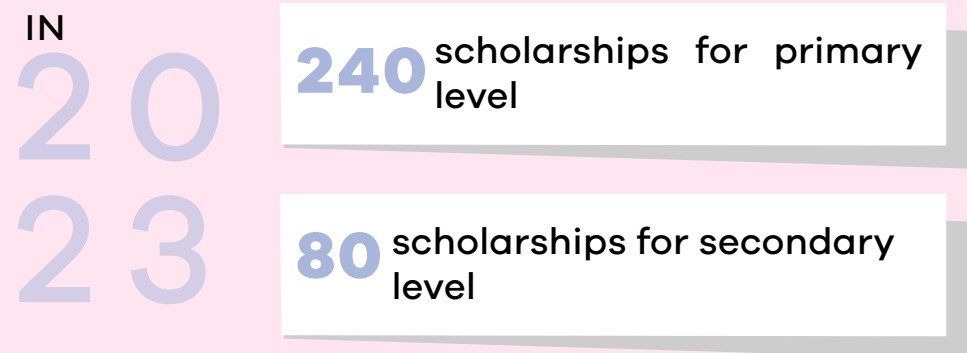


200 school groups from
11 municipalities in our state.

We have welcomed more than 280 thousand pupils in this program. It has been very gratifying to see that some of them are now part of our human talent.

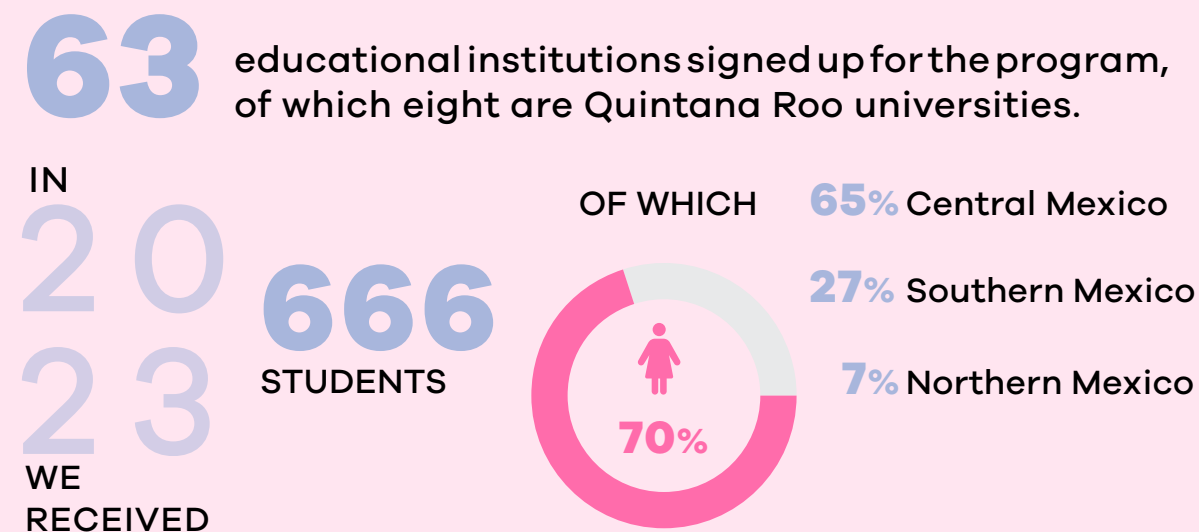
EDUCATION FOR SUSTAINABLE DEVELOPMENT scholarships to employees'

We firmly believe that investing in education contributes to social wellbeing and thus to sustainable development, which is why we offer academic excellence scholarships to employees' children in primary and secondary education.



Internships

We use our Academic Outreach Program to support the education of specialized professionals who are committed to loving Mexico. We have established partnerships with institutions of higher education and technical colleges to offer students from various disciplines the opportunity to practice with us.



It should be noted that 19% of participants in this program were hired upon finishing their practice period, showing our commitment to promoting first jobs and professional development.

PLANET



- Declaration on environmental commitment
- Commitment to biodiversity
 - ›Wildlife hospital
 - ›Reproduction, monitoring and conservation programs.
 - ›Sea turtles
 - 1.FFCM turtle conservation
 - 2. Reintroduction
 - ›Macaws program
 - ›Corals
 - ›Nurseries
 - 1.FFCM green areas
- Animal welfare
- Alliances for conservation
- Energy efficiency
 - ›Global electricity consumption
 - ›Global fuel consumption
 - ›Total global energy consumption
 - ›Scope 1 emissions
 - ›Scope 2 emissions
- Water care
- Recycled waste

ENVIRONMENTAL

RESPONSIBILITY

*GRI 2-23, ODS 12, ODS 12,
Principles 7, 8 and 9*

In Grupo Xcaret, we are firmly committed to preserving and protecting our natural surroundings. We recognize the vital importance of our eco-systems, not only for tourism, but also for the common good of present and future generations. Our commitment to adopting best practices for environmental care in tourism is applied in all our business units. We operate in line with the principles established in our Xustainability Model, by implementing programs for efficient reproduction, conservation, monitoring and management. We establish strategic alliances with institutions that share our firm interest in guaranteeing a sustainable future for our planet.



