



# SUSTAINABILITY REPORT

2023



Photo by: Fernando Arturo Chiu Noh



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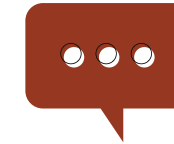
# Message from our General Manager

Since our opening 17 years ago, we have placed great importance on our environment. We have sharpened our focus on environmental responsibility in recognition of the significant impact the tourism industry has on the planet. Our vision is clear: a future where luxury and sustainability coexist. This guiding vision influences every decision we make, from energy consumption to waste management. Sustainability is more than just a program for us; it is at the heart of our operations, our colleagues, and our lifestyle.

We strive to promote a sustainable future through various actions such as implementing energy-efficient practices, supporting our communities, water management, environmental education, biodiversity protection, local purchasing, and impactful partnerships. In the coming years, we aim to become carbon neutral by 2050, significantly decrease our food waste, and eliminate single-use plastics from our operations.

We are committed to the environment and society both within and beyond our walls. Our partnership with organizations such as Oceanus A.C. allows us to actively participate in coral reef restoration projects. Within our facilities, we have a mangrove reserve that serves as a sanctuary for diverse flora and fauna, showcasing our dedication to preserving the delicate balance of the ecosystem. Our commitment extends to supporting the local Mayan community through donations in kind and economically that support their well-being and education.

Beyond our walls, we are dedicated to sustainability and a holistic way of life. Our employees, the heart and soul of our resort, are empowered to drive change through extensive training and involvement in sustainability initiatives. As you explore this sustainability report, we welcome you to join us on this transformative journey. Together, we can build a future where opulence and ecological accountability coexist harmoniously, securing a prosperous tomorrow for future generations.



***“Sustainability is more than just a program for us; it is at the heart of our operations, our colleagues, and our lifestyle.”***



Jacco van Teeffelen

# Sustainability Policy

At Fairmont Mayakoba we know that the success of sustainability is everyone's responsibility, from our colleagues to our suppliers and visitors. For this reason, we make sure that everyone is aware of our sustainability policy, so together we can fulfill our commitments.

Figure 1 shows the simplified sustainability policy and Figure 2 shows the sustainability policy framed in the different areas of the hotel.

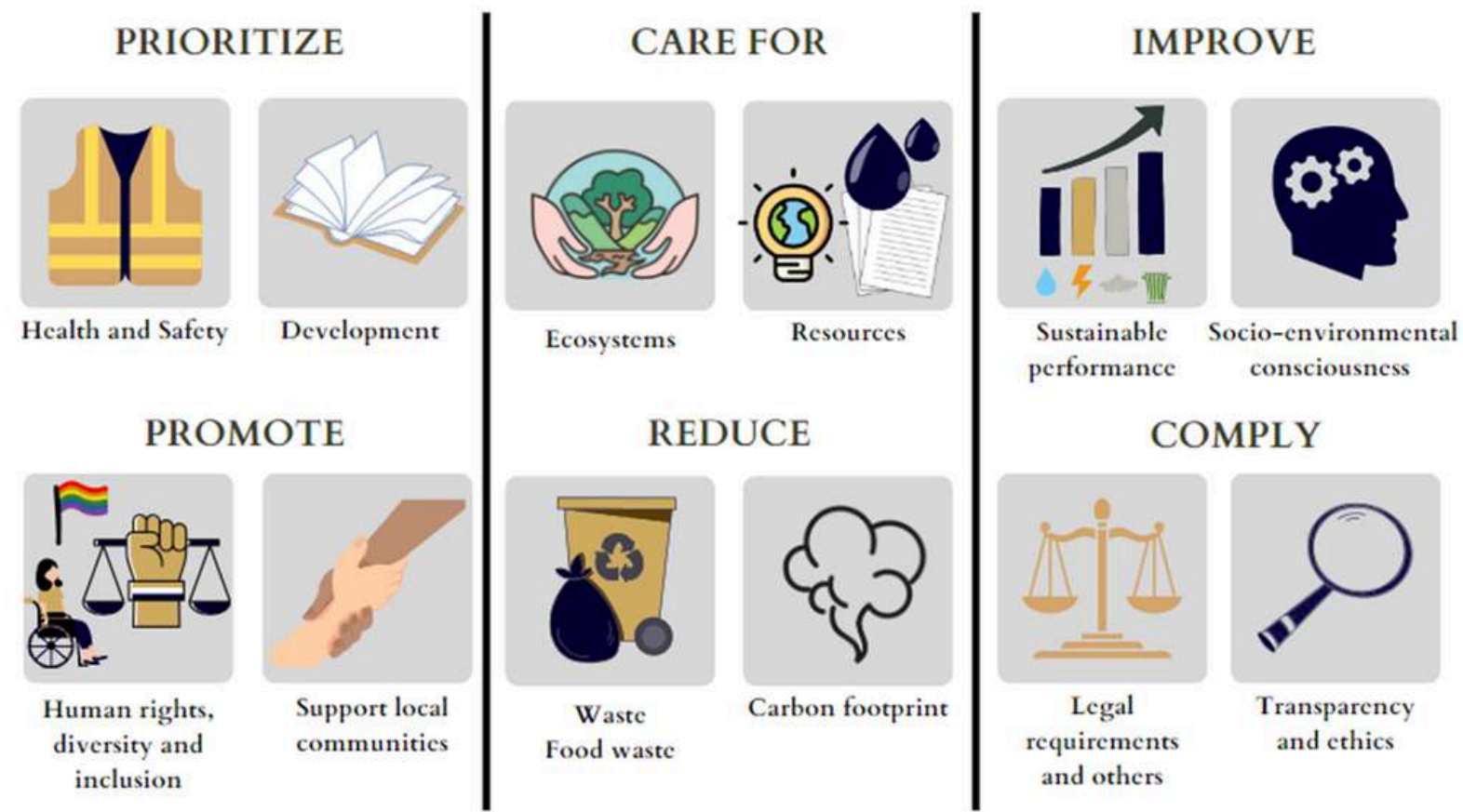


Figure 1: Simplified sustainability policy.

October the 31st, 2023

## SUSTAINABILITY POLICY

At Fairmont Mayakoba, we are profoundly committed to sustainability as we recognize the crucial role we play in preserving our environment, uplifting our communities, and creating memorable guest experiences. Our corporate Sustainability Strategy guides our actions, built on three operational pillars with commitments that address every facet of the hotel journey, from conception and design to daily operations and the guest experience.

**Stay: Reinforcing Sustainable Hotel Operations**

**Eat: Embracing a Sustainable Food Chain**

**Explore: Promoting the Local Ecosystem and New Ways of Traveling**

We are committed to the following:

1. Preserve natural and cultural heritage.
2. Optimize the use of natural resources including water, energy, and supplies.
3. Minimize waste, targeting a 60% reduction in food waste by 2030.
4. Work towards Net-Zero emissions by 2050.
5. Prioritize the well-being and professional growth of employees.
6. Promote awareness of environmental and social issues among employees, clients, and partners.
7. Support human rights, diversity and inclusion, ensuring equal opportunities.
8. Engage with and support local communities to enhance well-being and development.
9. Operate with transparency and ethical practices.
10. Continually improve sustainability through ongoing evaluation and adaptation.
11. Fully comply with legal and other applicable requirements, including a third-party certification.

All colleagues, valued guests, dedicated suppliers, and valued stakeholders are united in our commitment to this inspiring sustainability policy.

Jacco van Teeffelen  
General Manager



Figure 2: Sustainability policy.



# Measures to uphold adherence to the SDGs



## No Poverty

- Job creation.
- Local purchasing.
- Monetary and in-kind contributions to communities and partners.



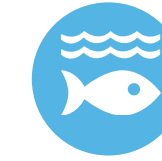
## Clean water and sanitation

- Water consumption monitoring.
- Wastewater treatment.
- Partnerships with organizations linked to water usage and conservation.



## Reduction of inequalities

- Employment expansion initiative.
- Support for marginalized communities.



## Life below water

- Preservation of coastal ecosystems.
- Selecting sustainable suppliers.
- Restoring and safeguarding corals and coastal dunes.



## Zero Hunger

- Donations of food.
- Collaborative dining room.



## Affordable and clean energy

- Enhancing collaborators' and visitors' awareness of energy efficiency.
- Replacement of energy-inefficient equipment.



## Sustainable cities and communities

- Execution of operations with sustainability as a central axis.
- Preservation of natural and cultural heritage.
- Shared transportation for employees.



## Life on land

- Preservation of terrestrial ecosystems.
- Registration and monitoring of indigenous species.
- Utilization of biodegradable chemicals.
- Reforestations.



## Health and Wellbeing

- Medical services for employees.
- Support for mental health and recreational activities for employees.
- Donation of hygiene items.



## Decent work and economic growth

- Generation of direct and indirect employment through our value chains.
- Financial incentives and additional perks for employees.
- Program for placing students in the workforce.



## Responsible production and consumption

- Optimal utilization of natural resources.
- Waste recovery.
- Effective chemical management.
- Minimizing food waste.



## Peace, justice and strong institutions

- Initiative to combat child sexual exploitation.
- Policies to combat corruption.
- Process transparency.



## Quality Education

- Monetary donations and school supplies for schools in vulnerable communities.
- Continuous training of our employees.



## Industry, innovation, and infrastructure

- Renovation of equipment, furniture, and facilities.
- Hotel technology upgrade.



## Climate action

- Climate change support initiatives aim to gradually decrease the environmental impact resulting from our activities.
- Increasing awareness among colleagues and visitors about the significance of mitigating climate change.



## Alliances to achieve objectives

- Collaborations with diverse foundations and communities to promote sustainable development.

# G Our Strategy

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Structure and Mecanisms

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Certifications

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Ethics and Business Conduct

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# Foundations of our sustainability management system

Our comprehensive sustainability strategy is managed through a management system and is based on the requirements of our stakeholders, our sustainability policy and continuous improvement. This includes the adoption of certifications, implementation of Accor's corporate requirements, compliance with legal and other relevant requirements.

Sustainability Management is responsible for managing and overseeing the basis and requirements of the sustainability management system.

## Sustainability Policy

The sustainability policy is the backbone of our sustainability management system, reflecting the general management's commitment to the environment, society, the economy and continuous improvement.

## Certifications

Our sustainability strategy takes into account the requirements of our state, federal and international certifications:

- Preferred by Nature
- Distintivo S
- Calidad Ambiental Turística
- Certificado Verde
- COPREMIA

## AccorHotels | Sustainability

Accor's sustainability strategy is moving from being a program to the core of the business strategy, putting people and nature at the center of food, stays and experiences.

The objectives for the coming years are as follows:

1. Carbon neutrality by 2050.
2. 60% reduction of our food waste.
3. To have an international certification.
4. Increasing gender equity in operations.
5. Caring for our resources.
6. Supporting local communities.
7. Protecting biodiversity.

## Legal requirements

We are committed to complying with all municipal, state and federal legal requirements from our sustainability policy, which are also a fundamental basis of our sustainability management system.

## Other requirements

We are committed to the sustainability requirements of our stakeholders, for example, being part of the Mayakoba condominium, we are subject to various sustainability requirements, which allow us to be in a community of socially and environmentally responsible hotels.

We are also committed to international agreements such as the United Nations 2030 Agenda and the Paris Agreement.

# Sustainability Management System

To improve the management of our environmental and social aspects, ensure compliance with our sustainability objectives, compliance with legal and other requirements, we have a sustainability management system, which is governed by the sustainability management system guidelines and its manual is the sustainability program.



## Sustainability Program

Promotes responsible and sustainable management in all areas of our operations in order to minimize negative impacts on society, the environment and contribute to the sustainable development of the region.



## Education for Sustainability Program

Promotes sustainability awareness by communicating our actions to both guests and employees, and encourages their participation in activities that benefit the community and the environment.



## Energy and Emissions Management Program

Seeks to optimize consumption and promote sustainable practices in all our operations through the implementation of efficient technologies, constant monitoring of our energy consumption and employee training.



