

# *Sustainability Report 2024*

 GRUPO  
PRESIDENTE®



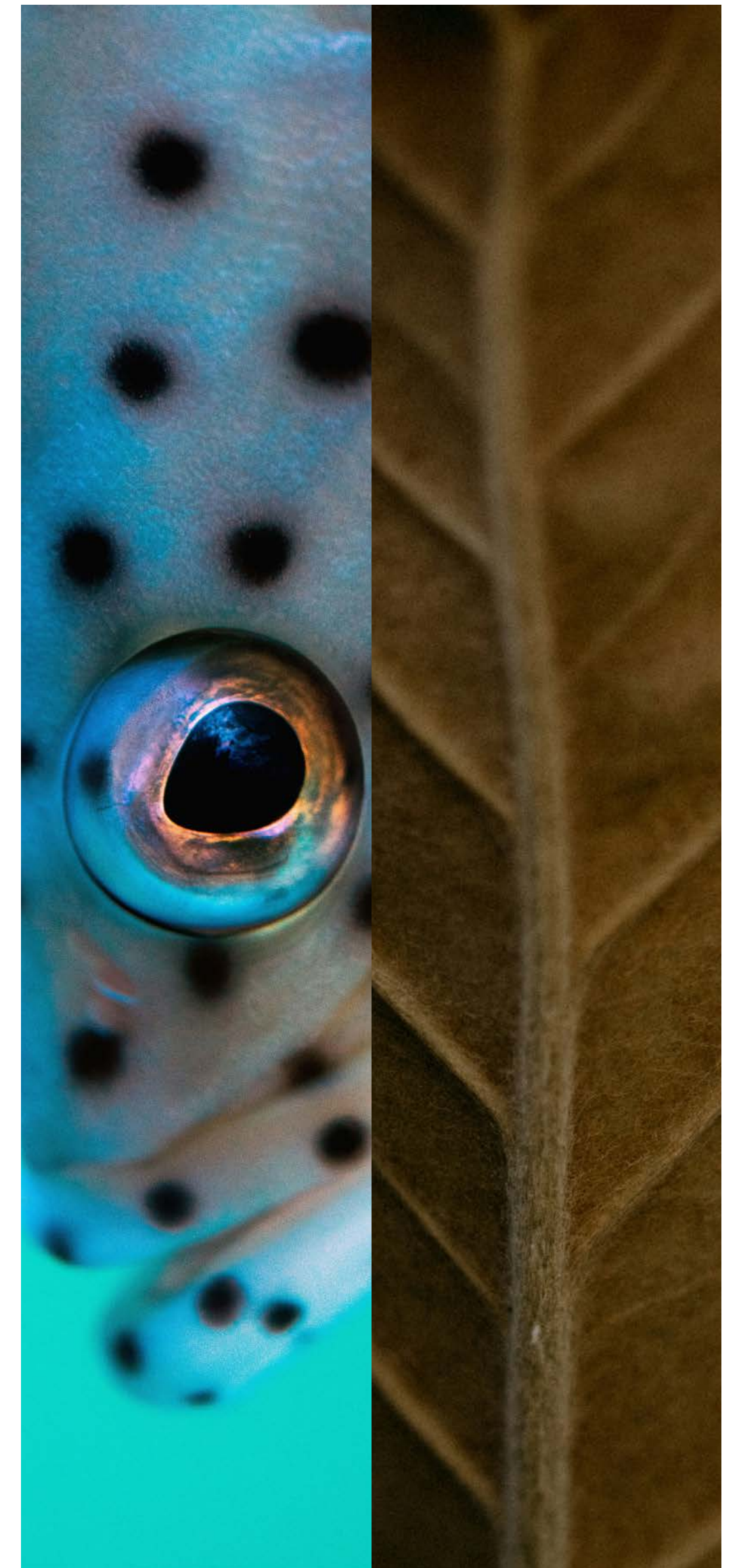


# *Hospitality*





*with purpose*





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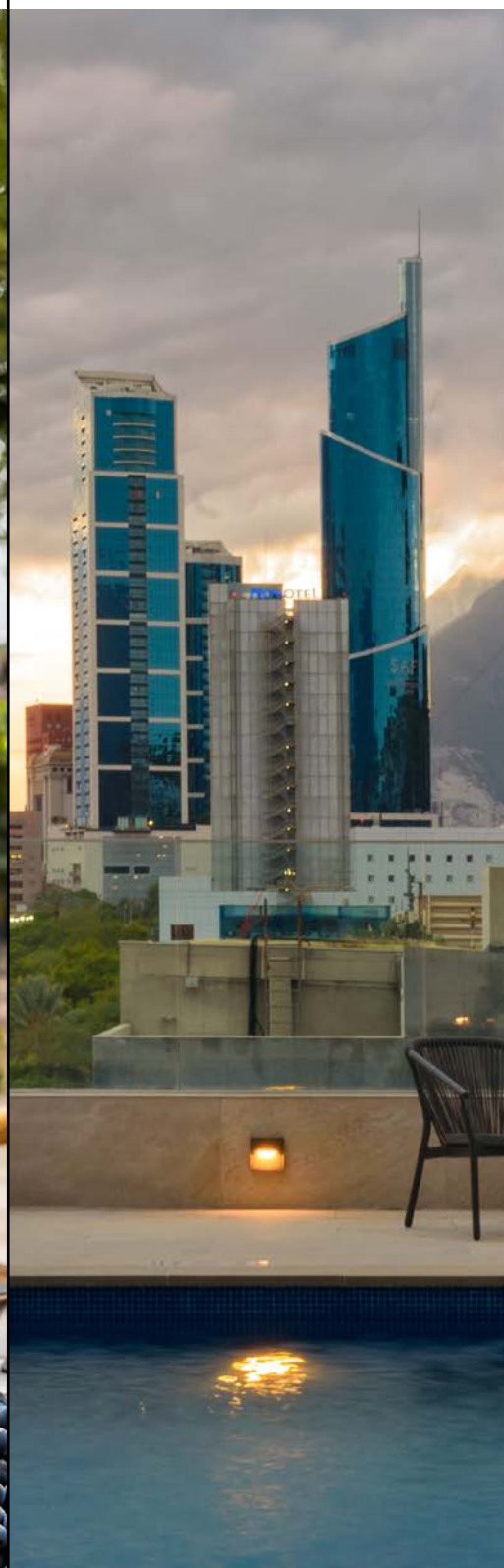
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# Introduction

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# PURPOSE OF THE REPORT

GRI 2-2, 2-3, 2-4, 2-5



Presidente InterContinental Cozumel

## Why Us, Why Now

This report was not born out of external pressure or compliance requirements. It arises from an urgency to rethink how we live, how we produce, and how we relate—to our environment and to each other. At Grupo Presidente, we understand that tourism is much more than operating hotels: it's about making decisions that safeguard the complex, ever-changing, and fragile networks we are part of. Beyond reporting progress, this document reflects our active commitment to integrating sustainability into everything we do. Because the choices we make today will not only define what the future looks like, but whether that future is even possible.

Within this vision, tourism plays a key role. When approached ethically, it can revitalize communities, protect what once seemed lost, and generate well-being in a broad and lasting way. This report embodies that conviction: a way to make visible the actions that build a comprehensive and sustainable management approach—where environmental, social, and governance (ESG) performance is not a separate effort, but the starting point for every strategic decision.

Here, we bring together the milestones of 2024: a year of evolution, learning, and opportunity. Its preparation was based on the Global Reporting

Initiative (GRI 2021) Standards, guided by three core principles: transparency, materiality, and engagement with all those who form part of our ecosystem.

This report covers the entirety of our operations in Mexico and includes information about the spaces where our vision of hospitality comes to life: hotels, restaurants, glampings, and senior living residences. Each of these is committed to creating experiences that are both meaningful and sustainable.

The report was prepared by the Institutional Relations and Sustainability Department, validated by the General Management, and presented to the Board of Directors.

Through its publication, we reaffirm a conviction: that the future is built together. A prosperous and fair tomorrow is possible if we work collectively—and if every business decision is made with awareness of its impact on people and the planet.

To learn more about our sustainability journey, visit [grupopresidente.com.mx/nuestros-pasos](https://grupopresidente.com.mx/nuestros-pasos), or contact the Institutional Relations and Sustainability Department at [asg@grupopresidente.com](mailto:asg@grupopresidente.com). Our headquarters are located at Avenida Ejército Nacional 769, Torre B, 8th Floor, Colonia Granada, C.P. 11520, Mexico City.



# Our Company

GRI 2-1, 2-2, 2-6

**A 100% Mexican company with over 50 years of experience in the hospitality industry, our purpose is to create unique experiences that bring satisfaction to our guests and diners — where excellence is our core value.**

In Mexico, where our operations are based, we proudly represent the Marriott, Hyatt, and InterContinental Hotels Group (IHG) brands. Our owned and managed properties are located in major cities and along Mexico’s most renowned beaches. We also operate a variety of signature restaurants, including Au Pied de Cochon, The Palm, Chapulín, Alfredo Di Roma, Tokoya, Le Bastille, Faro Blanco, Le Cap, and Lilou, each offering distinctive culinary experiences rooted in excellence and authenticity.

In addition, we have developed a business line dedicated to extraordinary travel experiences: Viatura Unseen Escapes, an exclusive glamping-siting concept that offers a network of luxury lodging circuits, known as Home Bases, designed to provide the comfort of a high-end hotel immersed in nature and surrounded by unique landscapes.

Finally, we represent and operate Ballesol in Mexico — a brand specialized in senior living residences. With nearly 40 years of experience and 50 residential centers in Spain, Ballesol arrived in Mexico through its alliance with Grupo Presidente to offer specialized care centers for older adults, combining quality, warmth, and personalized attention.

Razón Social	Nombre Comercial
INMOBILIARIA HOTELERA EL PRESIDENTE	Presidente InterContinental Mexico City
SAN JOSÉ DEL CABO S.A.P.I. DE C.V.	Presidente InterContinental Puebla
	Presidente InterContinental Guadalajara
	Presidente InterContinental Cancun
	Presidente InterContinental Cozumel
	Holiday Inn Puebla
	Holiday Inn Ixtapa
	Holiday Inn Express & Suites Celaya
	Holiday Inn Express & Suites Aguascalientes
	Diideres
	Holiday Inn Puebla La Noria
	Cafe Urbano
	Caribeño
IMPULSORA DE EMPRESAS TURÍSTICAS S. A. DE C. V.	Alfredo Di Roma
	Faro Blanco
	Le Cap
	The Palm
	Trattoria
	Au Pied
	Chapulín
	Tocoya
	Bistro La Bastille
CLÁSICA PRESIDENTE S. A. DE C. V.	Cancun
	Cozumel
	Mexico City
	Ixtapa
LISMAN MEX S. A. DE C.V.	Ballesol Querétaro
	Ballesol Lomas Verdes

Razón Social	Nombre Comercial
ALKOER S. DE R.L.	Hotel Staybridge Suites Saltillo
	Hotel Staybridge Suites Irapuato
	Hotel Staybridge Suites Silao
OPERADORA HOTEL HSFH S. A. DE C. V.	Hotel Hyatt House Santa Fe
INMOBILIARIA ARAT S. A. DE C. V.	Hotel Aloft Querétaro
INMOBILIARIA HOTELERA VEZZPA S.A. DE C. V.	Hotel Kimpton Aluna Tulum
ISLA BONITA INMOBILIARIA S.A.P.I. DE C.V.	Hotel Courtyard By Marriott Mérida
INMOBILIARIA HNF S.A DE C.V	Hotel Staybridge Suites Guadalajara
PROMOTORA Y OPERADORA DE HOTELES VALLE ORIENTE S. A. DE C. V.	Hotel Hyatt House Monterrey
	Hotel Hyatt Place Monterrey
EL CIELO RESORT S. A. DE C. V.	El Cielo Resort
OPERADORA LA VENDIMIA GTO S. A. DE C. V.	Viatura Omún
UNSEEN ESCAPES GP S. A. DE C. V.	Viatura Xtojil