COMMITMENT TO BIODIVERSITY

GRI-304-2, GRI-304-3, GRI-304-4, ODS 14, Principle 8

Our commitment to biodiversity is solid and is reflected in concrete actions. Through programs dedicated to reproduction, conservation, monitoring and education, we work to preserve the richness of life in all its forms. These efforts go beyond simple words,

they are a testimony of our dedication to the protection and promotion of biological diversity, recognizing its fundamental value for the balance of ecosystems and the well-being of people.

WILDLIFE HOSPITAL:

We are proud to have a fully equipped specialized hospital to meet the needs of our biological population, and in which our team of veterinarians

attends to medical emergencies of local wildlife. This hospital demonstrates our dedication to the well-being and protection of all forms of life in our environment. In 2023:

IN
20
23

11

specimens treated

Eight species

- Alouatta palliata*
- Amazona autumnalis*
- Ateles geoffroyi*
- Dacyprocta punctata*
- Nasua narica*
- Pandion haliaetus*
- Phoenicopterus ruber*
- Sphiggurus mexicanus*

1 specimen rehabilitated and released

34 sea turtles in need of medical treatment, rehabilitation and release.

18 sea turtle specimens rehabilitated and successfully released.

5 of the species *Eretmochelys imbricata*

13 of the species *Chelonia mydas*



REPRODUCTION, MONITORING AND CONSERVATION PROGRAMS

These programs show our firm commitment to ensuring care for and the survival of the most vulnerable species. In 2023:

- One specimen offered shelter at the request of PROFEPA

5

fauna
reproduction
programs



- Red macaw
- Royal Eagle
- Tucans
- Caribbean Flamingo
- Passeriformes

4

monitoring
programs



- Birds
- Mammals
- Fish
- Conches



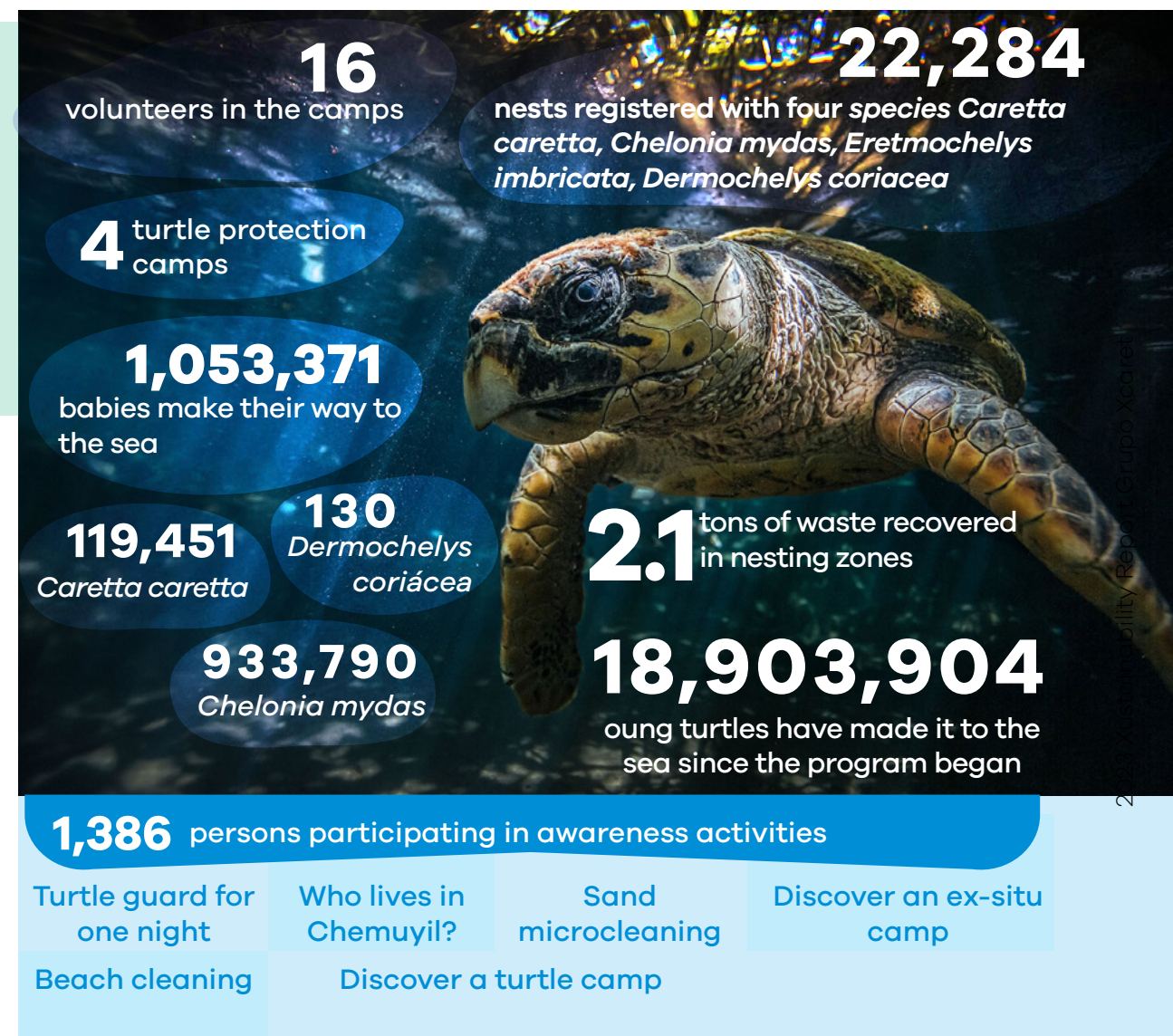
SEA TURTLE CONSERVATION PROGRAM

Our program focuses on protecting and preserving this species through different actions, including habitat protection, awareness campaigns and careful releasing into the sea environment.

