

AKUMAL BAY HOTEL

BEACH & WELLNESS RESORT

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Message from the Food and Beverage Management

During 2022, we noticed the consolidation of the destination with stable occupancies, similar to previous years, which gave us the confidence to set out and propose new challenges for the coming year.

Among our commitments were waste management and separation, expansion of collection centers, and improvements in logistics through communication and education of our most valuable resource: the people involved.

As part of our commitment, in 2023 we will face new challenges focused on continuing to contribute to the environment and our surroundings. A sustainable hotel is built with the participation of everyone!

Starting with this premise, we have decided not only to involve our value chain, internal audience, and suppliers but also those who choose us and constantly visit to enjoy the wonder that surrounds us. That's why our team is more than committed and aware of all the work and effort we must put into it.

We will teach our module on the meaning and functions of the Green Team to all hosts and guests.

We are convinced that this year we will achieve significant progress in terms of sustainability and will be able to meet our certification program standards.



Martin Aron
Food & Beverage Manager



HISTORY

We are a 100% Mexican company, family-owned and operated by the Ortiz family, with over 40 years in the industry. We incorporate a philosophy of family tradition into the latest tourism trends focused on the well-being of our guests, setting ourselves apart from the typical hospitality of the Riviera Maya and its resort-style hotels.

Over the years, the hotel has built a large portfolio of repeat customers who enjoy excellent service, a prime location with 370 linear meters of the Caribbean Sea, spacious and comfortable facilities, and most importantly, the simplicity and warmth of our hosts who relish their daily work, creating unforgettable experiences for our guests

SERVICES

The hotel has 310 rooms with 3 room categories: Garden Suite, Junior Suite, and Penthouse, all with ocean views. It's an ALL-INCLUSIVE resort, featuring 1 buffet, 4 specialty restaurants (Mexican, Nikkei, International Gourmet, and Rodizio), 1 snack bar, 1 sushi bar, and 4 bars, with 2 of them located by the pool near the sea. There's entertainment for both adults and children, yoga classes, and a SPA service.



PHILOSOPHY

MISSION

Ensure at all times to meet the expectations of our guests during their stay through dedication and love for our work. Providing an exclusive service, treating each guest as "unique" every time we assist them, with the aim of creating an unforgettable experience and personal happiness.

VISSION

To be the ideal place for our guests, where they can enjoy dream vacations, through human warmth, integrating quality in service, relaxation, entertainment, gastronomy, and contact with nature.

VALUES



HUMAN
WARMTH



QUALITY SERVICES



HONESTY



EFFICIENCY



ECOLOGY

Sustainability Model

We are a Mexican company, 100% focused on creating unforgettable experiences for our customers, thanks to the warmth provided by the hosts during their vacation service. We have incorporated sustainable commitments that have allowed us to progress and achieve goals for the benefit of the planet, society, and economic development, creating a positive impact on the hotel.

We are motivated to share with our **stakeholders; guests, hosts, and suppliers**, the sustainability report which documents the achievements throughout 2022. We have included activities that are a fundamental part of our progress and sustainability model.

The purpose of this report is to showcase the results obtained in the previous year and to establish the objectives for the following year. Additionally, it allows us to make improvements and offers the opportunity to measure progress over time, based on the basic principles of the global sustainability goals (SDGs), contributing to the well-being of the Planet, the rights of People, and Prosperity.

POLÍCIAS

ur policies represent the commitment to establish guidelines in order to maintain a healthy environment and achieve the company's objectives.



Environmental Policy

The environmental policy reflects our commitment to the environment, ensuring proper waste management, care and good management of the water system, reduction of packaging, and involvement of guests, hosts, and suppliers.



Occupational Health and Safety Policy

Create bonds of trust between managers and collaborators to communicate any work-related incident, accident, or infectious disease to prevent its spread. Provide a change of uniform if the host's health is at risk, ensure the host's job stability, and conduct risk assessments to implement preventive measures.



Human Rights Policy

Promote a culture of respect, reporting mechanisms for any violation of human and labor rights, and activate mechanisms to address any incident.



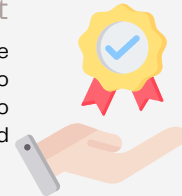
Política de seguridad

Care for and protect physical integrity against any threat, safeguard the company's valuable information, apply access controls for hosts and visitors to unauthorized areas, implement corrective actions to reduce identified risks, and train hosts to analyze, identify, and evaluate risks



Child Policy and Sexual Harassment

Support and promote talks against child violence and exploitation, raise awareness among hosts to protect the rights of minors, promote access to education. Report potential cases of violence and harassment to the relevant authorities."