**LIFESTYLE**

*El Cielo® Resort*

- 1. Valle de Guadalupe

**OUTDOOR**

*Viatura Unseen Escapes*

- 2. Omûn, San Miguel de Allende
- 3. Hacienda Xtojil

**CITIES**

*Presidente InterContinental®*

- 4. Mexico City
- 5. Guadalajara
- 6. Puebla

*Holiday Inn®*

- 7. Puebla La Noria
- 8. Aguascalientes

*Holiday Inn Express®*

- 9. Puebla
- 10. Celaya

*Staybridge Suites®*

- 11. Silao
- 12. Irapuato
- 13. Saltillo
- 14. Guadalajara

*Hyatt House®*

- 15. Santa Fe

*Hyatt House®/Hyatt Place®*

- 16. Monterrey Valle

*Aloft® by Marriott*

- 17. Queretaro

*Courtyard® by Marriott*

- 18. Merida

**BEACHES**

*Presidente InterContinental®*

- 19. Cancun
- 20. Cozumel

*Holiday Inn Resort®*

- 21. Ixtapa  
Todo Incluido

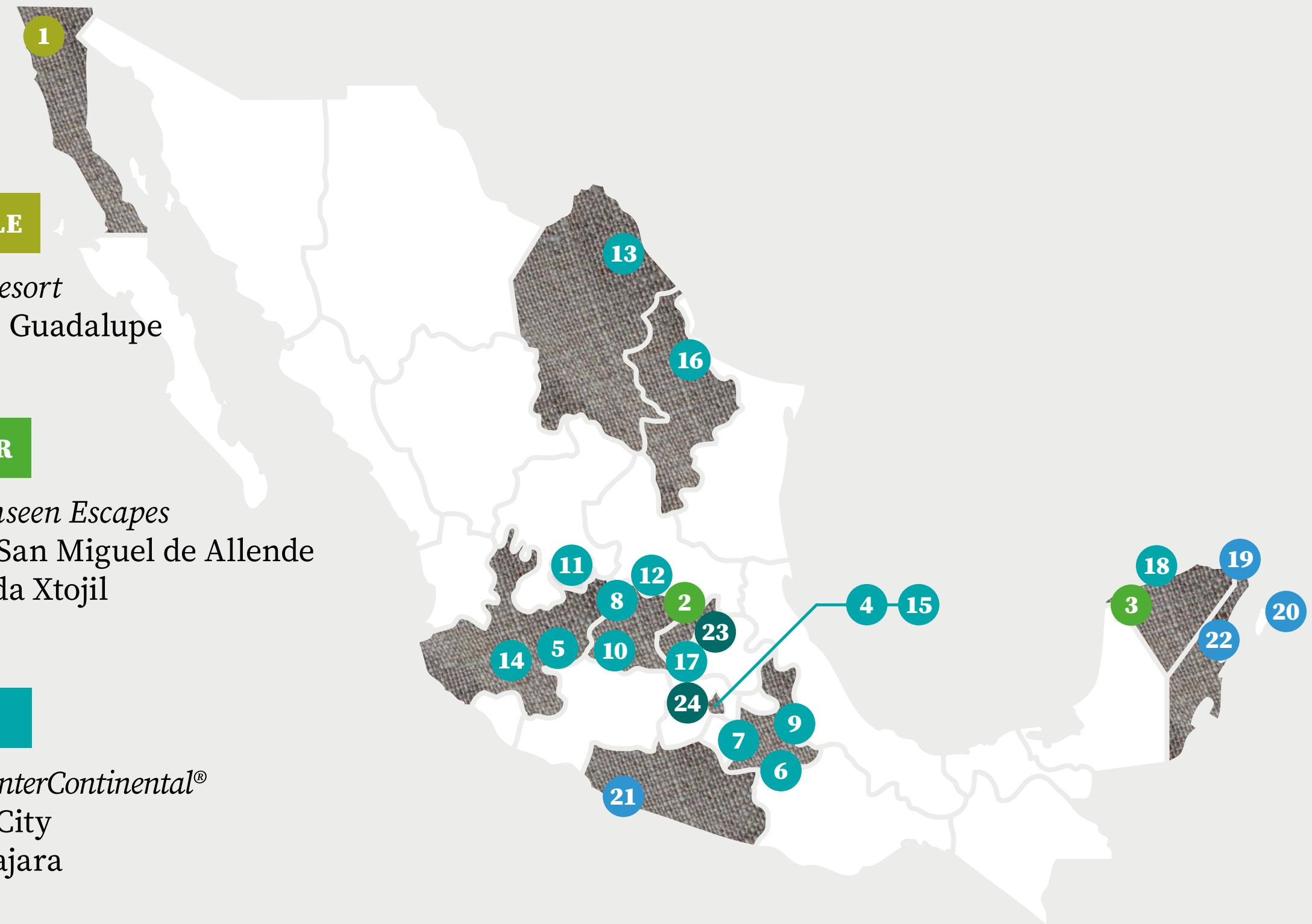
*Kimpton® Aluna*

- 22. Tulum

**RETIREMENT**

*Ballesol®*

- 23. Queretaro
- 24. Lomas verdes





# DOING BUSINESS, SHAPING THE FUTURE

## Message from the CEO

At Grupo Presidente, we believe that hospitality is more than a service — it is a way to leave a mark. Every experience we create can contribute to building a more just, prosperous, and sustainable Mexico.

I am proud to share this report, because behind every milestone it contains lies a clear intention. Being responsible toward our surroundings is no longer an option or a trend — it is an ethical duty, and we have chosen to embrace it fully.

We are convinced that the companies that will truly endure are those that today recognize their role as agents of change. That is why we measure our progress not only in numbers, but also in the positive impact we generate on people, communities, and the planet.

As a Mexican company, we aim to reflect the country we want to help build — resilient, supportive, and forward-looking. We strive to be a source of pride not only for what we offer our guests, but for what we contribute to the communities around us and the ecosystems that sustain us. We are convinced that it is possible to do things right — from here, and for the rest of the world.

Change is not always easy, but it is necessary. At Grupo Presidente, we have embarked on a deep transformation — one that invites us to question how we grow and where we are headed. We want our decisions to make a difference in people’s lives and in the planet’s well-being. And to achieve that, it is not enough to simply observe change — we must take part in it.

This vision is built collectively: with those who bring our values to life every day; with those who walk beside us with ethics and determination; and with the communities that teach us to be more fair, more attentive, and more human.

Above all, this report is an invitation to transparency — to review our progress, acknowledge what remains to be done, and move forward with shared responsibility toward a fairer future. A future where tourism actively contributes to the regeneration of the planet and collective well-being.

Thank you for believing, as we do, that another way of doing business is possible. Let’s keep making it a reality.

**Braulio Arsuaga** / CEO





# APPROACH AND METHODOLOGY

Our starting point was clear: to identify the issues that truly matter. Based on this materiality analysis, we developed the Grupo Presidente Sustainability Model and selected the Global Reporting Initiative (GRI 2021) indicators that best reflect our priorities and context.

This model is built upon four strategic pillars: Environmental, Social, Governance, and Cross-Cutting. Each pillar encompasses the topics that emerged from the materiality assessment, and together they shape our sustainability roadmap.

Across all these pillars, one principle serves as the driving force: accessibility. It is not just another axis, but a commitment that permeates our entire operation and defines how we conceive and design every space. The following graphic presents this model in a visual format:



## ENVIRONMENTAL

- Climate change
- Water
- Biodiversity
- GHG emissions
- Energy
- Waste management

## SOCIAL

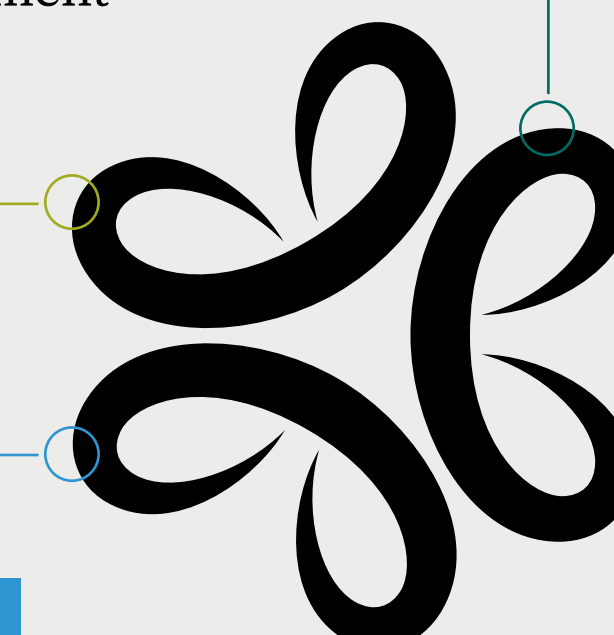
- Community and social investment
- Labor rights and standards
- Talent development
- Diversity, equity and inclusion
- Health and safety

## GOVERNANCE

- Regulatory compliance
- Ethics
- Corporate Governance

## TRANSVERSAL

- Customer experience





*Our history  
is Mexican.  
So is our  
commitment.*

# OUR COMPANY

## Mexican Roots, Global Vision

Grupo Presidente was born in Mexico — for Mexico. For over five decades, we have built a legacy that brings together excellence in hospitality and a genuine commitment to people, their culture, and the land that surrounds us.

Here, we understand hospitality as an art form, and we embrace the responsibility it entails. It is not only about serving, but about creating experiences that generate value where it truly matters: in people. Value for our guests, for our teams, and for the communities where we operate.

Today, we proudly represent world-renowned brands such as Marriott, Hyatt, and IHG, while also cultivating our own distinctive identity, marked by the warmth, excellence, and passion that define Mexico.

Our operations stretch from the country's largest cities to its most iconic and remote destinations. They encompass hotels, signature restaurants, and immersive experiences such as Viatura Unseen Escapes — a fully immersive glamping concept — as well as Ballesol, our residential centers designed to provide dignified care for older adults.

We are more than a hospitality company — we aspire to be a source of pride for Mexico, both for what we do and how we do it: for the value we create in our communities, for the respect we show toward biodiversity, for the preservation of our heritage, and for our commitment to a sustainable future. Every day, we work with the conviction that it is possible to do business with heart, with real impact, and with a long-term vision.