Initiation: After a period of 15 months in our care, the turtles are released into the sea at a size that significantly improves their chance of survival.

167 specimens of
the species *Chelonia mydas*

In collaboration with Flora, Fauna y Cultura de México, A.C., we operate the Riviera Maya-Tulum Sea Turtle Conservation Program, the main objective being working for conservation, research and recovery of the different sea turtle species that come to the shores of Quintana Roo.



MACAW CONSERVATION PROGRAM

We work on reproduction, release and monitoring of these species in the ecosystems of Chiapas and Veracruz.

IN
2023 **16** red macaw
specimens
released in habitats
in Chiapas

334 Specimens
released since
2013



Survival of the
specimens
released since the
program began

73% Veracruz

82% Chiapas

Births in the wild

6 Chiapas

12 Veracruz



CORAL CONSERVATION PROGRAM

The aim is to reproduce, research, exhibit and educate the public on the importance of coral reefs and how we can contribute to rescuing reefs and conserving species.

IN
2023
173,900
coral eggs collected.

We donated 12 substrates with recruits of the species *Acropora palmata* obtained by sexual reproduction in 2019 and 2020, to Reef Systems Academic Unit of the Institute of Ocean Sciences and Limnology of the Autonomous University of Yucatan for their reintroduction to the restored area of Punta Maroma.

The main achievements

IN
2023
WERE:

Program of the Genetic Bank affected by Stony Coral Tissue Loss Disease: Experimental tests with extracts of sponges for their treatment.

We received 22 fragments of the species *Dendrogya cylindrus* and 13 colonies of *Meandrina meandrites* rescued from the Banco Chinchorro biosphere reserve in an agreement with INAPESCA. These species are the most affected by the White Syndrome disease, taking them to critical extinction limits.



NURSERIES

Reproduction and reforestation of flora species, especially if they are native and in danger of extinction.

IN
20
23

352,289
specimens reproduced

11,401
specimens rescued and relocated

318,435
specimens reforested

103,247 specimens rescued and transplanted since the program began in 1998

3.8 million specimens produced since 1997

4.1 million specimens reforested since 1997

Green areas - Flora, Fauna y Cultura de México A.C



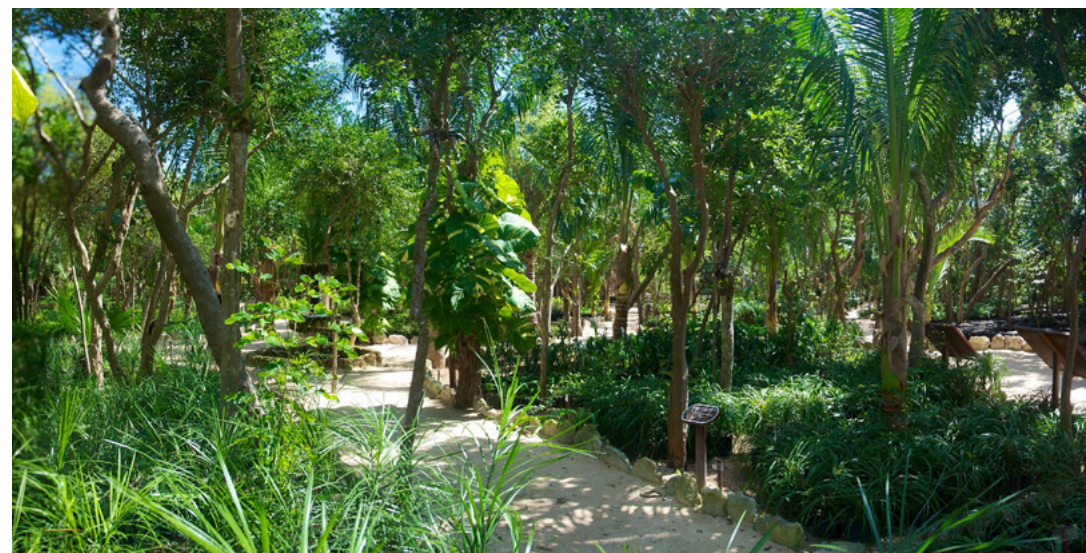
plants produced



distributed to the general public



plants of four native coastal dune species introduced into the Cozumel Island Protected Reserve.



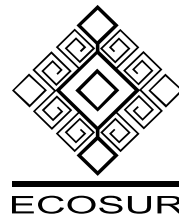
PARTNERSHIPS FOR CONSERVATION

GRI-304-3, ODS 14, Principle 8

Our conservation programs are possible thanks to collaborations with several partners committed to environmental protection. They work together towards a sustainable future for our species and eco-systems. In 2023 we collaborated with the following institutions:



Instituto de Ciencias del Mar y Limnología



ANIMAL WELFARE

GRI-304-2

We work under an international model called The Five Domains, which covers everything from the most basic needs such as nutrition, health, and environment, to 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.

IN
20
23

We evaluated Animal Welfare in specimens of mammal groups.

We strengthened the animal welfare program through enrichment and training programs.

We integrated the sea turtle and horse areas into the welfare program.

