

2023 SUSTAINABILITY REPORT



GRANDSIRENIS
RIVIERA MAYA RESORT & SPA
RIVIERA MAYA - MÉXICO * * * * *



**SIRENIS
SOSTENIBLE**



GRAND SIRENIS
RIVIERA MAYA RESORT & SPA
RIVIERA MAYA - MÉXICO ●●●●●



**SIRENIS
SOSTENIBLE**

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WHO WE ARE

1.1 MESSAGE FROM THE CARIBBEAN REGIONAL DIRECTOR



I am pleased to present the Second Sustainability Report of Grand Sirenis Riviera Maya Resort & Spa (GSRM-R&S), through which we reaffirm our commitment to being a sustainable and socially responsible family tourism company, with a transparent and open way of working and communicating with all our stakeholders.

Over the past few years, we have become one of the best family resorts in the Caribbean, where our mission has been to ensure to achieve the full satisfaction of our

guests and stakeholders through ethical and transparent behavior that have been key in our growth.

For us, sustainability means respect for natural and human capital. Therefore, we are aware of the impact of our activities and are working on strategies through our Sirenis Sustainable Model, which is our responsible tourism business challenge in terms of business, social, environmental and economic sustainability. This is especially true now that market demands have increased and our customers require us to take care of our natural and social capital.

The main achievements in 2023 included exceeding 80% compliance with our Sustainable Action Plan. We worked in accordance with our mission, vision and policies with a focus on sustainability, implemented dissemination mechanisms for this purpose, we supported the United Nations Global Compact by incorporating the 10 principles of the Compact into our operations, and aligned our business objectives with the 2030 Agenda and the SDGs. We are part of the Global Tourism Plastic Initiative (UNWTO), we incorporated inclusive programs for people with disabilities, continued to maintain the Great Place to Work recognition, and our Four Diamond Hotel Certification awarded by AAA.

We are aware that trends in the tourism market, such as environmental regulations, the demands of tour operators, customers more committed to the environment, and the consequences of an overcome pandemic have made us more sensitive and responsible towards our environment. Ultimately, it has benefited us because in the future it may be a barrier to entry for companies that want to enter and become a destination where GSRM-R&S is already established as a profitable international chain, a leader in sustainable tourism, and committed to our stakeholders.

In closing, I would like to invite everyone to learn more about our actions by reading this report.

“Sustainability is a matter of both belief and demand”

Antonio Riera Costa
Caribbean Regional Manager

1.2 OUR FOOTPRINT IN THE WORLD

(102- 6)



1.2.1. SCOPE

Sirenis Hotels & Resorts is a well-established, family-owned and currently expanding hotel chain operating in 5 countries:

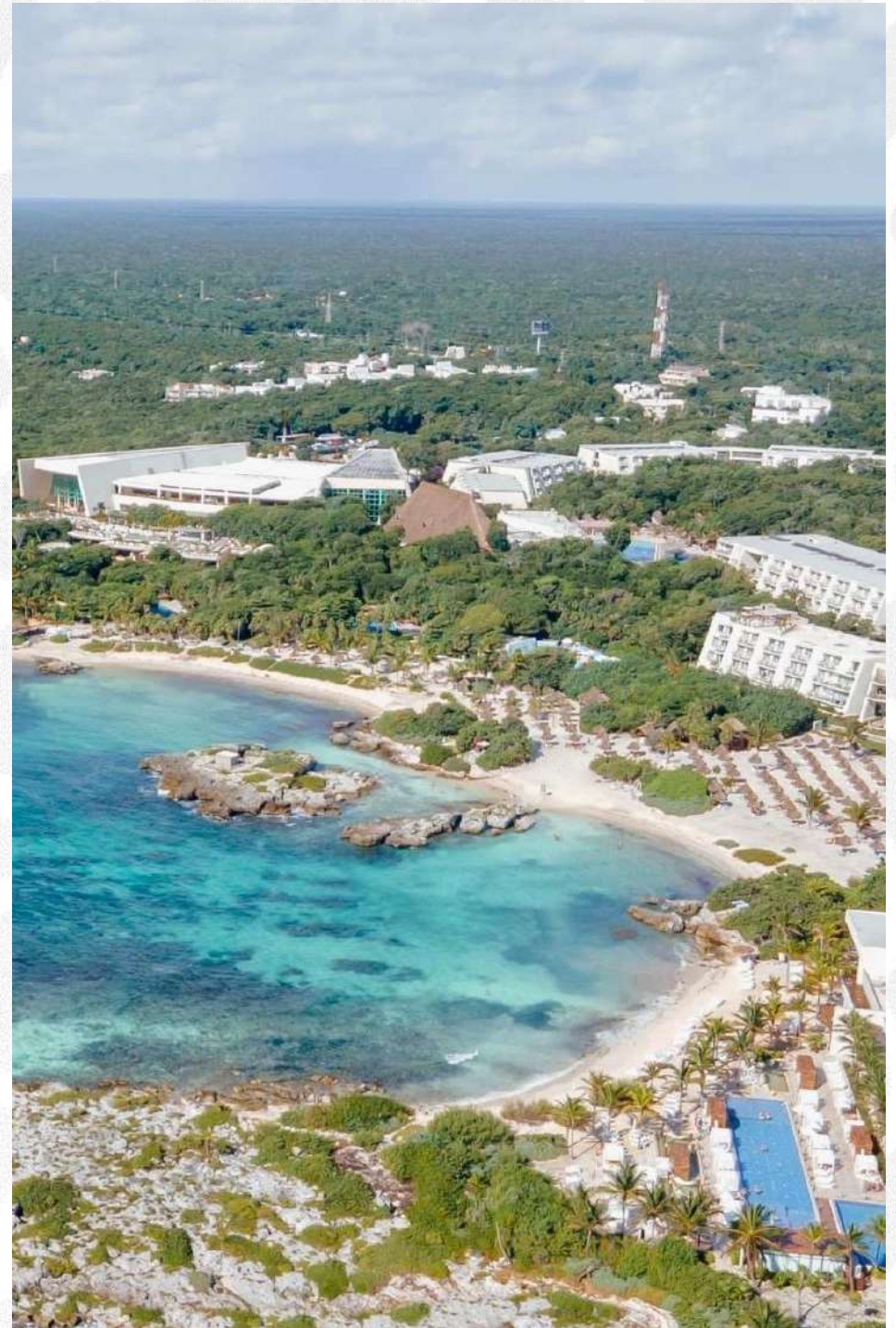
1) Dominican Republic, 2) Mexico, 3) Cuba, 4) Colombia and 5) Spain with 10 hotels to date. Throughout our existence as Sirenis Hotels & Resort, we have always been committed to sustainability. For the second year in a row, we are proud to make this commitment public by sharing the achievements of the Grand Sirenis Riviera Maya Resort & Spa (GSRM-R&S), located in the Riviera Maya, Mexico, hence the scope of the Sustainability Report

only concerns GSRM-R&S, which covers the period from January to December 2023; presenting the commitments we have made in environmental, social and governance matters, as well as the challenges ahead, including the results of environmental and social performance, excluding economic information. By reading this report, our stakeholders can better understand who we are, our progress and our future. It is surrounded by a policy of transparency and honesty, because this honesty has made GSRM-R&S a tourist destination firmly committed to sustainability.

1.3 ABOUT GRAND SIRENIS RIVIERA MAYA RESORT & SPA

Grand Sirenis Riviera Maya Resort & Spa (GSRM-R&S) is designed as a sustainable tourist and residential destination, offering activities, products and services for residents, tourists and visitors to appreciate, understand, experience, live and enjoy nature, biodiversity, ecosystems, landscapes, natural luxury and the culture of the region. It stands out for its spectacular architecture, reminiscent of ancient Mayan constructions, yet modern and minimalist, with luxurious natural garden vegetation.

GSRM-R&S is located on the Riviera Maya, one hour south of Cancun Airport and 32 km from Playa del Carmen, Mexico. Our 934-room resort is located on a beautiful stretch of pristine beach along two miles of coastline and features an authentic and perfectly preserved Mayan ruin along a heart-shaped cove.





1.4 FACILITIES



- 2 Activity pools
- 1 Quiet pool
- 1 Separate children's pool at the Kids Club
- 1 Calm river
- Terrace with sunbeds and parasols
- 24h Lobby
- Luggage room
- Concierge
- Bellboys
- ATM
- TV Room
- WiFi
- Laundry Room
- Parking Area
- Currency Exchange
- E-mail
- AK Nightclub
- Stores
- Minimarket
- 24h Medical Service
- Beach Club



- Gym (discs, barbells, dumbbells, benches, quadriceps and chest machines, pulleys, cardio and aerobic equipment)
- Ping-Pong
- Pool Tables
- Darts
- 2 Tennis Courts
- Beach Volleyball
- Multi-sports Court
- Dance Lessons
- Miniclub
- Game Room
- Theater
- Professional Shows
- Nightly entertainment offered in Spanish, English and French
- Daytime entertainment offered in Spanish, English and French



Everything you and your family may need is included in the Grand Sirenis All-Inclusive program. Food, sports, entertainment, services... An intense vacation with your partner or family.



Activities at the center are managed by Aqua Excursions, a 5-Star PADI Gold Palm Dive Center. Established in Mexico, this organization has a team of professionals with great experience.



We have the Sirenios Kids Club for children between 4 and 12 years old, where they can enjoy refreshing moments full of smiles. There are specialized staff who will be attentive to the needs of the children.



- Outdoor pool area with counter-current swimming, foot massages, waterfalls and goosenecks.

- Wet area with sauna, Turkish bath, baths with essential oils, pediluvium, sensory showers, and ice fountain.

- Outdoor hot tub.

- Temazcal Zone (Mayan-style steam bath).

- Several relaxation rooms with water beds and chromotherapy.

- Single, double and deluxe double massage rooms to enjoy as a couple. Sports massage, relaxing massage, aromatherapy, hot stone massage, Swedish massage, Thai massage, deep muscle massage.

Inspirations of well-being; the richness of the four elements offered by nature: WATER sensory relaxing treatment based on orchids with vitamins A, E and F; AIR detoxifying treatment based on lymphatic massage with grape seed oil, lemon, sage and mandarin; EARTH revitalizing element based on holistic massage with hazelnut extract oil; FIRE energizing treatment with a wrap based on cocoa and caffeine.

- Hairdresser and beauty salon.

- FIT BISTRO: snack bar offering salads, sandwiches and fruit smoothies.





TRAILS

Coastal Trail



On this trail you can observe the most representative ecosystems of the coast of Quintana Roo, such as coastal scrub, rocky beach and sandy beach. These are very important not only for their biodiversity, but also for the environmental services they provide, such as protecting and stabilizing the coastline against storms and surges, as well as forming important nesting areas for sea turtles.

Nursery Trail



The Grand Sirenis Riviera Maya complex, as part of its environmental responsibility, maintains a nursery to propagate and maintain primarily native plant species of the region. This not only helps to preserve them, but also reduces the use of water for irrigation and chemical products for their maintenance. Many of the plants you can see in the nursery are protected by Mexican law as they are at risk of disappearing, while many others are considered environmentally valuable as they provide food or shelter for animals. The nursery is organized into five zones: Dune beach, coastal scrub, wetland, jungle and ornamentals.

Jungle and Scrubland Trail

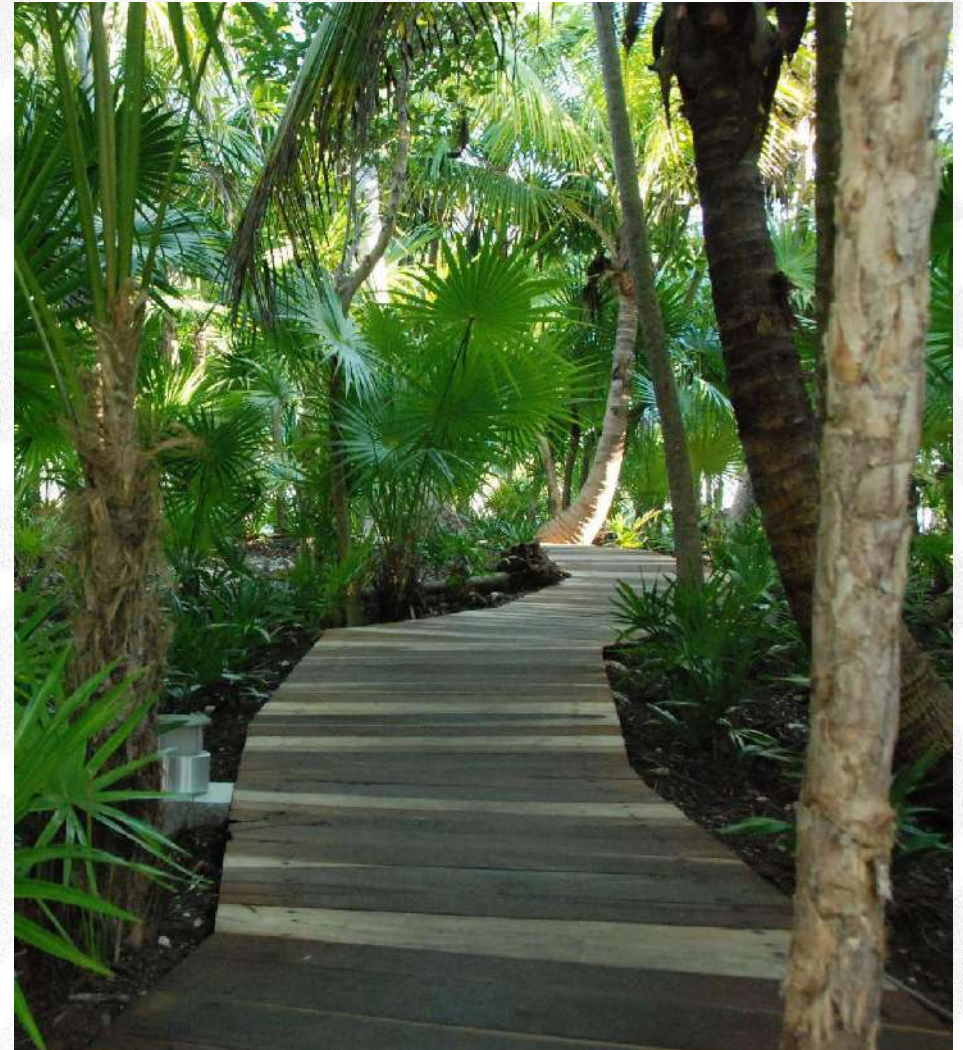


On this trail you will be able to observe a sequence of ecosystems typical of the coastal region of the Yucatan Peninsula, starting from a low jungle area and ending on a rocky beach, passing through coastal scrubland and a transition zone between these two ecosystems. If you look carefully, you will be able to notice the slight changes that occur in these places, not only because of the plants that characterize them but also because of the type of soil and the humidity in the environment. All of this influences the type and number of animals that, with a bit of luck, can be seen: raccoons, badgers and deer, among others.

Jungle and Mangrove Trail



On this trail you will be able to observe sinkholes such as *cenotes* and *rejolladas* typical of the Yucatan Peninsula, as well as mangrove and lowland jungle vegetation. More than 122 species of plants and 97 species of animals live in these environments, so it is recommended to walk quietly for a better chance of observation.



1.5 OUR COMMITMENT, MISSION, VISION AND VALUE PROPOSITION (102-16)

WHY Our reason for being	WHERE We engage	HOW We achieve success	WHO Benefits	MAX How we create value
------------------------------------	---------------------------	----------------------------------	------------------------	-----------------------------------

PURPOSE + STRATEGY + MODEL = Stakeholders

Providing well-being and happiness while respecting the environment

MISSION

To achieve the full guest satisfaction by exceeding their expectations, fostering the personal and professional development of our employees, and making a positive impact on our communities and our stakeholders.

VISION

To establish Sirenis Hotels & Resorts as a renowned international chain, profitable and a benchmark in sustainable tourism, promoting a culture that encourages creativity, teamwork, the development of its employees and that recognizes efforts to always exceed the expectations of our customers.

VALUES

- Integrity
- Sense of responsibility
- Calling to Service
- Equity
- Sustainability



OUR VALUES



INTEGRIDAD



SOSTENIBILIDAD



EQUIDAD



SENTIDO DE RESPONSABILIDAD



VOCACIÓN DE SERVICIO

Our values are at the heart of our culture: they express who we are, how we behave and what we believe.

VOCACIÓN DE SERVICIO

Es una virtud que nos caracteriza en lo que somos y hacemos, nos esforzamos siempre por tener una actitud de servicio correcta, al realizar todas nuestras actividades de buena manera, siempre disfrutando lo que realizamos y transmitiendo esto hacia nuestros clientes internos y externos. Valoramos permanentemente el empeño, la dedicación y el trabajo en equipo.



SENTIDO DE RESPONSABILIDAD

Comprometernos con lo que hacemos, sin importar los retos, siendo proactivos, responsables y asumiendo las funciones como propias para dar lo mejor de sí.



SOSTENIBILIDAD

Promover la sostenibilidad a través de acciones en conjunto con nuestros grupos de interés en un contexto social de valor compartido y en armonía con el entorno natural.

INTEGRIDAD

Conducirnos con lealtad y humildad, actuando de manera congruente, predicando siempre con el ejemplo. Es tener la virtud de saber que eres bueno en algo y aun así, mantener las mismas cualidades que te caracterizan como ser humano y como empresa. En Sirenis conocemos con claridad nuestras fortalezas, debilidades y áreas de oportunidad y ante ello actuamos con sencillez, predicamos con el ejemplo y somos empáticos con nuestro cliente interno y externo.



EQUIDAD

Dar un trato igualitario y equitativo, libre de favoritismo, apegado a la justicia en todas las acciones que realizamos. Propiciamos un estado de armonía para poder expresarse con libertad, brindar seguridad en la forma como cada uno hace su trabajo para que pueda desarrollarse correctamente en el ejercicio de sus labores. Nos enorgullece escuchar a nuestra gente y tomar decisiones en conjunto.