Quality Policy

Encourage our hosts to provide a service of quality and human warmth, identify concerns directly reported by our guests or those written through guest "reviews" to analyze and solve, conduct reviews to identify areas of opportunity and make improvements in processes and facilities



Social And cultural Policy

Contribute to the development of communities, encourage the participation of our guests in social and cultural topics



"Psychosocial Risk Policy."

Maintain a favorable environment free from violence, harassment, and workplace bullying, provide a safe and healthy workplace, implement reliable and anonymous detection mechanisms

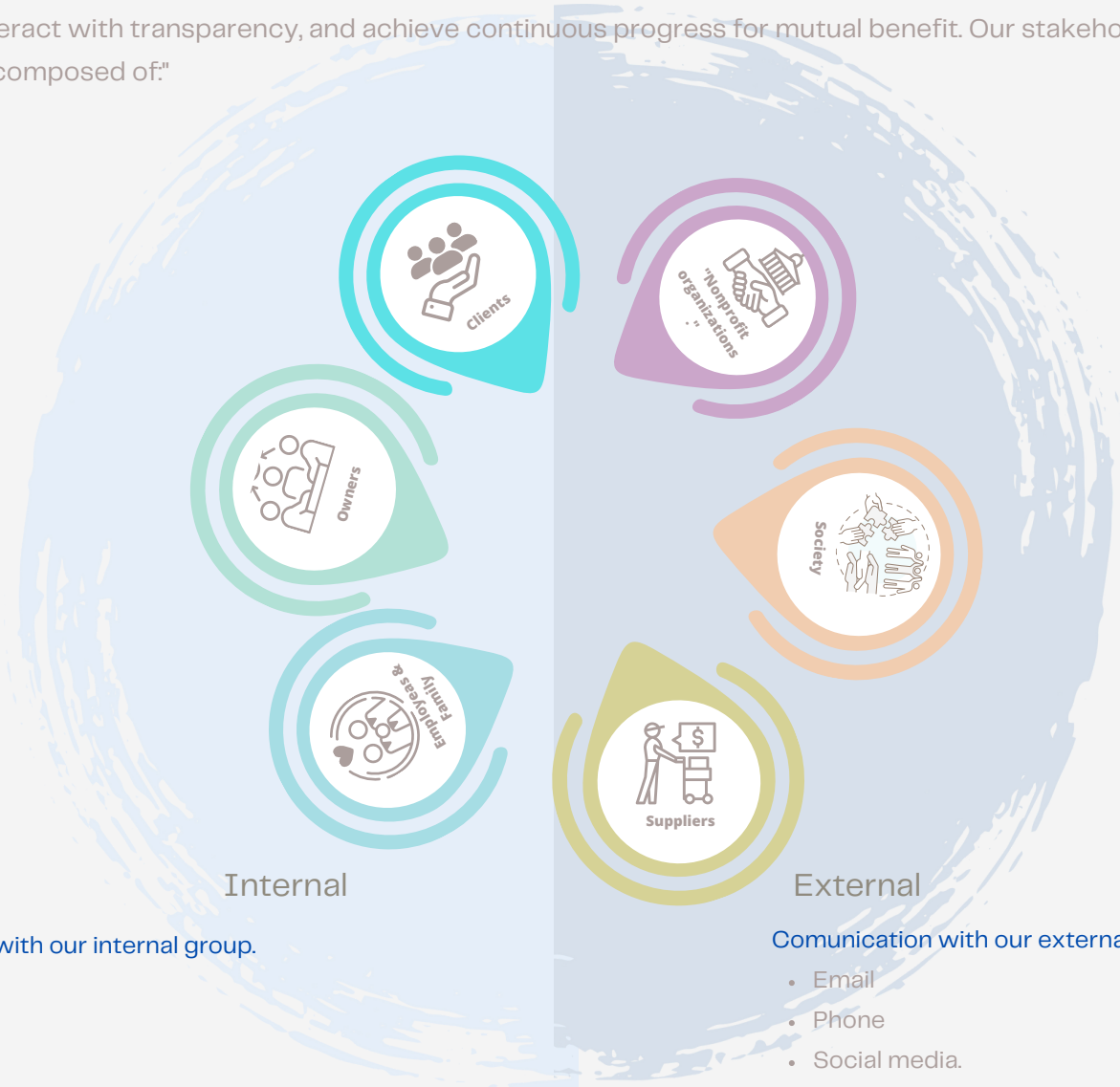


Quality Policy

Encourage our hosts to provide a service of quality and human warmth, identify concerns directly reported by our guests or those written through guest "reviews" to analyze and solve, conduct reviews to identify areas of opportunity and make improvements in processes and facilities

Our stakeholder group.