We organized horse parades outside Xcaret Park with horses that take part in our horse show.



ENERGY EFFICIENCY

GRI-302-1, GRI-305-1, GRI-305-2, ODS 12, Principle 9

Energy efficiency is fundamental to our sustainability strategy. We focus on optimizing energy use through advanced technologies and responsible practices, thereby reducing our environmental impact and promoting sustainable use of resources. This initiative not only improves our operational performance but also contributes significantly to environmental conservation.

IN

2023

	Electricity consumption (kWh)	Consumption of non-renewable fuels (L)	Total energy consumption (GJ)
Grupo Xcaret	89,985,786	14,826,237	791,509.03
Parques y tours	36,253,276	10,869,768	473,300.80
Hoteles	53,732,510	3,956,469	318,208.23

When calculating GEI emissions GHG Protocol of the World Resources Institute (WRI) methodology was used, in partnership with the World Business Council for Sustainable Development (WBCSD).

	Emissions Scope 1 (CO2eq)	Emissions Scope 2 (CO2eq)	Total emissions (CO2eq) ¹
Grupo Xcaret	38,471.82	34,664.43	73,116.25
Parques y tours	30,831.06	13,957.51	44,788.57
Hoteles	7,640.76	20,686.92	28,327.68

In 2023, we installed a Battery Energy Storage System (BESS) that captures energy from various sources and stores it in rechargeable batteries for use during peak times, that is, during times of highest electricity consumption. At Grupo Xcaret, we have installed 50 battery racks that, at the end of the first quarter of 2024, will be fully operational.

In addition, we have installed 5,024 solar panels on 37 rooftops of offices, convention centers and warehouses in Grupo Xcaret complexes. The objective is to take advantage of these spaces to generate of clean energy, reaffirming our commitment to a Xustainable Evolution.

¹ Calculated by adding Scope 1 and 2

WATER CARE

GRI-303-1, GRI-303-5, ODS 12, Principle 9

Our commitment to caring for water focuses on reducing consumption, protecting natural sources and ensuring responsible use, guaranteeing its availability for future generations and contributing to the health of our ecosystems. To do this we currently operate 18 treatment plants, allowing us to treat all water used by our business units.



WASTE MANAGEMENT

GRI-306-2, GRI-306-3, GRI-306-4, GRI-306-5, ODS 12, Principle 9

Our waste management focuses on the recovery of organic and inorganic materials, directing them to recycling or transformation processes. This approach seeks to reduce the amount of waste that ends up in landfills, promoting sustainable practices and minimizing our environmental impact.

IN
20
23

Tons of compost produced

5,867

Tons of paper and cardboard recovered

568

Tons of PET and plastics recovered

313

Tons of glass recovered

910

Tons of aluminum and metal recovered

541

PROS

PERI

TTY



•Visitor numbers

- ›Visitor and guest totals
- ›Place of origin

•Impact on Mexican economy

- ›Distribution of purchases by region

•Development of value chain

- ›Distribution of suppliers by company size
- ›NAFIN

VISITORS

GRI 2-6

IN **2023** **205.2** Million travelers
(visitors, guests and members)

	Place of origin	Parks and tours	Hotels
WE RECEIVED	Mexico	44.5%	43.6%
	Rest of the world	55.5%	55.5%



DRIVING THE MEXICAN ECONOMY

GRI-204-1, ODS 12

We recognize the potential that companies can contribute to the growth of the local economy. Therefore, our responsible sourcing policy prioritizes local sourcing, promoting the development of Mexican suppliers and directly contributing to the strengthening of the national economy. Through these actions, we support job creation and sustainable growth in our communities.

NOTEWORTHY
IN **2023**

93% of purchases from suppliers based in Mexico

7% of purchases from foreign suppliers

Of the purchases from suppliers based in Mexico:

59% are suppliers from the Yucatan Peninsula

41% are suppliers from the rest of Mexico

DEVELOPING THE VALUE CHAIN

GRI 2-6, GRI-204-1, ODS 8, 12

Value chain development is an essential process that not only involves maximizing efficiency and effectiveness, but also promotes collaboration and transparency in all our business relationships. In 2023, our supplier portfolio was composed as follows:



73% Small companies
18% Medium-sized companies
9% Large companies

We have 18 suppliers from rural communities. By working with them, we promote equity and social justice, strengthening social cohesion and contributing to the sustainable development of our Mexico.



PRODUCTIVE CHAINS OF NACIONAL FINANCIERA

The Productive Chains of Nacional Financiera (Nafin) are a comprehensive strategy to strengthen and optimize our value chain. By participating in Nafin's Productive Chains, our supplier companies can access a series of significant benefits such as process optimization, cost reduction, access to preferential financing and strengthening of solid business relationships, resulting in a greater ability to face market challenges and take advantage of new opportunities for business growth and development.

316 suppliers affiliated in the 2023 exercise

2,947 suppliers affiliated to date



RECOGNITIONS, CERTIFICATIONS AND DISTINCTIONS

GRI 2-28

The commitment to continuous improvement and always offering the best of Mexico to our travelers is the foundation on which we have built our path towards excellence.