# MISSION AND VISION

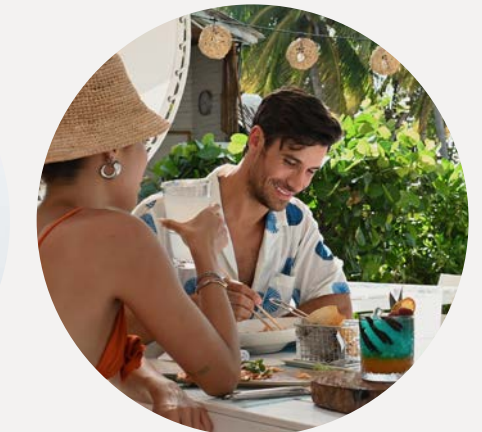
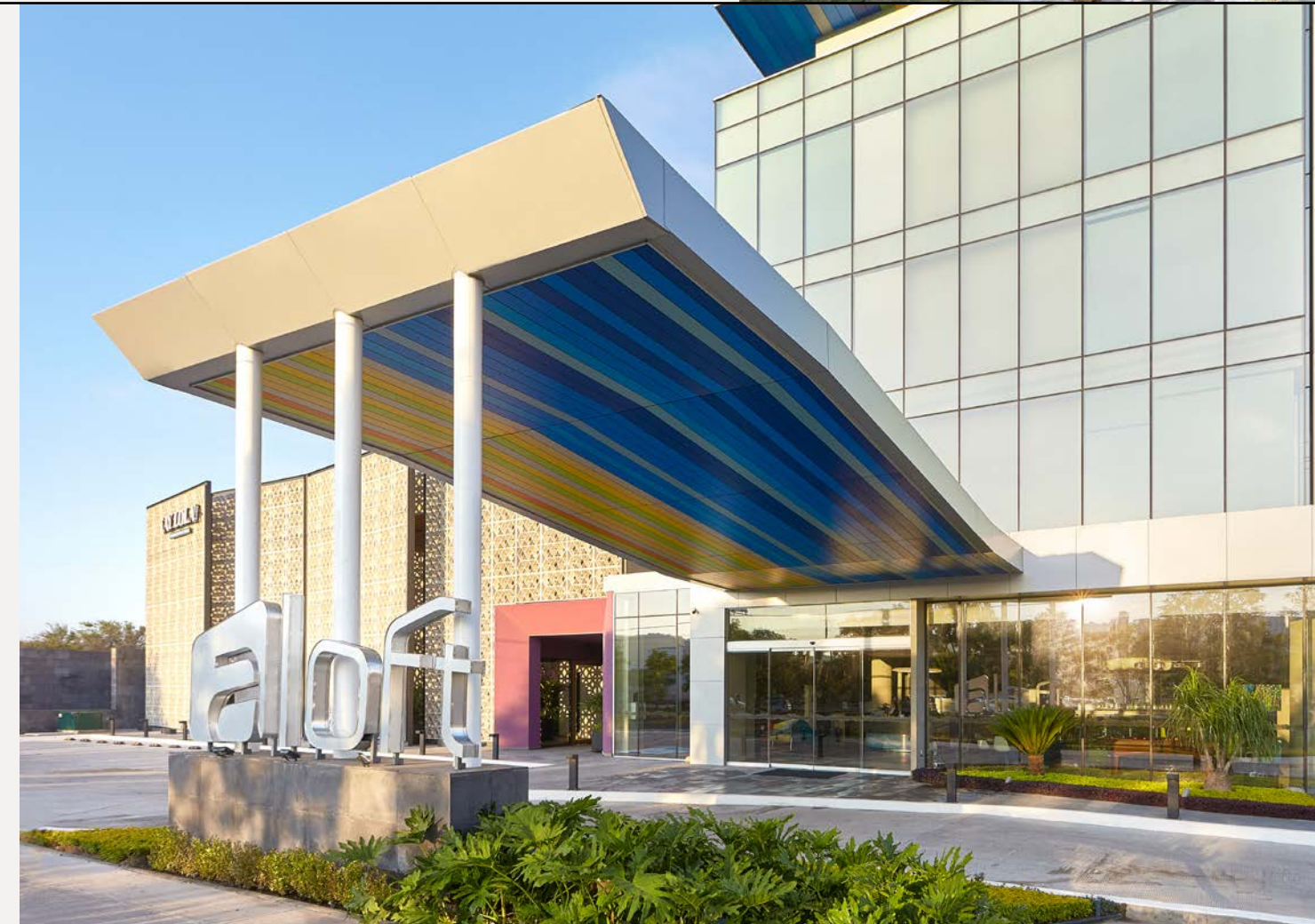


## Vision

To lead the hospitality industry by ensuring the satisfaction and happiness of our guests, residents, and clients — driven by the deep commitment and pride that our people demonstrate as part of a company with heart.

## Mission

To provide peace of mind and satisfaction to our clients by creating unique and unforgettable experiences through exceptional service and hospitality, while caring for the quality of life of our people and promoting social responsibility.





# Governance and Sustainability Management

GRI 2-9, 2-10, 2-11, 2-25

- [Governance Structure](#) →
- [Sustainability Committees](#) →
- [Sustainability Policies](#) →
- [Message from the Sustainability Director](#) →
- [Sustainability Management](#) →
- [Sustainability Management](#) →



# GOVERNANCE STRUCTURE

## Corporate Governance

Board of Directors

Executive Board

Ethics  
Committee

Finance  
Committee

Corporate  
Practices  
and  
Audit  
Committee

Development  
Committee



## Organizational Chart

Braulio  
Arsuaga Losada  
CEO

Ma. Lourdes  
Prieto  
→ SUSTAINABILITY  
AND INSTITUTIONAL  
RELATIONS  
DIRECTOR

Daniel  
Camargo  
ADMINISTRATION  
AND  
FINANCE  
DIRECTOR

Raúl  
Vallejo  
COMMERCIAL  
AND SALES  
DIRECTOR

Guillermo  
Yasutake  
DEVELOPMENT  
AND NEW  
PROJECTS  
DIRECTOR

José Carlos  
Tirado  
IT  
DIRECTOR

Saúl  
Zarate  
→ PROCUREMENT  
DIRECTOR

Julien  
Debarle  
OPERATIONS  
DIRECTOR

Gonzalo  
Rodríguez  
CREATIVITY  
AND INOVATION  
DIRECTOR

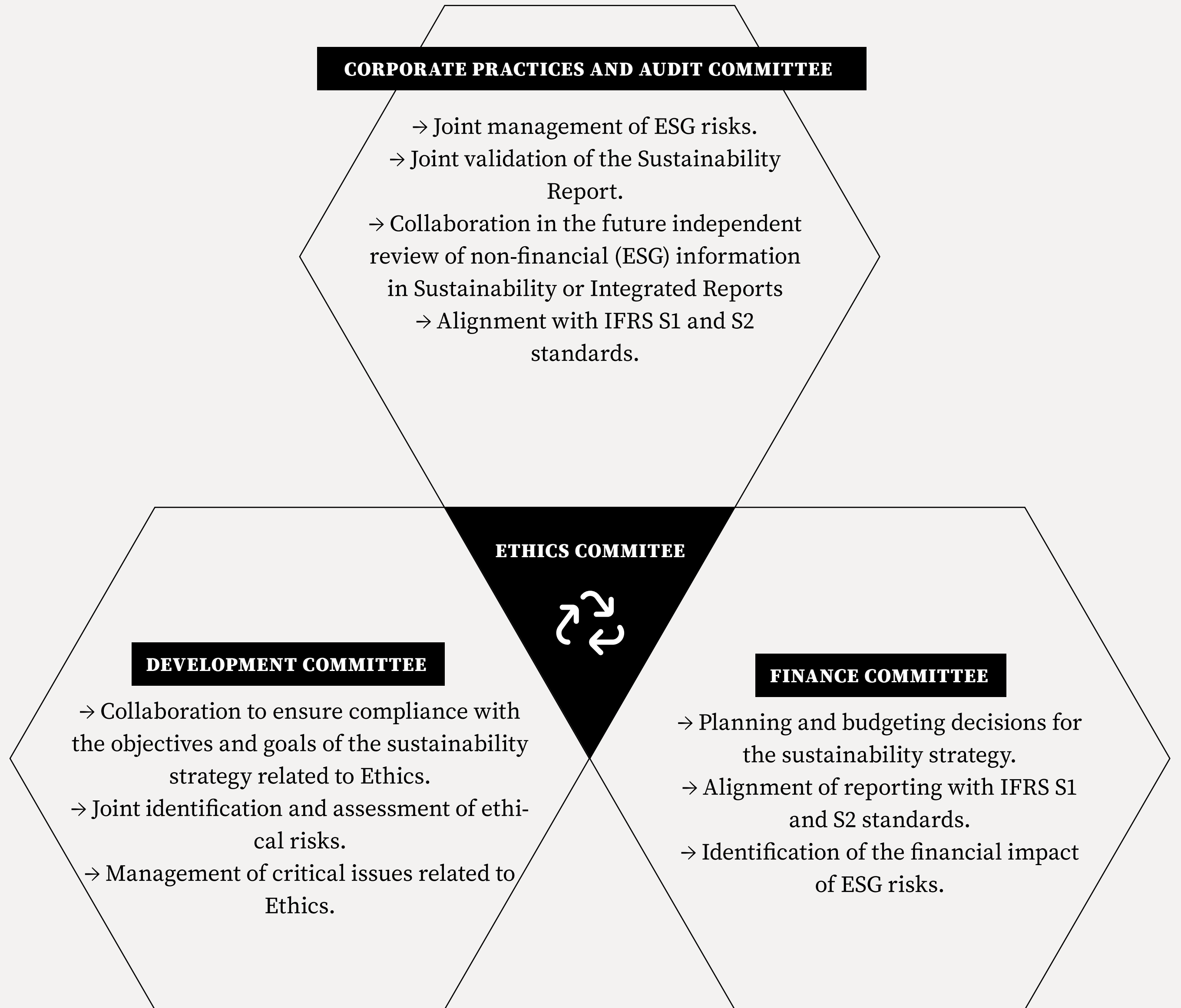
Antonio  
González  
BALLESOL  
OPERATIONS  
DIRECTOR

Carlos  
García  
HUMAN  
RESOURCES  
DIRECTOR



**ETHICS COMMITTEE**

- Promote an ethical culture across all Grupo Presidente companies.
- Review and update codes of conduct and best practices.
- Implement monitoring tools to track progress and strategies related to sustainability, ensuring the evolution and compliance of KPIs.
- Receive, address, and follow up on internal and external reports or complaints.
- Evaluate investigations related to breaches of the Code of Ethics.
- Establish sanctions and action plans based on a defined matrix and committee judgment.
- Review guidelines and procedures to ensure compliance with the Code of Ethics.
- Design and implement an annual ethics training plan for all employees.
- Determine legal actions in cases of serious misconduct.





# SUSTAINABILITY POLICIES

We have established a set of corporate policies that guide responsible management across the environmental, social, and governance (ESG) dimensions.

These policies define the organization's principles of action and ensure the integration of sustainability into all operations, under a framework of regulatory compliance, respect for human rights, and commitment to our surroundings.

POLICY	DATE OF CREATION
Sustainability	11/01/23
Environmental	11/01/23
Environmental Action	17/06/2024
Community Relations and Social Investment	11/01/23
Gender Equality	11/01/23
Green Investmen	11/01/23
Against the Sexual Exploitation of Children	30/06/23
Equal Opportunity	07/11/23
Human Rights Due Diligence	07/11/23
Health and Safety	07/11/23
Hygienic Food Handling	29/04/2024





# FROM CONVICTION

## Message from the Sustainability Director

At Grupo Presidente, we believe in a form of hospitality that not only welcomes, but also cares, regenerates, and transforms. For us, sustainability is not a trend or an external obligation — it is a strategic decision and a deep conviction about how a responsible company must operate in today’s context.

Throughout 2024, we took decisive steps toward consolidating a management model that integrates environmental, social, and governance (ESG) dimensions in a transversal way. This is the second report I have had the privilege to coordinate and participate in through the Institutional Relations and Sustainability Department. We present it with pride, as it reflects tangible and consistent progress in our commitment to sustainable development.

Our sustainability model is beginning to take solid form:

- ✧ **Environmentally**, we strengthened our actions in energy efficiency, responsible water management, proper waste handling, and biodiversity conservation.
  - ✧ **Socially**, we placed people at the center — promoting their well-being, inclusion, and professional growth.
  - ✧ Institutionally, we advanced toward a **governance** model that is stronger, more ethical, and aligned with the highest international standards.
- None of this has happened by chance. It is the result of a collective effort that transcends areas, levels, and locations; an effort driven by open dialogue, shared learning, continuous improvement, strategic alliances, and above all, the genuine commitment of everyone who is part of this organization.