## Biodiversity Management Program

Helps to monitor and rescue the fauna found in our facilities, registering the cases in our fauna management log. We have lists of vegetation species and catalogs of plants for reforestation and landscaping.



## Integrated Waste Management Program

It seeks to reduce the amount of waste going to landfills through proper waste separation and the gradual elimination of waste that cannot be reused or recycled.



## Sustainable Purchasing Program

We choose suppliers that demonstrate sustainability characteristics in accordance with the standards described in the program, and we share with them our selection policy and purchasing charter.



## Water Management Program

It seeks to reduce our consumption and promote sustainable practices by identifying and repairing leaks, implementing water-efficient technologies, and raising awareness among employees and guests.



## Local Community Support Program

Establishes the guidelines and procedures to be followed for donations and support to local communities for the benefit of non-profit foundations and/or associations.



# Sustainability certifications

At Fairmont Mayakoba, we are proud to highlight our commitment to sustainability through our internationally and nationally recognized certifications. These distinctions reflect our unwavering commitment to responsible business practices and our role as a leader in the hospitality industry in protecting the environment and supporting local communities.



## Preferred by Nature™

Fairmont Mayakoba is certified Preferred by Nature™ for meeting the requirements of the Sustainable Tourism Standard for accommodations recognized by the GSTC.

2023 Rating: 92.98%.



## Calidad Ambiental Turística

We maintain the PROFEPA certification for Environmental Quality in Tourism, which is a systematic, documented and objective evaluation of the effectiveness of the actions taken to comply with environmental legislation and achieve a performance superior to that required by the same, it must be independent and capable of identifying present and future problems.



## Distintivo S

The "Distintivo S" is a recognition of good sustainable practices in the development of tourism projects and the commitments of tourism companies operating in Mexico, under global sustainability criteria.



## Certificado Verde

The Government of the State of Quintana Roo, through the delivery of the State Environmental Certificate, recognizes companies that have an environmental performance superior to that required by current legislation.



## COPREMIA

COPREMIA conducts quarterly environmental audits which help us comply with the requirements of PROFEPA's Calidad Ambiental Turística certification and ensure continuous improvement in our environmental performance.

# Other certifications

At Fairmont Mayakoba, we are proud to highlight our commitment to excellence in quality and health safety through our internationally and nationally recognized certifications. These distinctions reflect our commitment to providing high quality services, protecting the health and well-being of our guests and associates.



## Distintivo H

Fairmont Mayakoba renewed with 100% in critical indicators and 99.83% in non-critical indicators the certification granted by the Ministry of Tourism and the Ministry of Health for complying with the hygiene standards in the hygienic handling of food as set forth in Mexican Standard NMX-F-605-NORMEX-201



## Preverisk

Preverisk conducts monthly audits on food hygiene and water hygiene. Our average score in 2023 was 86.4%.



## Forbes

In 2023 we will maintain our 4-star rating with Forbes Travel Guide. The score obtained was: 82.93% SERVICE | 75.00% FACILITY



## AAA

In 2023, we reconfirmed the 5-diamond category for the American Automobile Association.



## LQA

Among the Leading Quality Assurance standards audits carried out in 2023, we obtained an average of 85.55%.



## Top Companies

In 2023 we achieved 2nd place in Top Companies.



# Ethics and Business Conduct

In our organization, ethics and integrity are fundamental pillars that guide our actions and decisions. Based on our ethics code and corporate social responsibility, we present the ethical principles that underpin our management and our relationships with our stakeholders.

## Our Values

Our values are at the heart of our conduct code. These values are manifested in our daily behaviors and in our interactions with all of our stakeholders, both internal and external. Our values include:

- Passion for the guest: We focus on our guests, putting their needs and satisfaction first.
- Innovation: We challenge the status quo and embrace new ways of doing things better and faster.
- Sustainable performance: We work to support and empower communities and protect the environment.
- Trust: We foster an environment of trust and mutual support, valuing all voices and respecting differences.
- Spirit of conquest: We are ambitious and strive to make the impossible possible, enjoying the process.
- Respect: We value cultural diversity and respect for all people and the planet.

## Implementation Modalities

To ensure the implementation of our ethical principles, we have developed several policies and procedures:

- Conduct code: guides the actions of all employees and sets expectations for ethical behavior.
- Training and awareness: for our employees on ethics, integrity and legal compliance.
- Audits and evaluations: to assess compliance with our ethics policies and take corrective action when necessary.

## Framework

The integrity of our company is based on respect for four fundamental principles:

- Respect for people: We are committed to not tolerating forced labor, undeclared labor and child labor. We meticulously screen all our suppliers and service providers to ensure that they comply with our human rights policies.
- Respect for business ethics and standards: We apply a zero-tolerance policy against any form of corruption, bribery or influence peddling. We comply with all applicable laws regarding the prevention of corruption and influence peddling.

- Respect for property and data: We ensure compliance with competition and transparency rules in all our operations. We protect confidential information and prevent any form of fraud.
- Respect for our partners: We treat all our partners fairly and honestly. We ensure that all tenders, certifications and contracts are awarded following a transparent and fair process.

## Ethical Commitments

- Anti-corruption: We implement strict measures to prevent bribery and influence peddling. Employees must reject any attempt at corruption and report any suspicious behavior.
- Non-discrimination: We promote diversity and inclusion at all levels of the organization, making sure to eliminate any source of discrimination.
- Protection of human rights: We monitor respect for human rights in all our operations and those of our suppliers. We are committed to not using child labor and to protecting minors from exploitation.
- Transparency and communication: We maintain open and honest communication with all stakeholders, ensuring that our actions are transparent and accountable.

# A Environmental protection

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Utilities

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Climate change and emissions

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Waste and Food Waste

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Biodiversity

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Environmental risks

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# ENVIROMENTAL PROTECTION

**24%**

Reduction in the intensity of freshwater consumption per guest

**10%**

Reduction in the intensity of electricity consumption per guest

**4.5%**

Reduction in the intensity of LP gas consumption per guest

**8%**

Emission intensity reduction of tCO2e per guest

**9%**

Reduction in freshwater consumption

**20%**

Reduction of waste per guest

**5.88%**

Reduction of food waste

**500**

Coral colonies restored

# Water consumption

At Fairmont Mayakoba, we recognize the critical importance of water as a vital resource both for our operations and for the community at large. Our commitment to responsible water management is reflected in a series of practices that encompass everything from extraction to the treatment and reuse of water resources.

We highlight our initiatives for water efficiency, conservation, and protection, sharing key metrics and comparisons with previous years. Through a comprehensive water management program, we ensure to address every stage of this vital resource.

The water supplied by the condominium undergoes a rigorous treatment process at a reverse osmosis plant. Here, a portion is converted into potable water, while the remainder is rejected and returned to the groundwater. A daily monitoring system records water levels in the cisterns, allowing for regular tracking of consumption to detect potential deviations.

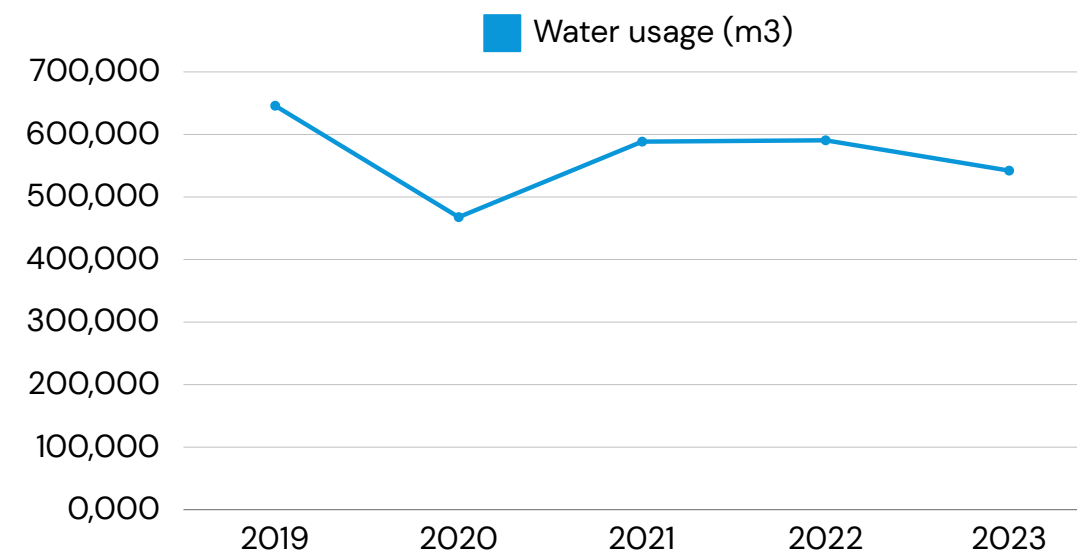
**Table 1: Statistical information on water consumption.**

Year	Total guests	Water usage (m3)	Guest intensity (m3/guest)	Percentage of Intensity reduction
2023	179,717	542,142	3.02	23.81%
2022	149,001	590,633	3.96	0.25%
2021	148,408	588,520	3.97	-
2020	119,568	467,809	3.91	-
2019	229,849	645,910	2.81	-

The variation in water consumption between this sustainability report and the one from 2022 is because in 2022, only the volume of potable water produced was reported, rather than the total water consumption.

## Reuse and Treatment:

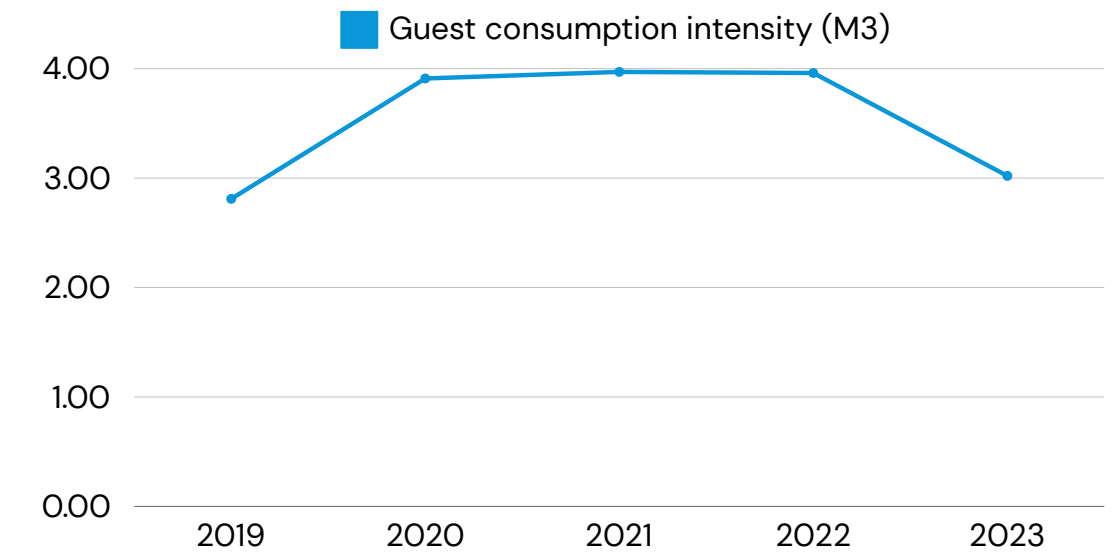
All wastewater, including that from the kitchens which passes through a grease trap, receiving monthly maintenance, is channeled to the condominium's treatment plant. Here, it is properly treated and used to irrigate the common areas of the touristic complex. Furthermore, biodegradable chemicals are used in all our operations to minimize any negative environmental impact.