We are pleased to present you with certifications, recognitions and distinctions obtained in 2023 that highlight our commitment to quality, innovation and excellence in all aspects of our business performance:



CERTIFICATION



AWARDED BY	Great Place to Work
NAME	Great Place to Work
CATEGORY	Work Culture

DISTINCTIVE



AWARDED BY	CEMEFI
NAME	Distinctive ESR
CATEGORY	Large companies + 10 years

CERTIFICATION



AWARDED BY	Earthcheck
NAME	EarthCheck Platinum Certified
CATEGORY	Company Standard v 4.1 - Theme Park



AWARDED BY	ALPZA
NAME	Certification ALPZA
CATEGORY	



CERTIFICATION



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



OTORGADO POR	Intertek Cristal
NOMBRE	CrisisCheck
CATEGORÍA	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SecurityCheck Nivel 2
CATEGORY	Certificate of Compliance

CERTIFICATION



AWARDED BY	Earthcheck
NAME	Earthcheck Master Certified
CATEGORY	Company Standard v 4.1 - Theme Park



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	CrisisCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SecurityCheck Nivel 2
CATEGORY	Certificate of Compliance

CERTIFICATION



AWARDED BY

NYCE / Secretaría de Turismo

NAME

Distintivo H

CATEGORY

Hygienic Management in Food Service



AWARDED BY

Alta Vertical Petzl-TI- Crolles 17 204 MX 1

NAME

Petzl Technical Partner

CATEGORY

Petzl Technical Partner



AWARDED BY

Association for Challenge Course Technology

NAME

Safety Certificate

CATEGORY

ACCT Standards



CERTIFICATION



EARTHCHECK

AWARDED BY

Earthcheck

NAME

Earthcheck Gold Certified

CATEGORY

Company Standard v 4.0 - Theme Park



AWARDED BY

Intertek Cristal

NAME

FireCheck

CATEGORY

Certificate of Compliance



AWARDED BY

Intertek Cristal

NAME

SafetyCheck

CATEGORY

Certificate of Compliance



AWARDED BY

Intertek Cristal

NAME

CrisisCheck

CATEGORY

Certificate of Compliance



AWARDED BY

Intertek Cristal

NAME

FoodCheck

CATEGORY

Certificate of Compliance



AWARDED BY

Intertek Cristal

NAME

SecurityCheck Nivel 2

CATEGORY

Certificate of Compliance





CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance

CERTIFICATION

**AWARDED BY**

Alta Vertical Petzl-TI- Crolles 17 204 MX 1

NAME

Petzl Technical Partner

CATEGORY

Petzl Technical Partner



EARTHCHECK

AWARDED BY

Earthcheck

NAME

Earthcheck Gold Certified

CATEGORY

Company Standard v 4.0 - Theme Park

**AWARDED BY**

Intertek Cristal

NAME

FireCheck

CATEGORY

Certificate of Compliance

**AWARDED BY**

Association for Challenge Course Technology

NAME

Safety Certificate

CATEGORY

ACCT Standards

**AWARDED BY**

Intertek Cristal

NAME

CrisisCheck

CATEGORY

Certificate of Compliance

**AWARDED BY**

Intertek Cristal

NAME

FoodCheck

CATEGORY

Certificate of Compliance



CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



AWARDED BY	Intertek Cristal
NAME	SecurityCheck Nivel 2
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance

CERTIFICATION



AWARDED BY

Association for Challenge Course Technology

NAME

Certificado de Seguridad

CATEGORY

ACCT Standards



AWARDED BY

Intertek Cristal

NAME

AquaCheck

CATEGORY

Certificate of Compliance



EARTHCHECK

AWARDED BY

Earthcheck

NAME

Earthcheck Silver Certified

CATEGORY

Company Standard v 4.0 - Theme Park



EARTHCHECK

AWARDED BY

Earthcheck

NAME

Earthcheck Bronze Certified

CATEGORY

Company Standard v 5 - Theme Park



AWARDED BY

Intertek Cristal

NAME

AquaCheck

CATEGORY

Certificate of Compliance

CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SecurityCheck Nivel 2
CATEGORY	Certificate of Compliance

CERTIFICATION



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Bronze Certified
CATEGORY	Company Standard v 5 - Theme Park



AWARDED BY	Federación Internacional de Rafting
NAME	Accredited Rafting Operator
CATEGORY	Accredited Rafting Operator



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	CrisisCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance

CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SecurityCheck Nivel 2
CATEGORY	Certificate of Compliance



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



AWARDED BY	NYCE / Secretaría de Turismo
NAME	Distintivo H
CATEGORY	Hygienic Management in Food Service



SEMAR
SECRETARÍA DE MARINA

AWARDED BY	Mexican Navy
NAME	International Code for operational security management on boats and pollution prevention
CATEGORY	Certificado de Cumplimiento



CERTIFICATION

Transport and logistics



EARTHCHECK

AWARDED BY

Earthcheck

NAME

Earthcheck Silver Certified

CATEGORY

Company Standard v 4 - Vehicle

MDC Call Center

**AWARDED BY**

Instituto Mexicano de Teleservicios

NAME

HS Consulting Health & Safety Certificate

CATEGORY

Global Model CIC Version 3.0

Contact Center E- Business

**AWARDED BY**

Instituto Mexicano de Teleservicios

NAME

HS Consulting Health & Safety Certificate

CATEGORY

Global Model CIC Version 3.0

CERTIFICATION



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Silver Certified
CATEGORY	Planning and Design Certification



AWARDED BY	Intertek Cristal
NAME	CrisisCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Silver and Bronze Certified
CATEGORY	Operations Certification