This report confirms a truth we hold close: sustainability is not just another department — it is a way of doing business.

We know there is still much to be done, but we are equally confident that we are on the right path. With every decision, policy, and partnership, we reaffirm our conviction that tourism can — and must — be a positive force for transformation, both for the country and for the planet.

Thank you for accompanying us. Thank you for believing in a different kind of future, and for joining this collective journey to make it a reality.

I extend my gratitude to Braulio Arsuaga for his trust in me to continue driving Grupo Presidente’s transformation toward a business model with positive impact.

And I am especially grateful to my team — Adriana, Eduardo, Daniela, Diana and Santiago— for walking beside me with vision, commitment, and the shared certainty that sustainability and business success can go hand in hand.

**Lourdes Prieto** / Directora de Sustentabilidad



# SUSTAINABILITY MANAGEMENT



2022

- Established the Sustainability and Institutional Relations Department.
- Created the Code of Ethics and 13 ESG-related corporate policies.
- Implemented hygienic and safety management protocols in hotel rooms.
- Signed the Glasgow Declaration and the World Travel & Tourism Council (WTTC) Declaration.

- Began measuring Scope 1 and 2 emissions.
- Aligned operations with the Ecotrack, MESH, and Green Engage standards.
- Formed an alliance with the Mexican Food Bank Network.
- Became the first hotel group in Mexico to obtain the Socially Responsible Company Certification (ESR).

2023

- Conducted the company's first materiality assessment.
- Offset our carbon emissions through the purchase of carbon credits.
- Launched a coral reef restoration project in Cozumel.
- Installed electric vehicle charging stations.
- Carried out a biodiversity impact assessment across our operations.

- Earned the Water-Sustainable Hotel Recognition for Presidente InterContinental Cozumel and Presidente InterContinental Cancún, granted by the Alliance for Water Sustainability in Tourism and Fundación Helvex A.C.
- Certified all our hotels under The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.

- Partnered with Yakampot, an ethical Mexican fashion brand, to repurpose recycled hotel linens into new garments.

2024

- Developed manuals on the 17 Sustainable Development Goals (SDGs) for all our operations.
- Represented Mexico as one of five companies at the 16th Conference of the Parties (COP 16) to the Convention on Biological Diversity (CBD).
- Began the EarthCheck Certification process, granted by the international certifying organization of the same name.

- Became the first Mexican company to receive the Food Loss and Waste Reduction Recognition, awarded by SIPRA, for Holiday Inn Ixtapa.
- Published our first Sustainability Report.
- Finalized the Biodiversity Strategy, developed in collaboration with Naturalista.
- Renewed the Coral Reef Restoration Project in Cozumel, in partnership with Corales Vivos Collective and Fundación

- Cozumel, with guidance from CONANP and applying scientific methods for sampling and monitoring.
- Agreed to conduct social baseline studies in our southeastern hotels to strengthen relationships with nearby communities.
- Signed a collaboration agreement with UNAM to carry out research projects in Yucatan.
- We formed an alliance with Flor de la Paz to promote wellness and sustainability through natural and responsibly sourced products.



# PARTNERSHIPS AND COLLABORATIONS

At Grupo Presidente, we believe that collaboration is key to guiding and strengthening our actions. That is why, throughout 2024, we participated in various events and built alliances with public institutions, non-profit organizations, and the academic sector to amplify our impact and drive sustainable transformation across the tourism industry.

## Events



COP16  
COLOMBIA  
Paz con la Naturaleza



SUSTAINABLE & SOCIAL  
TOURISM SUMMIT™

## Institutions



CONANP  
COMISIÓN NACIONAL  
DE ÁREAS NATURALES  
PROTEGIDAS



SEMARNAT  
SECRETARÍA DE MEDIO AMBIENTE  
Y RECURSOS NATURALES



SECTUR  
SECRETARÍA DE TURISMO

## NGO'S



Corales  
VIVOS



RED  
BAMX  
BANCOS DE ALIMENTOS DE MÉXICO



THE  
CODE  
ORG  
We protect  
children in  
travel and  
tourism



Fundación  
Cozumel



iNaturalist



FLOR DE LA PAZ  
TU SEMILLA EN EL MUNDO

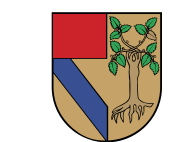
## Academia



ESCUELA NACIONAL DE TURISMO



UNIVERSIDAD ANAHUAC  
VINCE IN BONO MALUM



UNIVERSIDAD  
PANAMERICANA





# Context and Materiality

Materiality Assessment →

Key Stakeholders →

Materiality Matrix →



# Materiality Assessment

GRI 3-1, 3-2, 3-3

Our strategy began with a materiality analysis — an exercise that allowed us to identify the most relevant environmental, social, and governance (ESG) topics for both senior management and the key stakeholders involved in our operations.

To carry it out, we followed a structured, multi-stage methodology, which is detailed in the following section.





# KEY STAKEHOLDERS

One of the first steps was to identify our priority stakeholder groups. As mentioned earlier, we maintain ongoing dialogue with them, which enables us to understand and address their needs and expectations regarding sustainability.

This interaction has been fundamental in defining our priorities and guiding our actions.



## *Evaluation of Priorities*

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**1.**The priorities of external stakeholders were assessed, corresponding to the vertical axis (Y-axis) of the materiality matrix.

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**2.**The internal priorities of the organization were identified and analyzed, corresponding to the horizontal axis (X-axis).

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**3.**Based on this intersection, the materiality matrix was developed, and the 15 most relevant ESG topics for Grupo Presidente were identified.

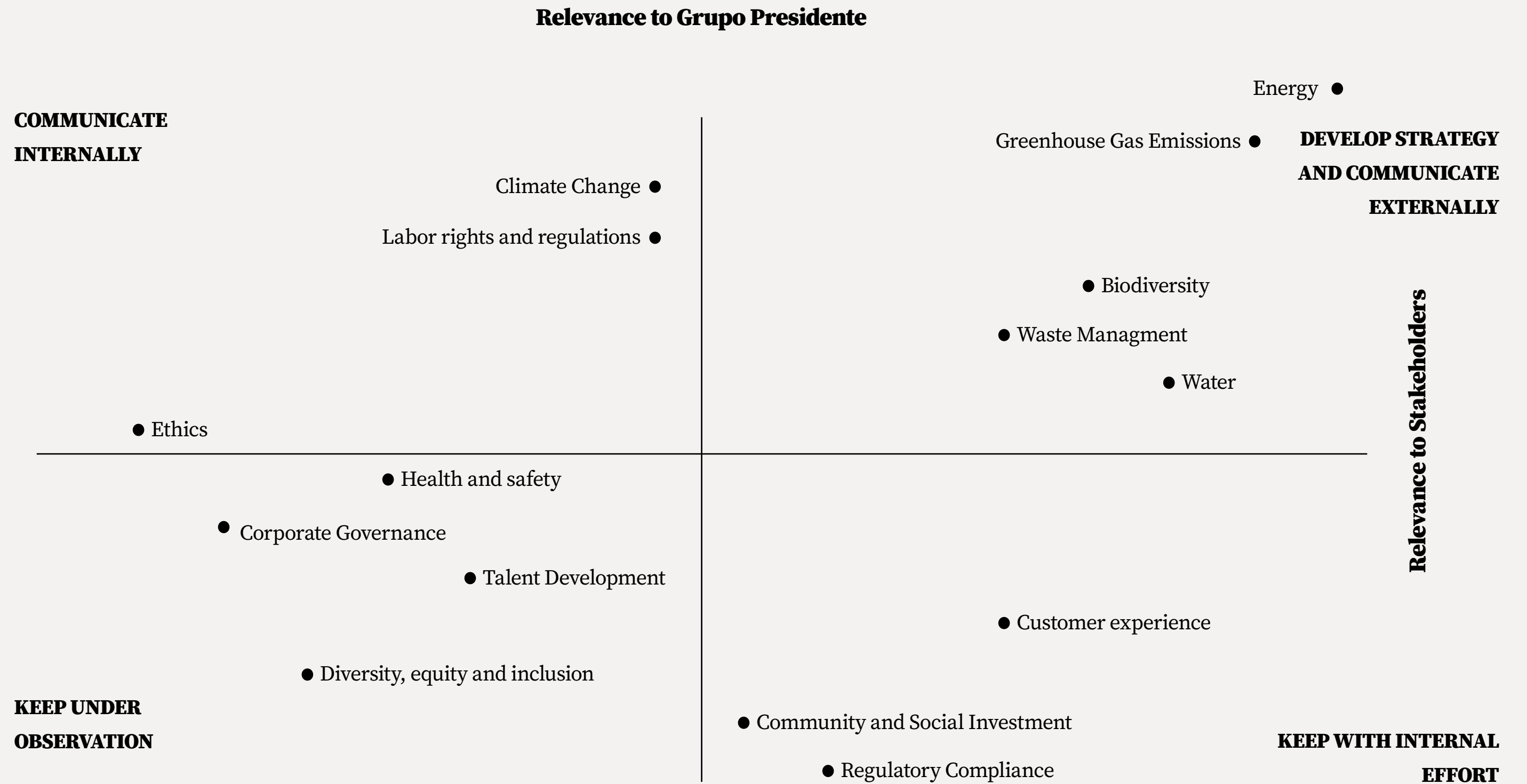


# MATERIALITY MATRIX

The materiality matrix provides a clear visualization of the issues most significant to our sustainability strategy, taking into account both internal and external perspectives from our stakeholders.

This matrix integrates environmental, social, and governance (ESG) criteria and helps us focus our efforts where they truly matter.

Topics located in the upper right quadrant are considered top priorities; however, all identified topics are relevant and are taken into account when designing and implementing our sustainability strategy.





The following table presents the 15 material topics, grouped into three levels of relevance.

The critical topics focus exclusively on the environmental dimension. The priority topics are mostly related to social criteria, with one exception in the environmental area and another of a cross-cutting nature. Finally, the monitoring topics are linked to governance aspects and several social issues.

This classification allowed us to set clear priorities to guide our short-, medium-, and long-term sustainability strategy.

