

# SUSTAINABILITY REPORT 2022

GRAND SUNSET PRINCESS  
HOTEL

GRAND RIVIERA PRINCESS  
HOTEL



*Grand Sunset Princess*



*Grand Riviera Princess*



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# INTRODUCTION

In the Riviera Maya, the Princess complex comprises a total of 1962 rooms. The Riviera, Sunset & Family Club phase with 1492 rooms and the Platinum Yucatan phase with 470.

The hotel is located in the State of Quintana Roo, with physical address at: Prolongación 5ta Avenida Mz. 20 Lt. 006 CP. 77710 Playa del Carmen, Quintana Roo, México. The total area is 720,600 m<sup>2</sup>



# ORGANIZATIONAL PHILOSOPHY

The task and commitment to lead relevant actions for the care and protection of the environment and society is part of our Grand Riviera & Grand Sunset Princess sustainability policy.

This report highlights the work and dedication of employees, guests, suppliers and the local community throughout 2022 in terms of corporate social responsibility and the care and protection of the environment.

Princess Hotels & Resorts is a hotel company that develops specific actions aimed at sustainability.

The actions and commitment must be firm and continuous, always visionary, so the work in them is a constant for our company, the achievements obtained are just a goal fulfilled on the path to finding a balance between society and the environment.

With the measures we carry out, we adhere to the United Nations Sustainable Development Goals and reinforce our commitment to building a better world.

**Join us on this journey through the 2022 achievements and challenges.**



# VISION, MISSION,

## MISSION

To be a group committed to exceeding the expectations of our customers, providing them with an environment of comfort, tranquility and safety, creating unparalleled experiences; applying high quality standards in service and encouraging our staff which is the key to success.

## VISION

To be a highly competitive Hotel at national and international level, which guarantees the satisfaction of our internal and external customers, through continuous improvement, creating new paradigms to become leaders in the lodging services industry.



# ORGANIZATIONAL PRINCIPLES

**P**assion

**R**esponsibility / Respect

**I**nnovation

**N**on-discrimination

**C**ompetency in the workplace

**E**nding results focus

**S**ustainability

**S**ervice



# SUSTAINABLE DEVELOPMENT GOALS

The 2030 Agenda is a proposal of the United Nations Organization where all member countries are committed to the development of the 17 goals and their 169 objectives, which have a global scope and universal application.

Millions of companies around the world have adapted their business models and committed to making a better world for future generations, with Princess Hotels and Resorts being part of this great commitment.

These are some of our actions: beach, mangrove and roads cleaning, creating strategic alliances with NGOs that benefit society, launching comprehensive waste management campaigns through recycling programs based on the three rs: reduce, recycle and reuse.

## MEETING THE SDGS

2030



We have a medical service that provides assistance to our employees.



We have a gender equality policy, where equal opportunities are given to both men and women.



We offer our employees job opportunities and training that allow their development.



We promote energy efficiency and water savings in the hotel, through the implementation of saving systems.



Job inclusion for people living in the most remote communities



Through car we incorporate different foundations that seek the well-being and prosperity of our local community.



We have the sustainable procurement policy, where we are committed to acquiring our supplies in bulk and we make suppliers responsible for their waste.



We have a policy of not extracting flora and fauna, as well as reforestation activities, beach cleanings among others, for the care and conservation of flora and fauna.

**At Princess Hotels & Resorts we are convinced that the effective relationship between employees, guests, suppliers and community will lead us to cover common fair development goals with benefits for all, seeking the balance between being an environmentally friendly, socially responsible and economically profitable company based on our mission, vision and values.**

**The involvement of our guests is essential to achieve the company's sustainability objectives, so we invite you to participate in our activities, learn about local events with the hotel staff and provide us with feedback about your experience when staying with us.**





# SUSTAINABILITY POLICY

We are convinced that the effective relationship between employees, guests, suppliers and community will lead us to cover common fair development goals with benefits for all, seeking the balance between being an environmentally friendly, socially responsible and economically profitable company based on our mission, vision and values.