AWARDED BY	Intertek Cristal
NAME	DineCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance

CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SpaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	RoomCheck
CATEGORY	Certificate of Compliance



AWARDED BY	HS Consulting Group
NAME	Certificado de Seguridad y Salud de HS Consulting
CATEGORY	Bottling plant

CERTIFICATION





AWARDED BY


NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Food safety



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Hygiene and safety in pools



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Legionnaires' Disease prevention



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Hygiene in rooms



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Green



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Protocols for workforce and guest safety

CERTIFICATION





AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Protocols for fire fighting



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Protocols for hurricanes



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Spa wellness



AWARDED BY

NAME

CATEGORY

HS Consulting Group

Certificado de Seguridad y Salud de HS Consulting

Maintenance Certificate

RECOGNITION





AWARDED BY

NAME

CATEGORY

Five Diamonds Award

AAA Five Diamonds Award

5 Diamonds



AWARDED BY

NAME

CATEGORY

Five Diamonds Award

AAA Five Diamonds Award

5 Diamonds
(Recognition Restaurant Ha)



AWARDED BY

NAME

CATEGORY

Forbes Travel Guide

Forbes Travel Guide

4 stars



AWARDED BY

NAME

CATEGORY

Forbes Travel Guide

Forbes Travel Guide

4 stars (Spa)



AWARDED BY

NAME

CATEGORY

Gobierno de México / Sec. Turismo

Distintivo S

Guarantee of Sustainability Recognition



AWARDED BY

NAME

CATEGORY

Quién

MEX BEST QUIÉN

Best Family Escape

CERTIFICACIONES



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Silver Certified
CATEGORY	Planning and Design Certification



AWARDED BY	Intertek Cristal
NAME	CrisisCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Bronze Certified
CATEGORY	Operations Certification



AWARDED BY	Intertek Cristal
NAME	DineCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance

CERTIFICACIONES



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SpaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance






AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance






AWARDED BY	Intertek Cristal
NAME	RoomCheck
CATEGORY	Certificate of Compliance

RECOGNITION



	
AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	5 Diamonds
	
AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	4 Diamonds (Recognition Restaurant Chino Poblano)
	
AWARDED BY	Forbes Travel Guide
NAME	Forbes Travel Guide
CATEGORY	4 stars

	
AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	4 Diamonds (Recognition Restaurant Encanta)
	
AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	4 Diamonds (Recognition Restaurant Xaak)
	
AWARDED BY	Forbes Travel Guide
NAME	Forbes Travel Guide
CATEGORY	4 stars (Spa)

CERTIFICATION



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Silver Certified
CATEGORY	Planning and Design



AWARDED BY	Intertek Cristal
NAME	DineCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	RoomCheck
CATEGORY	Certificate of Compliance



EARTHCHECK

AWARDED BY	Earthcheck
NAME	Earthcheck Bronze Certified
CATEGORY	Operations Certification



AWARDED BY	Intertek Cristal
NAME	FireCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SafetyCheck
CATEGORY	Certificate of Compliance



CERTIFICATION



AWARDED BY	Intertek Cristal
NAME	FoodCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	PoolCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	AquaCheck
CATEGORY	Certificate of Compliance



AWARDED BY	Intertek Cristal
NAME	SpaCheck
CATEGORY	Certificate of Compliance



RECONOCIMIENTO



AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	4 Diamonds



AWARDED BY	Forbes Travel Guide
NAME	Forbes Travel Guide
CATEGORY	4 stars (Spa)



AWARDED BY	Five Diamonds Award
NAME	AAA Five Diamonds Award
CATEGORY	5 Diamonds (Recognition Restaurant Estero)



AWARDED BY	Forbes Travel Guide
NAME	Forbes Travel Guide
CATEGORY	4 stars



SUSTAINABLE DEVELOPMENT GOALS

In line with our statement of commitment to Sustainable Development Goals and the 2030 Agenda, we are proud to highlight our significant contribution towards the achievement of these goals, particularly in the field of tourism. We recognize the importance of joint efforts and promoting collaborative work to ensure a sustainable present and future for future generations.

We highlight our direct impact on the objectives linked to tourism:

SUSTAINABLE DEVELOPMENT GOAL	PAGE
	5-19, 28, 43-49, 56-61, 62-63, 78-79
	28, 1, 62, 65, 74-75, 78-79
	28, 66

Through our potential for impact:

SUSTAINABLE DEVELOPMENT GOAL	PAGE
	62
	40, 43
	66-72

However, we do not limit our direct and indirect participation in other goals.

PRINCIPLES OF THE GLOBAL COMPACT

We reaffirm our commitment to the Ten Principles of the United Nations Global Compact and apply them in our management. We focus on respecting and promoting human rights, complying with labor laws, protecting the environment and combating corruption. These principles guide our actions and decisions, ensuring we operate in an ethical and responsible manner in all our activities.