Tema material	ESG Aspect
<b>CRITICAL ISSUES</b>	
Energy	Enviornmental
Green House Gases	Enviornmental
Water	Enviornmental
Biodiversity	Enviornmental
Climate Change	Enviornmental
<b>PRIORITY TOPICS</b>	
Waste Managment	Enviornmental
Labor rights and regulations	Social
Client Expirience	Transversal
Diversity, equity and inclusion	Social
Talent Development	Social
<b>TOPICS UNDER SURVEILLANCE</b>	
Health and safety	Social
Regulatory Compliance	Governance
Community and Social Investment	Social
Corporate Governance	Governance
Ethics	Governance

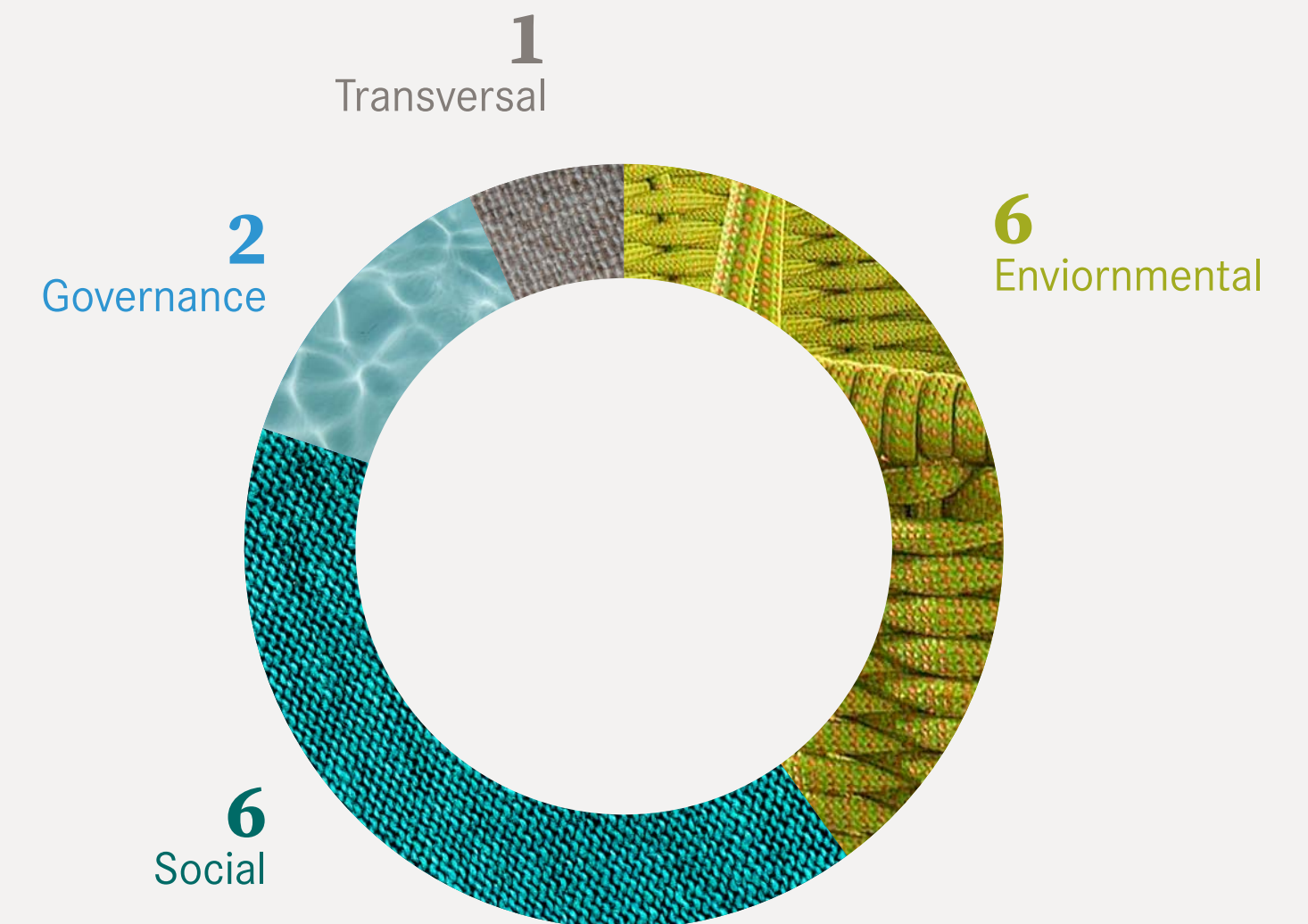




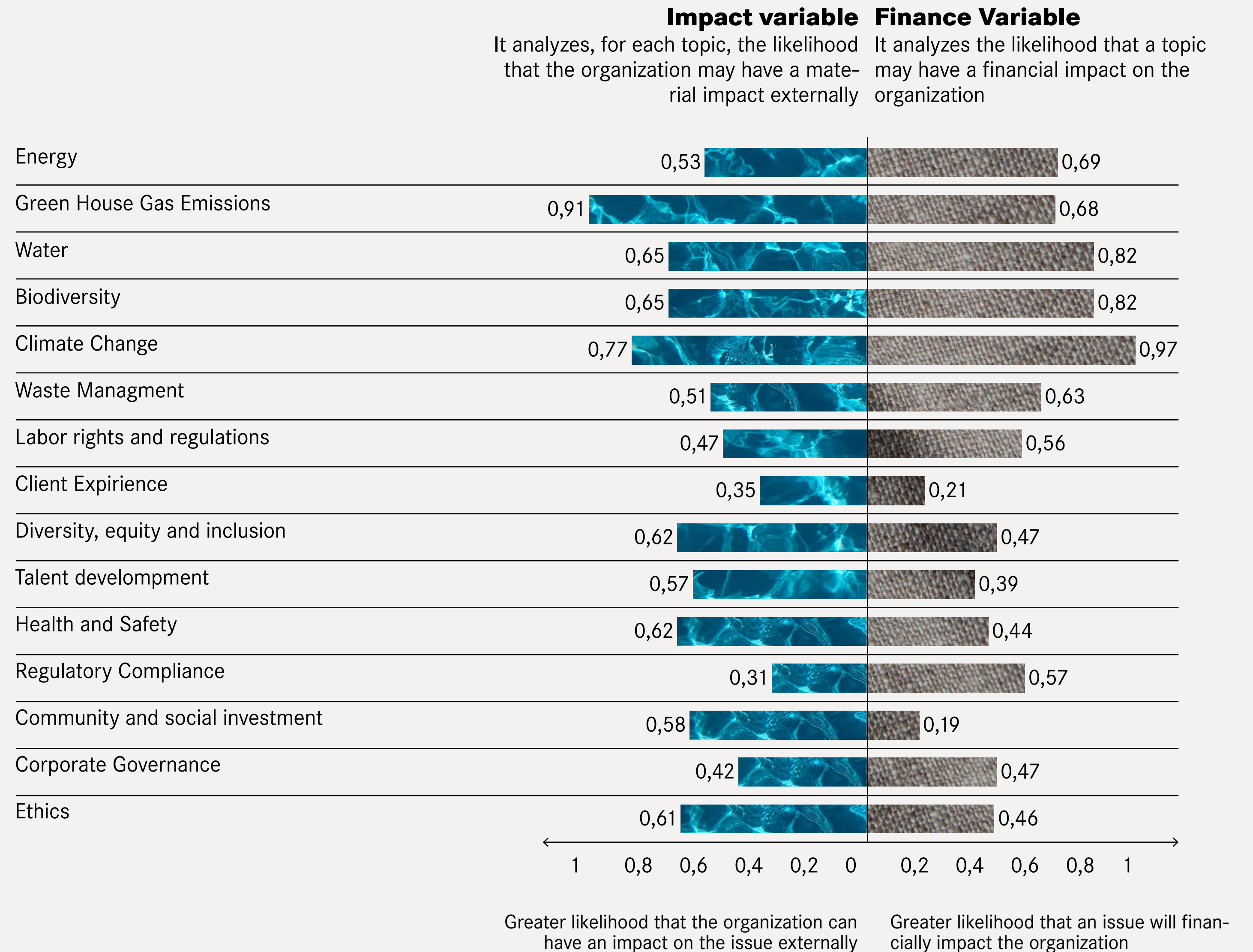
Figure No. \_ analyzes the impact that each relevant topic may have on the organization from a financial perspective, as well as its potential external impact.

This analysis is fundamental for decision-making and for shaping the sustainability strategy that will guide our actions in the coming years.

To strengthen our strategy, we conducted a comparative analysis of best sustainability practices within the hospitality sector.

This exercise allowed us to contrast our actions with those of leading national and international companies, drawing inspiration from innovative and effective approaches that add value to our management.

More than an evaluation, it was an opportunity to learn and evolve.





# Environmental Performance

[Greenhouse Gas Emissions](#) →

[Energy Use](#) →

[Water](#) →

[Waste Management](#) →

[Biodiversity](#) →





# Environmental Performance

During 2024, we reaffirmed our commitment to responsible environmental management. Our efforts focused on the topics that, according to our latest materiality matrix, continue to be priorities for both our stakeholders and Grupo Presidente’s sustainability strategy. This second report marks a milestone in the consolidation of our environmental strategy, with significant progress in the integration of sustainable criteria across operations.

The priority topics include energy consumption and efficiency, greenhouse gas (GHG) emissions, sustainable water use, biodiversity conservation, and climate change adaptation.

Based on these pillars, we implemented concrete actions aimed at reducing impacts, optimizing operational design, and strengthening an increasingly robust environmental management approach. The following section presents the main progress and results achieved during the year.



# GREENHOUSE GAS EMISSIONS

305-1 305-2 305-3 305-4 305-5

As part of our commitment to transparency and continuous improvement, in 2024 we continued the process of measuring and reporting our carbon footprint, covering both direct emissions (Scope 1) and indirect emissions associated with electricity consumption (Scope 2).

As in the previous report, we emphasize the importance of reporting not only total emissions but also the carbon footprint per occupied room—an especially relevant metric in the hospitality sector. This indicator allows for a

more precise assessment of energy efficiency and environmental performance at each property, particularly in contexts where occupancy variations exceed 10% between hotels or comparable periods. Thanks to this metric, we can more clearly identify the real impact of our mitigation and efficiency actions, beyond external factors such as demand or seasonality.

## CO<sub>2</sub> per occupied room

Property	(TON) 2023	(Kg) 2023	(TON) 2024	(Kg) 2024	Variation
Aloft Queretaro	0.0177	17.7	0.0167	16.7	-5.6%
Candlewood Guadalajara		0.0	0.0088	8.8	0.0%
CY Merida	0.0220	22.0	0.0244	24.4	10.9%
El Cielo Winery & Resort	0.0274	27.4	0.0275	27.5	0.4%
HH Santa Fe	0.0242	24.2	0.0300	30	24.0%
HI Aguascalientes	0.0117	11.7	0.0110	11	-6.0%
HI Puebla	0.0127	12.7	0.0124	12.4	-2.4%
HIE Celaya	0.0093	9.3	0.0094	9.4	1.1%
HIE Puebla	0.0088	8.8	0.0067	6.7	-23.9%
HIR Ixtapa	0.0158	15.8	0.0137	13.7	-13.3%
Hyatt MTY Valle	0.0155	15.5	0.0146	14.6	-5.8%
Kimpton Tulum	0.0394	39.4	0.0387	38.7	-1.8%
PIC Cancun	0.0263	26.3	0.0227	22.7	-13.7%
PIC Cozumel	0.0437	43.7	0.0412	41.2	-5.7%
PIC Guadalajara	0.0196	19.6	0.0231	23.1	17.9%
PIC Mexico City	0.0305	30.5	0.0268	26.8	-12.1%
PIC Puebla	0.0204	20.4	0.0171	17.1	-16.2%
SB Guadalajara	0.0098	9.8	0.0089	8.9	-9.2%
SB Irapuato	0.0085	8.5	0.0095	9.5	11.8%
SB Saltillo	0.0062	6.2	0.0062	6.2	0.0%
SB Silao	0.0070	7.0	0.0065	6.5	-7.1%
<b>TOTAL</b>	<b>0.01981</b>	<b>19.8</b>	<b>0.0187</b>	<b>18.7</b>	<b>-6%</b>

In 2024, total CO<sub>2</sub> emissions reached **19,626 tons**, representing a reduction of **38 tons (0.19%)** compared to the **19,665 tons** recorded in 2023.

In terms of emissions per occupied room, a **6%** reduction was achieved, decreasing from an average of **19.8 kg in 2023** to **18.7 kg in 2024**. This progress reflects an overall improvement in the operational efficiency of the properties. In this regard, we highlight significant reductions in hotels such as **HIE Puebla (-23.9%)** and **PIC Cancun (-13.7%)**.



# WE ACHIEVED A 6% REDUCTION IN EMISSIONS PER OCCUPIED ROOM



## Direct Emissions (Scope 1)

In 2024, direct emissions amounted to 8,579 tons of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e), representing an increase of 4.97% compared to 2023 (8,173 tCO<sub>2</sub>e). This increase reflects the gradual recovery of operational activity following the reduction recorded in 2020 as a result of the pandemic.