Involving our guests is essential to achieve the company's sustainability goals, and that's why we encourage them to participate in our activities, learn about local events with hotel staff and provide feedback about their experience staying with us.



At Princess, our business model has a focus on sustainability, through the implementation of different activities and actions that contribute to the development of three main cornerstones: economic, social and environmental. These activities are aligned with the fulfillment of the Sustainable Development Goals (SDGs) proclaimed by the United Nations (NGO).



# ENVIRONMENTAL

## Reduce, Recycle and Reuse

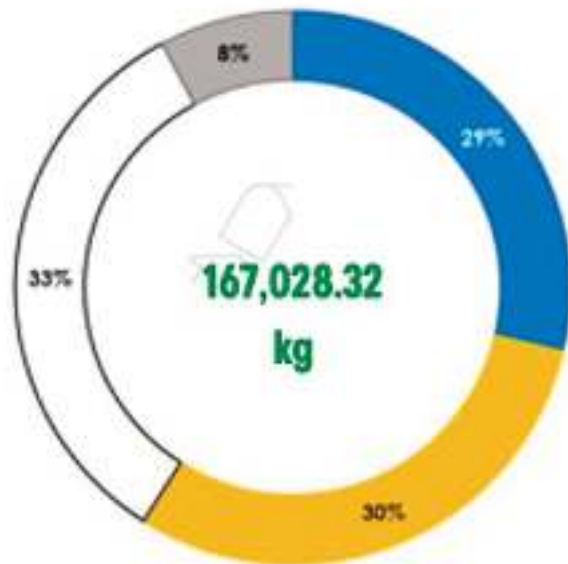
At Grand Riviera and Grand Sunset Princess we have as a priority to influence the reduction of waste generation and increase the use of these.

We maintain a Comprehensive Waste Separation Program, which is based on national and international regulatory requirements.

This year we have managed a total of 167,028.32 kg of waste that was destined with our authorized collectors, who are responsible for providing an adequate final disposal to our waste so that it is reusable and recyclable.



## ANNUAL WASTE RECYCLING PERCENTAGE



Glass



Cardboard and paper



Plastic / PET



Metal



We maintain a partnership with REIMEX, a company that gives final destination to electronic waste.

At Princess, through the eleven "Reciclador" campaigns that were carried out during 2022, we delivered 6,924 kg of discharged electronics, including coffee makers, screens, minibars, cables, lamps, among others.

## ELECTRONIC WASTE



## HP PLANET PARTNERS MEXICO TONER RECYCLING PROGRAM

We participate in the HP program, where we return all toners and empty cartridges. With this, we help them become new products preventing them from ending up in the ocean or in waste areas. In 2022 we delivered a total of 130 units equivalent to 145 kg.

### Certificado de gestión de residuos de manejo especial

Programa de distribución y reciclaje de cartuchos HP Planet Partners

Fecha de emisión	Validez
01/01/2022 <td>Indefinida </td>	Indefinida

Tipos de residuos	Cantidad
Cartuchos y unidades de impresión	130
Cartuchos de tinta	130
Cartuchos de impresión con tecnología HP	130
Cartuchos de impresión HP	130
Cartuchos de impresión HP	130
Tinta	145
Residuos	145 kg



**"PROTECTING THE OCEAN MEANS PROTECTING OUR OWN FUTURE"**



We are people, we are sustainable, focused on conservation actions for our planet.

Through our internal "Beach Cleanups" program, in 2022 we managed to collect more than 120 kg of waste and microplastics that pollute the environment.



## WETLANDS DAY



The state of Quintana Roo has a great diversity of wetlands such as mangroves, canotes, swamps, among others. We held the 1st "World Wetlands Day" drawing contest, aimed at our associate's children. The works of art received were exhibited in the staff canteen and through a vote the three best were chosen and awarded.



## EARTH HOUR



It is a global movement in defense of the environment and people. It was born in Sydney in 2007 as a gesture to draw attention to the climate change problem. A simple gesture that consists of turning off the lights of buildings and monuments for an hour, which Grand Sunset and Grand Riviera Princess join every year.