1.5.1 OUR COMMITMENT



SIRENIS SOSTENIBILE

Sustainable Sirenis is our responsible tourism business challenge aimed to our stakeholders that understands and responds to the raised ambitions and concerns regarding sustainability

GSRM-R&S, driven by its sustainability policy and its interest in developing and implementing the best national and international practices in this field, has developed a "Strategy for the Sustainable Development and Management of the GSRM&RS Tourist Destination". One of the components of this strategy involved analyzing the environmental commitments made by the project with the Secretariat of Environment and Natural Resources (SEMARNAT), with the aim of complementing them with a Sustainable Management System (SMS) that not only ensures strict compliance, but also adds sustainability measures in line with best practices in the tourism

and sustainability sector at the national and international levels, such as the Global Sustainable Tourism Criteria (GSTC), the Sustainable Development Goals (SDGs) and the Nature-based Solutions (NbS), among others. In this sense, "Sustainable Sirenis" was created, which is our responsible tourism business challenge to our stakeholders, understanding and responding to the raised ambitions and concerns regarding sustainability, in line with our Mission, Vision, Values and Sustainability Policy. Through our Sustainable Action Plan (SAP), we work with our stakeholders to promote sustainability in a social context of shared value and in harmony with the natural environment.

1.5.2 OUR COMMITMENT TO STAKEHOLDERS

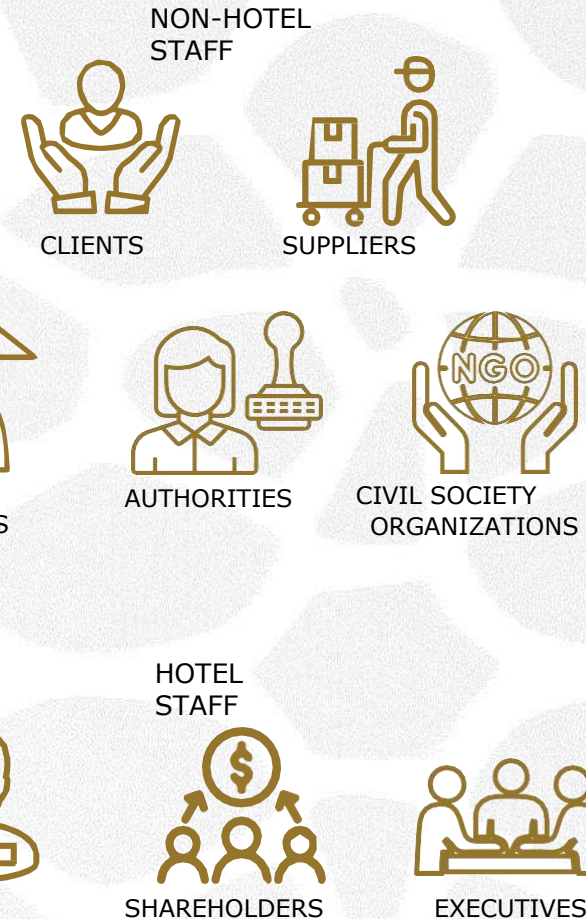
GSRM-R&S is committed to its stakeholders and to adding value through the services we provide, taking responsibility for ensuring strict compliance with the applicable legal framework, as well as the implementation of voluntary instruments and good environmental and social responsibility practices that make a difference.

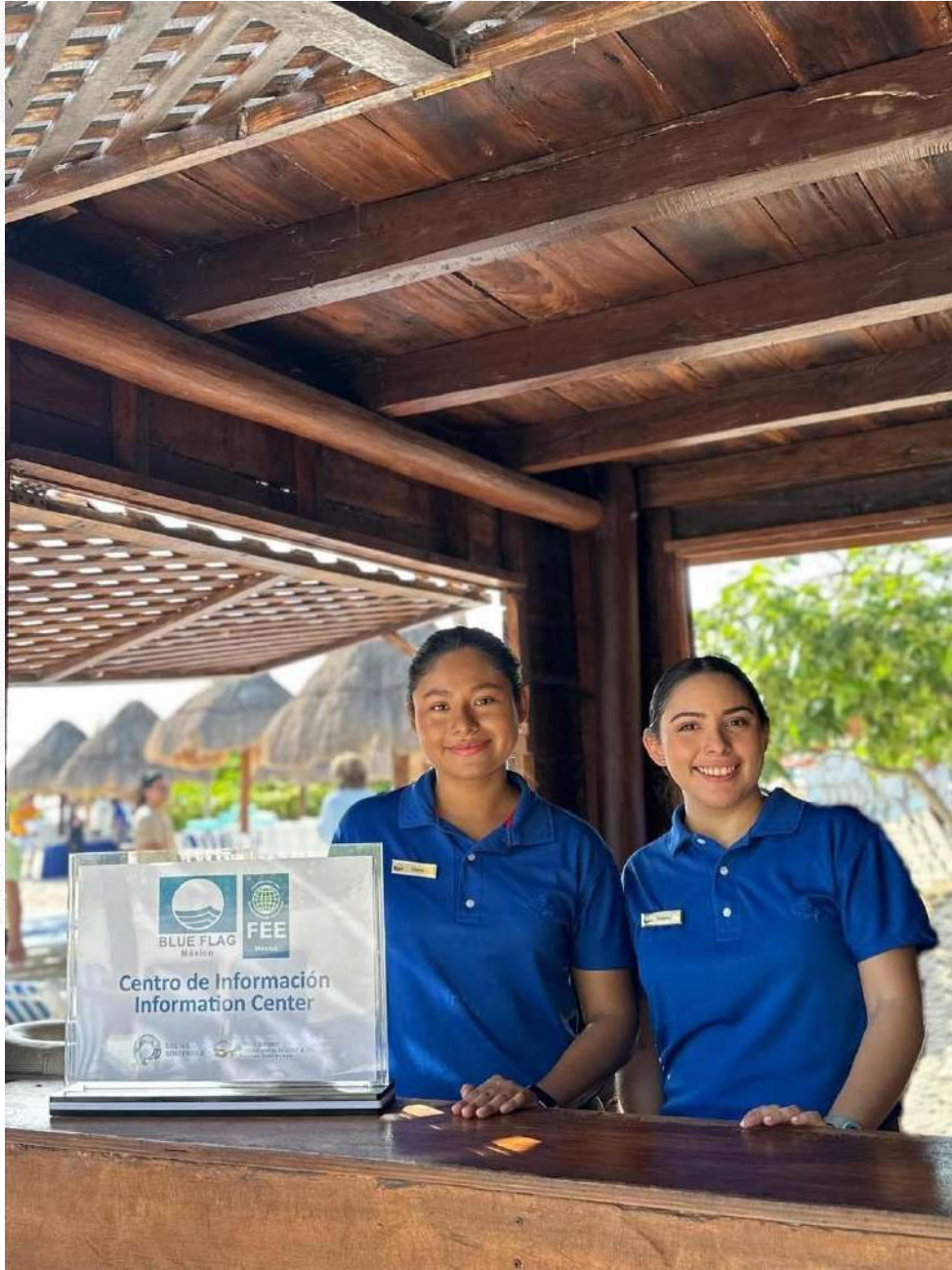
“Correctly identifying and prioritizing stakeholders is the key to the success of GSRM-R&S”



STAKEHOLDERS

Sustainability is everyone's business





SUSTAINABILITY POLICY

Establish the framework for GSRMR&S's commitment to sustainable development and corporate social responsibility by generating social, economic and environmental value, ensuring that all our business activities are conducted with the perspective of addressing the social, environmental and economic needs of our stakeholders, creating a competitive advantage for our business, promoting sustainability values and supporting the achievement of the SDGs, global sustainable tourism criteria and international best practices.

1.6 OUR SUSTAINABLE MANAGEMENT MODEL

The GSRMR&S Sustainable Management model revolves around four priorities: business, environmental, socio-cultural, and economic, which take into account the various impacts of our business and the specific needs and expectations of our stakeholders. Our policy is committed to compliance with the applicable legal framework and is guided by the following principles and commitments.

COMMITMENTS AND PRINCIPLES OF ACTION

Business Priority

We develop strategies and tools that strengthen the business sustainably, in accordance with our corporate identity and social responsibility, which influences the improvement of our employees' quality of life to provide services and products that meet the highest market standards and customer satisfaction.

- Governance**
- Corporate Identity
 - Legal Compliance
 - Communication
 - Circular Economy

- Quality Management**
- Visitor Health and Safety
 - Customer Satisfaction

- Quality of Work Life**
- Training and Education
 - Work-Life Balance
 - Health and Safety

Environmental Priority

We set the framework for our commitment to a healthy environment based on the impact caused by our activities by developing strategies to minimize consumption, ensure proper management and handling of ecosystems, implement nature-based solutions, and promote sustainable development initiatives.

- Water**
- Water availability
 - Water consumption and uses
 - Treatment and disposal of wastewater

- Energy**
- Use and Consumption of Energy
 - Energy Efficiency

- Waste**
- Liquid and sanitary waste
 - Urban Solid and Special Management Waste
 - Hazardous Waste

- Land use**
- Maintenance of Green Areas
 - Management of special areas
 - Responsible land use





Sustainability Dissemination

- Environmental image and signage
- Sustainability Training



Sociocultural Priority

We contribute to local development and to the responsible conservation and enjoyment of the cultural and archaeological heritage of the region, through the implementation of actions and projects of shared value that contribute to the socioeconomic development of its environment.



Local Development

- Commitment to the Community
- Volunteering and Engagement
- Local Consumption



Cultural Heritage

- Protection of Cultural Heritage.
- Cultural Promotion

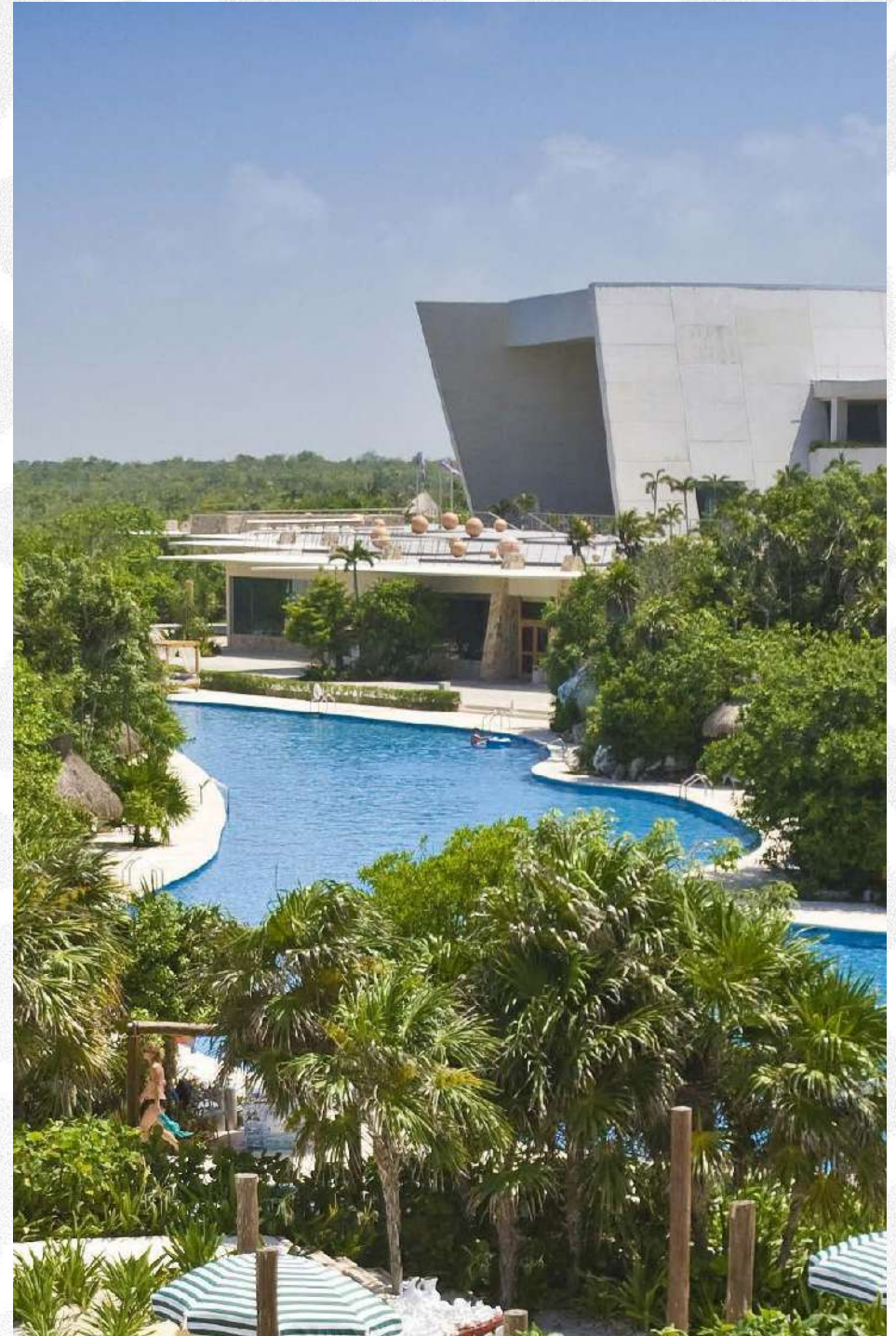
Economic Priority

We implement measures and practices that generate inclusive and sustained economic growth for the local community, creating decent jobs and sustainable purchases through shared value partnerships.



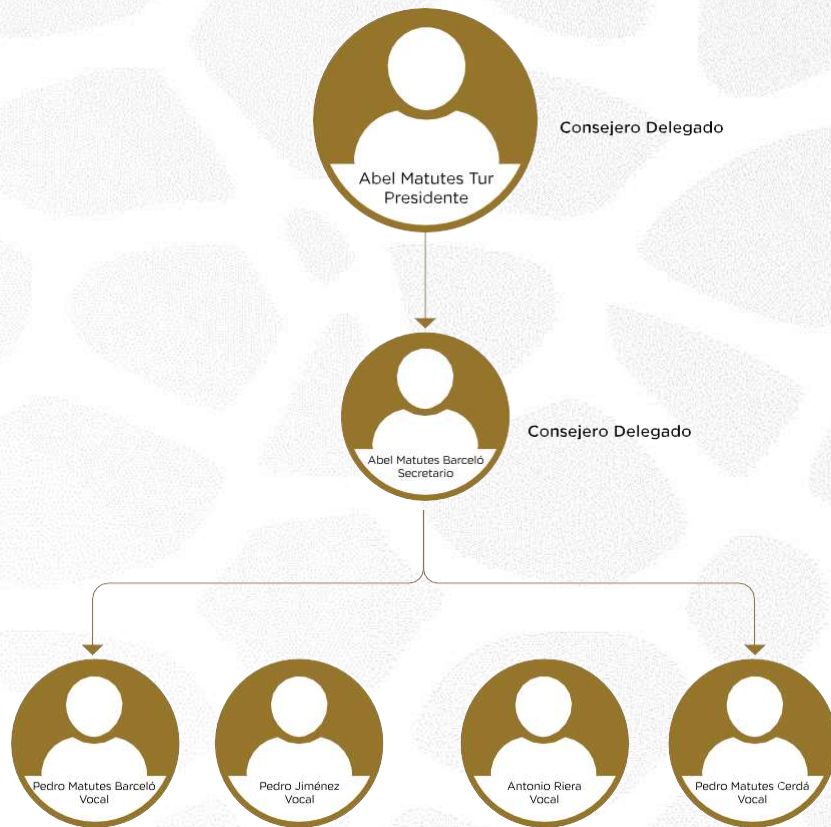
Sustainable Economy

- Employment
- Sustainable Procurement
- Community Support and Investments



1.7 OWNERSHIP AND LEGAL FORM

We are a Variable Capital Corporation and have a Board of Directors consisting of a President, a Secretary, and four members. The selection of the Board of Directors is a family decision, and its members are accountable for all decisions made by the Group, including the effectiveness of risk management processes, the management of economic, environmental and social impacts, and the communication of critical issues.



We define a political contribution as the provision of goods, services or rights to political parties or public associations. We define a political contribution as the provision of goods, services or rights to political parties or public associations.

The operation of the GSRM-R&S is thanks to the work of the Director of Hotel Operations, supported by the Directors of Food and Beverage and Lodging, with a large team of managers in charge of the areas of Rooms, Maintenance, Kitchen, Warehousing and Purchasing, Entertainment, Security, Human Resources, Administration, Spa, Reception and Quality, who in turn are supported by managers in charge of the areas of Gardening, Stewarding, Weddings, Sales, Reservations, Auditing, Systems, Public Areas, Laundry, Guest Services, Bars and Restaurants.

1.7.1 Conflicts of interest and financial assistance received from the government Conflict of interest

The management of GSRM-R&S, through its Code of Ethics, has defined the policy on conflicts of interest and business opportunities, stating that "everyone who works at GSRM-R&S has the obligation to act transparently and ethically, always defending the interests of the company". To avoid conflicts between personal interests and those of the Company, and to facilitate resolution when necessary, all Company employees are responsible for declaring any financial or non-financial interests that may conflict with their role in the Company.

Financial assistance received from the government.

Company employees are free to make political contributions directly or through committees or other entities in which GSRM.R&S participates, as long as such contributions are made within the limits of applicable law. GSRM.R&S respects this right, as long as it does not interfere with the fulfillment of duties and responsibilities within the company and is strictly carried out on a personal level. We do not use company facilities for political purposes or accept political contributions.