## Indirect GHG Emissions from Energy Consumption (Scope 2)

During 2024, emissions associated with electricity consumption (Scope 2) totaled 11,048 tCO<sub>2</sub>e. Overall, this figure represents a 3.87% decrease compared to 2023, when emissions reached 11,492 tCO<sub>2</sub>e.

## Other Indirect GHG Emissions (Scope 3)

Although Scope 3 emissions were not measured in 2024, progress was made in identifying the most relevant categories for our operations and defining the methodology that will enable their quantification. The measurement of these indirect emissions is scheduled to begin in late 2026, with the objective of gradually expanding the coverage of our carbon footprint and strengthening our climate mitigation strategy



# ENERGY USE

## *Energy consumption within the organization*

302-1

From January to December 2024, total energy consumption within the organization reached 267,639 GJ, of which 98% came from non-renewable sources and 2% from renewable sources, mainly solar energy. The most commonly used fossil fuels were natural gas (91,300 GJ), LPG (47,065 GJ), and diesel (6,275 GJ), in addition to electricity from the conventional grid. Some properties, such as Presidente InterContinental Mexico City and Cozumel, reported the highest consumption levels due to their size and continuous operation.

Although the share of renewable energy remains limited, relevant cases have been identified, such as El Cielo Winery & Resort, which reported significant solar energy consumption (3,540 GJ), reflecting progress toward the energy transition in some units of the portfolio.





## Energy consumption within the organization

### Non-renewable fuel consumption by property from January to December 2024 (GJ)

NON-RENEWABLE FUELS					
Property	Gas LP	Diesel	Natural Gas	Gas	Clean electricity
Aloft Hotels Queretaro	-	-	3,950.00	-	-
Candlewood Guadalajara	-	-	793.00	-	-
Courtyard By Marriot Merida	3,672.35	-	-	-	-
El Cielo Winery & Resort	3,947.38	6.50	-	130.17	-
Hyatt Place, Hyatt House Santa Fe	-	-	5,728.00	-	-
Holiday Inn Aguascalientes	2,833.93	-	-	2.05	2,849.24
Holiday Inn Puebla	-	-	4,209.00	-	-
Holiday Inn Express Celaya	955.00	61.84	-	-	2,557.81
Holiday Inn Express Puebla	-	-	2,676.00	-	3,055.67
Holiday Inn Resort Ixtapa	5,379.03	5,892.08	-	-	13,380.85
Hyatt Place, Hyatt House Monterrey	-	-	2,932.00	-	-
Kimpton Aluna Tulum	1,454.85	-	-	-	-
Presidente InterContinental Cancun	11,378.30	-	-	-	18,249.39
Presidente InterContinental Cozumel	14,232.28	232.20	-	-	20,193.00
Presidente InterContinental Guadalajara	-	-	12,725.00	-	5,519.46
Presidente InterContinental Mexico City	-	-	47,401.00	-	29,506.71
Presidente InterContinental Puebla	-	-	7,428.00	-	3,558.37
Staybridge Suites Guadalajara	-	-	1,541.00	-	-
Staybridge Suites Irapuato	1,699.13	31.77	-	201.47	2,167.71
Staybridge Suites Saltillo	-	16.56	1,483.00	-	2,255.98
Staybridge Suites Silao	1,201.18	33.55	434.00	142.41	2,316.55
Viatura Omun	295.85	-	-	52.75	-
Viatura Xtojil	15.61	-	-	168.86	-
<b>Grand Total</b>	<b>47,065</b>	<b>6,275</b>	<b>91,300</b>	<b>698</b>	<b>117,048</b>

### Renewable fuel consumption by property from January to December 2024 (GJ)

RENEWABLE ENERGY		
Property	Solar Energy	Total (GJ)
Aloft Hotels Queretaro	1,237	3,950.00
Candlewood Guadalajara	-	793.00
Courtyard By Marriot Merida	-	3,672.35
El Cielo Winery & Resort	3,539.96	4,084.04
Hyatt Place, Hyatt House Santa Fe	-	5,728.00
Holiday Inn Aguascalientes	-	5,685.22
Holiday Inn Puebla	-	4,209.00
Holiday Inn Express Celaya	477.50	3,574.65
Holiday Inn Express Puebla	-	5,731.67
Holiday Inn Resort Ixtapa	-	24,651.95
Hyatt Place, Hyatt House Monterrey	-	2,932.00
Kimpton Aluna Tulum	-	1,454.85
Presidente InterContinental Cancun	-	29,627.69
Presidente InterContinental Cozumel	-	34,657.47
Presidente InterContinental Guadalajara	-	18,244.46
Presidente InterContinental Mexico City	-	76,907.71
Presidente InterContinental Puebla	-	10,986.37
Staybridge Suites Guadalajara	-	1,541.00
Staybridge Suites Irapuato	-	4,100.08
Staybridge Suites Saltillo	-	3,755.55
Staybridge Suites Silao	-	4,127.69
Viatura Omun	-	348.60
Viatura Xtojil	-	184.46
<b>Grand Total</b>	<b>5,254</b>	<b>267,639.46</b>



During 2024, total electricity consumption within the organization was **149,672 GJ**, representing approximately **49.85% of the total energy consumption** recorded during the same period, which amounted to 300,263 GJ. This proportion confirms that electricity continues to be the main energy source used in the operation of the properties.



## Energy consumption within the organization

### Electricity consumption by property from January to December 2024 (GJ)

Property	Electricity consumption
Aloft Hotels Queretaro	3,150.41
Candlewood Guadalajara	1,655.27
Courtyard By Marriot Merida	7,308.26
El Cielo Winery & Resort	1,451.36
Hyatt Place, Hyatt House Santa Fe	3,860.59
Holiday Inn Aguascalientes	3,118.32
Holiday Inn Puebla	2,330.96
Holiday Inn Express Celaya	2,813.80
Holiday Inn Express Puebla	2,288.97
Holiday Inn Resort Ixtapa	13,400.78
Hyatt Place, Hyatt House Monterrey	6,712.00
Kimpton Aluna Tulum	3,177.55
Presidente InterContinental Cancun	19,396.17
Presidente InterContinental Cozumel	20,242.13
Presidente InterContinental Guadalajara	12,323.50
Presidente InterContinental Mexico City	32,862.06
Presidente InterContinental Puebla	3,610.25
Staybridge Suites Guadalajara	2,226.81
Staybridge Suites Irapuato	2,167.71
Staybridge Suites Saltillo	2,507.98
Staybridge Suites Silao	2,316.55
Viatura Omun	420.34
Viatura Xtojil	329.89
<b>Total</b>	<b>149,671.68</b>

### Total energy generation from all energy sources from January to December 2024 (GJ)

Property	Total consumption
Aloft Hotels Quertaro	7,100.41
Candlewood Guadalajara	2,448.27
Courtyard By Marriot Merida	10,980.61
El Cielo Winery & Resort	5,535.40
Hyatt Place, Hyatt House Santa Fe	9,588.59
Holiday Inn Aguascalientes	5,954.29
Holiday Inn Puebla	6,539.97
Holiday Inn Express Celaya	3,830.64
Holiday Inn Express Puebla	4,964.97
Holiday Inn Resort Ixtapa	24,671.88
Hyatt Place, Hyatt House Monterrey	9,644.00
Kimpton Aluna Tulum	4,632.40
Presidente InterContinental Cancun	30,774.47
Presidente InterContinental Cozumel	34,706.60
Presidente InterContinental Guadalajara	25,048.50
Presidente InterContinental Mexico City	80,263.06
Presidente InterContinental Puebla	11,038.25
Staybridge Suites Guadalajara	3,767.81
Staybridge Suites Irapuato	4,100.08
Staybridge Suites Saltillo	4,007.55
Staybridge Suites Silao	4,127.69
Viatura Omun	768.94
Viatura Xtojil	514.36
<b>Total</b>	<b>295,008.75</b>



# Energy Intensity

302-3

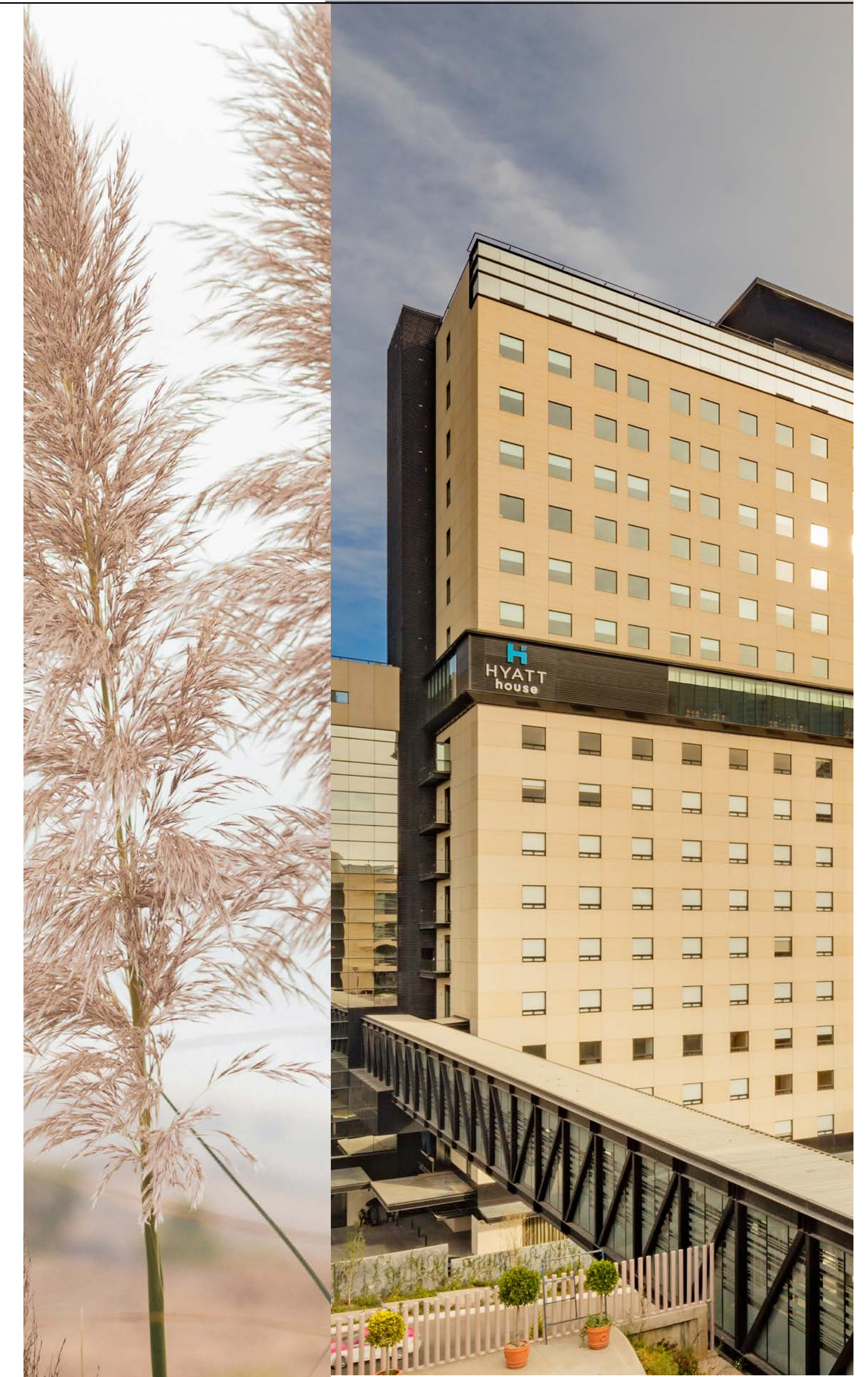
In 2024, the organization’s energy intensity was 0.29 GJ per occupied room, resulting from a total energy consumption of 300,263 GJ and 1,051,027 occupied rooms. This indicator reflects the efficiency with which energy was used in relation to hotel operations.