PRINCIPLE			PAGE
DERECHOS HUMANOS			
1	Support the protection of human rights.	Sustainability strategy, Ethics and Compliance, Persons, Community welfare	28, 37, 40-41, 50-54
2	2. Ensure we are not complicit in harming human rights.	Ethical conduct, Persons	37, 40-41
LABOUR			
3	Support freedom of affiliation and the right to collective bargaining.	Co-worker welfare	43-49
4	Support the elimination of forced or coerced labor	Co-worker welfare	41
5	Support the eradication of child labor	Co-worker welfare	41
6	Support the abolition of discrimination in employment and work.	Sustainability strategy, Persons, Community welfare	48-49

PRINCIPLES DE PACTO GLOBAL

PRINCIPLE		
ENVIRONMENT		PAGE
7	Focus on prevention to help the environment.	Sustainability strategy, Persons, Community welfare, Planet 28,50-54, 64-75
8	Encourage initiatives that promote greater environmental responsibility.	Sustainability strategy, Education for SD, Planet 28, 62-63, 64-75
9	9. Develop and promote technologies that show respect for the environment.	Sustainability strategy, Energy efficiency and water care. 28, 74-75
ZERO TOLERANCE FOR CORRUPTION		
10	Work against corruption of all kinds, including extortion and bribery.	Sustainability strategy and ethical conduct. 28, 37-39

GRI TABLE OF CONTENTS

Declaration of use: Grupo Xcaret reports the information mentioned in this table for the period January 1 to December 31, 2023, regarding GRI standards.

GRI Indicator	Description of GRI Indicator	Information Summary	Page
---------------	------------------------------	---------------------	------

GRI 2: GENERAL DISCLOSURES 2021

Organization and report presentation practices

2-1	Organizational information	Grupo Xcaret offers parks, tours, hotels and other units supporting tourism in Quintana Roo.	5-19
2-2	Entities included in sustainability reports presentation	Parks: Xcaret, Xel-Há, Xplor, Xplor Fuego, Xoximilco, Xenses, Xavage Hotels: Xcaret México, Xcaret Arte, La Casa de la Playa Tours: Xenotes, Xcaret Expeditions, Xailing Vacation Club: Mexico Destination Club	5-19
2-3	Target period, frequency and contact point of report.	From January 1 to December 31, 2023 Annual report Iliana Rodriguez Cavazos irodriguez@xcaret.com Corporate Director of Sustainability and Institutional Relations.	1

Activities and workers

2-6	Activities, value chain and other relations	Dedicated to the tourist sector with parks, hotels and tourist passenger transportation.	5-19
2-7	Employees	At the close of 2023 there was a workforce of 15,897.	43

GRI TABLE OF CONTENTS

GRI Indicator	Description of GRI Indicator	Information Summary	Page
---------------	------------------------------	---------------------	------

GRI 2: GENERAL DISCLOSURES 2021

Governance

2-9	Governance structure and composition	Check the section on Corporate Government and Organizational Structure.	34-36
2-11	President at highest level of governance	Miguel Quintana Pali – Board of Directors President.	36
2-13	Delegating responsibility for impact management	Through the operations support committee.	35-36

Strategy, politics and practices

2-22	Declaration on sustainable development strategy	Consult the message from the president.	3-4
2-23	Commitments and policies	Consult the Sustainability policy	28
2-24	Incorporating commitments and policies	Policies apply to the model's 3 pillars: •Prosperity •People •Planet	28-29
2-26	Mechanism for requesting advice and showing concerns	We have the Xprésate Line for reporting any kind of irregularity, concern or complaint.	39
2-28	Affiliation to associations	Partnerships with public, private and civil society institutions.	52, 54, 72

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GRI Indicator	Description of GRI Indicator	Information Summary	Page
GRI 2: GENERAL DISCLOSURES 2021			
Participation of stakeholders			
2-29	Focus on participation in interest groups	The materiality analysis has allowed us to work on strengthening institutional dialogue and constructing adequate channels of communication for our mutual benefit.	30-31
2-30	Convenios de negociación colectiva	32% of co-workers are unionized	44
GRI 3: MATERIAL TOPICS 2021			
3-1	Process for determining material topics	The 2022 materiality study was updated, resulting in 13 prioritized material themes for the group.	32
3-2	List of material topics	13 topics were identified as priorities: <ol style="list-style-type: none"> 1. Business strategy 2. Health and safety 3. Technological adaption 4. Governance and management structure 5. Processes innovation and improvement 6. Communication strategy 7. Institutional partnerships 8. Customer satisfaction 9. Worker welfare 10. Customer experience 11. Biodiversity and conservation 12. Environmental management system 13. Responsible finances 	32