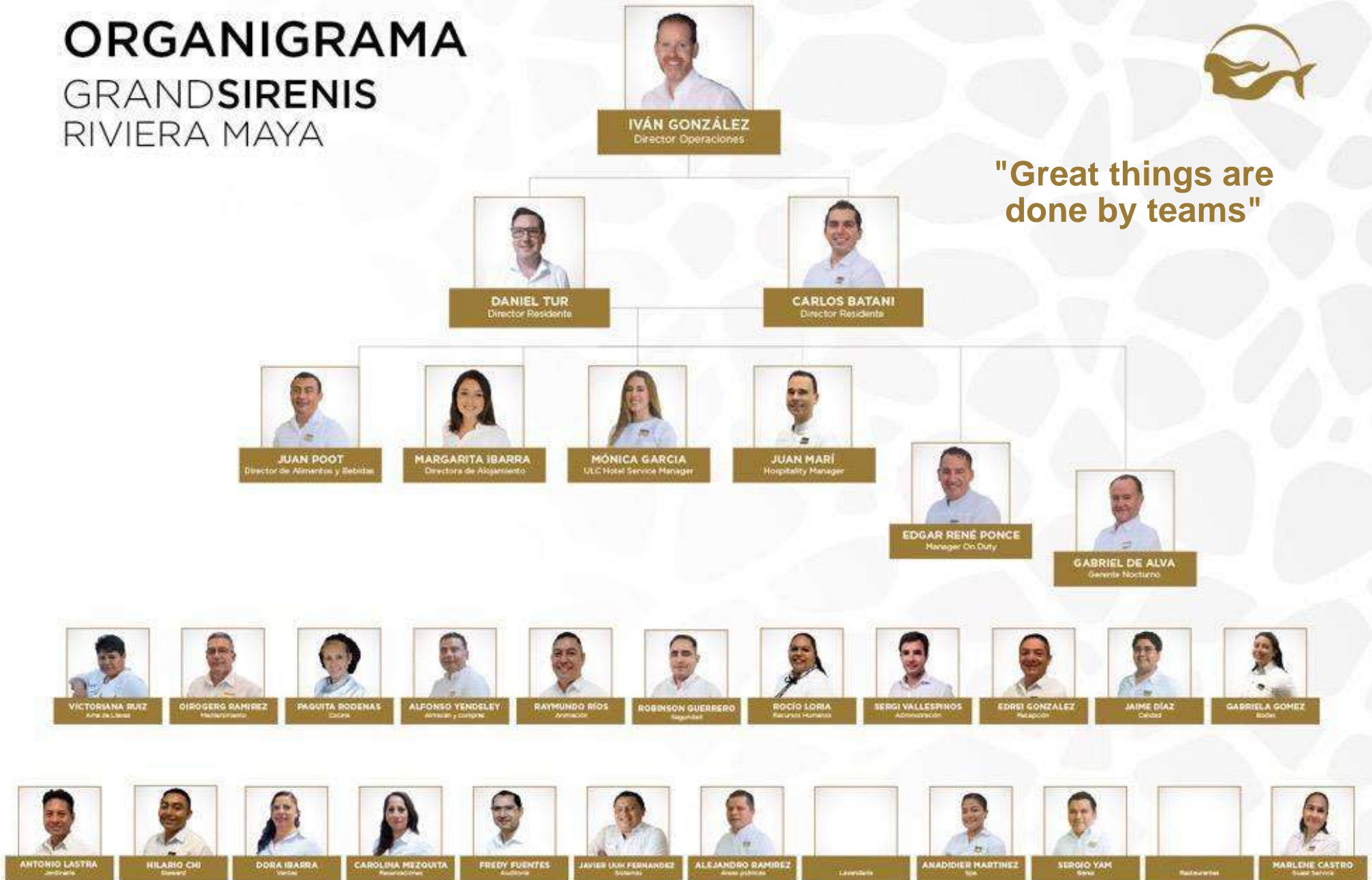
ORGANIGRAMA

GRANDSIRENIS

RIVIERA MAYA



"Great things are done by teams"



1.7.2 DELEGATING AUTHORITY

Maintaining the GSRM-R&S standard is not an easy task, as we must uphold quality levels, manage guest behavior, increase destination profitability, and make the right decisions quickly to ensure the proper functioning of GSRM-R&S. Accordingly, major general decisions are handled in the following manner:

ACTIVIDADES	PROPIEDAD (DUEÑOS)	DGC	DOC	ADMON CARIBE	RRHH CARIBE	DIR CLUB VACACIONAL	MANTTO CARIBE	DIR REGIONAL CLUB VACACIONAL	DIR COMERCIAL	DIRECTOR HOTEL	DIR FINANCIERO
Autorización de presupuestos por destino	Decide										
Elección de apoderados en los hoteles en gestión		Decide		Propone							
Autorización de servicios y/o trabajos recurrentes contratados a terceros dentro de los presupuestos establecidos			Decide	Decide	Decide	Decide	Decide				
Fijación tarifas		Decide							Decide	Decide	
Contratación de arrendamientos de locales y prestación de servicios (ingresos).	Decide	Decide	Decide	Informado	Propone						
Contratación, modificaciones salariales y despido de personal			Decide	Decide	Decide	Decide	Decide	Propone		Propone	Propone
Autorizaciones de préstamo		Decide	Informado		Informado	Propone				Decide	
Vacaciones											Decide
Plan anual de formación			Propone	Consultado	Decide	Propone		Propone			Propone
Plan de Carrera y desarrollo			Informado	Consultado	Decide	Decide		Propone		Propone	Propone

ACTIVIDADES	PROPIEDAD (DUEÑOS)	DGC	DOC	ADMON CARIBE	RRHH CARIBE	DIR CLUB VACACIONAL	MANTTO CARIBE	DIR REGIONAL CLUB VACACIONAL	DIR COMERCIAL	DIRECTOR HOTEL	DIR FINANCIERO
Selección de proveedores			Informado	Informado	Informado	Informado	Propone			Decide	
Contratación servicios especializados		Decide		Propone							
Definición de stocks ideales			Decide	Consultado			Decide			Decide	Informado
Aprobación del plan de mantenimiento preventivo		Decide	Consultado				Decide				
Calendario de viajes anual y presupuesto		Decide	Propone	Propone	Propone	Propone	Propone				

1.7.2.1 Ethics, transparency, risk management.

At GSRM-R&S it is key to comply with international standards of quality, ethics and independence, including the Code of Ethics issued by the Board of Directors. Independence and integrity training is provided annually and the content of the Code of Ethics is disseminated, including other aspects related to compliance with these standards. We rely on the services of an external cybersecurity company to ensure business continuity and prevent security breaches (data protection from a legal and technological perspective).

To ensure this, we have a number of tools and programs in place to anticipate any independence and/or conflict of interest risks. To prevent and combat bribery and corruption effectively and efficiently, we have an Anti-Corruption Policy. Our Code of Ethics is applicable to the entire organization and we have internal mechanisms to deal with any type of complaint related to it, which are handled by our Ethics Committee and through the e-mail denuncias.sirenis@sirenishotels.com.



1.7.3 RISK MANAGEMENT

Similarly, we have a Management System, Policy, commitments and corporate application responsibilities aimed at preventing undesired effects that affect customer satisfaction or hinder the continuous improvement of the Management System. In this regard, we perform a SWOT analysis to identify threats and opportunities in the operational and support procedures. Each department head performs an evaluation of the processes under his or her responsibility and completes the RISK MATRIX in order to assess the control, along with treatment and follow-up actions, according to the frequency of occurrence and the impact or severity of the risk on the achievement of objectives.

1.7.3.1 ETHICS, TRANSPARENCY AND RISK MANAGEMENT

Our Code of Ethics establishes



Our Purpose, Mission, Vision and Values



Our people and human rights



Relation with customers



Relation with shareholders



Relation with suppliers



Relation with the community



Anti-bribery



Gifts, hospitality and other amenities



Political contributions and activities



Financial controls and records



Confidential information and asset protection



Conflicts of interest and business opportunities



Relation with the authorities



Relation with competitors



Relation with tour operators



Relation with stakeholders relations



Relation with NGOs

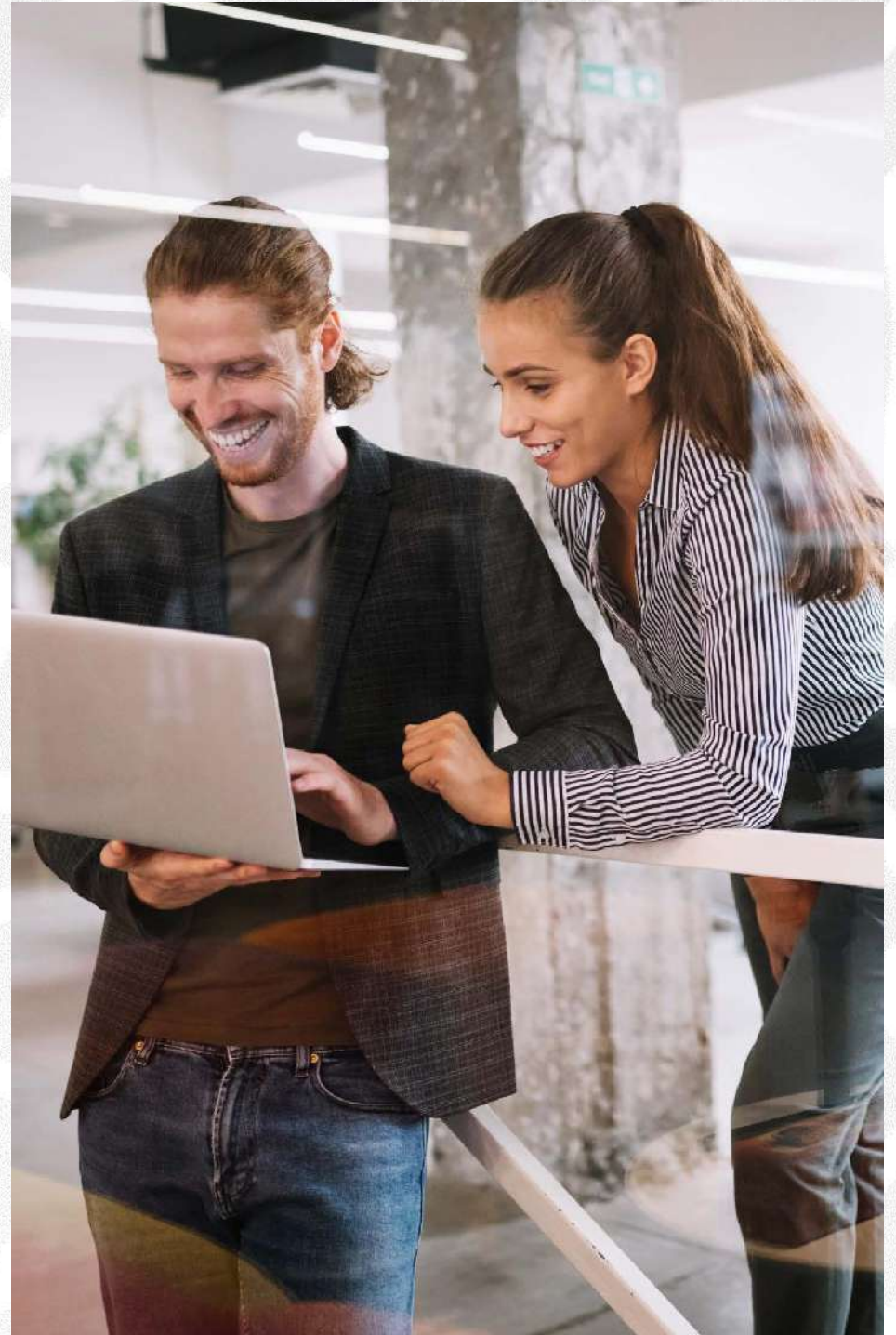


Operations and activities

Transparency Policy

To inform stakeholders of the performance of the Sustainability Strategy as a value linked to the reliability, quality and accessibility of the information produced by GSRM-R&S activities, highlighting their achievements, results and areas of opportunity, with the aim of building and strengthening our commitment to self-regulation through transparency and accountability.

At GSRM-R&S, we believe in the importance of corporate transparency and that the clearer it is, the greater the trust it will generate among stakeholders. We recognize the enormous responsibility of our actions and seek to contribute directly to the progress of society.





Anti-Corruption Policy

To establish the principles of action and contribute to eradicating corruption through guidelines based on the values of integrity, transparency, and compliance. GSRM-R&S truly believes that companies have a responsibility to act honestly and ethically as part of their business philosophy. Therefore, based on the anti-corruption guidelines established in the tenth principle of the United Nations Global Compact, it promotes that all employees, regardless of their hierarchical level, set an example by their conduct in any business or negotiation on behalf of the company.

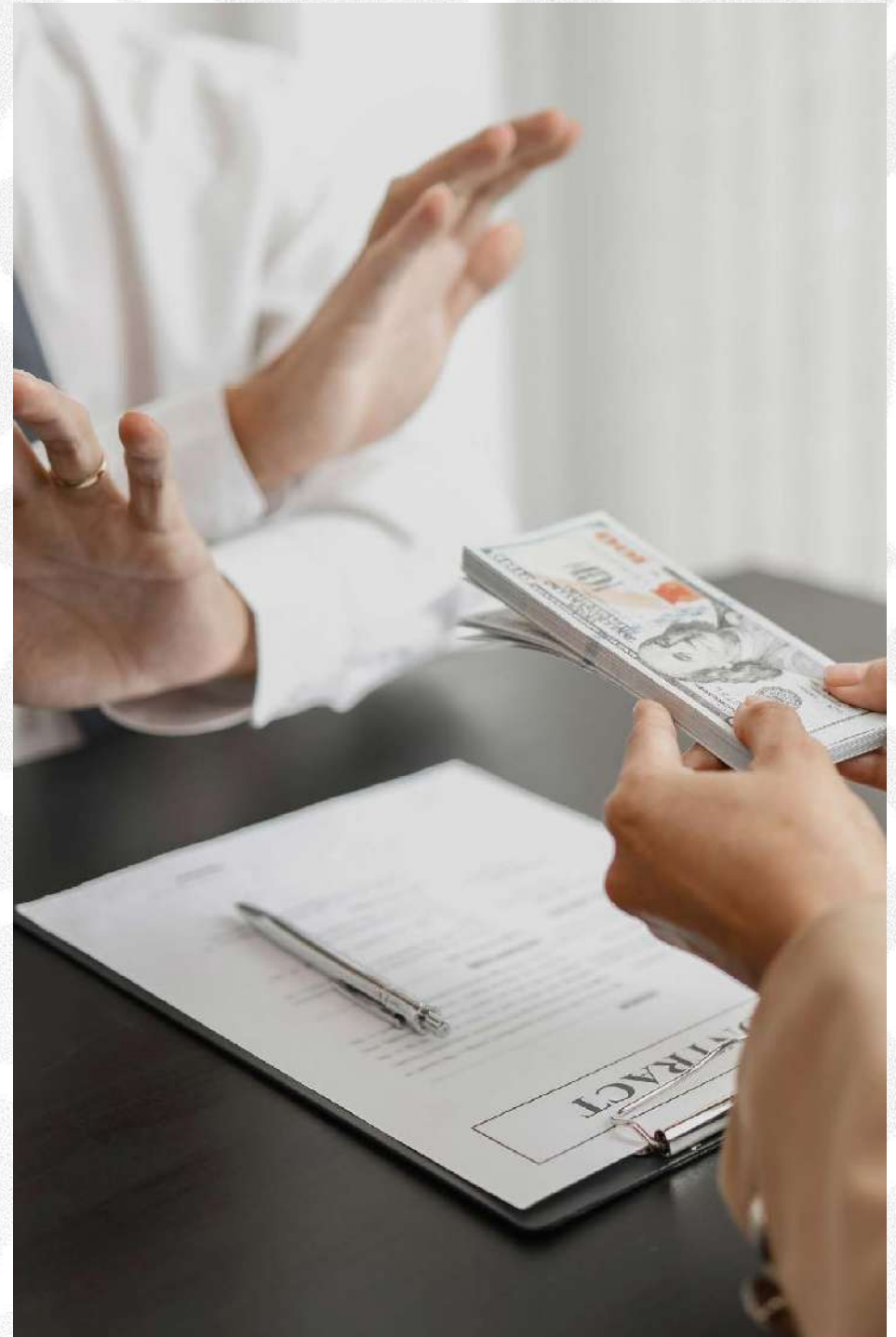
GSRM-R&S is sincerely committed to fighting and rejecting corruption in all its contexts, forms and manifestations. The commitment to exemplary conduct must continue to be characterized by daily commitment and integrity, as set forth in the Code of Ethics.

Anti-Corruption Policy

The commitments and guidelines are set out below:

Strictly comply with the regulations, laws, and standards applicable to the company's international performance.

- Conduct business in an ethical and honest manner, free from any form of corruption or bribery.
- In all relations with the company's stakeholders, open, honest, ethical, and transparent relations must be maintained. It is not allowed to pay or accept bribes or illegal incentives.
- Support all national and international efforts to eliminate fraudulent practices.
- The Company does not differentiate between government officials and private citizens. Bribery and corruption will not be tolerated, regardless of the quality of those involved. It is prohibited to give and/or receive any kind of economic or material incentives that serve to give and/or receive any kind of undue advantage in the commercial relation between GSRM-R&S and its customers or suppliers, as well as authorities, companies, contacts, organizations, and institutions.
- The Company does not permit the contribution of its funds or resources to political campaigns, political parties or affiliated organizations for the purpose of obtaining business or other advantage in the conduct of its business.



Each year, a confirmation questionnaire is requested on compliance with ethics and professional independence. As of the date of this report, no such complaints have been received.

**0 complaints
during the year
(205 - 3)**

The control mechanisms implemented are: severe sanctions by the GSRM-R&S control bodies, as well as legal and criminal actions against those who have promoted them.

**We also have the e-mail
denuncias.sirenis@sirenishotels.com
Subject: Anti-Corruption Policies**

To anonymously report unethical acts and conduct that violate the Anti-Corruption Policy, the Transparency Policy or the Code of Ethics. No acts of corruption were reported in 2023.

1.7.3.2 Legal actions related to unfair competition and monopolistic practices and against free competition

GSRM-R&S has not been subject to administrative procedures or legal actions for unfair competition, monopolistic practices or free competition.



1.7.2. Critical concerns.

One of the main focuses of GSRM-R&S is our image and reputation; we know that the way our employees view our actions as a company is crucial to the growth and positioning of the organization. For this reason, every year we evaluate our team's perception of the organizational climate, which is applied to all of our employees, which allows us to measure the organizational climate and gives us insight into our employees' perceptions of their level of satisfaction with various variables.

In 2023, we ranked 6th in the Best Places to Work in the South Central and Southeast region of Mexico.



1.8 GSRM-R&S IN 2023

We are a deeply humane company, committed to the talent and development of our employees and their families. We have a highly qualified team to meet the current and future challenges of the tourism industry.

We are committed to the well-being and quality of life of our employees and their families. We apply and live the principles and values of our company on a daily basis, always taking into account social responsibility, health and safety, as well as the professional and personal development of all those who work with GSRM-R&S. Our employees will be treated with full respect, fairness and dignity on an ongoing basis. The Company's policies are free from any form of discrimination based on race, gender, religion, nationality, social or economic status, age, disability, sexual orientation, or any other such condition, and avoid abuse or violation of human rights.

We are committed and strive to maintain an internal communication policy of "open doors" to talk with our employees and immediately resolve any needs or negative or discriminatory situations that may arise. One of the company's main policies is to ensure that the work environment is harmonious, respectful, and healthy, both personally and professionally.

We are generators of disciplined young talent capable of working independently and responsibly. Regardless of age or gender, development opportunities are open to all employees. We are committed to building and maintaining an inclusive culture that attracts, develops and supports a diverse workforce.