Electricity (including clean energy sources) accounted for the largest share of total consumption, with 149,672 GJ, followed by natural gas (91,300 GJ) and LPG (47,065 GJ). Although the share of renewable sources remains limited (5,254 GJ from solar panels), their inclusion represents progress toward more sustainable operations.

This energy intensity value will serve as a baseline for comparing efficiency improvements in the coming years.

## Energy Intensity

Type of energy	Quantity	Units
Electricity	32,623	GJ
Clean energy	117,048	
Sum of electricity	149,672	
LP Gas	47,065	
Natural Gas	91,300	
Diesel	6,275	
Gasoli	698	
Solar Panel	5,254	
<b>TOTAL</b>	<b>300,263</b>	
<b>Energy intensity</b>	<b>0.28569</b>	<b>GJ/room occupied</b>





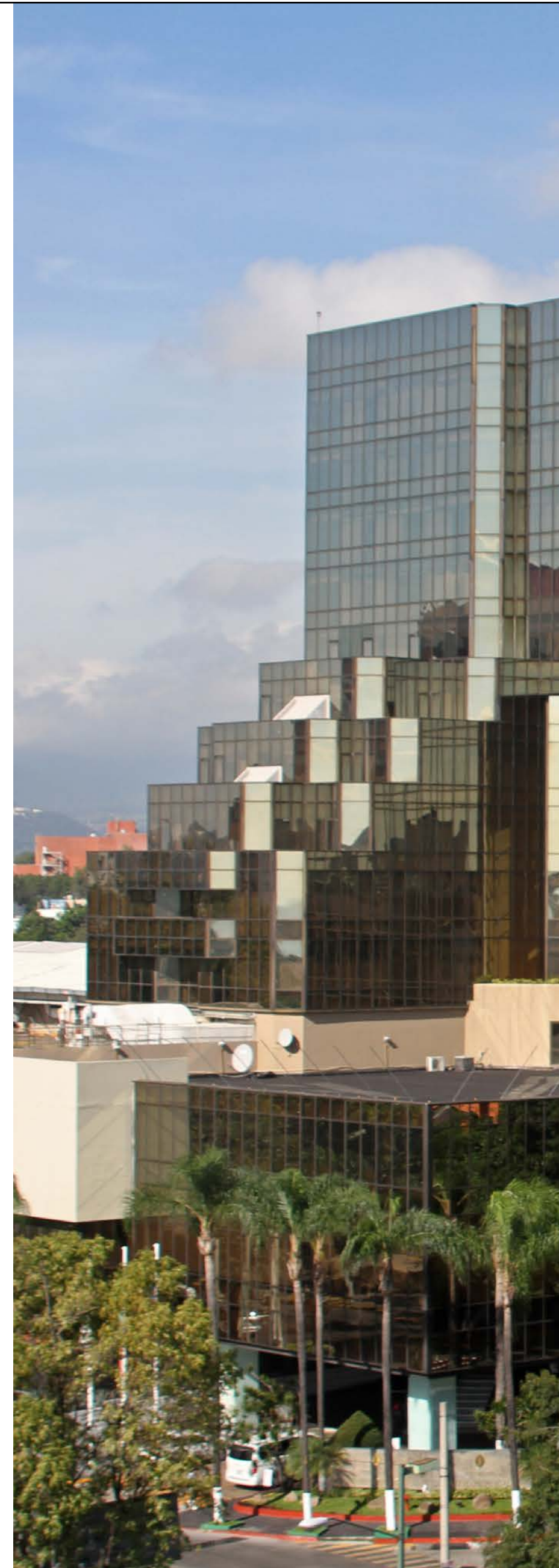
# Reduction of Energy Consumption

302-4

In 2024, the organization’s total electricity consumption was 149,672 GJ, representing an increase of 0.89% compared to the previous year (148,348 GJ in 2023).

Although several properties achieved significant reductions in electricity consumption –such as Aloft Querétaro, with a decrease of 901 GJ, and Holiday Inn Express Puebla, with 906 GJ less— the overall balance was influenced by increases in other locations, particularly Presidente InterContinental Mexico City, with an increase of 1,482 GJ, and Hyatt Place Santa Fe Monterrey, with 966 GJ more.

These variations reflect changes in occupancy levels, operations, and energy needs, and will serve as a basis for adjusting and strengthening efficiency strategies in the coming years.



## Energy Consumption

Property	Consumption 2023	Consumption 2024	Difference
Aloft Hotels Queretaro	4,051.6300	3,150.4068	-901.22
Candlewood Guadalajara	-	1,655.2728	1655.27
Courtyard By Marriot Merida	6,966.8800	7,308.2556	341.38
El Cielo Winery & Resort	1,640.1000	1,451.3616	-188.74
Hyatt Place, Hyatt House Santa Fe	3,373.4100	3,860.5932	487.18
Holiday Inn Aguascalientes	3,085.4300	3,118.3164	32.89
Holiday Inn Puebla	1,706.1200	2,330.9676	624.85
Holiday Inn Express Celaya	2,575.2300	2,813.7960	238.57
Holiday Inn Express Puebla	3,195.5300	2,288.9736	-906.56
Holiday Inn Resort Ixtapa	13,046.9300	13,400.7840	353.85
Hyatt Place, Hyatt House Monterrey	5,745.7800	6,712.0020	966.22
Kimpton Aluna Tulum	2,932.3700	3,177.5544	245.18
Presidente InterContinental Cancun	18,818.1900	19,396.1664	577.98
Presidente InterContinental Cozumel	21,120.9300	20,242.1268	-878.80
Presidente InterContinental Guadalajara	12,323.5000	12,323.4984	0.00
Presidente InterContinental Mexico City	31,379.4600	32,862.0564	1482.60
Presidente InterContinental Puebla	3,456.5200	3,610.2528	153.73
Staybridge Suites Guadalajara	2,114.3100	2,226.8124	112.50
Staybridge Suites Irapuato	2,150.5900	2,167.7148	17.12
Staybridge Suites Saltillo	2,655.0600	2,507.9832	-147.08
Staybridge Suites Silao	2,208.8300	2,316.5532	107.72
Viatura Omun	-	420.3360	420.34
Viatura Xtojil	-	329.8932	329.89
Casa Pepe	-	-	0.00
<b>Grand total</b>	<b>144,546.80</b>	<b>149,671.68</b>	<b>5,124.88</b>



# WATER

303-1 303-5

## Water Consumption

During 2024, total water consumption across our properties reached 876,337 cubic meters, representing an increase in water intensity compared to the previous year. The average consumption per occupied room was 0.860 m<sup>3</sup>, a 0.04% increase from 0.826 m<sup>3</sup> recorded in 2023. This rise is mainly attributed to higher occupancy rates and the specific operating conditions of beach and high-tourism hotels.

The properties with the highest total consumption include:

- ✿ **Presidente InterContinental Puebla** with **195,777 m<sup>3</sup>**
- ✿ **Holiday Inn Resort Ixtapa** with 135,376 m<sup>3</sup>
- ✿ **Presidente InterContinental Cozumel** with 103,935 m<sup>3</sup>

These hotels stand out due to their size, additional services (such as swimming pools, landscaped areas, and in-house laundries), and seasonal tourism dynamics.

In line with **GRI Standards 303-1, 303-3, and 303-5**, we prioritize continuous monitoring, maintenance of efficient hydraulic systems, and the identification of opportunities to reduce consumption through low-flow technologies, rainwater harvesting, and awareness campaigns targeted at operational staff.

For 2025, water intensity per occupied room will continue to be monitored, and strategies will be implemented to reduce water dependency in high-stress areas, particularly in coastal destinations.

Compared to 2023, when total consumption was **788.2 megaliters**, in 2024 it increased by **11.2%**, reaching **876.3 megaliters**. This growth is explained by the incorporation of new properties, which expanded infrastructure and water demand. Although total volume increased, intensity per occupied room remained stable, indicating a usage pattern proportional to operational growth. This underscores the need to continue strengthening water-use efficiency, with a stronger focus on newer properties.



**Water consumption per property from January 2024 to December 2024**


Property	Quantity in m3
Aloft Queretaro	15,053
Ballesol Queretaro	14,240
Candlewood Guadalajara	6,723
CY Merida	21,595
El Cielo Winery & Resort	13,184
HH Santa Fe	7,702
HI Aguascalientes	13,544
HI Puebla	35,030
HIE Celaya	8,815
HIE Puebla	19,458
HIR Ixtapa	135,376
HP MTY Valle	18,115
HY San Miguel de Allende	840
Kimpton Tulum	18,915
PIC Cancun	103,935
PIC Cozumel	97,543
PIC Guadalajara	59,070
PIC Mexico City	195,777
PIC Puebla	39,138
SB Guadalajara	12,744
SB Irapuato	10,825
SB Saltillo	17,599
SB Silao	10,813
Viatura Omun	134
Viatura Xtojil	169
<b>TOTAL</b>	<b>876,336.65</b>

**Water intensity**

m³ utilized/ocupied room	2023	2024
	0.826	0.860

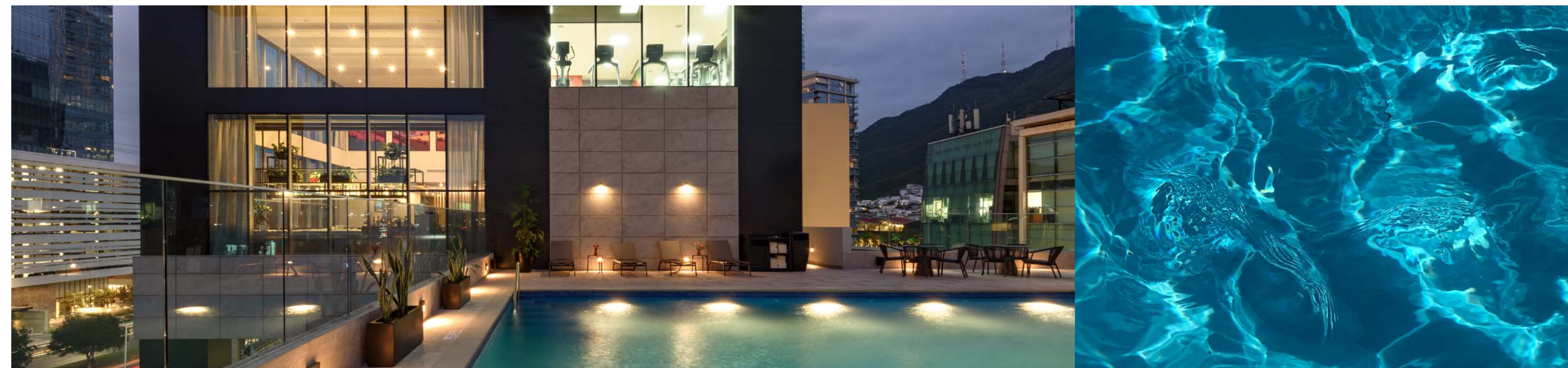
Between January and December 2024, properties located in areas with high or extreme water stress recorded a total water consumption of 365,307 m<sup>3</sup>, equivalent to 41.7% of the total annual consumption (876,336.65 m<sup>3</sup>). These properties are located in regions such as **Queretaro, Aguascalientes, Guanajuato, Guadalajara, Monterrey, and Mexico City**, where water availability is limited and pressure on the resource is high.