Dialogue with our stakeholder group is essential to understand their interests and act together, create value for all, interact with transparency, and achieve continuous progress for mutual benefit. Our stakeholder group is composed of:"



Communication with our internal group.

- Interaction.
- Meetings.
- Internal platform..
- Social media.
- Comments and Suggestion

Communication with our external group:

- Email
- Phone
- Social media.



Planet

2

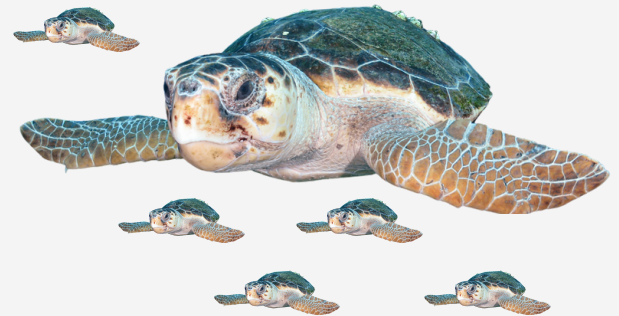
ROTECTION AND CONSERVATION OF MARINE TURTLES

Our Main Subjet

The beginning of the independent life of sea turtles starts when mothers lay their eggs in nests constructed in the sand, above the high tide line. The success or failure of conservation programs relies on the care, protection, and management given to these nests deposited on various nesting beaches worldwide.

Mexico is internationally recognized for its importance in the conservation of sea turtles. With over 50 years of history, the National Sea Turtle Conservation Program (PNCTM) is the oldest wildlife conservation program in Mexico. (Sarti M. A. 2017). In the Bays of Akumal, Quintana Roo, the Akumal Ecology Center (CEA) has been conducting sea turtle protection activities for more than 23 years, uninterrupted since 1995, with authorization from the General Directorate of Wildlife of SEMARNAT.

On November 11, 2011, CEA and Hotel Akumal Beach Resort, now Hotel Akumal Bay, signed a collaboration agreement in which they committed to join efforts, share information, and technical personnel in support of activities related to the conservation of nesting females, as well as their nests and hatchlings. In this way, all these activities were carried out in a coordinated and planned manner by both institutions during the current year. These actions were carried out with the permission granted by the General Directorate of Wildlife (DGVS) of SEMARNAT, which in this case had permit number SGPA/DGVS/O2809/22.



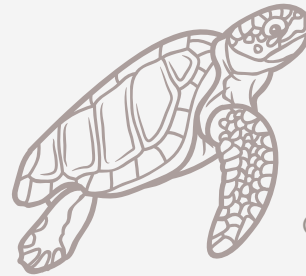
SEASON 2022

During the 2022 nesting season in Akumal Bay, nests of two sea turtle species were recorded: the loggerhead sea turtle (*Caretta caretta*) and the green sea turtle (*Chelonia mydas*). Their nests were recorded between the months of May to October.

There was an increase in nesting for both species compared to the 2021 season. In the case of the loggerhead sea turtle, there were only 3 nests, representing a 5.1% increase. In the case of the green sea turtle, 90 more nests were recorded compared to 2021, representing a 44.7% increase. In general, a biennial pattern is observed with even years showing a decrease and odd years showing an increase, except for the year 2020, when a significant increase was recorded, especially for the green species.



Caretta caretta



Chelonia Mydas

Caguama Turtle

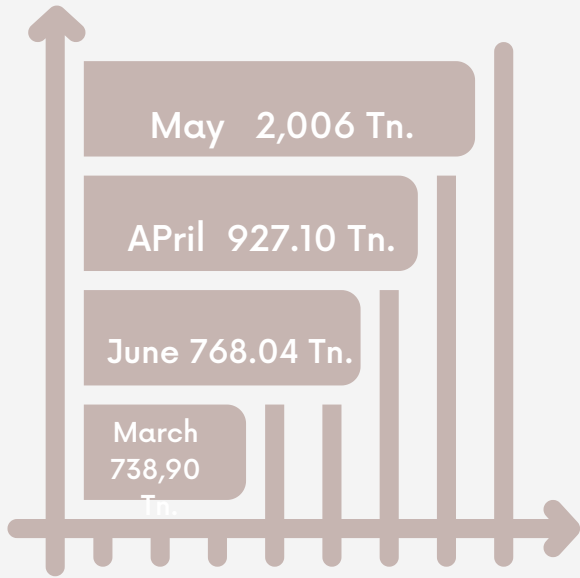
Nest	61
Eggs	6557
Hatchlings	5980

Green Turtle

Nest	291
Eggs	30 421
Hatchlings	27 407

SEAAWEED SEASON

"It is considered a special organic waste, months with higher presence during 2022."