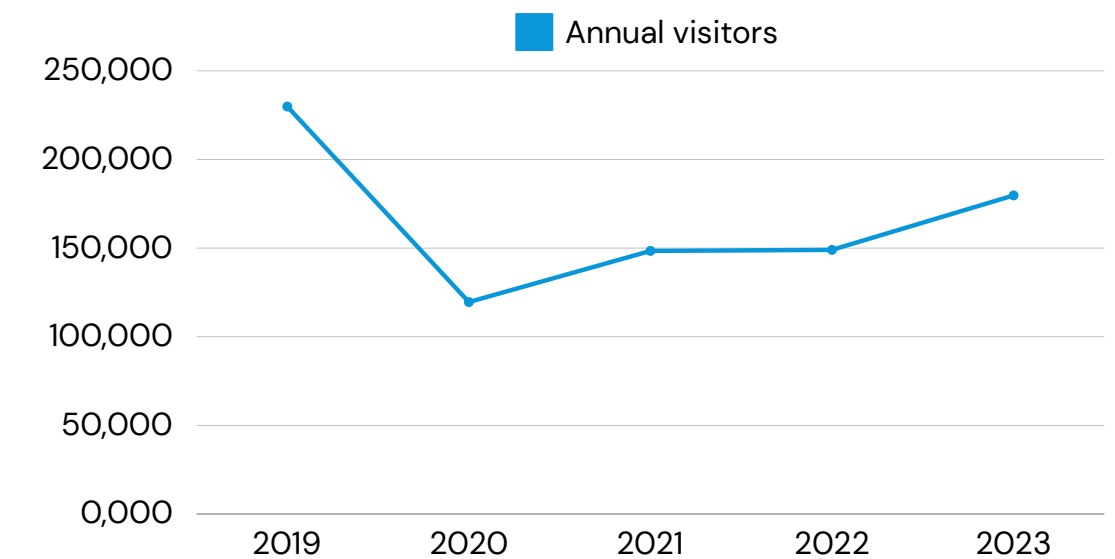
**Figure 3: Water consumption in cubic meters (m<sup>3</sup>).**

## Key Results:

In 2023, we implemented a new irrigation system which, as shown in Table 1 alongside Figures 3, 4, and 5, resulted in a significant 24% reduction in water intensity per guest. These achievements reinforce our ongoing commitment to responsible and sustainable water use.



**Figure 4: Water consumption intensity per guest in cubic meters (m<sup>3</sup>).**



**Figure 5: Number of guests per year.**



# Electricity consumption

Fairmont Mayakoba has a comprehensive energy management program that focuses on energy savings and efficiency. The hotel's electrical energy comes from the "Comisión Federal de Electricidad" (CFE) and currently does not come from renewable sources. To mitigate environmental impact and reduce energy consumption, the hotel has implemented several energy saving measures. These include replacing light fixtures with energy-saving LED bulbs, controlling lighting in consumption centers, and replacing energy-inefficient equipment.

These actions not only reduce energy consumption, but also contribute to the reduction of greenhouse gas emissions. Table 2 shows energy consumption in recent years, highlighting a 10% reduction in the intensity of electricity consumption per guest from 2022 to 2023, reflecting the hotel's ongoing efforts to improve its energy efficiency and its commitment to sustainability.

**Table 2: Statistical information on electricity consumption.**

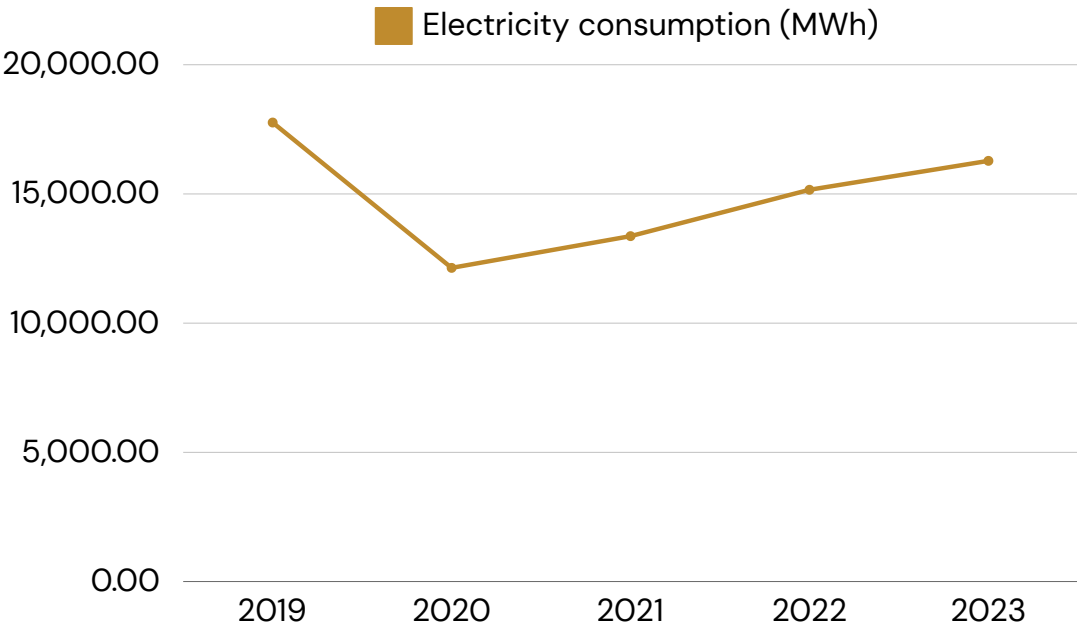
Year	Total guests	Electricity consumption (MWh)	Energy consumption intensity per guest (MWh/guest)	Percentage of Intensity reduction
2023	179,717	16,280.59	0.09	10%
2022	149,001	15,161.12	0.10	-
2021	148,408	13,367.01	0.09	10%
2020	119,568	12,138.87	0.10	-
2019	229,849	17,763.46	0.08	-

### Electricity consumption

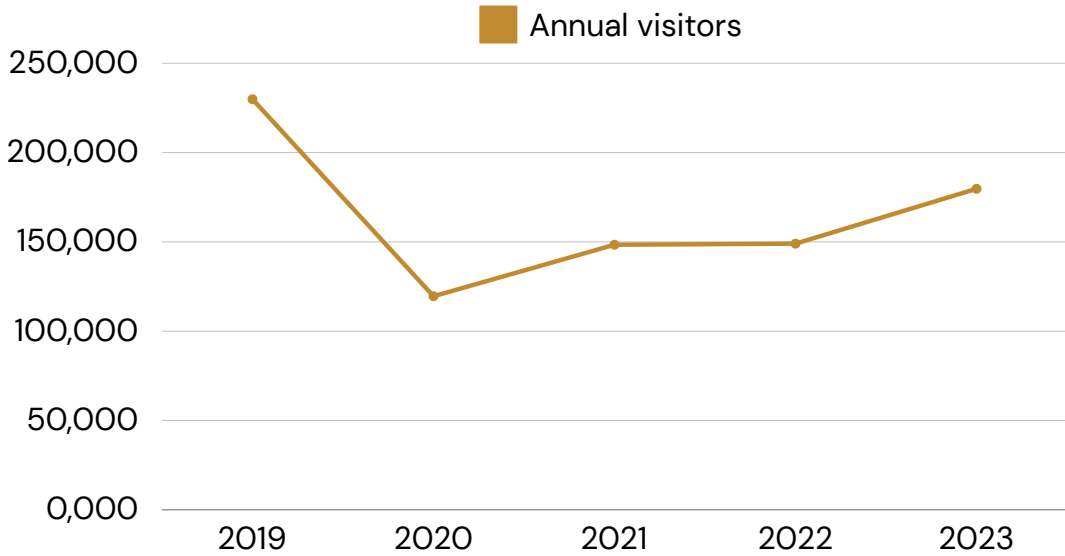
As can be seen in Figure 6 and 7, the increase in energy consumption of 7% in 2023 compared to 2022 is directly related to the increase in occupancy, as it has been since 2019, which indicates that there were no major variations that could have caused any energy waste.

When analyzing the intensity of energy consumption per guest, represented in Figure 8, it is evident that we have managed to reduce this intensity by 10%.

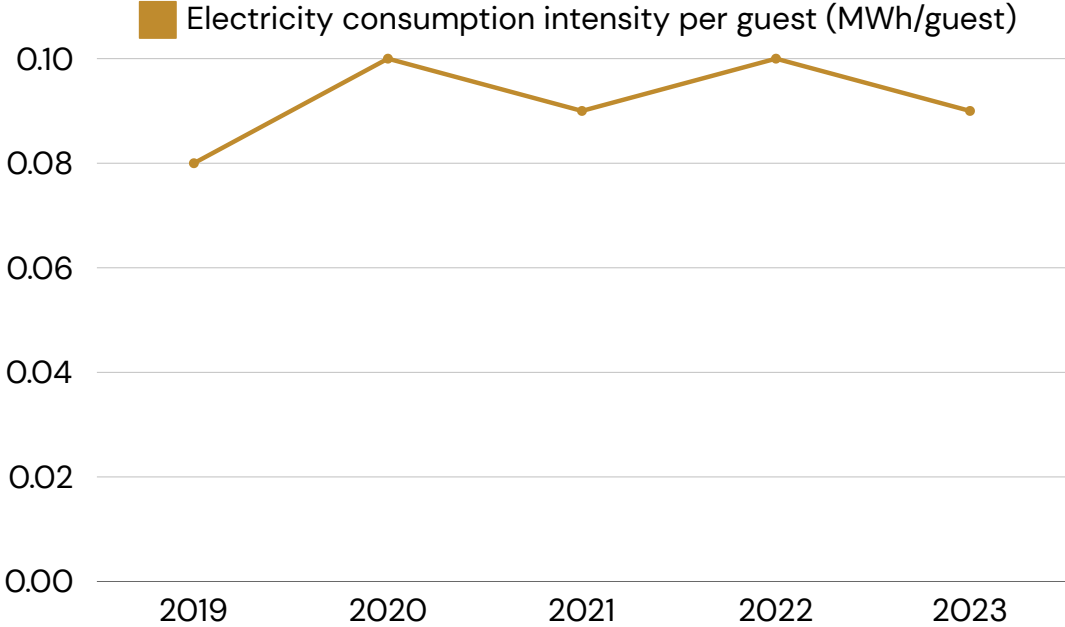
This achievement reflects our ongoing efforts to improve the hotel's energy efficiency, even during periods of high occupancy, demonstrating our commitment to sustainability and responsible resource management.



**Figure 6: Annual electricity consumption in MWh.**



**Figure 7: Number of guests per year.**



**Figure 8: Intensity of electricity consumption per guest in MWh.**

# LP gas consumption

LPG combustion represents the main source of scope 1 greenhouse gas emissions at our hotel. In order to control these emissions, we are focused on optimizing the use of LPG.

LPG consumption is mainly concentrated in the boilers, where it is used to generate steam in the laundry and provide hot water to various areas of the hotel.

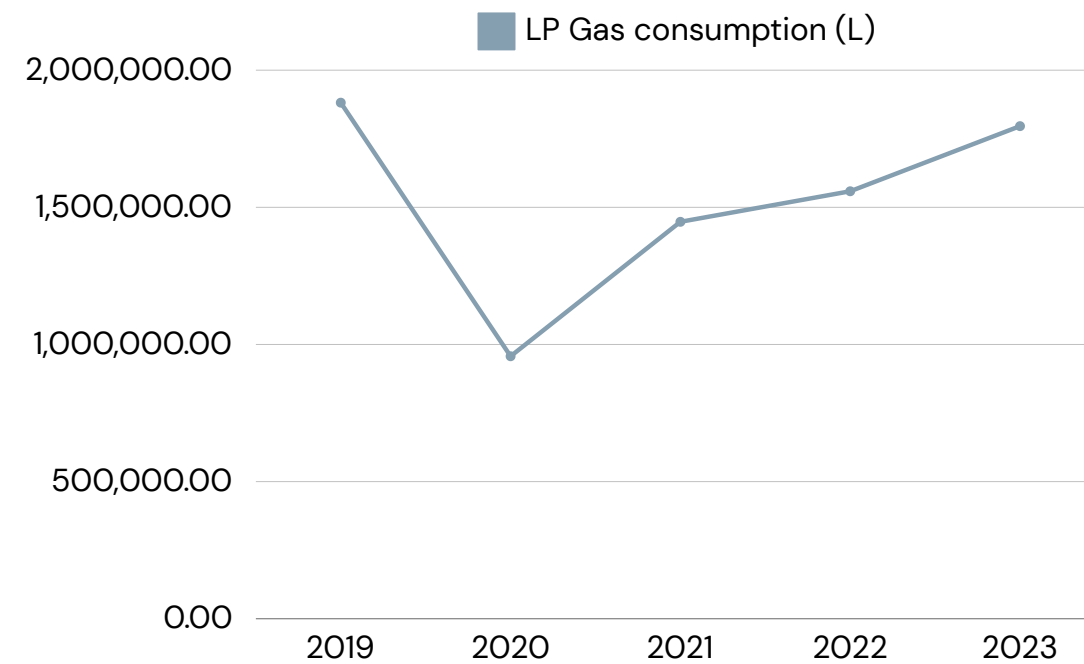
During the year 2023, LPG consumption increased by 13% as reflected in Figure 9, however, we managed to reduce LPG consumption per guest by 4.46%, as detailed in Table 3 and shown in Figure 10.