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GRI Indicator	Description of GRI Indicator	Information Summary	Page																
GRI 3: MATERIAL TOPICS 2021																			
GRI 203: Indirect Economic Impacts 2016																			
203-1	Investment in infrastructure and related services	Consult the section on partnerships with civil society bodies.	52																
GRI 204: Procurement practices 2016																			
204-1	Proportion of expenditure on local suppliers	94% local purchases	77																
205-2	Communication and education on anti-corruption policies and procedures	Promotion of the Code of Ethical Conduct among 12,411 trained co-workers.	39																
GRI 302: Energy 2016																			
302-1	Energy consumption within organization	<table> <tr> <td></td><td>Electricity consumption (kWh)</td><td>Consumption of non-renewable fuels (L)</td><td>Total energy consumption (GJ)</td></tr> <tr> <td>Grupo Xcaret</td><td>89,985,786</td><td>14,826,237</td><td>791,509.03</td></tr> <tr> <td>Parks and tours</td><td>36,253,276</td><td>10,869,768</td><td>473,300.80</td></tr> <tr> <td>Hotels</td><td>53,732,510</td><td>3,956,469</td><td>318,208.23</td></tr> </table>		Electricity consumption (kWh)	Consumption of non-renewable fuels (L)	Total energy consumption (GJ)	Grupo Xcaret	89,985,786	14,826,237	791,509.03	Parks and tours	36,253,276	10,869,768	473,300.80	Hotels	53,732,510	3,956,469	318,208.23	74
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GRI Indicator	Description of GRI Indicator	Information Summary		Page								
GRI 3: MATERIAL TOPICS 2021												
GRI 303: Water and effluents 2018												
303-1	Interaction with water as a shared resource	We currently operate 18 treatment plants, allowing us to treat most of the water used in our business units.		75								
GRI 304: Biodiversity 2016												
304-2	Significant impact of activities, products and services on biodiversity	Our biodiversity conservation programs and initiatives enable us to commit ourselves to the long-term protection of the surrounding resources, on which we depend.		66-72								
304-3	Protected and restored habitats	Check the section on Commitment to Biodiversity.		66-72								
GRI 305: Emissions 2016												
305-1	Direct GEI emissions (Scope 1)		<table><tr><td></td><td>Emissions Scope 1 (CO2eq)</td></tr><tr><td>Grupo Xcaret</td><td>38,471.82</td></tr><tr><td>Parks and tours</td><td>30,831.06</td></tr><tr><td>Hotels</td><td>7,640.76</td></tr></table>		Emissions Scope 1 (CO2eq)	Grupo Xcaret	38,471.82	Parks and tours	30,831.06	Hotels	7,640.76	74
	Emissions Scope 1 (CO2eq)											
Grupo Xcaret	38,471.82											
Parks and tours	30,831.06											
Hotels	7,640.76											
305-2	Emisiones directas de GEI (alcance 1)		<table><tr><td></td><td>Emissions Scope 2 (CO2eq)</td></tr><tr><td>Grupo Xcaret</td><td>34,664.43</td></tr><tr><td>Parks and tours</td><td>13,957.51</td></tr><tr><td>Hotels</td><td>20,686.92</td></tr></table>		Emissions Scope 2 (CO2eq)	Grupo Xcaret	34,664.43	Parks and tours	13,957.51	Hotels	20,686.92	74
	Emissions Scope 2 (CO2eq)											
Grupo Xcaret	34,664.43											
Parks and tours	13,957.51											
Hotels	20,686.92											

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GRI Indicator	Description of GRI Indicator	Information Summary	Page
GRI 3: MATERIAL TOPICS 2021			
GRI 306: Waste 2020			
306-2	Management of significant impacts related to waste	An appropriate process has been identified for each type of waste, such as recovery, recycling, transformation or elimination.	75
306-4	Waste not destined to be eliminated	Tons of waste produced	5,867
		Tons of paper and cardboard recovered	568
		Tons of PET and plastics recovered	313
		Tons of glass recovered	910
		Tons of aluminum and metal recovered	541
GRI 401: Employment 2016			
401-1	Hiring new employees and staff rotation	Staff rotation rate was 20.6%	43
401-2	Benefits for fulltime employees that are not given to part time or limited time employees.	Benefits listed in the worker welfare section are given to full time and temporary employees.	45
401-3	Parental leave	<ul style="list-style-type: none"> •Maternity leaves: 106 •Paternity leaves: 233 	45

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GRI Indicator	Description of GRI Indicator	Information Summary	Page
GRI 401: Employment 2016			
GRI 403: Occupational Health and Safety 2018			
403-3	Health services in the workplace	Consult the section on Health and Safety	49
403-4	Worker participation, advice and communication on health and safety in the workplace	During 2023 there was an increase of 77% in health campaign days. Consult the section on Health and Safety	49
403-5	Worker education on health and safety in the workplace	Consult the section on Health and Safety	49
403-6	Promoting workers' health	Through health campaign days and activities for employees. Consult the section on Health and Safety	49
GRI 404: Training and Education 2016			
404-1	Average annual education hours per worker	79.1 hours average per worker	46
404-2	Programs for developing workers' skills and to assist transition	Check the section on Training and Recognition for co-workers	48
GRI 405: Diversity and equal opportunities 2016			
405-1	Diversity among governance departments and employees	Consult the section on co-worker welfare. 37% of all co-workers are women.	43-44

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GRI Indicator	Description of GRI Indicator	Information Summary	Page
GRI 401: Employment 2016			
GRI 408: Child labor 2016			
408-1	Operations and suppliers with high risk of cases of child labor	Regarding our operations, we reaffirmed that there is no kind of forced or compulsory labor in Grupo Xcaret and we respect our workers' right to free association and collective bargaining.	41
GRI 409: Forced or compulsory labor 2016			
409-1	Operations and suppliers with a high risk of cases of forced or compulsory labor	We reaffirmed that there is no kind of forced or compulsory labor in Grupo Xcaret	41, 43
GRI 413: Local communities 2016			
413-1	Operations with local community participation programs, impact evaluations and development	Consult the section on Community Welfare	50-55



Our goal in Grupo Xcaret is to Make the planet a happier place, while showcasing our deep love for Mexico! We create unique and sustainable experiences for our guests and visitors, inspired by our admiration for Mexico, its culture, nature and life. We are a 100% Mexican organization with a business model based on an ethical respect for human dignity, creating shared prosperity and value in the communities where we operate.