Template size (102-7, 102-8)

Workers

New Hires

Annual Turnover

 357

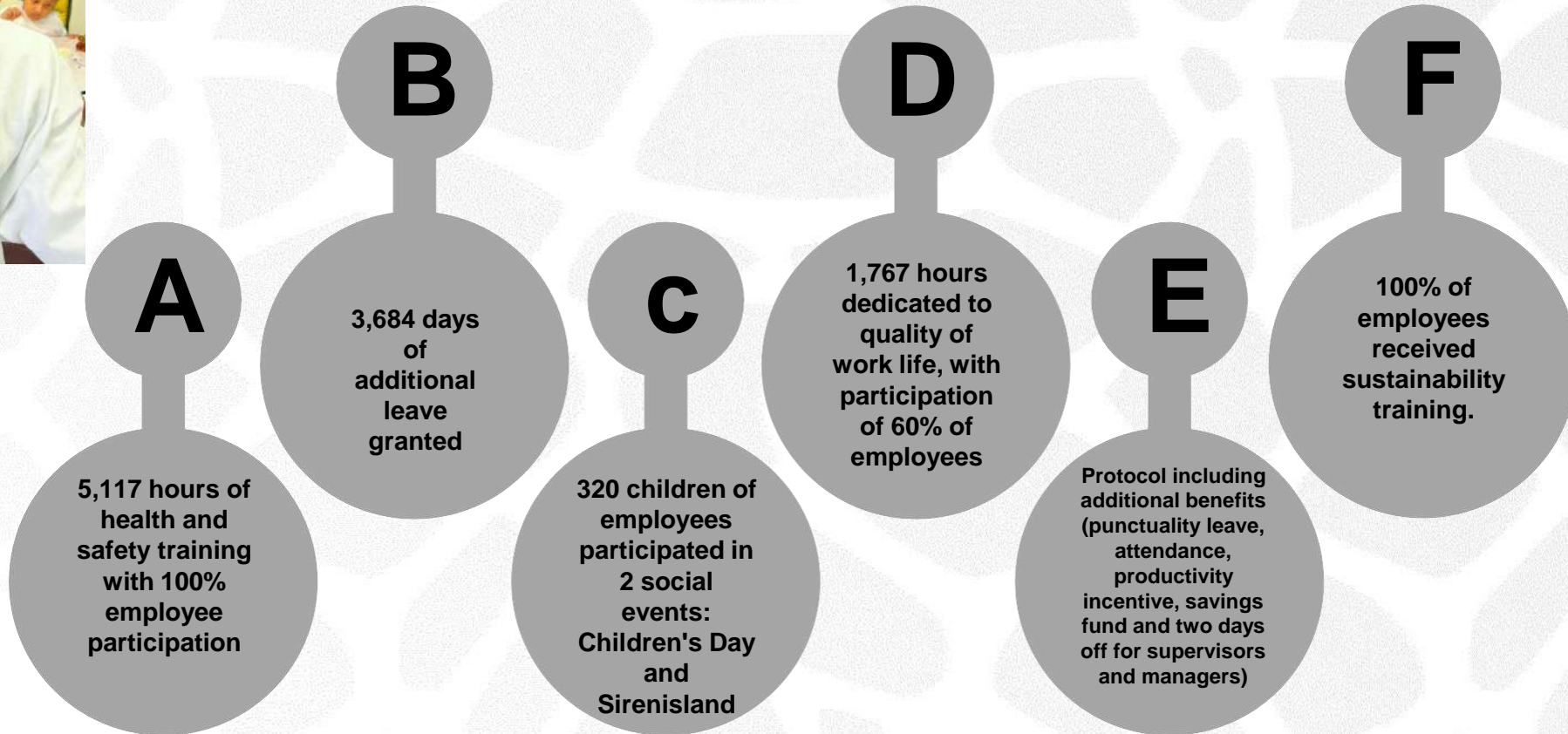
1409

8.61%

 779

Total: 1136





For GSRM-R&S it is essential to have certifications that standardize customer service and that are in line with our work philosophy. During 2023, we were awarded the Four Diamond recognition granted by AAA.



2 REPORT PROFILE

2.1 MATERIALITY ANALYSIS

We present our first Sustainability Report prepared according to the Global Reporting Initiative (GRI) methodology, in which we transparently present our environmental and social management, excluding the financial part, which will be carried out from January 1st to December 2023, in accordance with the provisions established by the GSRM-R&S.

For further information, please contact us at the following e-mail address: wcanul@sirenishorels.com

We apply the precautionary principle to prevent harm to health and the environment from our operations. To this end, in addition to the ongoing evaluation of our processes by the Board of Directors, we currently have: Safety procedures and emergency contingency plans.

As part of the GSRM&RS sustainability model strategy, we define who the company is for GSRM-R&S (which is not all of it), how it impacts it, and how it wants to impact it, i.e. we identify its impacts through its actions, as well as those it wants to have in the future. For this, we conduct our materiality analysis.

The outcome of the materiality analysis is "material" to GSRM&RS and what drives and feeds back into our CSR strategy and, therefore, our overall strategy. Therefore, materiality analysis not only contributes to maximum transparency in the management of the company, but also helps the company to identify the aspects on which its management must focus in order to be a sustainable company in the long term.

The fundamental principle of social responsibility is stakeholder management.

An organization is considered socially responsible when it satisfactorily meets the expectations of its various stakeholders with respect to its activities, in addition to assisting in the decision-making process about:

- The establishment of differentiated Social Responsibility strategies for the different stakeholders and their respective positions.
- The issues relevant to each stakeholder and to the organization, identifying which issues are critical or highly relevant (those that are relevant to both the organization and the stakeholder), which are external (those that are relevant to the stakeholder but not to the organization), and which are considered to be of low relevance.
- The perception, both from the stakeholder group and the organization, of how each of them is being addressed.

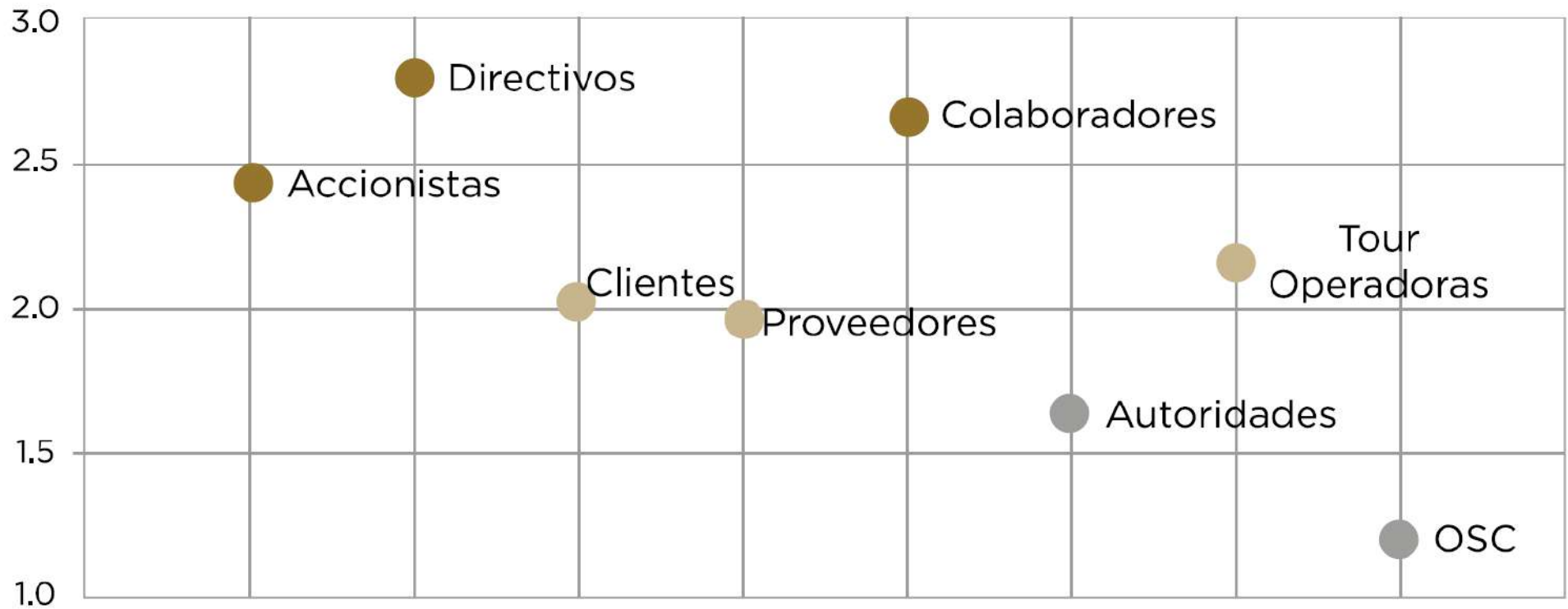
In this regard, the strategic approach of GSRM&RS considers as relevant the company's relation with the groups that can influence or be influenced by our activities (stakeholders) in this twofold relation: from the perspective of social responsibility, meeting their expectations and needs, and from the perspective of reputation, managing the perception that these groups have of the company. This is why we conducted our first Stakeholder Management Analysis, with the aim of promoting and strengthening a framework of relations that favors the engagement of stakeholders in our activities, through an effective coordination tool that allows for the continuous building of mutual relations.

2.1.1. Stakeholders (102-43)

We conducted a stakeholder prioritization analysis based on the premise that every organization has limited resources, so it is necessary to select or prioritize those groups that are most relevant to the organization. This allows limited resources to be allocated for maximum impact.

The results of the GSRM&RS prioritization show that, on average, the highest priority stakeholders globally are shareholders, executives, and employees, while the medium priority stakeholders are customers, suppliers, and tour operators. The group with the lowest priority turned out to be the authorities and CSOs.

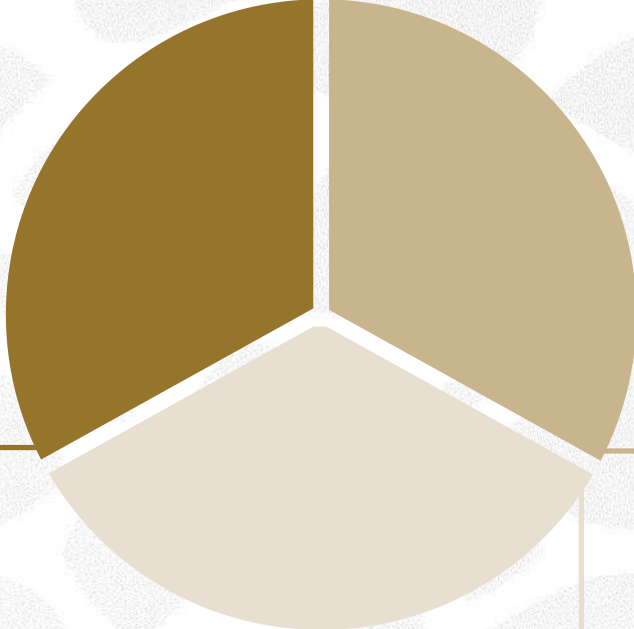
Priorización de Grupos de Interés Sirenis Riviera Maya



STAKEHOLDERS

We then performed a materiality analysis to identify relevant issues that influence the decisions and activities of GSRM&RS, as well as the behavior of one or more stakeholders and the company itself. This analysis serves as the foundation for the GSRM&RS Strategic Sustainability Framework, which allows the company to effectively focus its efforts and resources on the most relevant issues.

The information collected is based on the materiality analysis performed on an ad hoc basis for the preparation of this report. The criteria, principles and content of this document follow the Global Reporting Initiative's (GRI) G4 framework for sustainability reporting. The principles that were followed were: Stakeholder engagement, materiality, and sustainability context.



Stakeholders and their expectations have been identified with the aim of establishing various communication channels that will allow us to maintain a relation of mutual benefit, co-responsibility and creation of shared value through various initiatives.

Material issues were identified. This section describes this process and highlights the issues that significantly influence stakeholder assessments and decisions.

For GSRM&RS, sustainability is a principle and an objective that is aligned with the company's strategy, with the aim of achieving harmonious development from an environmental, social and economic point of view.

2.1.3. COVERAGE OF RELEVANT ASPECTS

The results of the materiality analysis, conducted based on GSRM&RS vision, principles, strategy and business impact, led to the identification of a total of 46 relevant issues divided into 8 categories (Economic, Talent Attraction and Retention, Environment, Labor Standards, Corporate Governance - Human Rights, Society - Anti-Corruption, Product Responsibility and Other).

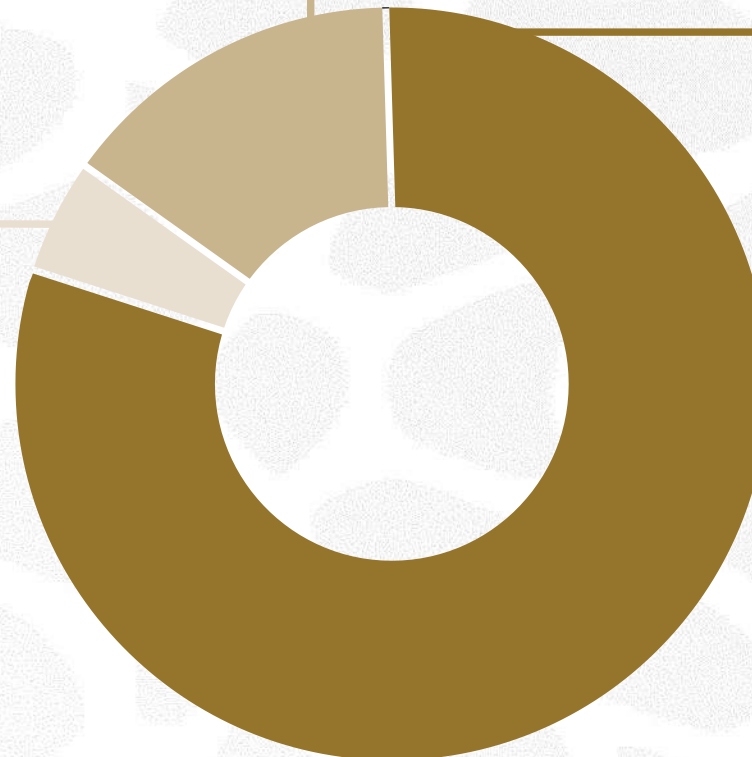
Of the 46 relevant aspects, 4 aspects are considered at a Very High priority level, 16 aspects at a High priority level, 11 aspects at a Medium priority level, 8 aspects at a Low priority level and 7 aspects at a Very Low priority level.

In this context, the aspects considered relevant and/or sustainability aspects are those rated as Very High and High, covering a total of 20 relevant aspects. It was found that the coverage where the impact of the different aspects occurs, 80% occurs in both parts of the company (inside and outside), 15% occurs inside and 5% outside.

Coverage of the impact of relevant aspects (103-1)

Performance Evaluation
Compensation linked to corporate objectives
Company/employee relations

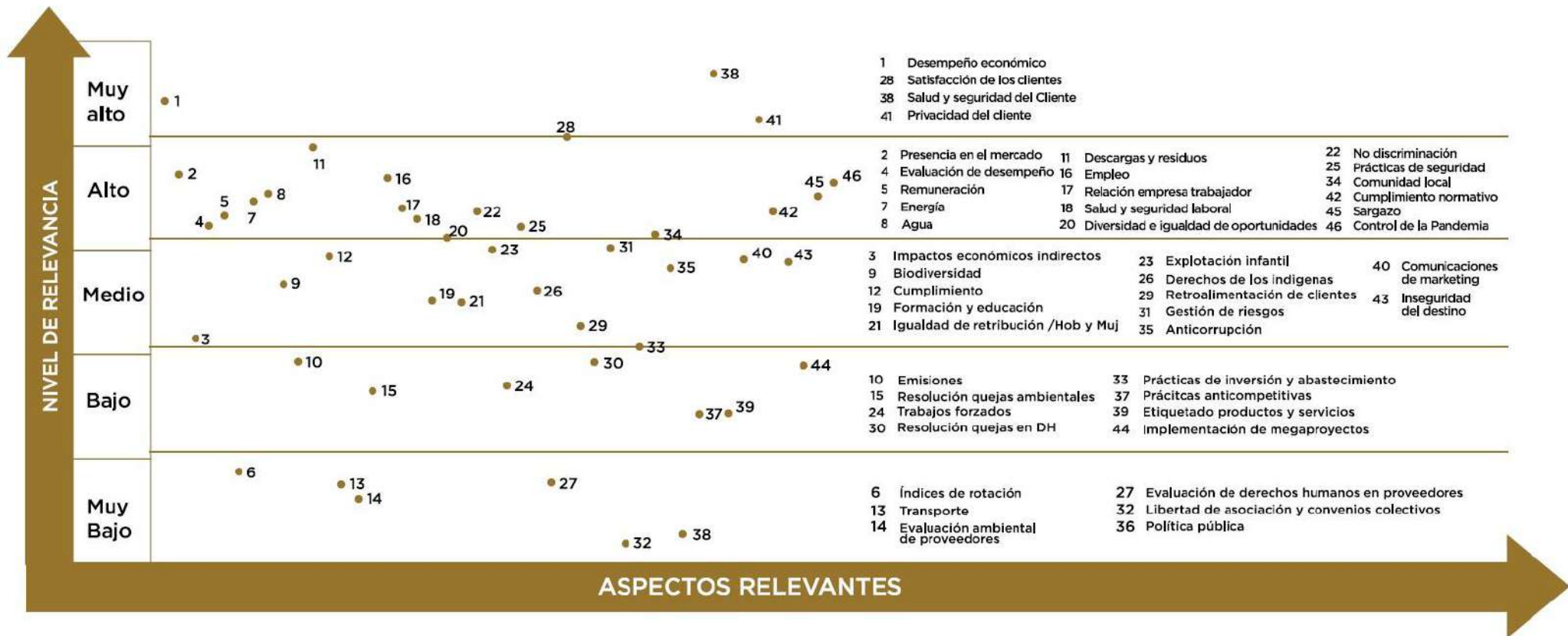
Local Community



Economic performance
Market presence
Energy
Water
Discharges and waste
Employment
Health and job security
Diversity and equal opportunities
Non-discrimination
Safety practices
Customer satisfaction
Customer health and safety
Customer privacy
Regulatory compliance
Sargassum
Pandemic Control