Total 5,600.4 Tn.



"Environmental Cleanup Brigade 2022."



With the help of our guests and hosts, we carry out environmental cleanups at the hotel. This activity helps us raise awareness among them about the real situation that humanity has caused by disposing of waste that contaminates the oceans and harms marine life.

GODD ENVIROMENTAL PRACTICES



We analyze the results of chemical product consumption in order to control and take actions to reduce usage



Our guests participate in the program to reuse sheets and towels, reducing the use of water, gas, energy, and chemicals.



111,934 KG



KIng Sheets
55,817 kg

Matri Sheets
36,322 kg

Urban Solid Waste 2022

We are aware that it depends on proper waste disposal, reduction, recycling, and reuse. Since 2017, we have committed to managing waste responsibly, based on the current state regulations. We conduct tours and awareness talks for our guests, hosts, and suppliers to contribute to proper waste management.

Starting in 2020, we committed to collaborating with our suppliers to recycle empty containers of chemical products, which are delivered to the supplier on a weekly basis. In 2022, we recovered:



6,900
Gallns 1 lt.



520
Cointainers 20 lts.

IN 2022, WE RECOVERED



6,333KG



52,773 KG



2,407 KG



694 KG



564 KG



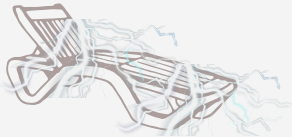
5,545KG



1,551 KG



642 KG



2,613 KG



2,613 KG



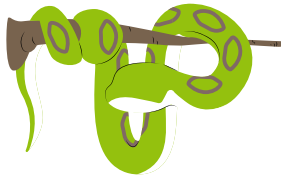
586 KG

2,613 LT

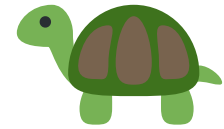


5,038 KG

Animal welfare since 2014,
rescues have been carried
out.



6 snakes



4 nesting



8 Incidents with
bees and wasps

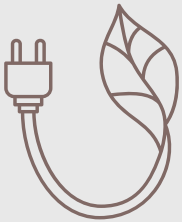


18 Offspring of
small birds and
mammals

Electrical energy

taking care of electrical energy is an important measure for environmental conservation. Our commitment to energy savings is supported by:

- Monitoring daily energy consumption and conducting consumption analysis.
- Performing monthly preventive maintenance on operational equipment.
- Annual preventive maintenance on emergency generators and transformers to achieve greater efficiency in their use.
- Temperature sensors in refrigeration and freezing chambers for temperature monitoring and improved operational efficiency.
- Preventive maintenance of electrical panels and main substations to prevent overheating and avoid an increase in energy demand.



	2022	2021
	20.5KWH/Pax	32..7 KWH/Pax



Water Management

Water is a vital natural resource for life on Earth. It is essential for the functioning of ecosystems and the survival of living beings. Water is necessary for agriculture, energy production, industry, and transportation. Additionally, it is fundamental for personal hygiene and public health.

Our commitment to water conservation is based on the following actions:

- Raising awareness and sensitizing our stakeholder group through environmental best practices talks on responsible water usage.
- Promoting the use of biodegradable sunscreens to protect the water in beaches and cenotes while practicing PADDLE and environmental talks.
- We have a wastewater treatment plant to treat contaminated water and return it to the aquifer, complying with parameters within the allowed contaminant limits, based on NOM-001-SEMARNAT-2021.
- Monitoring water consumption through meters to identify any consumption increases and detect leaks for repair.
- We have an osmosis system to treat brackish water and purify tap water, making it suitable for human consumption.



2022

0.42 m³/Pax

2021

0.68 m³/Pax

Carbon footprint CO₂

The carbon footprint identifies the amount of greenhouse gas emissions, which are released into the atmosphere as a result of emitting sources responsible for global warming.

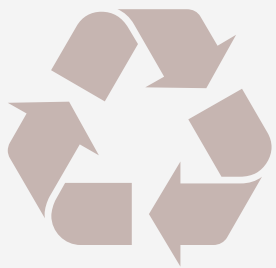
We conducted a study to assess carbon monoxide emissions in the hotel.