This achievement is due in part to the higher occupancy of the hotel, which allowed us to distribute gas consumption among a greater number of guests.

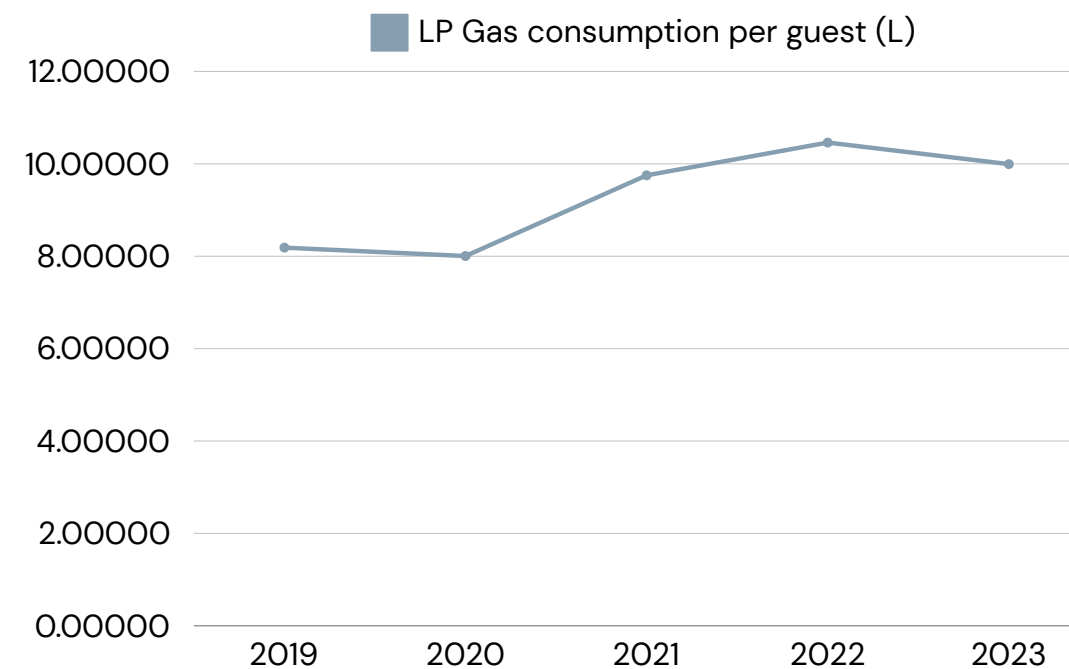
By 2024, we anticipate a further decrease in consumption due to the implementation of a more efficient heater for the main pool.

**Table 3: Statistical information on LPG consumption.**

Year	Total guests	LPG consumption	Intensity of LPG consumption (L/guest)	Percentage of intensity reduction (%)
2023	179,717	1,795,968	10	4.46%
2022	149,001	1,558,551	10.46	-
2021	148,408	1,447,178	9.75	-
2020	119,568	957,033	8	2%
2019	229,849	1,881,520	8.18	-



**Figure 9: Annual total consumption of LP gas in liters.**



**Figure 10: Intensity of LP gas consumption per guest in liters.**

# Gasoline consumption

Gasoline consumption is used internally in 8 vehicles for transporting personnel and guests. Table 4 shows a comparison of consumption in recent years, while Figures 11 and 12 show the consumption trend. Aware that gasoline combustion generates greenhouse gases and atmospheric pollution, 87.8% of the internal vehicles, including boats, are electric.

- 60 electric golf carts
- 4 electric boats
- 8 gasoline-powered cars

**Table 4: Statistical information on gasoline consumption.**

Year	Total guests	Gasoline consumption (L)	Gasoline consumption intensity (L/guest)	Percentage of intensity reduction (%)
2023	179,717	35,866.2	0.2	4.7
2022	149,001	31,212	0.21	0.04
2021	148,408	31,101	0.21	3.14
2020	119,568	25,871	0.22	0
2019	229,849	46,506	0.2	0

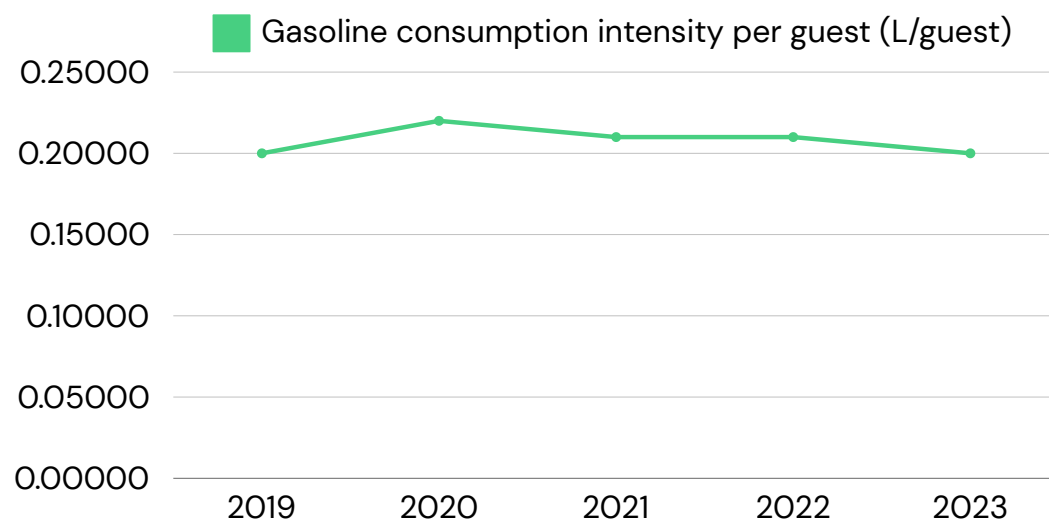


Figure 11: Gasoline consumption intensity per guest.

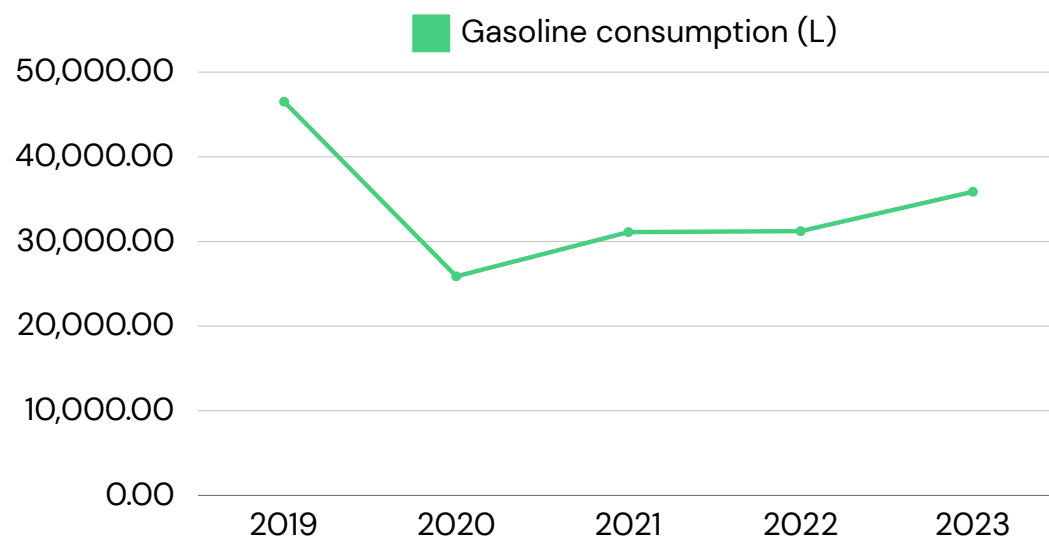


Figure 12: Gasoline consumption in liters.

## Diesel

At the hotel we use diesel to fill tanks that feed the emergency plant, which is tested every month for 15 minutes as part of preventive maintenance. We also have a van from the service and prevention department that uses this type of fuel. In 2023 there was no refueling of the diesel tanks, so the only consumption recorded is the consumption of the van that uses diesel.

Table 5: Statistical information on diesel consumption.

Year	Total guests	Diesel consumption (L)	Intensity of LP gas consumption (L/guest)	Percentage of reduction (%)
2023	179,717	363	0.002	46.06
2022	149,001	558	0.004	94.44
2021	148,408	10,000	0.07	73.14
2020	119,568	30,000	0.251	-
2019	229,849	7,136	0.031	-

As can be seen in Table 5, diesel consumption is not linked to the number of guests in the house; it varies due to weather conditions, energy supply issues from the CFE or the use of the van. Therefore, the graphs in Figures 13 and 14 do not follow the trends of the other energy sources.

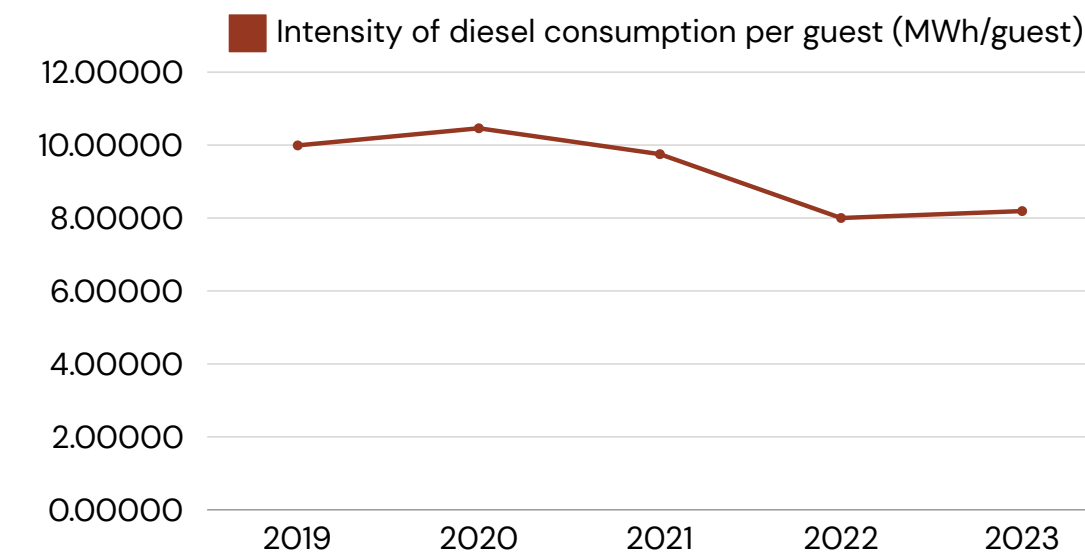


Figure 13: Intensity of diesel consumption per guest.