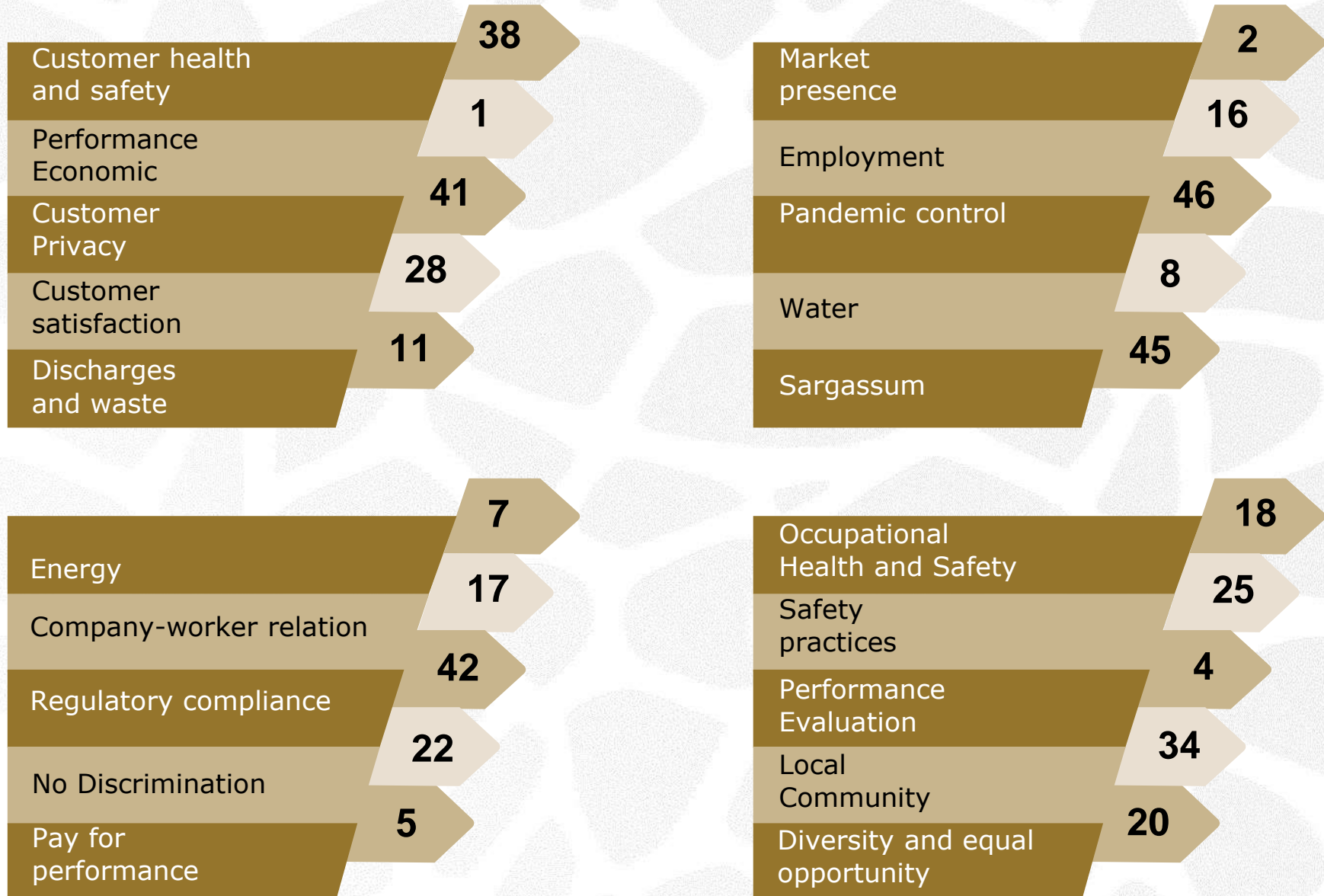
2.14. MATERIALITY MATRIX

Materiality matrix of relevant aspects of GSRM-R&S.



2.1.5. ASPECTS RELEVANT FOR GSRM-R&

Aspects/issues relevant to GSRM&RS are:



3 GOVERNANCE

3.1. ALIGNMENT WITH THE SUSTAINABLE DEVELOPMENT GOALS

For GSRM-R&S, it is essential that our daily actions, and those of all the roles and departments in which we work, are aimed at fulfilling the social, environmental and economic commitments that we define together with our stakeholders, as this is the only way to truly fulfill our purpose of driving change.

Our sustainability model, which is aligned with the Sustainable Development Goals (SDGs), guides the behavior of our employees and the decision-making of our corporate governance, which leads us to take actions from each of the roles and departments that make up our organization, with the ultimate goal that everything we do has a positive impact on our stakeholders and minimizes any potential damage.

In this regard, our operations are guided by a Sustainable Management System (SMS) aimed at improving environmental, social and economic performance, which has the following attributes.

Risk and impact identification

Proper identification of potential environmental and social risks helps develop response strategies.

Continuous Improvement Process

The SMS model is a continuous improvement process that follows a Plan-Do-Check-Act (PDCA) management model.

Management Commitment and Leadership

The PDCA cycle is an ongoing process that allows the company to develop and implement its sustainability policy based on the leadership and commitment of top management with an SMS, which requires a joint effort.

Participation and Communication

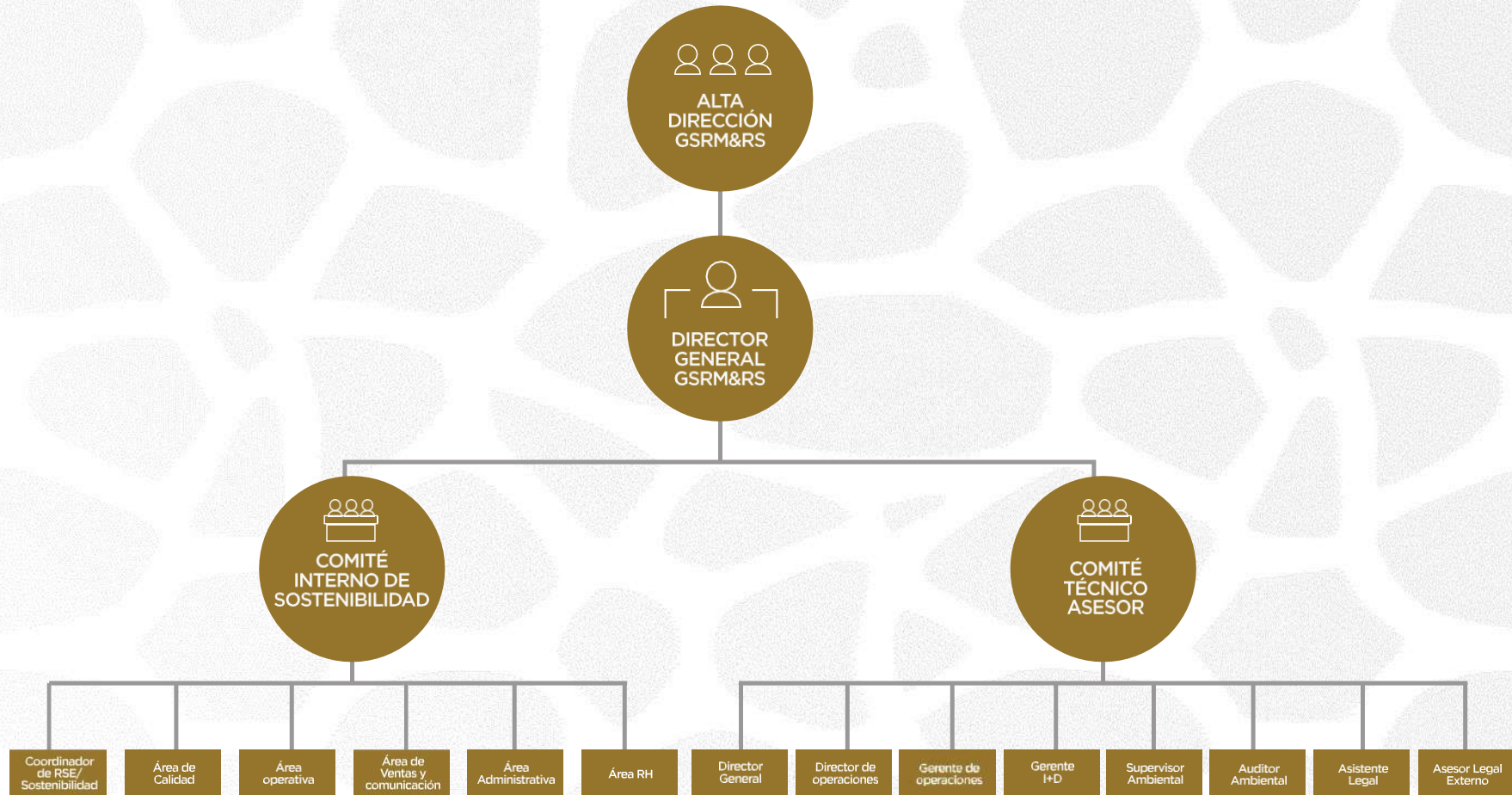
The entire SMS implementation process should be participatory and encourage communication with stakeholders.

Participation and Communication

This is ensured through the publication of the Sustainability Report.














3.1.1. INTERNAL SUSTAINABILITY COMMITTEE

We also have an Internal Sustainability Committee (ISC) that implements and operates the SMS and has a Sustainability Manager responsible for reviewing the annual action plan and reviewing sustainability reports. It is composed of leaders in each of the strategic areas of planning, operations, and destination management, and is technically and scientifically supported by a Technical Advisory Committee (TAC), a team of external specialists who provide technical and scientific support to the ISC.



Within this structure, we guarantee ethical behavior based on our Code of Conduct; and we promote a culture of quality in everything we do. In this regard, some Sustainable Development Goals that are part of the daily governance process at GSRM-R&S are:

3.1.2. FOCUS ON THE SDGs

FOCUS	GENERAL OBJECTIVES	SDGs
Legal Compliance	<ul style="list-style-type: none"> - Guiding and monitoring strict compliance with environmental laws and regulations applicable to its operations and areas of influence. 	 
Supplier development	<ul style="list-style-type: none"> - Taking immediate corrective action when violations occur. - Proposing, implementing and monitoring actions and measures related to the selection and development of service and product providers to help improve their RSC performance. 	 
Circular economy	<ul style="list-style-type: none"> - Diagnosing and proposing actions and strategies for the efficient and sustainable use of natural resources. - Implementation of 3R strategies: decarbonization, sustainable consumption and eco-efficiency. 	  
Health and safety	<ul style="list-style-type: none"> - Proposing, implementing and supervising the application of criteria, measures and guidelines that promote health and a safe environment for employees and service providers in the facilities of the complex and in the services offered outside the complex. 	
Work-Life Balance	<ul style="list-style-type: none"> - Developing and implementing training programs and courses that promote a fair, balanced and healthy work system for employees with personal and family development. 	 
Work-related aspects	<ul style="list-style-type: none"> - Developing and implementing a Social Management Program designed to: a) create employment opportunities and develop economic activities that contribute to the reduction of poverty and the improvement of the quality of life of the host communities; and b) create jobs that generate well-distributed and stable socioeconomic benefits, without discrimination based on gender, race, religion, disability or other circumstances. 	 
Visitors Health and Safety	<ul style="list-style-type: none"> - Strengthening the Health and Safety Program for guests and visitors based on applicable national and international protocols, standards and best practices. 	

FOCUS

GENERAL OBJECTIVES

SDGs

Commitment to the Community

- Taking actions that encourage businesses, visitors and local residents to contribute to community and sustainability initiatives in a responsible manner.
- Promoting projects with value groups that favor the creation of jobs and well-distributed and stable socioeconomic benefits for the population of the region, without discrimination based on gender, race, religion, disability or other circumstances, as well as the development of socioeconomic activities that contribute to the sustainable development of the region.



Preservation of Cultural Heritage

- Developing and implementing policies, standards and criteria that contribute to the conservation, dissemination, responsible use and rehabilitation of the region's cultural and archaeological heritage.
- Implementing actions throughout the value chain to sustainably preserve and promote sociocultural landmarks and traditional and architectural values.



Water Consumption and Uses

- Implementing actions and measures that promote the rational and efficient use (minimizing the water footprint), and conservation of water as a shared water resource (without conflicting with the needs of local communities and ecosystems), through the application of applicable national and international sustainability standards and best practices.



Use and Consumption of Energy

- Developing and implementing actions to save and minimize energy consumption through the use of energy-efficient equipment, processes and technologies, and the implementation of national and international best practices.



Comprehensive Waste Management

- Implementing actions, measures and procedures to minimize the generation, management and final disposal of liquid and solid waste in accordance with applicable regulations and national and international best practices



FOCUS

GENERAL OBJECTIVES

SDGs

Conservation of Biodiversity

- Implementing actions, comprehensive management and monitoring measures to conserve biodiversity within the destination's area of influence, especially threatened, endemic, vulnerable or endangered species. In accordance with the applicable legal framework and international best practices.



Contingency Prevention and Management

- Developing and applying measures and procedures to minimize and manage risks to people and infrastructure derived from natural disasters and processes such as floods, hurricanes, resource depletion, sargassum upwelling, waste and natural disasters in general.



Sustainability Training

- Designing, updating and implementing a training system and platform on sustainability, RSC and specific topics by business area for employees and stakeholders of products and services.



3.1.3. TRAINING AND PERFORMANCE OF CORPORATE GOVERNANCE



The Board of Directors, the operational team of GSRM-R&S, the Internal Sustainability Committee and the employees stay informed and updated on environmental, social and economic issues through training courses and interaction with specialists in various fields, as well as various local and global professional interactions, which allow them to expand their knowledge of the latest tourism trends, technical, legal and environmental issues. Internally, a career planning, promotion and advancement policy has been developed, as well as an annual sustainability training plan.

The performance of the Board of Directors in managing social, environmental and economic issues is evaluated by the owners at least once a year at general meetings or business meetings.

The performance of directors, managers, supervisors and other employees is evaluated at least annually through individual performance reviews.

3.1.4. GLOBAL COMMITMENTS

At GSRM-R&S we support the following initiatives with economic, social and/or environmental impact

1



We contribute to a more sustainable and inclusive global economy by adhering to the largest corporate social responsibility initiative with the goal of continuing to add value to communities, society and the environment by incorporating the 10 Principles of Action into the way we do business.

2



We are committed to the United Nations 2030 Agenda and its Sustainable Development Goals.

3



One of our most ambitious commitments is to eliminate unnecessary single-use plastics by adopting reuse models and using reusable, recyclable and compostable plastic packaging and items. In addition to our circular economy strategies, we have decided to become a signatory to this initiative and to be part of the agents of change.

4



Driven by the will to promote responsible and sustainable tourism, Sirenis reaffirms its commitment by adhering to and complying with the UNWTO Global Code of Ethics for Tourism, which aims to promote and apply principles that benefit all sectors of society. The 10 principles of the Code are aligned with our Corporate Governance and sustainability strategy.

5



We join in the commitment to end the commercial sexual exploitation of children and youth associated with the travel and tourism industry; we have a moral obligation to act now to protect all children from this crime.

6



We are part of the great global movement in defense of our planet, and through our participation each year we draw attention to the issue of climate change, raise awareness among our stakeholders, and remind them that nature is the life support system of the planet.

4 ENVIRONMENT

4.1. PRINCIPLES AND COMMITMENTS OF CONDUCT

At GSRM-R&S we have a firm commitment to "Providing Sustainable Experiences" and for this we have created SUSTAINABLE SIRENIS, which is our responsible tourism business challenge aimed at our stakeholders that understands and responds to the ambitions and concerns raised regarding sustainability. Through this challenge, we are committed to protecting the planet by improving our energy and water consumption habits, reducing the amount of waste generated by our operations, and understanding that all of this is an important part of our purpose. In this regard, we link our daily actions in the "Planet" dimension to the SDGs, Principles 7 and 8 of the Global Compact, which are aligned with GSRM-R&S's Sustainable Management System and our Sustainability Policy. Through these initiatives and the tools we use to manage our operations, we are committed to complying with the applicable legal framework and are guided by the following principles and commitments of conduct.



SIRENIS
SOSTENIBLE

Water and Energy

Reducing water and energy use in our operations by implementing strategies to minimize consumption and emissions to the atmosphere.

Disposal of plastics and waste

Reducing the generation and disposal of single-use plastics and promote recycling of solid, liquid and hazardous waste.

Ecosystems

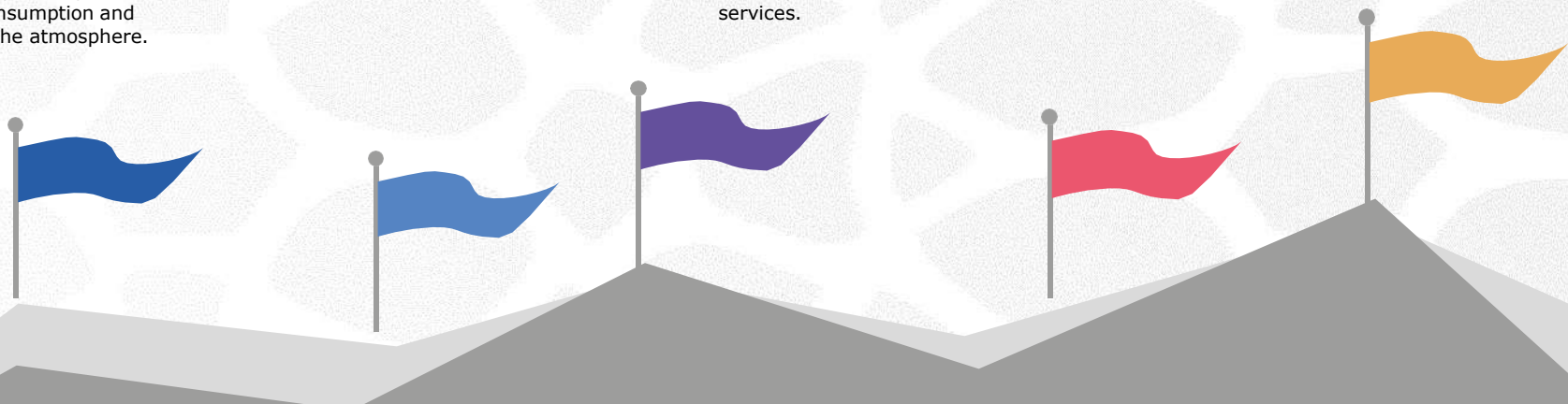
Conservation of ecosystems and ecological processes of natural capital. Achieving proper management and handling of existing ecosystems and natural resources, and improving environmental goods and services.

NbS

Implementing nature-based solutions and applying sustainability best practices

Sustainability Training

Linking GSRMR&S values and principles to sustainable development through awareness campaigns, training and communication.