Only the No. 2 combustion heater, Mass Ter Cal brand, was identified, and the results obtained were based on NOM-085-SEMARNAT-2011.

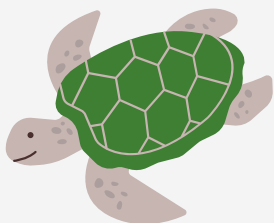
The assessment concludes that the hotel is within permissible carbon emission limits.

5.533 umol/mol

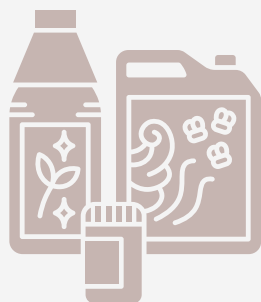




40 % Employees participated in talks on the management of solid and hazardous waste



41% Employees participated in the turtle season talk



50 Employees participated in the proper handling of chemical products..



Recycling contest, this activity was carried out with the participation of guests as judges and host contestants, sensitizing them to waste reduction. Winners: Public Areas and Housekeeping

Achieved environmental 2022

	2022	2021
 "Total recyclable waste"	77,195 kg	40,916 kg
 Total recovered waste"	166,592 kg	121,563kg
 Energy ratio	20.5 Kwh/Pax	32.7Kwh/Pax
 Water consumption	0.42 m3/Pax	0.68 m3/Pax
	5.533 umol/mol	---



"If we all move forward together, success will come naturally."

PEOPLE

Our actions...

We advocate for our stakeholder group, respecting the dignity and human rights of individuals.

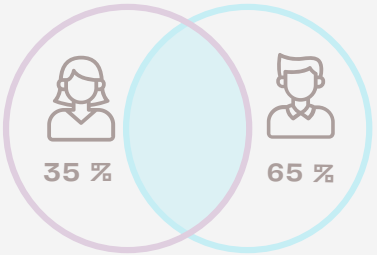
We focus on providing unforgettable and safe experiences for our clients.
We work to create a healthy and safe environment, promoting a culture of respect, diversity, and inclusion.

We consider the necessary talents of our hosts, leaving no one behind, fostering a sense of belonging for better development of our activity.
We contribute to the well-being and development of the communities.