To share the message of the importance of this day and create an awareness of connection with the environment, different activities were carried out, including a "Silent Yoga" class for employees.

**"TEACHING TO CARE FOR THE ENVIRONMENT IS TEACHING TO VALUE LIFE"**



As part of the sustainability activities, on this day we carried out in Kids Club a "towel figure workshop" aimed at our youngest guests, who made different animals. Part of these figures were given to children of our partner foundations.

Likewise, during the day, the children planted 5 trees in the region, which have a greater adaptation to the environment making their growth much faster.

**EARTH DAY**



We are not alone in the world, we must look beyond and think about the environmental impact we generate. The chemicals we use every day pollute the Earth.

Through this workshop "Eco masks" workshop we seek to raise awareness on the use of natural products in our body to minimize the environmental impact.



# HORMIGA CHALLENGE



**"United we stand, divided we fall"**

A fun activity that consists of collecting micro waste that is in the surroundings of the rooms planters. Thanks to this simple initiative we managed to collect over 28 kg of waste, including cans, plastic bottles, cigarette butts, wrappers, among others.

# "NEVER DOUBT THAT A SMALL GROUP OF COMMITTED PEOPLE CAN CHANGE THE WORLD"



In order to keep our surroundings clean and with a pleasant image towards our guests, our own employees, suppliers and local community; We carry out road cleanings. Thanks to the participation and commitment of our collaborators we have collected 93 kg of garbage.



## "HE WHO PLANTS A TREE, PLANTS A HOPE"

-Lucy Larcom-



As part of our 360° actions, we took on the task of carrying out an internal reforestation, where each employee planted a native species, among them the maculiz, guarumbo, jabib, amata and flor de mayo.

## MANGROVE CLEANING



Mangroves have enormous ecological, cultural, aesthetic and economic value; They are the habitat of numerous animal species. On International Day for the Protection of Mangroves, we celebrated with a cleaning of the surroundings of the public beach "Punta Esmeralda" and the mangrove area near it. This activity was carried out together with the ZOFEMAT (Federal Maritime-Terrestrial Zone) of the municipality of Solidaridad, Playa del Carmen, Mexico.

## WORKSHOP "CLOSING THE CYCLE"



Every year, 2.4 million tons of glass containers are thrown away, only 12% is recycled.

"Closing the cycle" is a fun workshop where self-watering pots made from a glass bottle are made.

## ECO 2022 MODA

Sustainable fashion encourages a more responsible and ethical attitude towards consumption.



**ECOMODA** is a contest where the different hotel departments participate by making costumes made 100% with recyclable materials such as plastics, wraps, aluminum, among others. The 2022 theme was inspired by fantastic and endangered animals. The objective is to remember the importance of recycling and reusing to give a second chance to different materials, seeking to help improve the impact that waste has on nature.

# 360° ACTIONS

Committed to supporting our partner organizations, we periodically schedule donations, which allow foundations to raise funds through the sale of donated equipment.



	<ul style="list-style-type: none"> <li>+ 10 wheelchairs</li> <li>+ 100 food products</li> <li>+ 150 toys</li> <li>+ 50 school supply packs</li> </ul>		<ul style="list-style-type: none"> <li>+ 25 cots</li> <li>+ 20 benches for the disabled</li> <li>+ 300 towels, sheets and pillows</li> <li>+ 500 withdrawn uniforms</li> </ul>
	<ul style="list-style-type: none"> <li>+ 80 towels and bathrobes</li> <li>+ 200 beach toys</li> <li>+ 150 garments donated by guests</li> </ul>		<ul style="list-style-type: none"> <li>+ 100 towels and bathrobes</li> <li>+ 80 beach toys</li> <li>+ 100 garments donated by guests</li> <li>1st annual pet adoption fair</li> <li>+ 80 kg of pet food collected in the Croguetatón</li> </ul>
	<ul style="list-style-type: none"> <li>+ 50 school supplies</li> <li>+ 70 toys</li> <li>+ 100 towels and sheets</li> </ul>		<ul style="list-style-type: none"> <li>+ 20 cots</li> <li>+ 100 towels and sheets</li> <li>+ \$ 450,000 pesos donated in the 1st 5K race</li> </ul>



## THREE WISE MEN



Promoting the comprehensive development of children and adolescents is one of our key values. We join the support of campaigns and programs of the DIF of Solidaridad, Playa del Carmen, to whom we bring the magic of receiving a gift on the day of "Three Wise Men".