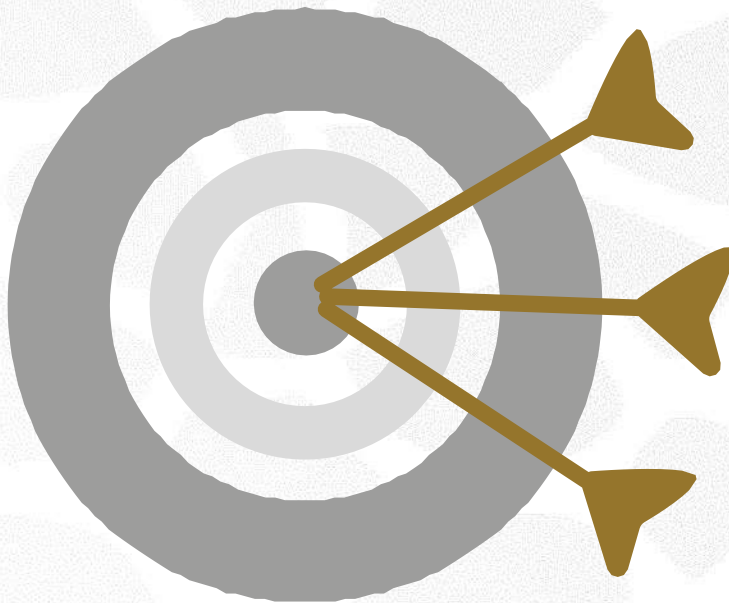


4.1.1. WASTE

Throughout 2023, GSRM-R&S worked on environmental goals and establishing a baseline for implementing strategies to reduce water, energy, and waste consumption, as well as strategies for land use management and planning, and dissemination of sustainability.

WASTE

We have an Integrated Waste Management Program, derived from our Sustainable Management System, in which we have set the following goals.



SANITARY LIQUID WASTE

Implementing measures and procedures that: a) minimize their generation, b) allow for their reuse, c) comply with applicable regulations, d) ensure that their final disposal does not have a negative impact on the environment, and e) apply national and international best practices in this area.

URBAN SOLID WASTE AND SPECIAL HANDLING

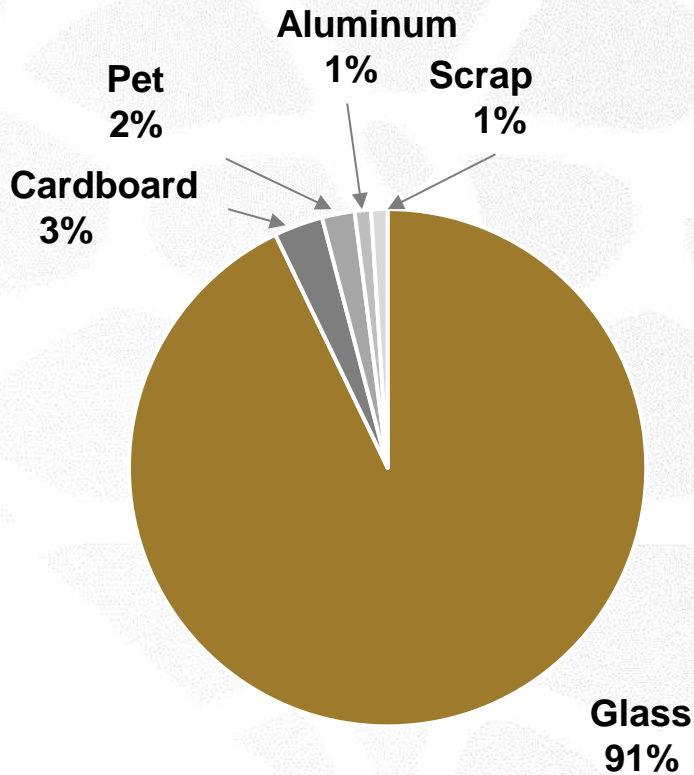
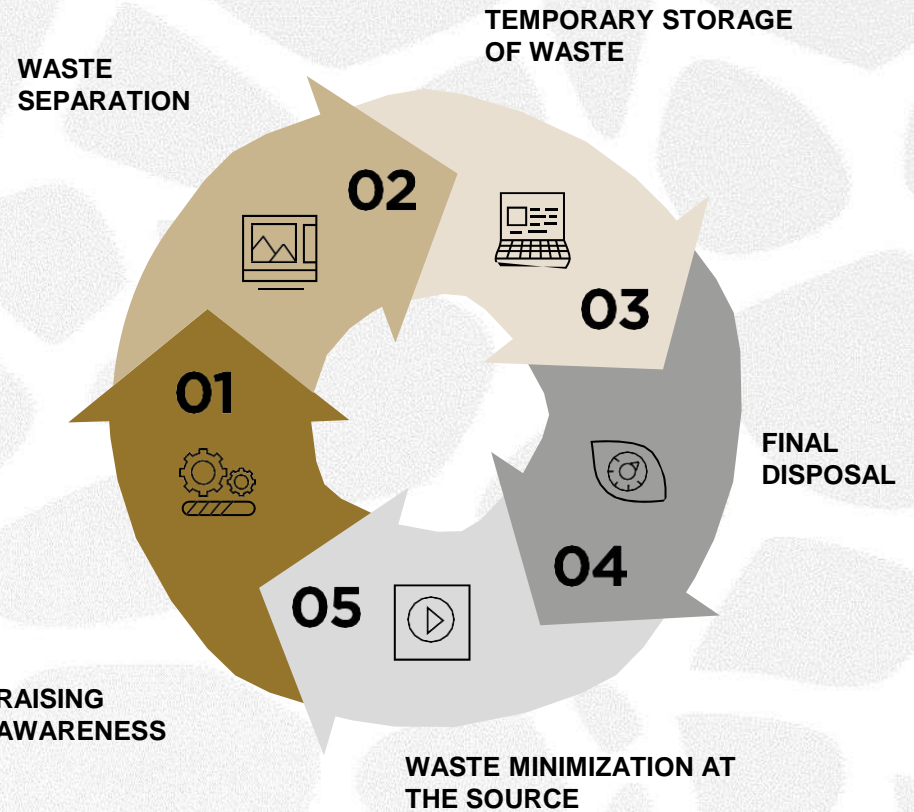
Implementing measures and procedures that: a) minimize their generation, b) develop best practices and strategies for the separation, reuse and recycling of materials, c) comply with applicable regulations, and d) ensure that their final disposal does not have a negative impact on the environment.

HAZARDOUS WASTE

Implementing measures and procedures that: a) minimize the generation of waste and/or residues that are considered hazardous due to their CRETIB characteristics, b) comply with applicable regulations, c) ensure that their final disposal does not have a negative impact on the environment, and d) apply the best national and international practices in this field.



The waste target set for 2023 was: "Reducing our consumption and increase recycling of plastic, cardboard, paper, glass, oil and hazardous waste", through the following strategies: 1) recycling 35% of the oil used in the hotel's kitchens, 2) establishing a baseline to define reduction targets for the total amount of waste generated, 3) defining the process internally, data collection and entry control, and 4) taking all recyclable waste to the recyclathon. To this end, the following actions were implemented:



GENERATION BY TYPE OF WASTE

The types of waste we generate are: glass, aluminum cardboard, HDPE blow molded (drums and bottles). Scrap and electronics, with glass being the most generated waste at 91%, followed by cardboard at 3% and PET at 2%. Waste sorting includes: cans, rigid plastics, tetrapak, recycled paper, trash and toner.

TOTAL WASTE GENERATED IN 2022

In **2023** we generated a total of **222,493 kg** (490,513 lb) of solid waste.

Compared to **2022**, the following waste was reduced by **60,224.94 kg** (132,773.26 lb)

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
18873	18548	18432	13207	16021	25473	21242	20987	19260	20302	16672	13476	222493

RECYCLABLE WASTE GENERATED PER GUEST PER DAY

In 2023, the average amount of RECYCLABLE waste generated per guest per day is **0.24 kg** (0.5 lb) (organic waste is disposed of).

Waste per guest per day

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0.24	0.25	0.22	0.16	0.21	0.33	0.24	0.24	0.30	0.27	0.23	0.16

In 2023, hazardous waste generation amounted to **1,390 kg** (3064 lb), the **100%** of hazardous waste is disposed of by companies with accredited final destination certificates.

93 kg (205 lb) of waste was delivered to the recyclathon.

We achieved our goal of recycling **35%** of cooking oil by achieving a recycling rate of **35.40%** and **100%** of our certificates come from duly authorized centers.

We participated in **10** beach cleanups, **1** cenote (sinkhole) cleanup and **1** mangrove cleanup.





100% of the products used for landscaping are approved by **CICLOPLAFEST**

We were able to **reuse 80% of the tablecloths** for the production of bags for transporting linens and cloth napkins.



100% of the hotel's consumption centers use cloth napkins.



To celebrate World Recycling Day and to promote and develop better environmental practices in line with the principles of the circular economy model: Reduce, Reuse, Recycle, GSRM-R&S Management invited employees to participate in the recycling contest by submitting proposals that promote the recovery of waste that can be reintegrated into the hotel's value chain, in guest or employee areas. The T&Cs were:

Detailed information about the materials or products being salvaged.

Collection, storage, treatment and recovery procedures.

Responsible for the activities of the rescue and treatment process.

Amounts estimated to be collected within 1 year.

Prototype of the product or end use for which it is intended and the process of conversion.

Quantified estimate of materials or products avoided through the reuse of recycled materials or products.



4.1.2. Energy Management

ENERGY

We have a Sustainable Energy Management Program, derived from our Sustainable Management System, in which we have set the following goals.



The energy target set for 2023 was: **Reduce LP gas consumption by 3%.**

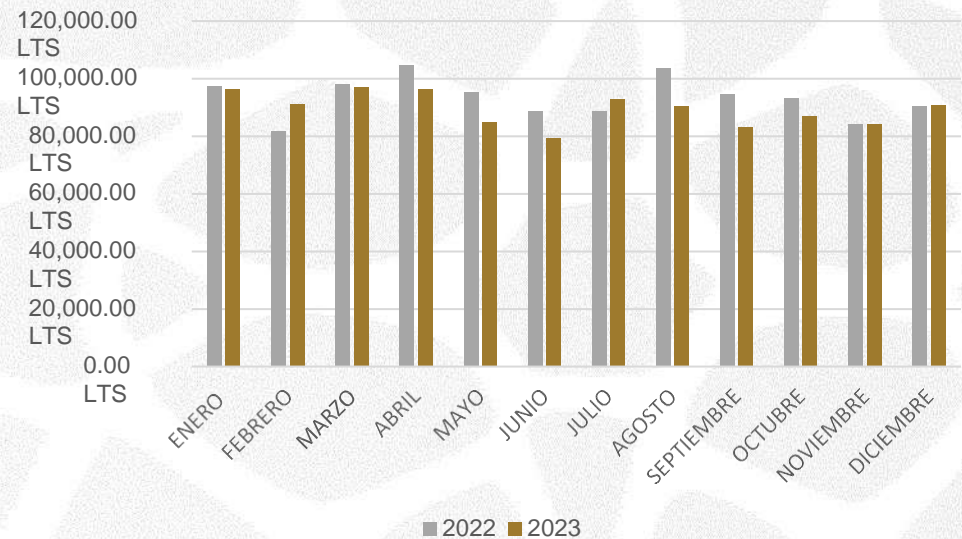
The total gas savings in 2023, based on a 2022 baseline is **4.24%** or **47,535.24 lts**, which is higher than the reduction target set, which is higher than the reduction target set, thus the reduction target was met.

USE AND CONSUMPTION OF ENERGY EFFICIENCY ENERGY

Developing and implementing actions to save and minimize LP gas consumption through the use of energy-efficient equipment, processes and technologies, and the implementation of national and international best practices.

ENERGY EFFICIENCY

Conduct a diagnosis to determine gas consumption and implement: a) actions, equipment, and systems that increase energy efficiency in the hotel's facilities and b) best practices and technological innovation in the field.



ACHIEVEMENTS

LOGRO 1

94.51% of energy-related incidents resolved, with 36,773 tickets resolved in less than 24 hours



LOGRO 2

Energy consumption was measured by operational areas



LOGRO 3

Employees were encouraged to participate in energy conservation efforts through visual and electronic messaging



LOGRO 4

Environmental policy with energy reduction aspects



4.1.3. BIODIVERSITY



GSRM-R&S has been characterized by having the most representative ecosystems of the coast of Quintana Roo, such as coastal scrub, rocky beach and sandy beach. These are very important not only for their biodiversity, but also for the environmental services they provide, such as protecting and stabilizing the coastline against storms and surges, as well as forming important nesting areas for sea turtles. These are the factors that have attracted travelers and tourists from all over the world to the Mexican Caribbean and especially to the region where the GSRM&RS Hotel is located. This natural and social capital is what sustains tourism in the region.

The future of investment and of this industry will depend on the degree of commitment and responsibility it takes towards sustainable tourism models and destinations. With this in mind, and being very conscious of our natural capital, we have developed our Comprehensive Natural Capital Management program, which aims to "define and implement actions for the conservation, protection and sustainable use of ecosystems, habitats and species, and the environmental goods and services they provide in the region." The specific objectives of this program are:

ECOSYSTEM AND BIODIVERSITY CONSERVATION

Implementing actions, measures and voluntary standards to ensure the conservation and monitoring of the ecosystems and biodiversity within the destination's zone of influence, and the goods and services they provide. In accordance with the applicable legal framework and international best practices.

ENVIRONMENTAL RESTORATION AND IMPROVEMENT

Observation and monitoring of ecosystems, natural resources and protected areas, in order to identify areas that, due to the impact they generate or their low environmental quality, require the implementation of actions or projects for environmental rehabilitation or improvement, in accordance with the NbS principle.



MANAGEMENT OF CONSERVATION AREAS AND BIOLOGICAL CORRIDORS

Observation and monitoring of ecosystems, natural resources and protected areas, in order to identify areas that, due to the impact they generate or their low environmental quality, require the implementation of actions or projects for environmental rehabilitation or improvement, in accordance with the NbS principle.

CONTROL OF HARMFUL FAUNA AND FLORA

Defining and implementing measures to manage and control species that pose a risk to staff and tourists.

Sirenis Riviera Maya's responsibility has also been characterized by doing everything necessary to fulfill the environmental obligations acquired with the authorities and by going beyond the legal framework. In this regard, since 2011, we have had an environmental supervision program through which environmental supervisors:

- Ensure the necessary fulfillment of the environmental obligations acquired by the project before the environmental authorities by virtue of its environmental impact authorization, as well as with the applicable legal-environmental instruments, in order to avoid jeopardizing the authorization and to minimize its vulnerability to possible questioning and pressure from NGOs.
- Evaluate the effectiveness of the mitigation measures committed to in the EIA, or adjust them as necessary.
- Propose and apply prevention, mitigation, or compensation measures to maintain the functional integrity of the environmental system and, if necessary, apply emergency measures to reduce the adverse environmental impacts of the project.
- Supervise or implement the management and environmental management system with its own personnel.
- Ensure and oversee strict fulfillment of environmental obligations established by the authorities for projects during their preparation, construction, operation, maintenance and decommissioning phases.



We assess environmental impacts through the monitoring programs included in the SGS. These are periodic and permanent.

Photo: GPPA

Photo: GPPA



We produce native and regional species. We also produce ornamental plants.



WE RESCUE AND RELOCATE WILDLIFE SPECIMENS



**WE RAISE
AWARENESS ABOUT
CARING FOR AND
PROTECTING
WILDLIFE**





**WE CONTRIBUTE TO THE PROTECTION
AND MANAGEMENT FOR THE
CONSERVATION OF SEA TURTLES**



SIGNIFICANT ACTIONS BIODIVERSITY AND ECOSYSTEMS

100% Assessment of the degree of quality and condition of the ecosystems present, such as low sub evergreen forest, low sub deciduous forest, coastal scrub, dunes, mangrove and reef. mangrove and reef.

29 species of vegetation, 7 of which are included in the NOM-059-SEMARNAT-2010 as threatened, endangered or in danger of extinction.

100% Optimal physicochemical conditions for the dolphinarium over 10 years through 20 water quality samplings.

61 species of fauna identified in the project area, of which 4 species are included in NOM-059-SEMARNAT-2010. In the marine area, 34 species of coral, 30 species of fish, 11 species of invertebrates

More than 2,500 guests have participated in hatchling release experiences and nighttime nesting tours thanks to the sea turtle program

KEY TOPICS

Marine monitoring that provides information to estimate the specific abundance of marine and coral reef organisms since 2015

IDENTIFIED IN MARINE MONITORING

A wide range of



With the exception of the sampling area in front of Xa'ac Bay, hard and soft coral colonies were affected by the massive arrival of Sargassum

RECOMMENDATION

Experts recommended continued monitoring and the implementation of a restoration program to improve the naturally degraded *Acropora* coral populations on these reefs.