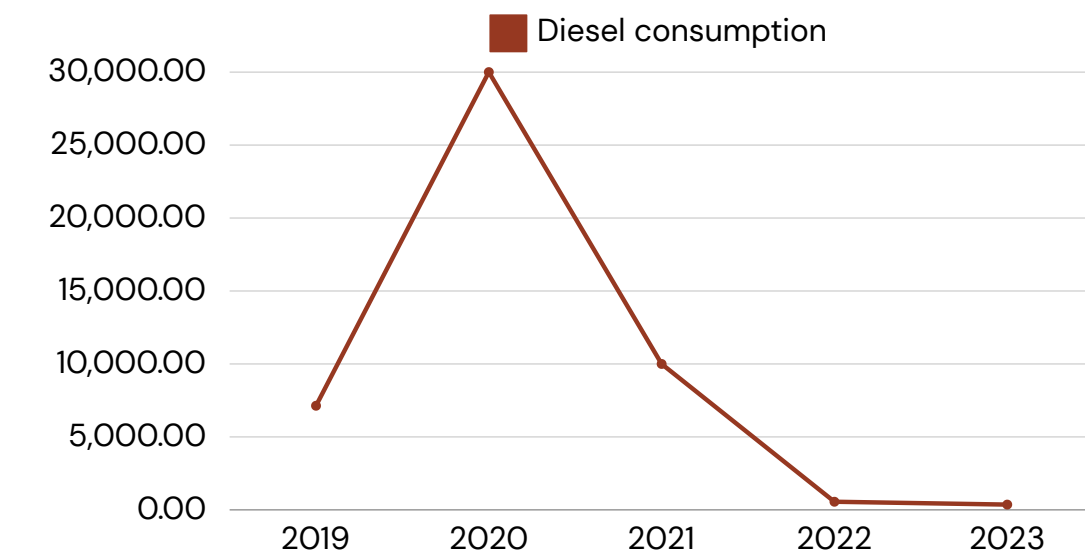


Figure 14: Diesel consumption in L.



# Climate change and emissions

Our analysis of emissions reveals that they come from the consumption of electricity, LP gas, gasoline, diesel, wood combustion and coal. As detailed in Table 6, we have calculated the tons of carbon dioxide equivalent (tCO2e) from each of these sources. Although we observed an 11% increase in our total emissions, as shown in Figure 16, we are pleased to report that we managed to reduce our emissions intensity per guest by 8%, as shown in Figure 17. Our analysis also reveals that the largest sources of emissions are electric power, contributing 71%, followed by LP gas with 26%, as shown in Figure 15.

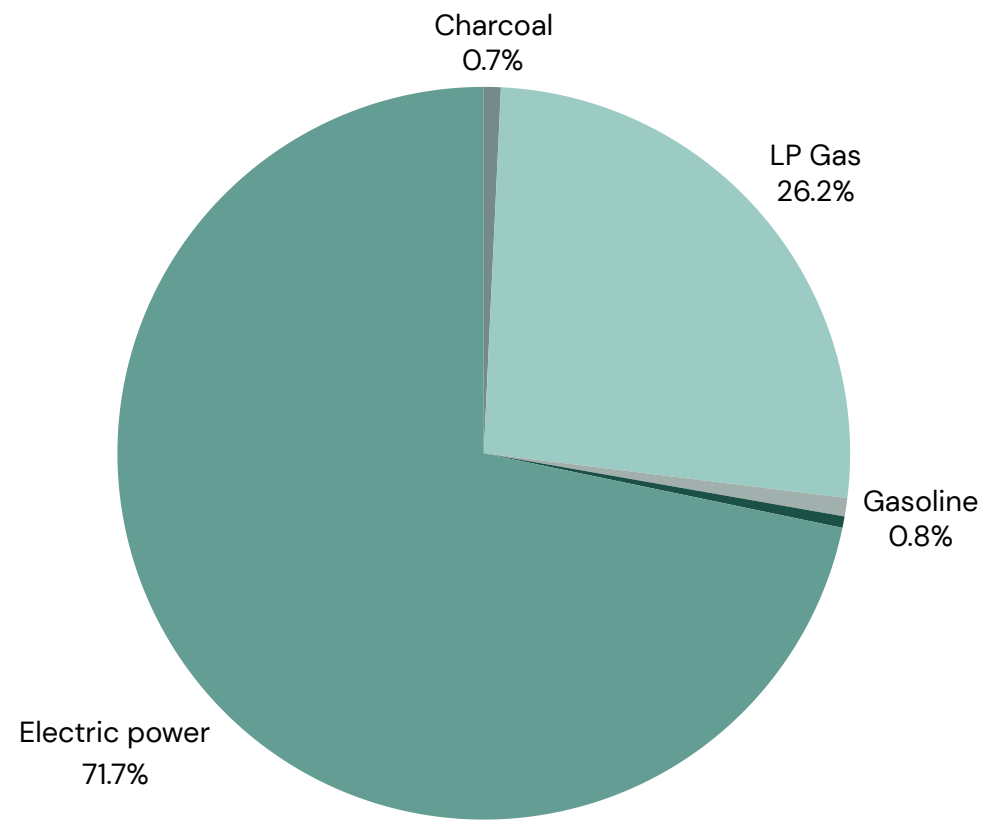
We have replaced inefficient equipment and continue with the replacement of LED lights to improve energy efficiency in our facilities. We are also reinforcing the environmental culture among our employees and guests.

We are firmly committed to achieving carbon neutrality by 2050. Therefore, we are seeking and implementing the best energy efficiency projects to reduce our emissions. In 2024, we have scheduled an Investment Grade Audit to identify areas of opportunity and make further progress towards this ambitious goal.

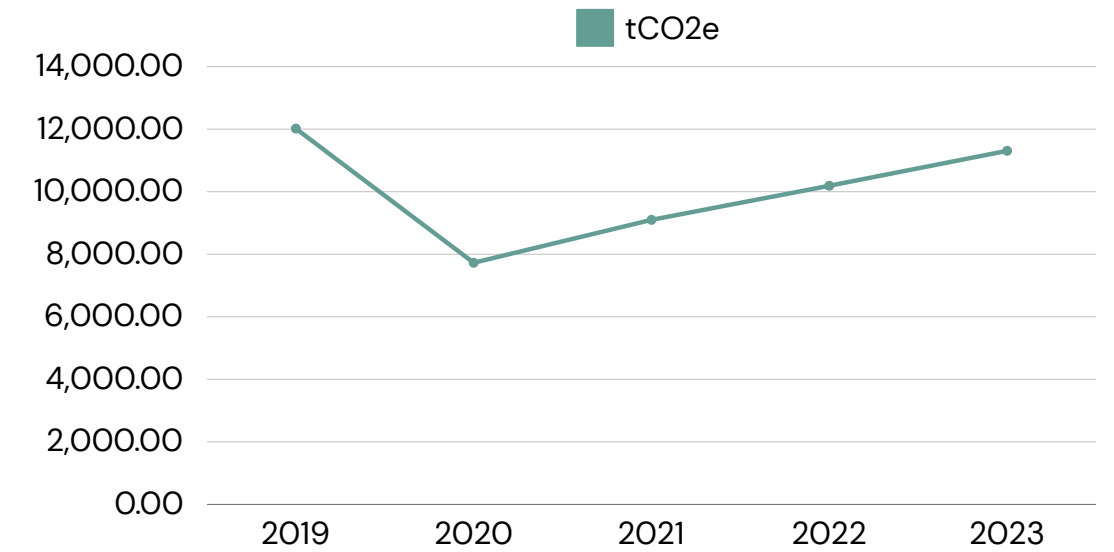
**Table 6: Statistical information on emissions.**

Row Labels	2019	2020	2021	2022	2023
Alcance 1	3,242.59	1,731.07	2,495.90	2,699.97	3,196.58
Carbón vegetal				35.00	84.01
Diésel generación de energía	20.24	85.08	28.36	-	-
Diesel vehículos	-	1.31	0.94	1.60	1.04
Gas LP	3,103.94	1,578.81	2,387.40	2,571.13	2,962.80
Gasolina	118.41	65.87	79.19	79.47	91.32
Madera				12.76	57.41
Alcance 2	8,774.92	5,996.17	6,603.30	7,489.53	8,110.00
Energía eléctrica	8,774.92	5,996.17	6,603.30	7,489.53	8,110.00
<b>Grand Total</b>	<b>12,017.51</b>	<b>7,727.25</b>	<b>9,099.19</b>	<b>10,189.50</b>	<b>11,306.58</b>

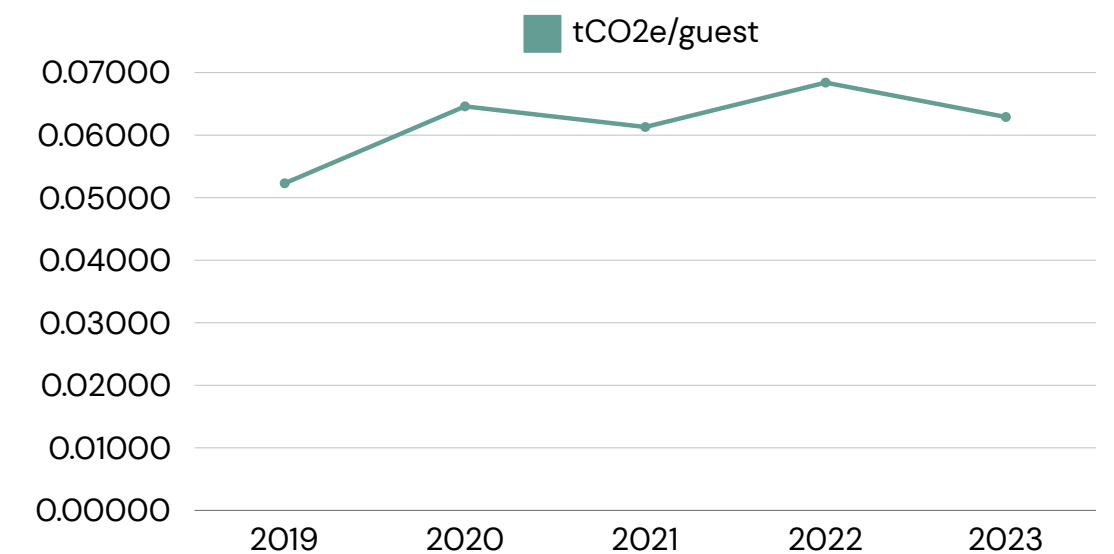
\*The 2023 emissions calculation was calculated using the RENE emissions calculator version 8.1 of 2023. In the Sustainability 2022 report, version 5.0 of 2017 was used, for this reason the information varies.