A total of 37 gifts were given with donations of school supplies, toys and clothing from the Pack for a Purpose program.



As a group, we are aware of the responsibility we have towards the environment and society. To generate a donation to the Asociación Mexicana de Ayuda a Niños con Cáncer (AMANC), we held a sale of plants and sweets among our employees. With our donation, medicines are purchased and the children of this foundation are paid for transportation to receive their medical treatments.



## "CHILDREN'S DAY"



All children embody the living promise that the world can be transformed into a better place in the future.

We celebrated the "Children's Day" with the little ones of the foundation "Counting on a friend", who enjoyed a morning full of activities and fun. At the end of their activities they were given backpacks, toys and school supplies.





**"THE DOG IS THE ONLY ANIMAL THAT LOVES YOU MORE THAN IT LOVES ITSELF"**

**-JOSH BILLINGS-**



**"Mi amigo de la calle"**, is a community of activists and rescue associations looking to find a home for street dogs and cats. Every year, we carry out different croquette collection campaigns with which we seek to facilitate food for these animals while they are adopted.





"Es mi cumple" aims to visit the DIF Temporary Care Center month by month to celebrate the children who have their birthdays. We take cake, juices, fun dynamics and a gift for birthday boys and girls, this present is a kit of personal hygiene items, clothes, school supplies, which are donated by our guests through the campaign "Pack for a purpose".







## ADOPT, STERILIZE AND EDUCATE



We believe that responsible adoption is important and thereby reduce the rate of animals in street situations. In 2022 we held the "1st Annual Dog Adoption Fair", aimed at guests and employees. This event was done together with "Mi amigo de la calle", who rescue dogs in vulnerable situations and who have extensive experience following up on dog adoptions in other countries such as Canada and the United States.



¿CÓMO PUEDO IDENTIFICAR LOS SIGNOS Y SINTOMAS DE SUSPECHA DEL CÁNCER INFANTIL?



## EARLY DETECTION OF CHILDHOOD CANCER



## EARLY DETECTION OF CHILDHOOD CANCER



Early diagnosis is one of the most important tools to reduce mortality from childhood cancer, increase survival and improve the quality of life of these patients.

The Asociación Mexicana de Ayuda a Niños con Cáncer (AMANC) gave a talk on "Timely detection of childhood cancer" so that our employees can learn to detect the main symptoms of childhood cancer.



YOU CAN SAVE A LIFE



**BE THE MATCH**

## BE THE MATCH

#JuntosPorMatchVidas






Be The Match Mexico is a non-profit organization that connects patients with blood diseases with their potential stem cell donor. During the month of September, more than 80 DNA tests were carried out. Our volunteers were given a simple cheek swab test, which will determine if they can be potential donors and save a life.

JOIN THIS GREAT CAUSE!


















## 1ST 5K AND 1K AMANC RACE



September, the golden month, was proclaimed internationally to commemorate Childhood Cancer Awareness. We organized the 1st Princess 5k Race, "Kilometers against childhood cancer" for the benefit of the Asociación Mexicana de Ayuda a Niños con Cáncer (AMANC). Over 200 runners (guests, sponsors, employees and the general public) participated, the main reason being running to help.



We award the first three places in the categories:

- Women (5k)
- Men (5k)
- Children (1k)



In Grand Riviera and Grand Sunset Princess we give lectures to young people who come from different schools such as the University of Quintana Roo, Centro Universitario Inglesa, University of the Riviera Maya, among others; with whom we share experiences and knowledge in various topics that strengthen their education, skills, critical thinking, oral and written communication. We are convinced that the exchange of experiences will allow them to start their professional career in the near future.