4.1.4. GREEN AND SPECIAL AREAS

Through our Land Use Management and Planning program, we oversee and guide compliance with zoning, general and specific land use policies and regulations, as well as environmental conditions established by regulatory agencies and related environmental and homeowner regulations. The objectives of the program are:

MANAGING SPECIAL AREAS

Supervising, managing and monitoring, from an environmental and sustainability point of view, the proper functioning of special use areas such as coves, protected areas, beaches and areas designated for nature and adventure tourism

GREEN AREA MANAGEMENT

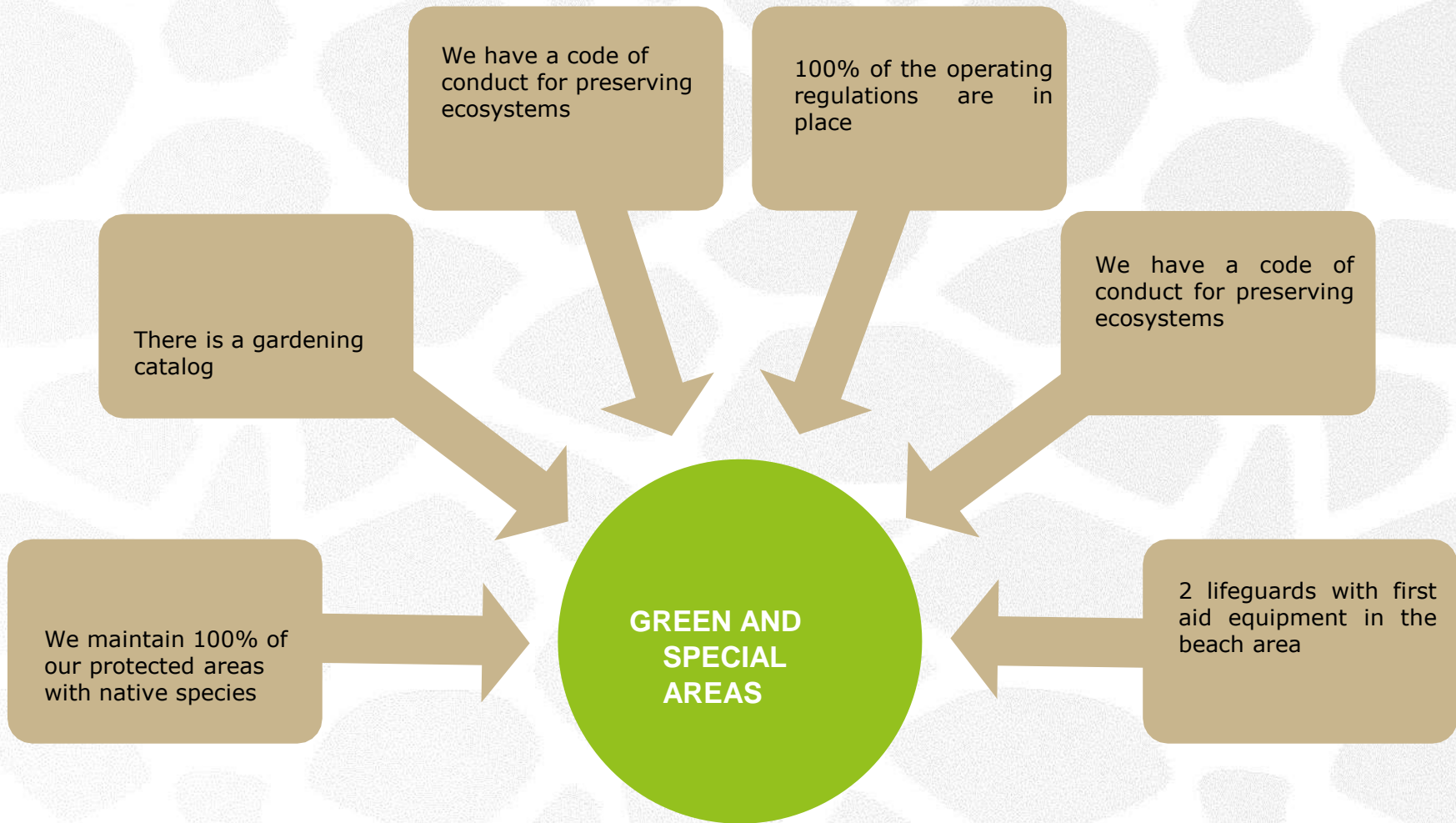
Supervising and monitoring the quality of green areas and their maintenance with native or local species.

RESPONSIBLE LAND USE

Overseeing compliance with land use regulations and policies established by the competent authorities for each land plot and component of the destination.



ACHIEVEMENTS 2023



5 WORK LIFE

5.1. QUALITY OF WORK LIFE

Among the priorities of Grand Sirenis Riviera Maya, are our work teams, because we are aware that they are the foundation that supports our team and contributes to its profitability, positioning and reputation, with the daily actions they perform committed to our purpose, mission and vision and aligned with the values that define us, for them we strive daily to offer them the best place to work, where they feel valued, included without discrimination and in constant growth preparing them to be responsible for their actions and the environment in which they operate. Our actions in this dimension are linked to the SDGs and our SMS.

Through our Quality of Work Life program, we propose and monitor sustainability and social responsibility actions, measures and procedures that influence the improvement of the quality of life of our employees and service providers, taking as reference standards and best practices in this area.

The goals we have set are aligned with the SDGs, are:

Health and safety

Proposing, implementing and supervising the application of criteria, measures and guidelines that promote health and a safe environment for employees and service providers in the facilities of the complex and in the services offered outside the complex.



Training and Education

Developing and implementing sustainability and social responsibility training programs and courses for company employees.



Work-Life Balance

Developing and implementing training programs and courses that promote a fair, balanced and healthy work system for employees with personal and family development.



Human Rights

Developing and implementing corporate social responsibility programs, policies and codes of conduct in line with international standards and best practices that promote the human rights of the company's stakeholders, including those related to human trafficking, modern slavery, exploitation, discrimination, or commercial, sexual or other forms of harassment of any person, especially children, youth, women, LGBT and other minorities.



Work-related aspects

Developing and implementing a Social Management Program designed to: a) create employment opportunities and develop economic activities that contribute to the reduction of poverty and the improvement of the quality of life of the host communities; and b) create jobs that generate well-distributed and stable socioeconomic benefits, without discrimination based on gender, race, religion, disability or other circumstances.



Inclusion, diversity and distribution of our team (405-1, 202-2)

Social inequality is a very present reality in the business environment, so it is important to talk about it and find mechanisms to promote it. In this regard, GSRM-R&S considers it as a fundamental pillar of its corporate culture, so it has developed policies and processes included in its Code of Ethics where there is no discrimination based on race, religion, age, nationality, sex or any other personal or social condition, unrelated to their conditions of merit and performance of their duties.

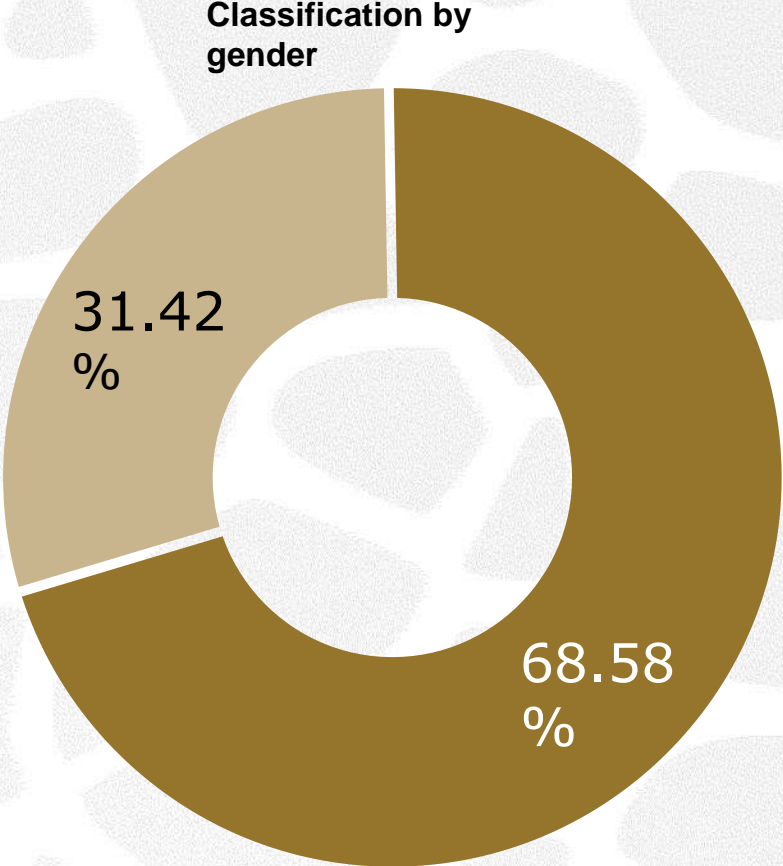
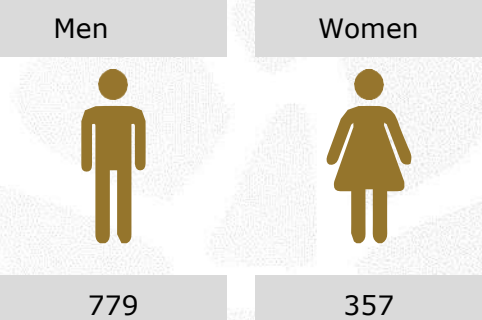
It also has selection and hiring processes that are respectful and do not create false expectations, adapting to the cultural and regulatory characteristics of each country. That is why we are promoting actions that include support for minority groups² in a variety of positions to break the paradigm we see today.

Thus, the 1136 employees that make up the GSRM-R&S family, where 68.58% of our staff are men and 31.42% are women.

We can consider that minority groups are made up of indigenous people, women, black people, people with special needs, the LGBTQIA+ community, refugees and even the elderly



5.2. INCLUSION, DIVERSITY, AND DISTRIBUTION OF OUR TEAM



5.3. TURNOVER AND PAY RATIO

New hires and employee turnover

MONTH	HIRINGS
JANUARY	95
FEBRUARY	106
MARCH	154
APRIL	107
MAY	125
JUNE	146
JULY	139
AUGUST	87
SEPTEMBER	68
OCTOBER	184
NOVEMBER	106
DECEMBER	92
TOTAL:	1409

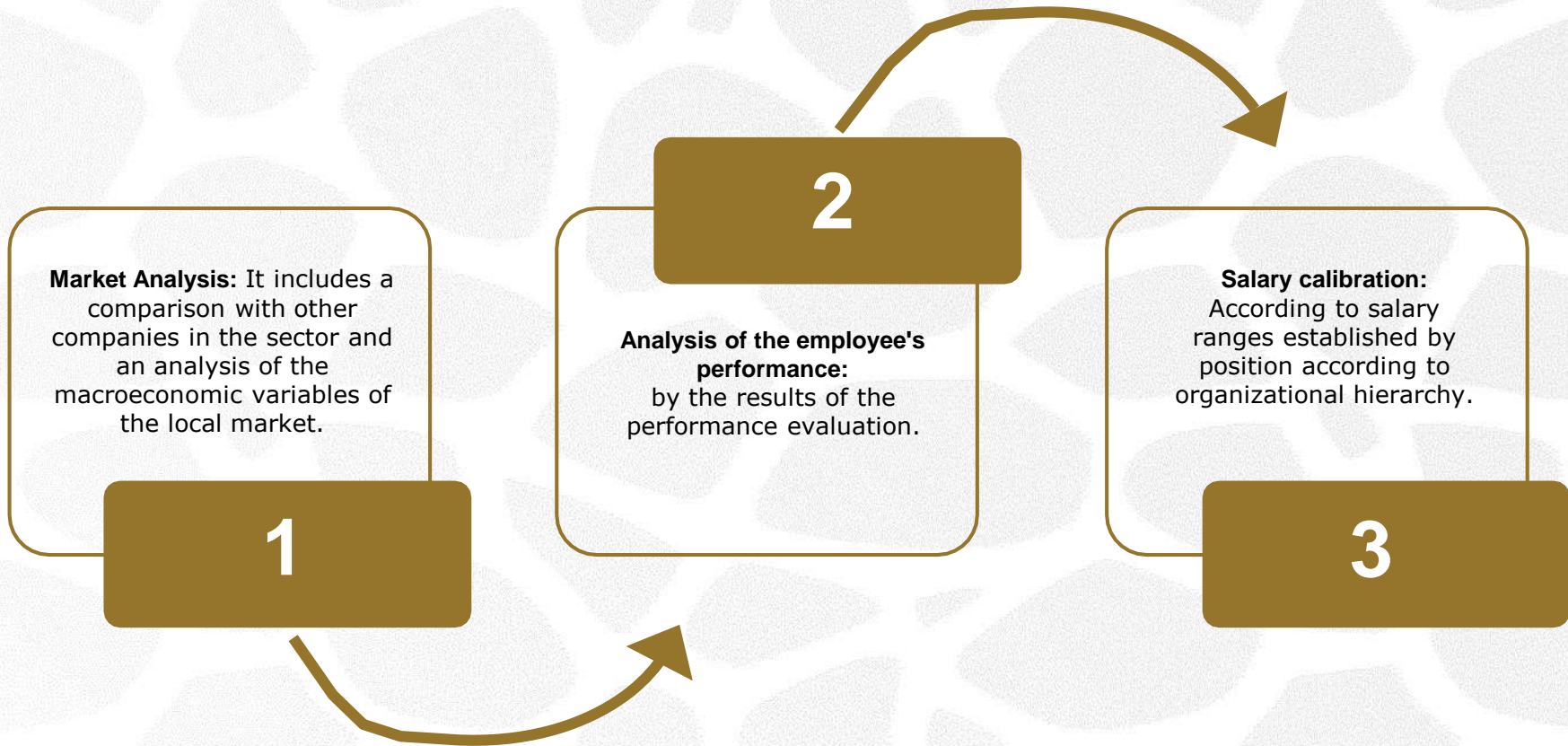
Average monthly turnover
in 2023

8.61%

Monthly turnover 2022

9.13%

Compensation is determined using the following three approaches:



Cases of discrimination and corrective action taken (406-1) There were no cases of discrimination in 2023.

Salaries are assigned to the position, regardless of gender, age, etc.

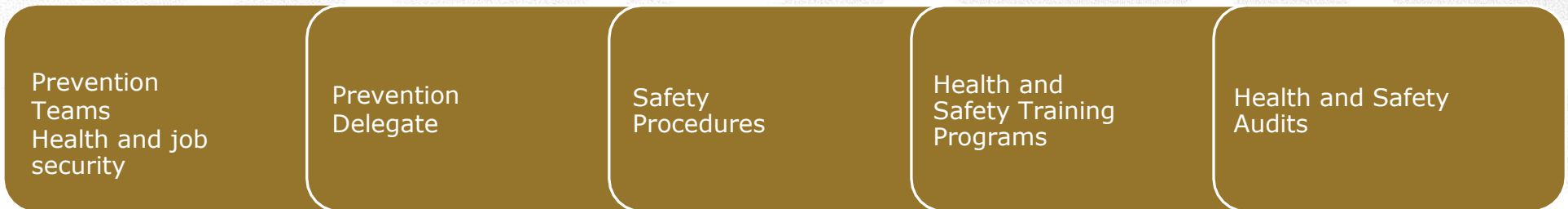
5.4. HEALTH AND SAFETY

The Occupational Health and Safety Management System applies to all of our employees working in GSRM-R&S, in the Riviera Maya complex where we are present in Mexico and we ensure the payment of the parafiscal contributions from our entire workforce and compliance with the following aspects:

- Compensation payment to our employees.
- Compliance with the Occupational Health and Safety Policy.
- Monitoring health and safety processes.
- Provision of uniforms and personal protective equipment.

MONTH AND YEAR	DAILY MINIMUM	MONTHLY MINIMUM	INC DIF %	AVERAGE SALARY SIRENIS	INC DIF %
01/01/2018	88.36	2209.00		7289	
01/01/2019	102.68	2567.00	16%	7500	3%
01/01/2020	123.22	3080.50	20%	7805	4%
01/01/2021	141.7	3542.50	15%	8075	3%
01/01/2022	172.87	4321.75	22%	9017	12%
01/01/2023	207.44	6223.20	33%	11392	21%

NOM-030- STPS-2009, we have a committee and a woman in charge of occupational safety and health. Inside Gran Sirenis Riviera Maya we have a Hospiten office where specialized doctors provide medical care to guests and staff. We have the following resources to help protect the health and safety of our employees:



Occupational Accidents

Our employees evaluate the Occupational Health and Safety Management System through the annual consultation, which allows us to express the level of satisfaction with the measures implemented.

We are committed to the health of our employees and are constantly working to reduce the risks they may face. The health status of our people is as follows:



In 2023, 67 accidents, representing 3.29% days lost due to absenteeism, the result for 2022 was 4.48%



4724 days lost due to occupational diseases



0 Deaths

Training

During 2023, courses were given on occupational safety, safety induction, protocols for infectious diseases, allergens, food handling, work practices, pests and types of contamination, maintenance of the protocol for the spread of infectious diseases (POSI), what to do in case of emergency, fire prevention and protection, communication and evaluation, search and rescue, application of NOM-018, first aid, working at heights, cabinet drill, Hospiten workshop, LEDS cleaning and disinfection of fruits and vegetables, hygienic food handling.

In this regard, 100% of employees participate in occupational health and safety training programs with respect to the total number of employees by giving 38 annual training programs with a total of 5,117.5 hours in 2023 and 2,208.05 hours in 2022 on health and safety issues.



To support the process of educating our employees on health and safety issues, we conducted the following activities this year.

5.4.1. TEAM BUILDING

TOPIC	TRAINING HOURS
Safety Onboarding	1178.5
Fire extinguisher operation	811.5
Enforcement of NOM-018	74
Search and rescue	132
Communication and evacuation	165
Hygienic food handling	26
Chemical safety and application	186
Fire Brigade	36
First Aid	180
Chlorine Generators and their scope	20
Accident command system	156
Hurricane Committee	168
Cabinet simulation	72
Legionella prevention	40
Total:	2208.5

In the same way, we continuously work on updating safety and health procedures, and we continuously train staff through job onboarding to ensure that everyone knows and applies them, making GSRM-R&S a safe destination. We were able to achieve

88.56% compliance in internal audits, with 100% of **100%** of employee participation, and **206 programs** totaling **2,709 hours**.

Quality of Life

Team building (404-1)

The training of the GSRM-R&S team is a very important element that allows us to have an integral professional staff, promoting work and personal stability.

For this reason, we have developed training programs for our members with the aim of strengthening and providing tools that influence the level of satisfaction and physical, psychological and social well-being. This will help us provide our customers with more comprehensive and higher quality services.

Our training programs were updated in 2022 to include elements on occupational stress, psychosocial risks, breast cancer prevention talks and diabetes prevention.

We believe it is essential to support the ongoing education of our employees because we know that knowledge is our company's greatest asset. Training is an incentive. A motivated and educated professional has more tools to succeed and contribute to their quality of life, which helps us improve employee satisfaction and efficiency, which translates into profitability growth.

In 2022, **389 hours** of training for **233 participants** through 6 programs.

5.4.2. HEALTH AWARENESS CAMPAIGNS

Awareness Campaigns

We recognize that the health of our employees is of paramount importance. In 2023, we implemented campaigns to promote and protect the health of our employees in order to control accidents and illnesses by reducing risk conditions. 3 health days were held, including a nutrition campaign, a diabetes prevention campaign, a nutrition control campaign, a breast cancer screening campaign, and service days for our employees such as optical and footwear.



GRANDSIRENIS RIVIERA MAYA RESORT & SPA RIVIERA MAYA - MEXICO *****

Octubre Rosa
MES SOBRE LA CONCIENTIZACIÓN DEL CÁNCER DE MAMA

Charla "CUÍDATE Y EXPLÓRATE"

VIERNES 13 DE OCTUBRE

SALA DE CAPACITACIÓN DEL HOTEL

12:00 HRS A 12:40 HRS
13:00 HRS A 13:40 HRS

IMPARTEN:
DOCTORAS DEL HOSPITAL "LA JOYA"

EXAMÍDATE. CUÍDATE.
¡Ama tu vida!