**Figure 15: Percentage of emissions classified per type.**



**Figure 16: Emissions per year.**



**Figure 17: Emissions per year per guest.**

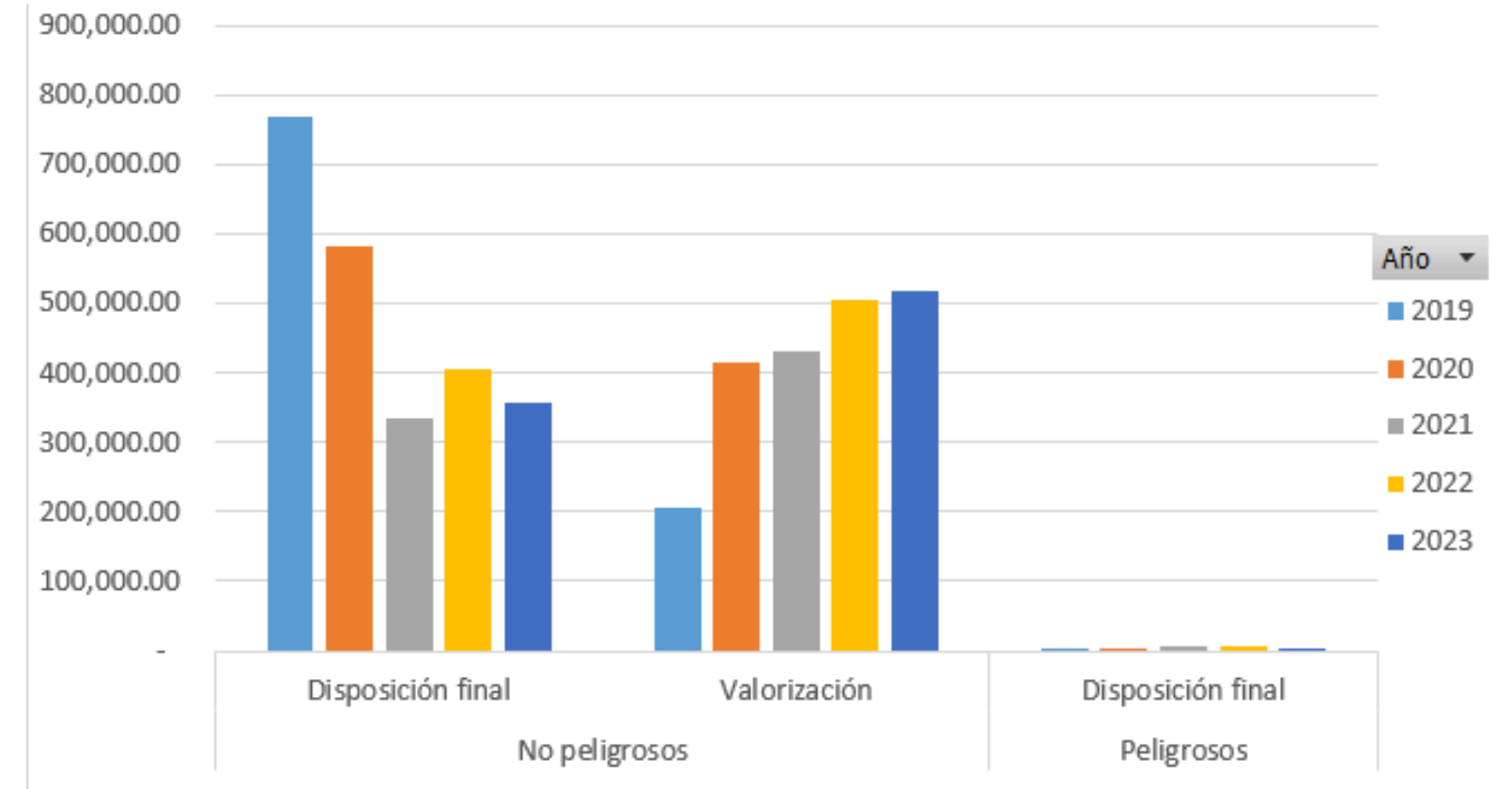
# Waste

As shown in Table 8 and Figure 18, over the past few years we have observed an encouraging trend in waste management at our operations. Notably, we have increased the amount of non-hazardous waste that is recovered, while reducing the amount of waste going to landfill. By 2023, we achieved a 12% decrease in the amount of waste sent to final disposal, and a 2% increase in the amount of recyclable waste.

In addition, over the past year, we have continued our commitment to efficiency and sustainability in our operations, making significant progress in waste management. With a concerted effort, we have reduced total waste by 3.8% compared to the previous year, and even more notable is the 20.3% decrease in the amount of waste per guest as shown in Table 7. These achievements reflect our continued commitment to improving our waste management practices and promoting the circular economy in our operations, and encourage us to continue to seek innovative ways to reduce our environmental impact.

**Table 7: Statistical information on waste generated.**

Year	Total guests	Total annual waste (kg)	Waste per guest (kg/guest)	Percentage of reduction (%)
2023	179,717	879,622	4.9	20.3%
2022	149,001	915,060	6.1	-
2021	148,408	772,913	5.2	37.59
2020	119,568	997,828	8.3	-
2019	229,849	980,974	4.24	-



**Figure 18: Total kilograms of annual waste recovered vs final disposal.**

**Table 8: Total kilograms of waste per type.**

Row Labels	2019	2020	2021	2022	2023	Grand Total
<b>No peligrosos</b>	<b>977,604.65</b>	<b>995,304.89</b>	<b>764,632.83</b>	<b>908,862.49</b>	<b>874,869.70</b>	<b>4,521,274.56</b>
Disposición final	769,928.20	581,019.95	334,732.26	404,187.56	357,603.47	2,447,471.44
Valorización	207,676.46	414,284.94	429,900.58	504,674.93	517,266.22	2,073,803.12
<b>Peligrosos</b>	<b>3,369.50</b>	<b>2,523.55</b>	<b>8,280.42</b>	<b>6,197.83</b>	<b>4,752.25</b>	<b>25,123.55</b>
Disposición final	3,369.50	2,523.55	8,280.42	6,197.83	4,752.25	25,123.55
<b>Grand Total</b>	<b>980,974.15</b>	<b>997,828.44</b>	<b>772,913.25</b>	<b>915,060.32</b>	<b>879,621.95</b>	<b>4,546,398.11</b>

# Waste

Table 9 shows statistical information on the amount of hazardous and non-hazardous waste generated. In both cases there was a decrease in the total amount generated compared to last year. In hazardous waste it was 3.87% and in non-hazardous waste it was 3.74%.

On the other hand, Figure 19 shows that excluding organic and inorganic waste, the largest volume of waste generated is glass, used cooking oil, cardboard and scrap metal.

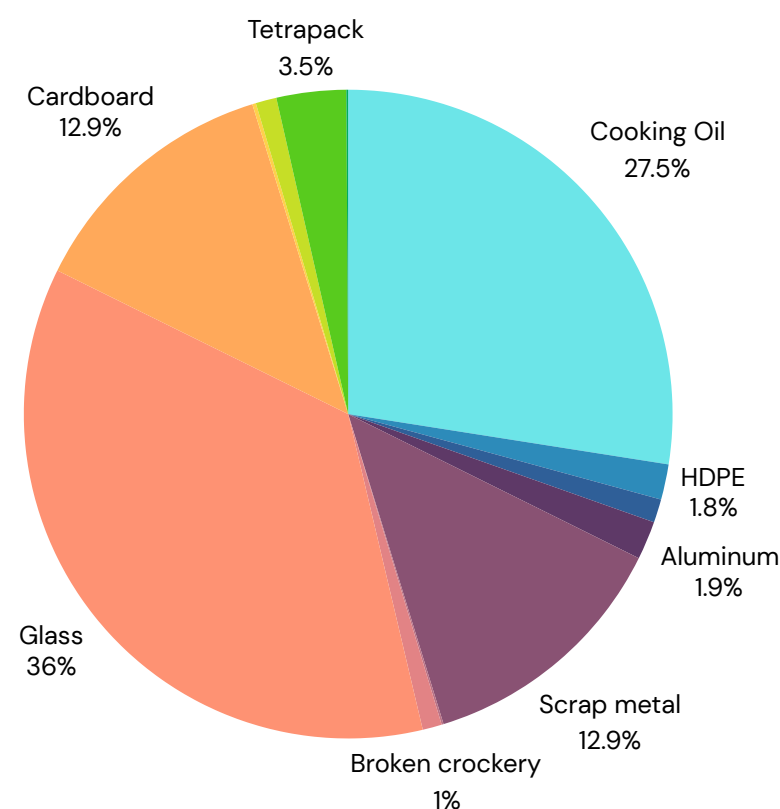


Figure 19: Recovered recyclable waste.

Table 9: Annual waste per type.

Row Labels	2019	2020	2021	2022	2023	Grand Total
<b>No peligrosos</b>	<b>977,604.65</b>	<b>995,304.89</b>	<b>764,632.83</b>	<b>908,862.49</b>	<b>874,869.70</b>	<b>4,521,274.56</b>
Aceite de cocina (LT)	1,121.50	6,446.00	7,950.00	12,807.25	30,402.30	58,727.05
Aluminio	3,684.99	2,059.65	4,305.80	3,089.83	2,118.47	15,258.74
Cartón	13,370.87	7,974.73	10,545.19	12,363.74	14,296.40	58,550.93
CHATARRA	3,219.92	7,159.70	2,214.16	6,934.55	3,308.50	22,836.83
Chatarra (latas)	3,220.49					3,220.49
Electrónicos					200.50	200.50
HDPE	6,803.25	1,287.27	2,066.76	2,354.59	1,949.43	14,461.30
Inorgánicos	483,183.21	153,119.95	54,717.26	72,630.56	62,371.97	826,022.95
LDPE	2,841.92	241.82	40.19	95.33	107.31	3,326.57
Llantas			1,650.00	412.00	188.50	2,250.50
Orgánicos	401,912.21	775,785.01	627,027.74	746,827.37	712,242.49	3,263,794.81
Papel	512.80	1,221.16	673.63	3,013.97	1,148.50	6,570.06
PET	9,444.86	1,834.28	1,368.06	1,243.01	1,291.69	15,181.90
Pilas alcalinas			340.00	-	427.70	767.70
ROTURAS	7,609.37	2,780.67	3,304.98	2,723.22	1,060.63	17,478.87
Tetrapak	2,283.24	1,310.35	3,255.63	4,183.87	3,836.15	14,869.24
Toner	427.10					427.10
Vidrio	37,968.93	33,084.30	40,203.43	39,162.20	39,819.15	190,238.01
Vidrios rotos		1,000.00	4,970.00	1,021.00	100.00	7,091.00
<b>Peligrosos</b>	<b>3,369.50</b>	<b>2,523.55</b>	<b>8,280.42</b>	<b>6,197.83</b>	<b>4,752.25</b>	<b>25,123.55</b>
Bolsas con residuos QUIMICOS	213.00	25.20	769.60	118.00	90.10	1,215.90
Botes y Cubetas impregnados con Pintura	1,618.10	896.20	3,470.10	2,338.03	2,472.70	10,795.13
Botes y cubetas impregnados con QUIMICOS	252.20	344.90	647.02	815.60	793.75	2,853.47
Envases de aerosol	84.10	147.80	135.50	238.50	191.10	797.00
Lámparas fluorescentes	299.40	209.45	426.00	293.50	246.90	1,475.25
Pilas alcalinas		191.00				191.00
RPBI			369.50	590.00	-	959.50
Solidos impregnados con SOLVENTES	902.70	709.00	2,462.70	1,804.20	957.70	6,836.30
<b>Grand Total</b>	<b>980,974.15</b>	<b>997,828.44</b>	<b>772,913.25</b>	<b>915,060.32</b>	<b>879,621.95</b>	<b>4,546,398.11</b>



# Food waste

Food waste represents a significant challenge in the hospitality industry and has become a key priority for our organization. We are committed to reducing our food waste by 60% by 2030. During 2023, we took significant steps to address this challenge, achieving a remarkable 5.88% reduction in food waste per cover as shown in Figure 20 and 21.

For the first time, we conducted a quarterly food waste report, which is evidence of the success of the strategic initiatives implemented by our kitchen team. Table 10 shows the amount of food waste per cover segmented into pre-service and post-service, as well as divided by consumption center. Table 11 shows the average decrease in food waste per place setting from 0.51 kg to 0.48 kg, achieved through the adoption of visual documentation through photographs, vigilant monitoring of purchase orders and improved interdepartmental communication. In addition, our chefs have participated in specialized courses on food waste management, acquiring the necessary skills to reduce waste in our operations.

These actions demonstrate our firm commitment to reducing food waste and promoting more sustainable practices at our hotel. The results obtained highlight the importance of our food waste management in our commitment to sustainability and provide valuable lessons for future actions. We will continue to move forward with these strategies to ensure even more efficient and sustainable practices in the future.

Table 10: Kilograms of food waste pre and post service.