EMPLOYEES DURING 2022

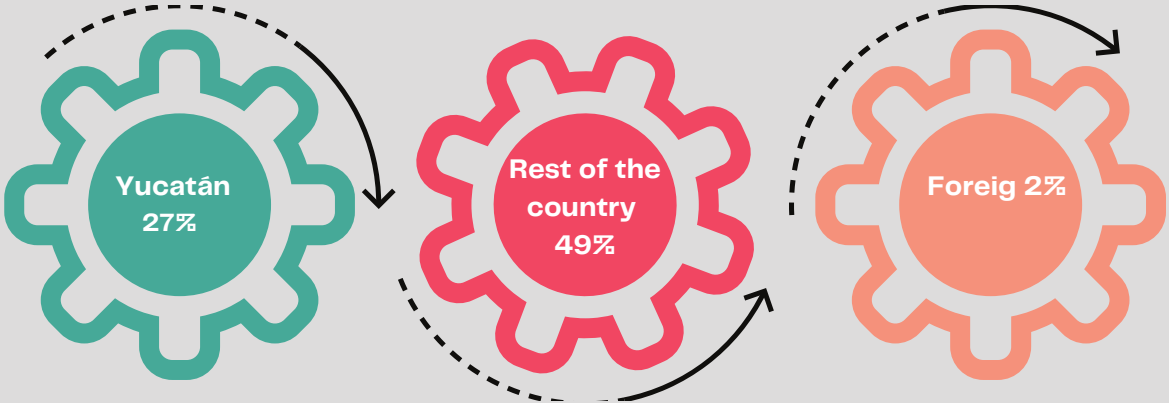
We employ 511



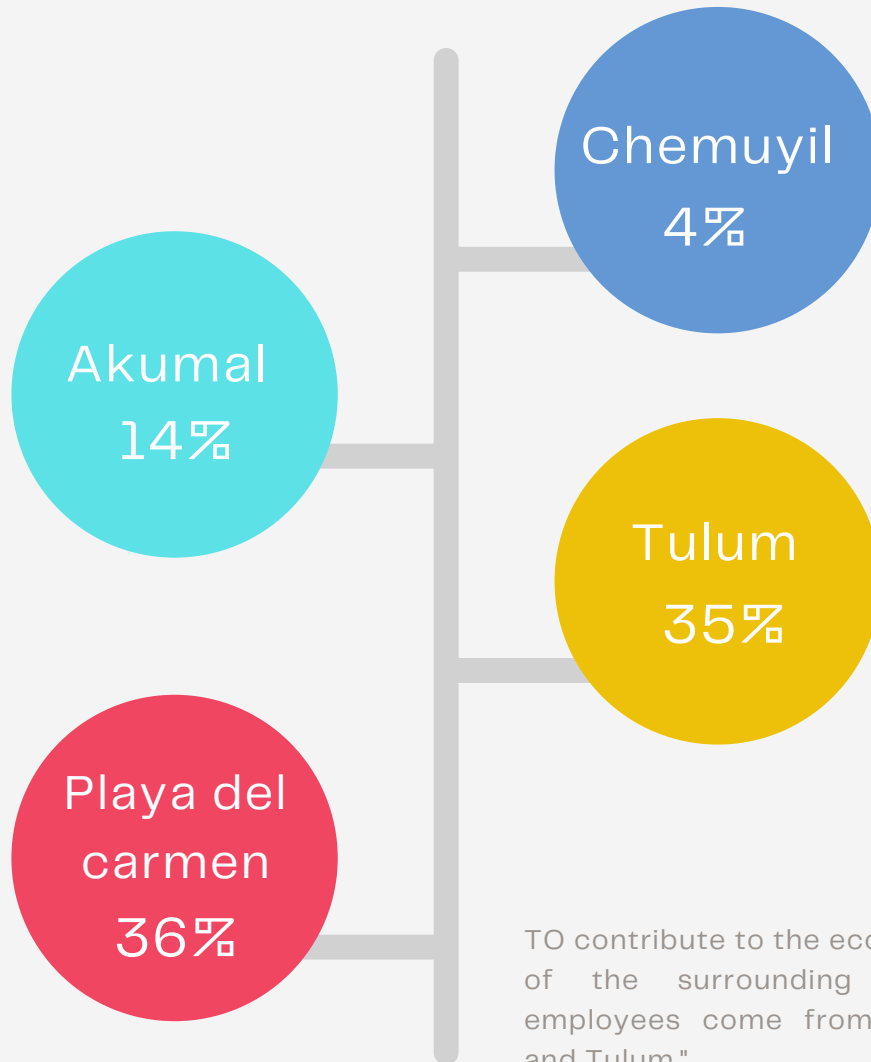
Maternity benefits



COLLEAGUES BY ORIGIN



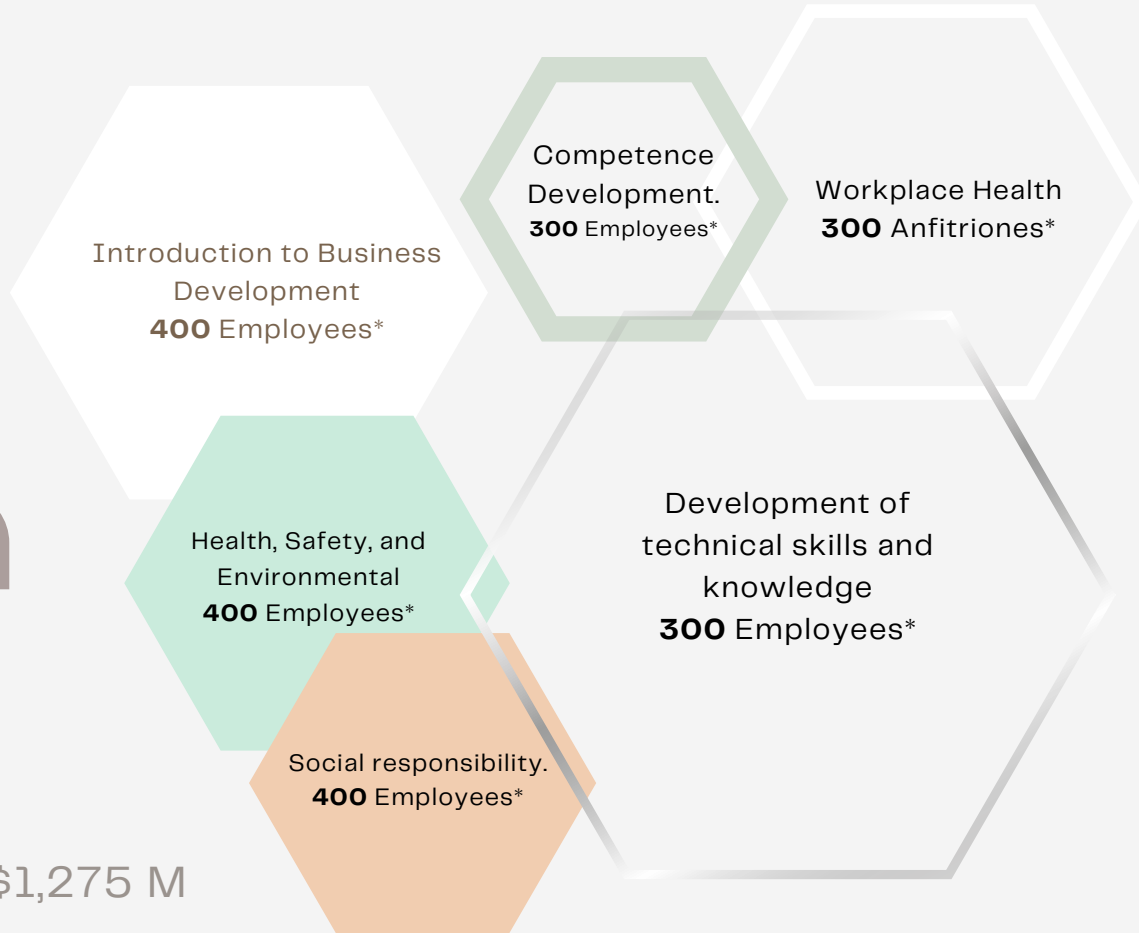
EMPLOYEES BY RESIDENT



TO contribute to the economic development of the surrounding communities, our employees come from Chemuyil, Akumal, and Tulum."

"We provide training aligned with our sustainable objectives."

TRAINING AND DEVELOPMENT



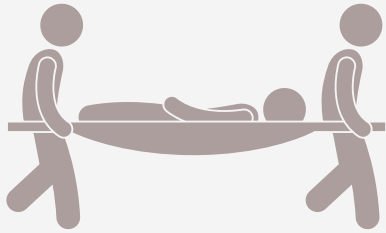
 Investment \$1,275 M

Employees Participation*

PREVENTION ACTIVITIES 2022

The courses on risks and emergencies are essential to create safer and more resilient communities. By providing knowledge, skills, and resources, it is possible to reduce the negative impact of emergencies and save lives.

In compliance with our security policy, aquatic rescue, first aid, and search and rescue drills were conducted



189 employees participated in training on prevention measures.



20 Chiropractic treatments.
25 Hair cuts
10 Facial treatments
20 Manicure & pedicure
12 Massages

71 Hipertensión arterial
18 Prueba de papanicolau
75 Mediciones de glucosa
125 Medición talla peso y cintura
85 Detección de colesterol
en sangre

PREVENIMSS



VACCINE

SALUD VISUAL
25 Anfitriones

Brigadas de Salud y Belleza



Nuestras Tradiciones



ALTARS & SKELETON FIGURINES

Every beginning of November is marked by one of the significant celebrations in Mexico, "Dia de Muertos" (Day of the Dead), a festival to remember our loved ones who are no longer with us. In their honor, an altar is set up. We celebrate this tradition with the participation of the departments, who creatively assemble altars and take part in the altar contest. We invite guests to visit the altars to learn about this tradition.

SEPTEMBER 15th

Independence Day of Mexico.



*"Among individuals, as among nations,
respect for the rights of others is peace."*

Benito Juárez

**Celebrating the national holidays with traditional
dishes and Mexican music for our employees.**

NOM-035-STPS-2018, Psychosocial Risk Factors in the Workplace - Identification, Analysis, and Prevention



Informational talks on NOM 035 were conducted with the aim of establishing elements to identify, analyze, and prevent psychosocial risk factors, as well as promoting a healthy environment. During 2022, our hosts participated in informational talks to learn about the benefits established by the NOM.



School supplies kit.

95 Children benefited

**Certificate on FYB &
English**

EDUCATION

Promoting healthy work environments.

In order to maintain a healthy work environment, workshops on workplace harassment or "mobbing" were conducted to raise awareness and promote respect for human rights. 30% of our hosts participated

"Being unique is a great thing, but respecting the right to be different is more important."



Community well-being in Akumal.

Achievements

In 2022, the achievements of:

- Primary and secondary classes for youth and adults.
- Bachelor's degrees for Physical Education instructors.
- Cooking classes.
-
-
-

Benefits

"Taekwondo classes and equipment for performance."