GRANDSIRENIS RIVIERA MAYA RESORT & SPA RIVIERA MAYA - MEXICO *****

JORNADA DE SALUD

¡NO PIERDAS ESTA OPORTUNIDAD!

DEL 02 AL 05 DE MAYO

08:00 A.M. A 03:00 P.M.

RESTAURANTE MEXICANO

SERVICIOS:

- Detección de diabetes.
- Detección de hipertensión.
- Exploración de mama.
- Entrega de desparasitante.
- Papanicolaos *Se otorgan citas médicas para que las colaboradoras acudan al imss.
- Pláticas de higiene bucal, entrega de pastillas reveladoras.

Great Place To Work. Certificado por el IMSS



GRANDSIRENIS RIVIERA MAYA RESORT & SPA RIVIERA MAYA - MEXICO *****

Examen de la vista **¡Gratis!**

Modelos diferentes

Ópticas HANNIA

Tu salud visual nos importa

Martes 25 y Miércoles 26 de Julio

11:30 HRS A 15:30 HRS

Frete al restaurante de colaboradores

PAGO VÍA NÓMINA

5.4.3. SDG AWARENESS AND TRAINING CAMPAIGNS



This year, we conducted more than 45 awareness campaigns from January to December.

JANUARY

We offer English classes to our employees, and we provide training on the hotel's quality management system.

FEBRUARY

We conducted training on the Quality Management System, worked with employees on the Lean tool, and provided English classes to our employees.

MARCH

Emphasizing the importance of being a woman, autism spectrum awareness. Guidelines for Sargassum Management. We trained in the comprehensive management of urban solid waste. We reinforced Nom 018 with the staff, we worked with the Lean tool, we conducted training on the hotel's Quality Management System.

APRIL

We worked with the Quality Management System, applied the Lean tool in the kitchens, reinforced the 3R's of recycling, Nom 018, raised awareness about sea turtle conservation, and conducted training with the fire department.

MAY

Quality Management System, Safety and Application of Chemical Products, We conducted a campaign on the importance of wildlife. We trained personnel on the 3R's of Recycling.



JUNE

During this month we promote campaigns about:

- Hurricane preparedness.
- Hurricane Committee.
- Nom018.
- The 3R's of recycling
- Sea turtle sighting and release.
- Quality Management System.



JULY

During this month we promote actions about:
Handling of glass and broken tiles.

- Vegetable oil handling.
- We celebrate the international day without plastic bags. Application of the 3R rule
- Quality Management System
- We celebrate World Mangrove Day by cleaning up our mangroves

AUGUST

- Awareness of the Quality Management System, ISO 9001-2015.



SEPTEMBER

- International Coastal Clean-Up Day, a beach cleanup was carried out.
- Every year, on the third Saturday of September, different organizations and companies come together to carry out this activity, which results in the collection of the most common pollutant waste found on the beaches: cigarette butts, food wrappers, plastic straws, plastic bottle caps and plastic drink bottles. Plastics are particularly harmful because they are not biodegradable.
- Integrated management of solid urban waste.
- We also conducted campaigns on NOM-018, Management of Sea Turtles.
- Chemical Handling.
- Identification and first aid for medically important species.



OCTOBER

During this month we promote actions about:

- We celebrate World Maritime Day.
- Beach care awareness.



NOVEMBER

- English classes for our employees.

DECEMBER

In the following month we conducted campaigns on:

- We reinforce the 3Rs with our employees.
- Quality Management System.
- English classes for our staff.
- We celebrate World Soil Day.
- We celebrate the International Day of Mountains.
- Guidelines for waste separation.



5.5. GENDER EQUALITY

Gender Equality

One of the key areas that the Management Committee is working on is the promotion of gender equality throughout our value chain, without discrimination and ensuring the full development of women. In 2023, women represented 33% of our workforce compared to 67% of men. Notably, in 2022, 29% of our employees were female, and in 2023, 67% of our management team is female. In this regard, we will work and focus our efforts in 2024 to:



5.6 COLLECTIVE BARGAINING AGREEMENTS



At GSRM-R&S, we are committed to providing a dignified, safe and comfortable work environment that allows for harmonious, creative and efficient teamwork among all our employees who seek a job with opportunities for growth, personal and professional development.

Through our Code of Conduct and General Policy Manual, we support freedom of association. We currently have a collective bargaining agreement, we offer the same conditions to equal jobs, so we avoid any kind of discrimination or favoritism, always with open communication, training and professional development, providing recognition and encouraging open communication and appropriate channels for effective feedback, and basing promotions on merit.

In addition, we comply with applicable labor laws, including the proper payment of wages and fees and the avoidance of forced or underage labor at all times. We believe in the power of acting with integrity, which is why we pay special attention to respect for human rights.

6 SOCIAL ACTION

6.1. SOCIAL ACTION AND ENGAGEMENT

At GSRM-R&S we have always been motivated by the common good. We believe in shared value, since the creation of social value contributes to the creation of economic value and vice versa, so we create links between the different types of value that makes Sirenis increase its value.

Working hand in hand with other institutions and people motivated by the common good, undoubtedly contributes not only to viability and progress. Also, the personal growth of those who are part of them, to a greater reach of the actions that are carried out, improve the quality of the work that is done, because ideas and perspectives are analyzed from different points of view and the generation of new development opportunities is promoted.

This is achieved through our Sustainable Management System and its local development and cultural heritage programs, which aim to:

PRIORITY PROGRAM OBJECTIVE



Local
Development

Contributing to local development by initiating actions and programs focused on sustainability and shared value projects that contribute to the socioeconomic development of their communities.

Sociocultural



Cultural
Heritage

Defining actions in coordination with value groups to promote and implement policies and programs that enable the enjoyment and respect of the authenticity and sociocultural heritage of host communities.

The actions we take in the Partnerships dimension are framed within the following Sustainable Development Goals:

OBJECTIVE APPROACH



Commitment to the Community

- Taking actions that encourage businesses, visitors and local residents to contribute to community and sustainability initiatives in a responsible manner.
- Promoting projects with value groups that favor the creation of jobs and well-distributed and stable socioeconomic benefits for the population of the region, without discrimination based on gender, race, religion, disability or other circumstances, as well as the development of socioeconomic activities that contribute to the sustainable development of the region.



Local Consumption

- Promoting the retention of tourism dollars in the local economy by supporting local businesses, supply chains and sustainable investments.
- Promoting the development of services and the purchase of sustainable local products based on fair trade principles that reflect the nature and culture of the region.



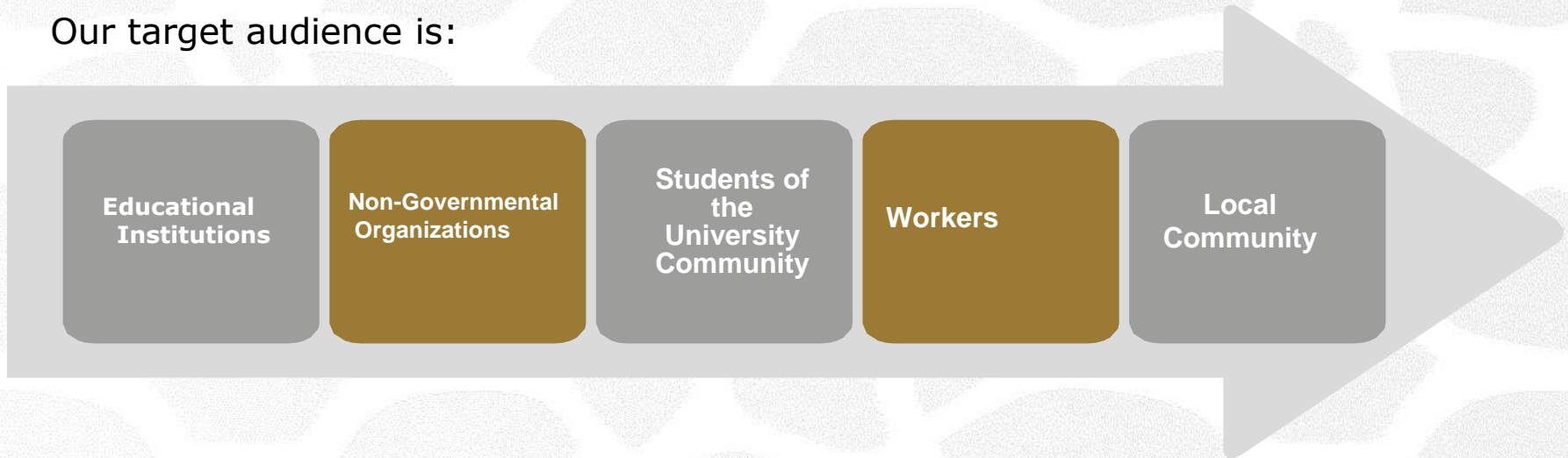
Preservation of Cultural Heritage

- Developing and implementing policies, standards and criteria that contribute to the conservation, dissemination, responsible use and rehabilitation of the region's cultural and archaeological heritage.
- Implementing actions throughout the value chain to sustainably preserve and promote sociocultural landmarks and traditional and architectural values.

6.2. SHARED VALUE ACTIONS (4 13-1)

During 2023, we implemented the Shared Value Program, which supports the community in our area of influence through donation mechanisms and processes, disseminating knowledge about the hotel sector, creating entrepreneurship and contributing to the development of efficient management with NGOs through pro bono services.

Our target audience is:



Educational Institutions

Seven agreements were signed with local universities to promote professional internships for students in the tourism sector, two more than in 2022:



Instituto Tecnológico de Úrsulo Galván



Escuela Internacional de Turismo



Instituto Tecnológico Superior del Oriente del Estado de Hidalgo



Instituto Tecnológico Superior de Valladolid



Universidad Internacional de Profesiones



Instituto Tecnológico Superior de Felipe Carrillo Puerto



Universidad Tecnológica de Gutiérrez Zamora

Promotion of Local Products

We provide space in the hotel facilities for small local entrepreneurs to develop and sell sustainable products based on the nature, history and culture of the area. Events have been held with local communities in 2023.

Inside the hotel we promote local products like pewter mugs, frames, postcards, coffee, dividers, bags and keychains.



Local Community and Partners

In 2023, donations were made to 5 local community organizations and hotel employees, providing in-kind items such as linen such as towels, sheets, pillowcases, building materials for an animal shelter, and lost and unclaimed guest items and furniture. Which has a value of \$462,650.00 MXN for a total of:



Donation of materials for the construction of its shelter for small four-legged animals.

garbage containers, wooden chairs, cushions, tarpaulins, backpacks, buckets, individual holders, sign holders, mats and mattresses

Miscellaneous
Items Decorative
Images
250 Towels
250 Sheets



Gregorio Perez
Cauch Elementary
School

Miscellaneous
items for school
children



290 Blue Towels
214 White sheets
11 Bathroom
linens 17 Duvets



TULUM CHURCH

Miscellaneous
items

"We are implementing best practices in marine sustainability to ensure the well-being of the oceans."



Blue Flag Label

The iconic Blue Flag operated by the *Foundation for Environmental Education* is one of the world's most recognised voluntary eco-labels awarded to beaches, marinas, and sustainable boating tourism operators. To qualify for the Blue Flag, a number of strict environmental, educational, safety and accessibility criteria must be met and maintained.

The international Blue Flag program recognizes beaches and marinas that meet high quality standards and create the necessary conditions for sustainable and comprehensive beach management, as well as establish environmental education programs with visitors and communities to raise awareness about the preservation and conservation of coastal and marine areas worldwide.

GSRM-R&S has always been concerned about the protection and conservation of beaches and reefs, especially because the reef ecosystem is a very sensitive environment to natural and anthropogenic changes or alterations. In this regard, we believe that joining forces with organizations that share this same vision will help us contribute to achieving the goals of SDG 14 "Life Below Water".



6.3. CARE OF SOCIOCULTURAL HERITAGE

The state of Quintana Roo and the Riviera Maya area stand out in the ranking of tourist, cultural, and historical attractions in the country. GSRM-R&S is surrounded by archaeological zones, cultural events, numerous religious and cultural festivals that take place continuously throughout the year, and in which national and international tourists participate. In this regard, and in keeping with our commitments to implement actions that contribute

Gather information before you travel about requirements, currency, insurance, medical coverage, contacts, and assistance for safety during your stay.

Be informed about the culture and traditions of the destination so that you can integrate with the local communities during your visit with respect, kindness and understanding of their customs and habits.

Respect the basic principles of human rights and report any suspected crime, with particular attention to violations of children's rights.

Practice safe and responsible diving and snorkeling and use biodegradable sunscreens to help preserve water quality and coral reefs. Preserve, promote, enjoy responsibly and rehabilitate the cultural and archaeological heritage of the region, we have a code of conduct for responsible tourists that we disseminate to our guests and our calendar of festivals and traditions of the region.

Our Code aims to promote principles and recommendations for better enjoyment of the area.

Protect cultural heritage while visiting landmarks by respecting regulations and capacity controls. Refrain from littering, removal of archaeological material, flashing, or damage to property.

Respect the flora and fauna and avoid participating in activities with wild animals during your stay and follow the recommendations of the service providers.

Minimize our environmental footprint by using water and energy resources responsibly, minimizing the use of unnecessary packaging, and contributing to the proper recycling of waste.

Encourage the purchase of local crafts and products that do not involve the use of endangered plant or animal species in their production.



6.4. PROMOTING SOCIOCULTURAL HERITAGE



We also include in our gastronomic offer the traditional dishes of the area, informing about the nutritional content of the dish and its cultural characteristics in the area, with the aim of promoting the food of the region.

We currently have

By 2023, 50% of hotel consumption centers will include a traditional gastronomic offering on their menu. In 2022 we only had 37%



During 2023 we have incorporated activities to promote environmental awareness as well as the creative production of local handicrafts of the community in the hotel facilities where tourists can learn and carry out such activities, these activities have been carried out in the hotel's Sirenis Kids Club, where children between 4 and 12 years old perform craft activities such as:



Sirenis Kids Club

3

Ceramic Paints

2

Decorate your Turtle

1

Draw animals of the region.

ACKNOWLEDGMENTS

Antonio Riera Costa - Caribbean Director

Antonio Quirant -Director of Administration for
the Caribbean Vanessa Costa - Director of
Operations for the Caribbean

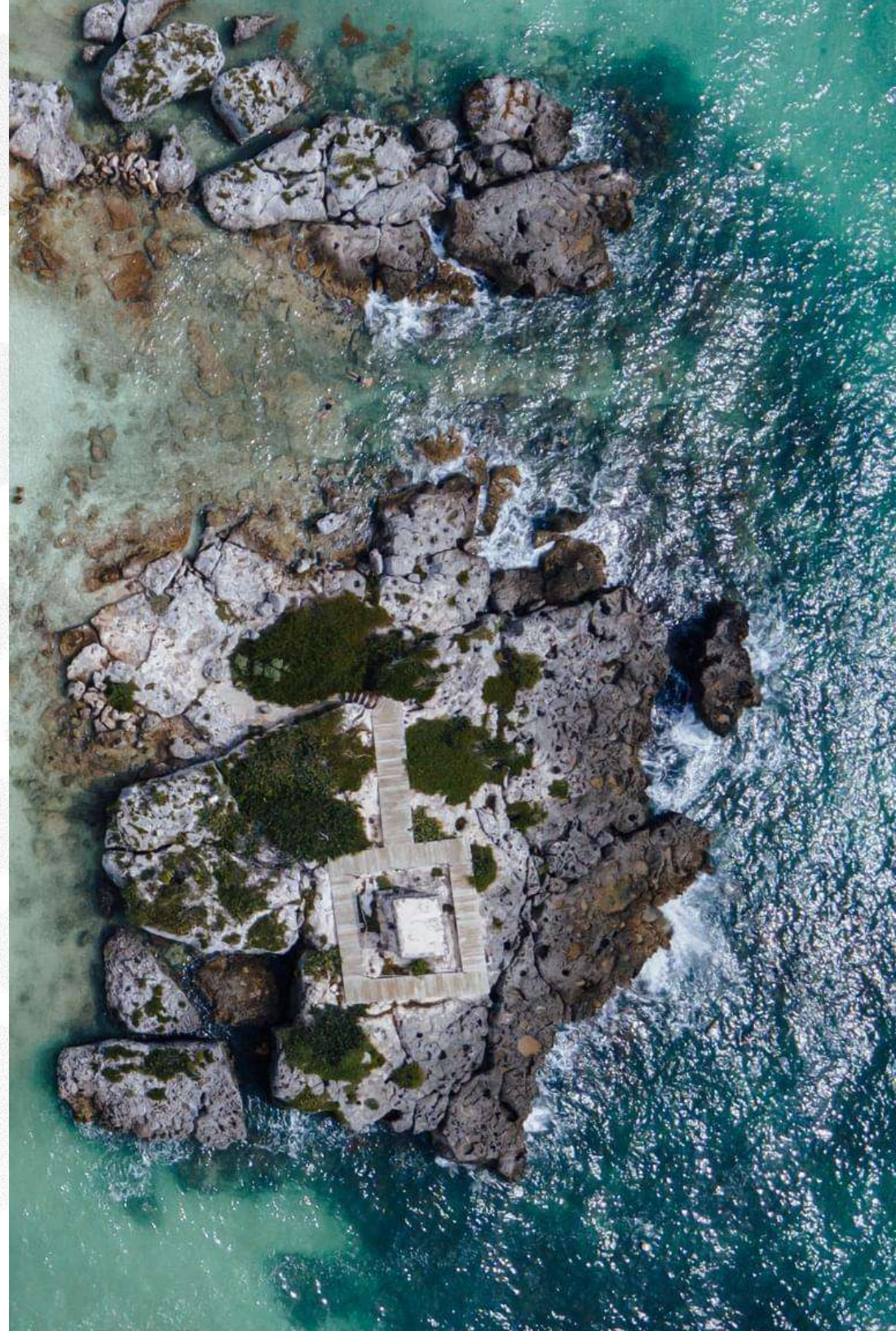
Iván González- Hotel Operations Director

Antonio Arraez - Corporate Executive Chef

Javier Perales - Vacation Club Director

Wilson Canul - Director of Quality for
the Caribbean Jaime Díaz - Quality
Manager

Miguel Lope -Environmental Manager



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