Row Labels	Julio		Agosto		Septiembre		Octubre		Noviembre		Diciembre	
	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre
Central	1351.7	225.177	17.91	11.5309	0.9363312	4.4966692	0.5096937	1.6145379	0.3618663	1.2448194	0.4228111	1.545843
Hix		3.44		5.25		3.14		0.35		0.22		0.20
IRD		0.15		0.35		0.37		0.39		0.25		0.35
Banquetes	1351.26	221.12	17.36	5.33	0.50	0.29	0.10	0.25	0.10	0.30	0.19	0.51
Kookay	0.16	0.14	0.18	0.14	0.15	0.10	0.16	0.11	0.08	0.13	0.08	0.16
Lavalozza	0.28		0.37		0.29		0.26		0.17		0.15	
Tauro		0.33		0.46		0.60		0.52		0.34		0.31
Laguna	0.24	0.76	0.28	0.63	0.42	1.11	0.29	0.68	0.22	0.50	0.18	0.44
Bassano		0.47		0.36		0.70		0.45		0.33		0.22
Laguna		0.29		0.27		0.41		0.23		0.18		0.22
Laguna/ Bassano	0.24		0.28		0.42		0.29		0.22		0.18	
Maykana	1.43	1.85	1.35	1.55	1.53	1.80	1.35	1.32	1.10	1.11	1.06	1.17
Aqua	0.70	1.06	0.75	1.00	0.90	1.02	0.65	0.63	0.60	0.64	0.65	0.77
Fuego / Ki Bar	0.33	0.35	0.32	0.29	0.28	0.44	0.46	0.45	0.28	0.28	0.23	0.22
Gaia/ Brisas	0.40	0.45	0.27	0.26	0.35	0.34	0.24	0.24	0.22	0.20	0.18	0.18

Table 11: Average annual kilograms of food waste per cover.

Year	Food Waste	Covers	Kg/ Cover
2023	417945.1	877312	0.48
2022	386,202.6	773,074	0.51
2021	334,002	635,262	0.54
2020	295,971	539,159	0.54
2019	211,503	863,605	0.24

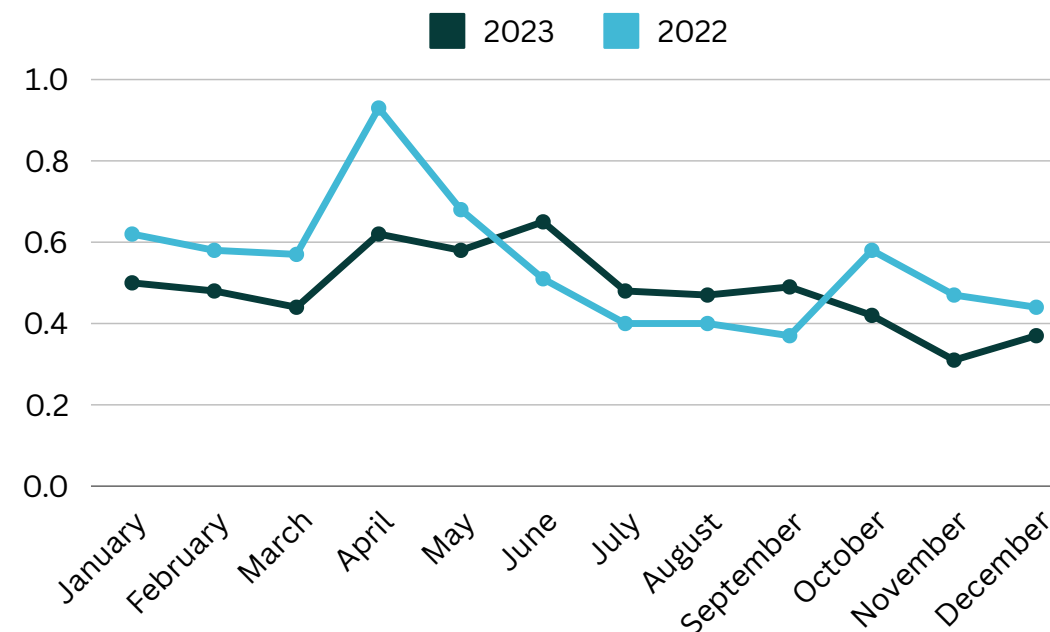


Figure 20: Kilograms of food waste per cover 2023 vs 2022

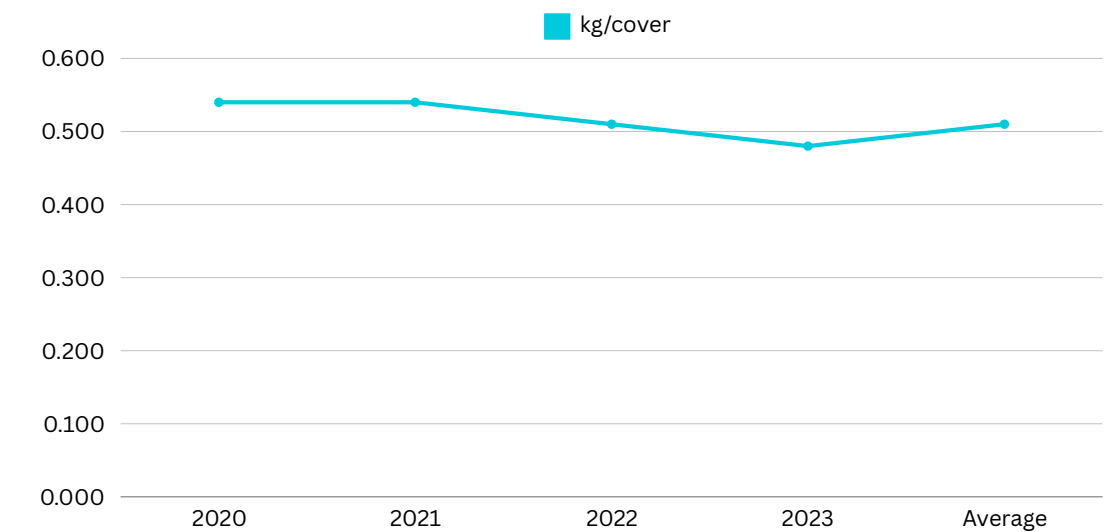


Figure 21: Average annual kilograms of food waste per cover.

# Biodiversity

At Fairmont Mayakoba, we recognize the importance of biodiversity as an essential component for the sustainability and well-being of our natural environment. Our commitment to the protection of our natural and cultural heritage is reflected in the implementation of a robust biodiversity management program Figure 23. This program establishes clear guidelines for the conservation and management of fauna and vegetation, ensuring that our operations not only comply with current environmental regulations, but also actively contribute to the preservation of local ecosystems. By collaborating with experts and adopting sustainable practices, we seek to maintain the ecological integrity of the region and foster a harmonious coexistence between our community and nature.

## Wildlife

At Fairmont Mayakoba, we are committed to the protection and conservation of wildlife through the implementation of strict management protocols. Our wildlife management program includes the identification, rescue, and relocation of species in collaboration with expert biologists. We take specific measures to prevent the presence of animals on the premises, such as closing potential refuges and eliminating accessible food sources. In addition, we use sustainable methods such as the use of Harris's barriers to control invasive species, ensuring ecological balance. These actions not only protect the local fauna, but also promote harmonious coexistence between our guests and the natural environment.



Figure 22: Mayakoba's reforestation and landscaping catalog.



Figure 23: Biodiversity management program at Fairmont Mayakoba.

## Vegetation

Vegetation management at Fairmont Mayakoba focuses on the conservation of green areas and reforestation with native species, following the Mayakoba plant catalog shown in Figure 22. We collaborate with specialized contractors to ensure the use of authorized plants and the proper management of vegetative waste. We implement efficient irrigation practices and the use of safe chemical products, respecting current environmental regulations.

Our initiatives include the protection of conservation areas, ensuring that ornamental vegetation and fruit and herb species are planted only in designated areas. These measures are essential to minimize the environmental impact of our operations and maintain the region's biodiversity.

## Key metrics

- We have 340 species of animals in Mayakoba, when the project started there were 120, so they have increased over the years.
- On the vegetation side, we have 62 catalogued species.
- In 2023, 52,293 plants were used for tree planting and reforestation and 34,430 plants were used for ornamental purposes.
- We carried out different reforestations for environmental education purposes in which we reforested 310 coastal dune and jungle plants.



# Climate risk

At Fairmont Mayakoba, we are aware that one of our highest priorities is to reduce the environmental risks that may arise from the operation of the hotel. We have identified several risks, such as the risk of fire, natural disasters, electrical short circuits, and chemical spills, among others. To mitigate the significance of these risks, we have implemented various operational controls, including a hotel-wide firefighting system that incorporates an ANSUL system, as well as a deluge system in the diesel tanks.

Located in Riviera Maya region, the Fairmont Mayakoba represents a harmonious combination of natural beauty, cultural heritage, and luxury hospitality. As the specter of climate change becomes more prominent, we recognize the need to assess and mitigate climate risks to ensure its long-term sustainability.

We did our first climate risk report Figure 24 and found that current projections anticipate temperature increases, altered precipitation patterns, sea level rise, and an increase in the frequency of extreme weather events. Some of the major risks we identified are:

- Coastal erosion and sea level rise: Threaten resort infrastructure and coastal areas.
- Extreme weather events: Hurricanes and storm surges can disrupt operations and compromise guest safety.
- Coral bleaching in the Mesoamerican Barrier Reef System: Affects the marine ecosystem and tourism activities.
- Sargassum accumulation: Threatens tourism and marine life, in addition to health risks for guests and collaborators.

- Ecological balance of the resort: Biodiversity and ecosystem health are at risk due to climate change.
- Implications for local communities: Climate change may affect the livelihoods and well-being of nearby communities.

Fairmont Mayakoba has taken risk-related actions to adapt to the present and future impacts of climate change, including beach nourishment, seawall construction, and mangrove conservation. In addition, we have comprehensive emergency response plans, investments in resilient infrastructure, and local collaborations that strengthen safety protocols during severe weather.



Figure 24: Climate risk report.



**S** Social  
Commitment

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Diversity and inclusion

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Positive impact on local communities

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Environmental commitment and awareness

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Other highlights

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# SOCIAL COMMITMENT

**49.4%**

of people in leadership positions are women

**100%**

Percentage of products purchased from mexican suppliers

**2M MXN**

More than 2 million pesos donated to different causes

**1055**

Participants in sustainability activities

**71%**

of mexican leaders

**91%**

of our products are purchased from suppliers of the same state

**1658.6 KG**

Donations of school supplies, clothes, food and linens

**207.1%**

Increase in the number of young employees under 30 years old

# Diversity and inclusion

## Gender equity

At Fairmont Mayakoba, diversity and inclusion are key components of our sustainability strategy. Analyzing 2023 data, we note that 34.8% of permanent employees are women (145 of 417), while men represent 65.2% (272 of 417). This balance has gradually improved since 2021, when women made up 30% of staff and men 70%. This progress reflects our ongoing efforts to promote gender equity in our organization.

In terms of age distribution, in 2023, 20.6% of our permanent employees are under 30 years old (86 out of 417), 70% are in the 30 to 50 age range (292 out of 417), and 9.4% are over 50 years old (39 out of 417). Compared to 2022, there was a significant increase in the hiring of young employees, with a 207.1% growth in the under 30 age group, indicating our commitment to incorporating new generations into the team. All these data are shown in Table 12.

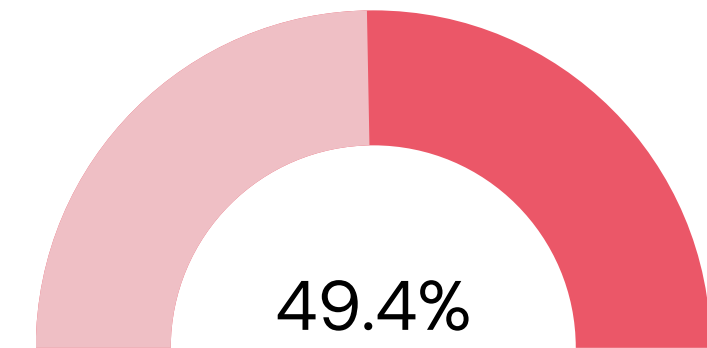
The gender equity in leadership positions reflected with data in Table 13 and Figure 25 reports that in 2023, 49.4% of leadership positions (directors and managers combined) are held by women (46 out of 93), while men occupy 50.6% (47 out of 93). This almost equal balance in leadership positions reflects significant progress in our efforts to promote the inclusion of women in decision-making roles.