## TREE OF ILLUSION

**"Tree of Illusion"** is a corporate activity whose objective is to collect toys for children in the neediest communities. Our employees joined, donating a gift for children between 5 and 12 years of age. We received over 200 toys, which were delivered to children in vulnerable situations.



We recognize that sport increasingly contributes to realizing development and peace by promoting tolerance and respect. The health of our employees is the most important thing for a good performance, so throughout the year, different sports tournaments are held (women's and men's football, mixed dodgeball, mixed volleyball) where the bonds of friendship, teamwork and commitment are strengthened in our employees.

# CULTURAL







## SEA TURTLE NESTING SEASON



The state of Quintana Roo receives 4 of the 7 species of sea turtles that exist in the world. The white turtle, loggerhead, hawksbill and loud arrive every year from May to October to lay their eggs on the beaches of the Caribbean.

For the Mayans, the sea turtle is associated with water, land and thunder. To start the nesting season of these endangered species, a Mayan ceremony was held with the support of a shaman, where the sea and this species are blessed.



**"DIFFERENCES ENRICH US AND RESPECT UNITES US"**

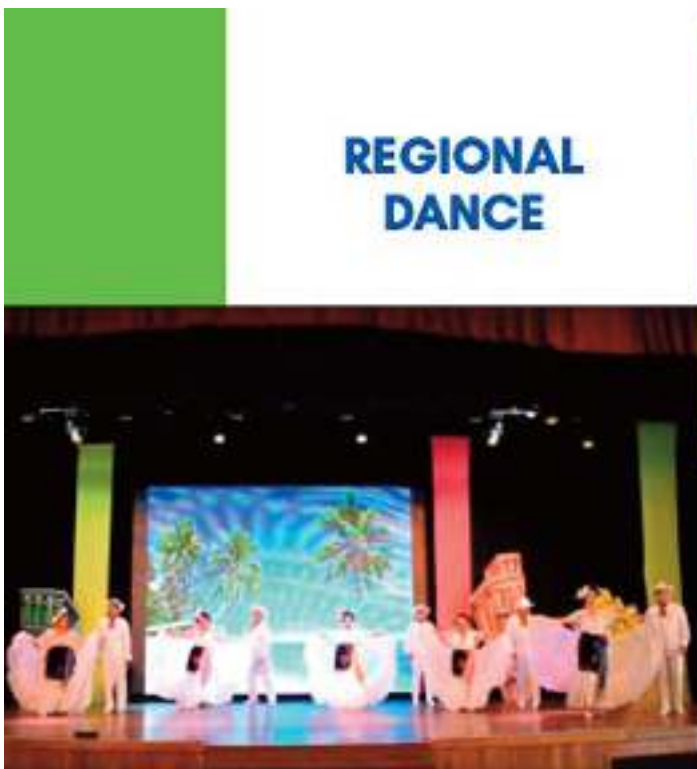


We respect the habits, rights and cultural traditions of employees and the community. Through our policy we express our respect for monuments and traditions, we support the activities that take place in the most important commemorations of each of the places where the hotels are located.









During the patriotic month, all departments were invited to participate in the "Regional Mexican Dance Contest", where they performed a dance with choreography of the different states of origin of the employees. Through these activities we seek to reinforce culture and traditions, as well as the sense of belonging.



**"LOVE YOURSELF  
EXAMINE  
YOURSELF AND  
DETECT EARLY"**



Raising awareness and encouraging more and more women to access timely checkups, diagnoses and treatments for cancer prevention is part of Princess' strategies and programs. In October, a gallery was held, in which the stories of different women collaborators or people close to them, who have lived through breast cancer and have been a great example of struggle and effort, were shared. Awareness talks and different activities were also given for the employees.







# ABOUT THIS REPORT

Our 2022 Sustainability Report is a summary of the results of Grand Riviera and Grand Sunset Princess' actions in the three sustainability cornerstones.

The information reported corresponds to the period from January 1 to December 31, 2022.

## CONTACTO

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