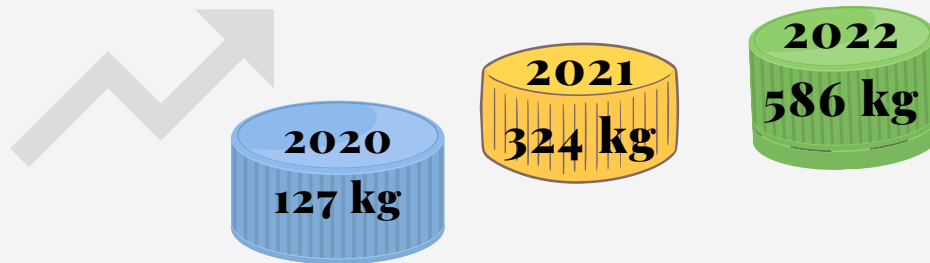
"Donation of materials for classes and workshops."

We contribute to the community of Akumal for the well-being of its residents and the progress of the population through education transformation, classrooms for English classes, contributions of school materials, promoting sports with Taekwondo classes, conducting comprehensive dental health brigades, and cancer awareness campaigns, etc. Supporting local artisans.

SOCIAL PROGRAM

Each employee is part of this program by collecting the caps they gather from plastic containers, jugs, deodorants, etc., and depositing them in the corresponding containers located in each department.

Our biologist and warehouse manager take these caps to institutions that run programs to provide therapies or treatments for children with cancer. In doing so, we contribute to the environment and support children in benefiting from this program.



**Banco
de
Tapitas®**



PROSPERITY

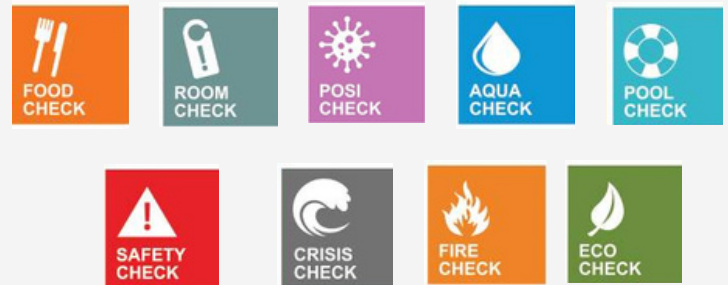
"Prosperity is only the result of great effort and dedication."



Recognitions & Certifications



We have received Travelife certification for compliance with sustainability and social responsibility standards, shared with our stakeholders.



Akumal Bay Beach & Wellness Resort has received certifications from Intertek Cristal, a global leader in health, safety, and quality standards and risk management systems. The certifications received include Food Check, Room Check, Posi Check, Aqua Check, Pool Check, Safety Check, Crisis Check, Fire Check, and Eco Check.

Reconocimientos & Certificaciones

In honor of our guests



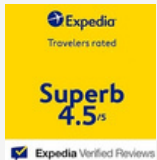
Position 25 Awarded by TripAdvisor after analyzing reviews and ratings from travelers worldwide, we have received 6 Certificates of Excellence and 3 Travel Choice awards, and 2 Travel Choice awards for the TOP 25."



We received the TUI HOLLY, TUI TOP QUALITY, and TUI FAMILY CHAMPION awards thanks to customer reviews and their ratings within TUI



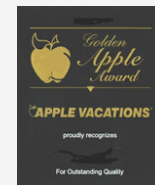
Granted by Hotels.com for exceptional customer service. 5 Loved by Guest Awards, Top 100 all-inclusive, 1 Genuine Guest Review, 3 Our Guest Rated.



We received the Expedia Guest Recommended and Travel Guest awards for achieving customer satisfaction from guests who rated and reviewed us on their platform.



"Granted based on our guests' evaluations, we received 5 Holiday Check awards and 1 Holiday Golden award.



The Golden Apple awards presented to the hotel are in recognition of the excellent service we provide to our mutual customers

Suppliers



Foreign 2%

Rest of the country
3%

Quintana Roo 95%



We consider suppliers a fundamental part of the hotel's operation. The administrative and procurement departments ensure compliance with the supply chain to provide excellent service to our guests, while also boosting the local economy.

We have committed to promoting economic development by prioritizing purchases from local suppliers, followed by national ones, and lastly, foreign companies.



To obtain more information about programs or actions aligned with the Sustainable Development Goals, please refer to the page number indicated on the diagram."



"Thank you for your commitment and contribution to our sustainable actions."

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