**Table 12: Collaborator statistics.**

Concept	2021	2022	2023
Number of permanent employees (F)	67	130	145
Number of permanent employees (M)	156	255	272
Employees < 30 years old	42	28	86
Employees 30-50 years old	159	242	292
Employees > 50 years old	22	15	39

**Table 13: Gender equity in leadership positions.**

Concept	Gender	Employees
Total number of employees in senior management positions	a) Female	3
	b) Male	8
Total number of employees in management positions	a) Female	43
	b) Male	38
Total number of employees in operational positions	a) Female	254
	b) Male	521



**Figure 25: Women in leadership positions.**

In addition to our achievements in gender equity and age distribution, Fairmont Mayakoba has implemented robust policies to ensure equal opportunity and inclusion. In 2023, a total of 36% of our employees were covered by collective bargaining agreements, reinforcing our commitment to the labor rights and well-being of our employees. We implemented comprehensive training programs, accumulating a total of 48,563 hours of training, with an average of 56 hours per employee.

This effort includes specific training on diversity and inclusion issues, reaching 867 employees. Our workplace harassment and discrimination prevention programs are an integral part of our corporate policy, ensuring a safe and respectful work environment for all. These efforts have been recognized externally, as evidenced by Fairmont Mayakoba's nomination by Top Companies for "Super Companies for Women" recognition in 2023, highlighting our commitment to creating an inclusive and equitable work environment.



# Positive Impact on Local Communities

At Fairmont Mayakoba, we understand that local communities are essential to our success and sustainability. Therefore, we seek to buy as much as possible locally. As can be seen in Figure 26, 91% of our suppliers are from our state (Quintana Roo) while in Figure 27 we show that they are all mexicans. We have channeled significant resources to foundations and causes that promote coral reef restoration, support children with cancer, and provide assistance to families in vulnerable situations. Our donations include funds, personal hygiene items, food, and clothing, contributing directly to the well-being of communities. We also organize activities that promote environmental awareness and community participation, such as clean-up brigades and reforestations. The communities and organizations we supported during 2023 are listed in Table 14.

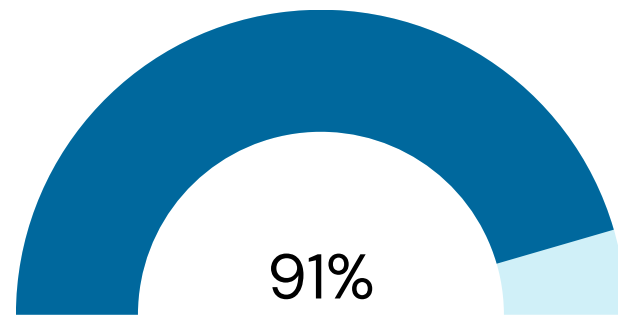


Figure 26: Purchases from suppliers in our state of the country

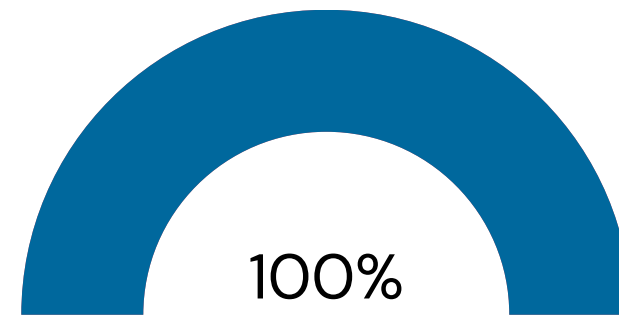


Figure 27: Purchases from suppliers in the country

Table 14: Communities and organizations benefited.

Beneficiary	Description	Contributions
Sancvs Foundation	Foundation in charge of channeling the hotel's donations to foundations and causes, mainly to Oceanus AC for the restoration of coral reefs.	<ul style="list-style-type: none"> <li>1,892,628 MXN                             <ul style="list-style-type: none"> <li>946,314 MXN donated by FMT</li> <li>946,314 MXN duplicated by Sancvus</li> </ul> </li> </ul>
Santa Cecilia	Visit to the community's school to celebrate "Día de Reyes" and donation of groceries.	<ul style="list-style-type: none"> <li>62 gifts, 2 "roschas de reyes" y 1 "piñata"</li> <li>80 groceries boxes</li> </ul>
Banco de tapitas	We donated bottle caps for recycling in support of children with cancer.	<ul style="list-style-type: none"> <li>31 kg</li> </ul>
Sacando Espuma	Personal hygiene items for a foundation that helps communities.	<ul style="list-style-type: none"> <li>145 kg of toilet paper and soaps</li> </ul>

Beneficiary	Description	Contributions
Turkey	Donation to support Turkey after the earthquake.	<ul style="list-style-type: none"> <li>40,000 MXN and 65 kg of donated goods.</li> </ul>
Vida y Esperanza	Donation of clothes and school supplies to a school in the Vida y Esperanza community.	<ul style="list-style-type: none"> <li>30 kg</li> </ul>
Chemax	Donations of clothes, school supplies and groceries to Sisbichen community in Chemax	<ul style="list-style-type: none"> <li>200kg in two visits</li> </ul>
Casa hogar muñecas tiresias	An LGBTIQ+ Pride-themed sale was held to raise funds for a Trans women's shelter.	<ul style="list-style-type: none"> <li>4,220 MXN</li> </ul>
Uuntulis Shelter	Shelter for family members of patients hospitalized in Cancun's general hospital.	<ul style="list-style-type: none"> <li>145 kg of sheets and slippers</li> </ul>
Donation to Shelters	Food and money were donated to a dog rescuer and an animal rescue foundation called Cocos.	<ul style="list-style-type: none"> <li>76 kg of food</li> <li>5,500 MXN for sterilizations</li> </ul>
AMANC	Donation of clothes to the Mexican Association for Children with Cancer.	<ul style="list-style-type: none"> <li>25kg of clothes</li> <li>55 kg of caps</li> </ul>
DIF	We donated on two occasions, supporting Acapulco during hurricane Otis and a donation of toilet paper.	<ul style="list-style-type: none"> <li>121 kg</li> </ul>
Salvati	Sale to raise funds for a foundation that fights breast cancer.	<ul style="list-style-type: none"> <li>10,000 MXN</li> </ul>
Banco de Alimentos de México	We donate food in good condition every month and on one occasion we donated groceries to the foundation with a friend through BAMX.	<ul style="list-style-type: none"> <li>15.7 kg of groceries</li> <li>26kg of school supplies, clothes and food</li> </ul>
Mentores con Rumbo	10 colleagues volunteered in a 7-week program to help young people in vulnerable situations to be prepared to enter the formal labor market.	<ul style="list-style-type: none"> <li>10 mentors</li> </ul>



# Photographs



Posada at Fundación Contando con un Amigo



Fundraising sale for Salvati foundation



Donation of bottle caps for AMANC



Donation for dog rescuers



Donation for Turkey after the earthquake



Donation for Sisbichen, Chemax



Donation of guests to Vida y Esperanza school



Fundraising sale for Casa de las Muñecas Tiresias foundation, a shelter for trans women



# Photographs



Mentors of the Mentores con Rumbo program



Visit to Vida y Esperanza to celebrate "Día de Reyes"



Donation to DIF for Guerrero



Turkey post-earthquake fundraiser sale



Fairmont Pride Dress Photo



Donation for AMANC



# Environmental commitment and awareness

As part of our commitment to the community and the environment, we offer various trainings for our colleagues to improve environmental awareness and manage our environmental impacts, these are listed in Table 15. In addition, we organize educational and recreational activities for our guests, promoting sustainability, these are listed in Table 16 and 17.

**Table 15: Environmental training.**

Training	Description	Participants
Induction on sustainability and waste management	23 trainings were given to new colleagues on sustainability and waste management.	• 421
Lagoon system training	We tell our colleagues about our unique lagoon system and how it positively impacts the surrounding ecosystems.	• 25
Wildlife management	Service and prevention department's colleagues learn basic wildlife management.	• 15
Carbon footprint	We teach colleagues how to measure their carbon footprint and understand climate change.	• 20
Wildlife at Mayakoba	We teach colleagues about the different species of animals in Mayakoba so that they can share it with guests.	• 14
Good environmental practices	This talk is for leaders to learn about good environmental practices in their areas.	• 10
Coastal ecosystems	We have 4 coastal ecosystems and we want our colleagues to know about them.	• 7
Handling of chemical substances	Personnel handling chemicals are trained in the correct use of chemicals.	• 37
Water management	Colleagues must be aware of best practices for water management.	• 28
Coral reef	As it is one of our coastal ecosystems, we teach how to care for and appreciate it.	• 23

**Table 16: Environmental activities.**

Activity	Description	Impact
Environmental films	Three documentaries were aired for colleagues to celebrate Environmental Education Day.	<ul style="list-style-type: none"> <li>• 3 films</li> <li>• 85 colleagues</li> </ul>
Clean up brigades	Seven cleaning brigades were carried out inside and outside the hotel's facilities, including two cleanups in cenotes in Playa del Carmen and one community.	<ul style="list-style-type: none"> <li>• 673 kg</li> <li>• 217 colleagues</li> </ul>
Reforestation	3 internal reforestation were carried out in the coastal dune and in the rainforest (with colleagues and guests).	• 310 plants reforested
Wastewater treatment forum	Sponsored a wastewater treatment forum at the hotel's facilities.	• 171,000 MXN
Fashion show	Recycled fashion show to celebrate world recycling day	• 54 colleagues and 9 dresses

**Table 17: Recreational activities for guests.**

Actividad	Descripción	Participantes
Eco-Tour	Guests have the opportunity to bike to the "cenote", meet our "melipona" bees and then a boat tour for bird watching.	• 12 participants
Kayaks / paddle board	We have non-motorized activities to appreciate our beach ecosystems.	• 6336
Catamaran / snorkel	Guests have the opportunity to visit the coral reef restoration sites and enjoy the snorkeling tour.	• 6476
Boat tour	Guests can enjoy an electric boat ride for bird watching in the mangrove forest.	• 10 tours every day
Kids Club	We have eco-friendly activities in the Kids Club with recycled materials and even an ecotour.	• Every friday



# Reforestation photographs





# Photographs of cleanup brigades





# Other highlights...

## ESG Award



We were awarded the "ESG Award 2022" for our performance in Environmental, Social and Governance issues among all Fairmont worldwide (87). This was mainly for our partnership with OCEANUS AC for the restoration of coral reefs.

## First recycled materials fashion contest





# Acknowledgments

We would like to express our sincere thanks to all those who have contributed to the preparation and success of this Sustainability Report 2023. First and foremost, to our team of collaborators, whose effort, dedication and tireless commitment have been fundamental in promoting sustainable practices and maintaining our environmental and social excellence. Their daily work, passion and creativity are the driving force behind our initiatives and enable us to achieve our goals.

To our suppliers and partners, we thank you for your cooperation and ongoing support in implementing innovative solutions that not only benefit our environment, but also strengthen our communities. Your collaboration is essential for us to continue developing and adopting more sustainable and responsible practices.

To our guests, whose interest and active participation in our sustainability initiatives inspire us to continue improving and expanding our positive impact. Your enthusiasm and commitment to our sustainability policies reinforce our determination to be a leader in sustainable tourism.

Special thanks to Accor for guiding and supporting us with their vision and resources toward carbon neutrality and comprehensive sustainability. Their leadership and guidance have enabled us to align with global sustainability goals and provided us with the tools necessary to make a meaningful impact.

We would also like to thank the certifying entities for demanding high standards of excellence and motivating us to reach new goals in our environmental and social management. Their rigorous evaluations and recognition encourage us to continue improving and to remain at the forefront of sustainable best practices.

And finally, to the communities and foundations with which we collaborate, for opening their doors to us and allowing us to participate in projects that generate a positive and lasting impact. Their trust and collaboration are vital to our ability to contribute effectively to the social and environmental well-being of the regions where we operate.

Thank you all for being part of this journey towards a more sustainable future and for your commitment to a better world. Together, we will continue to work towards creating an environment where luxury and sustainability can coexist harmoniously, benefiting present and future generations.

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Different areas of the hotel, mainly Engineering and Maintenance, Sustainability, Human Resources, Purchasing and Food and Beverage.