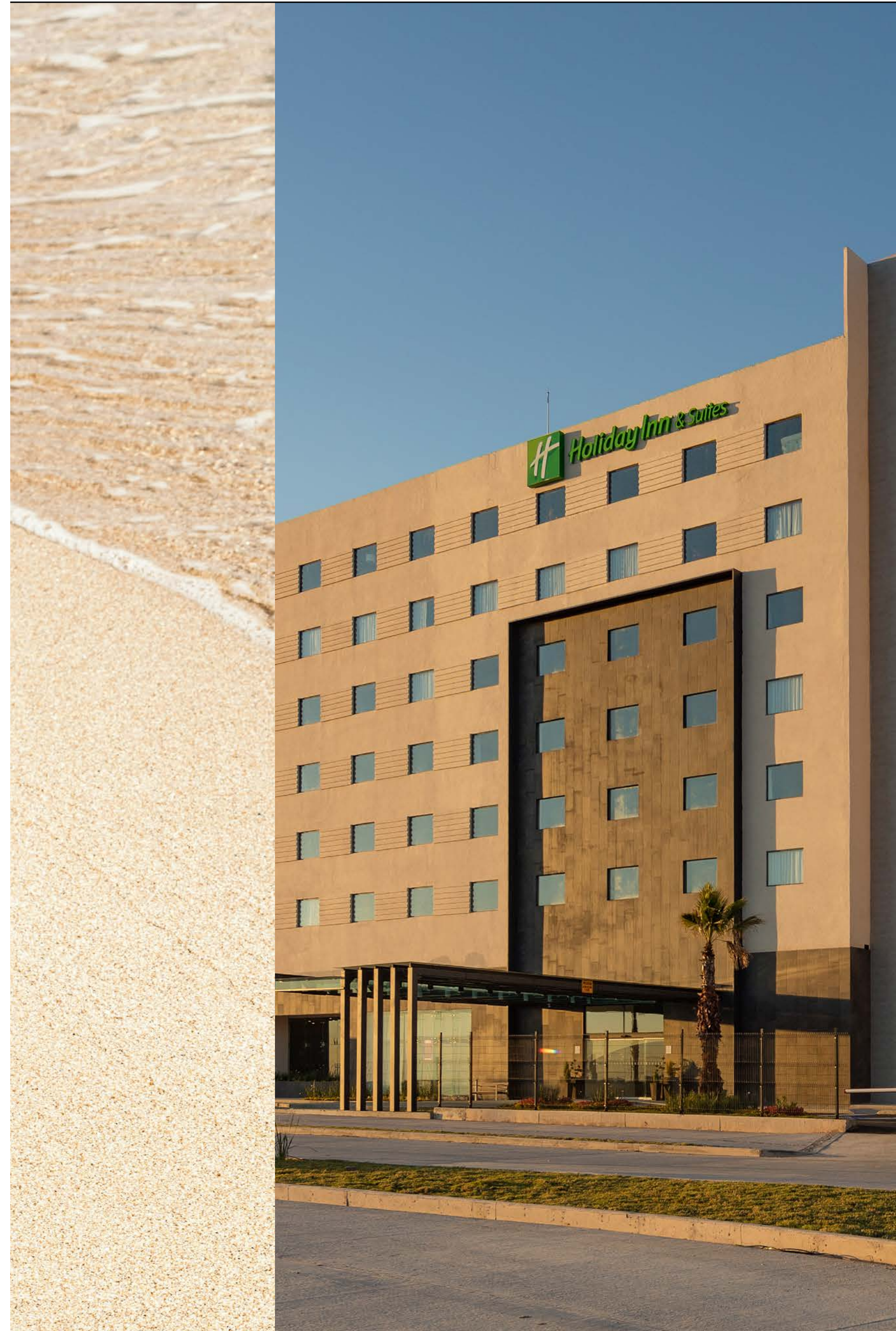
The properties with the highest consumption in these areas were:

-  **Presidente InterContinental Mexico City** 195,777 m<sup>3</sup>
-  **Presidente InterContinental Guadalajara** 59,070 m
-  **Hyatt Place / Hyatt House Monterrey** 18,115 m<sup>3</sup>

The concentration of consumption in these regions underscores the need to strengthen water efficiency strategies, reuse technologies, and continuous monitoring systems.

Starting in 2025, innovative technologies will be implemented to optimize water use in key areas such as showers, sinks, and laundries. These solutions are designed to significantly reduce consumption, with a special focus on properties located in regions with higher water stress. Through these actions, we aim to move toward a more sustainable operation with a lower environmental impact.





# WASTE MANAGEMENT

GRI 306-1, GRI 306-2

## *Measurement*

In 2024, digital waste tracking logs were established and distributed to all properties to record the weight of the different waste streams generated. This was the first year that the weighing of organic waste was formalized, alongside ongoing tracking of inorganic and recyclable waste. Currently, 21% of properties have a designated person responsible for these activities, ensuring proper follow-up and reinforcing our commitment to the correct management and revalorization of waste materials.

Efforts to improve recyclable waste separation systems focused on materials such as PET, Tetra Pak, coffee capsules, cardboard, cans, aluminum, steel, and scrap metal, among others.

## *Internal Policy*

As part of our commitment to sound governance, a new clause was added to our Environmental Policy addressing waste control and minimization. This guideline promotes source reduction, recycling, material recovery, green purchasing, and the reduction of single-use plastics, thereby strengthening our commitment to sustainability and operational efficiency.



## Green Fund

The Green Fund was created from the revalorization of waste generated in our operations, transforming what was once considered waste into a resource with social value. The income generated from this process is allocated to a common fund aimed at supporting employees in need while recognizing and rewarding their efforts.

This initiative not only strengthens our sustainability culture but also acts as a direct incentive for our employees, who play a crucial role in proper waste management through physically demanding tasks. Thanks to this fund, collaborators can receive financial support or additional income, boosting their motivation and well-being.

As part of its consolidation, the Green Fund has already achieved its first positive impact: an employee from Presidente InterContinental Cozumel became the first beneficiary of the program, reflecting the organization's commitment to both employee well-being and environmental care.



## Food Waste Prevention

Organic waste remains one of the most challenging types of waste to manage, as there are few suppliers in the country prepared to properly receive and process the quantities generated by the hotel sector. These wastes are also among the most polluting, as they produce leachates that contaminate soil and water, and generate large amounts of greenhouse gases (GHG) — notably methane, which has 25 times the global warming potential of carbon dioxide.

According to SEMARNAT, of the 44 million tons of waste generated annually in Mexico, 52% is organic.

Given this context, we have emphasized the importance of prevention and strengthened our commitment by signing the “Pacto por la Comida” (Food Pact) in partnership with the Food Bank and with the technical support of SIPRA. This milestone makes us the first hotel group in our sector to take on this commitment. Our main goal is to prevent the generation of organic waste through best practices in food reception, kitchen operations, and service areas.



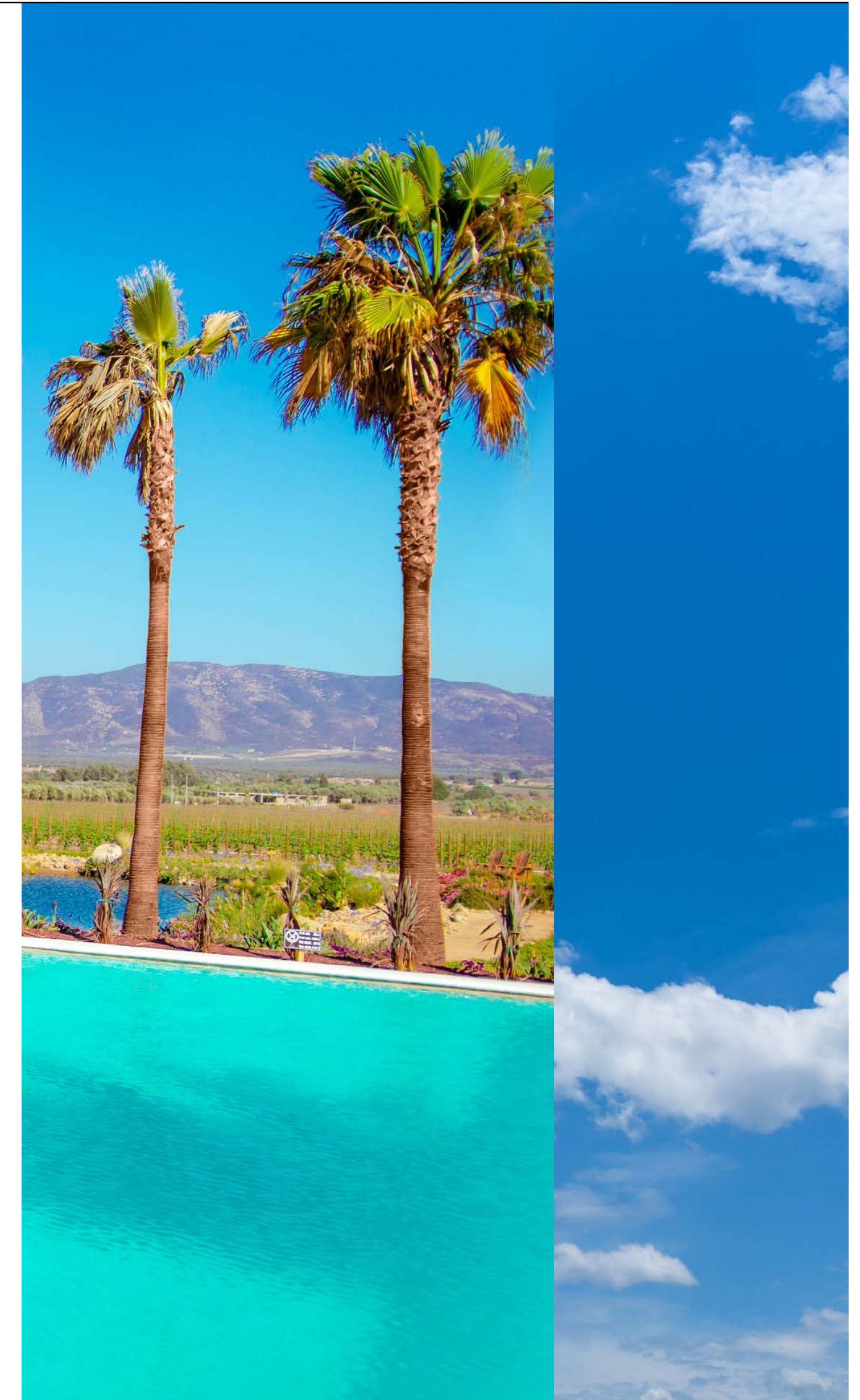
# Environmental Performance

The rate of waste separation and recycling increased by 45% between 2023 and 2024. These results depend directly on occupancy levels, each property’s capacity to handle more guests, and the availability of suppliers capable of properly processing the materials involved in our operations. Below are the 2024 results:

Recycled material	Kilograms	CO <sub>2</sub> avoided (ton)	Water saved (m <sup>3</sup> )	Saved energy (kwh)
Cardboard	34,676	31,208	867	52,014
Newspaper	25,823	30,259	908	36,310
Magazines and brochures	1,782			
Paper Archives	2,654			
PET	12,608	20,186	34	26,914
HDPE	400			
Stretch Film	449			
Tetrapack	4,315	6,473	65	1,278
Scrap Metal	639	1,917	1	6,390
Coffee Capsules	2,351	4,701	1	11,753
Aluminum Cans	13,052	123,273	21	27,394
Contaminated Aluminum	645			
Used Cooking Oil	12,548			

This translates into a total reduction of 218 metric tons of CO<sub>2</sub> emissions, equivalent to 3,349 round trips by car between Mexico City and Querétaro. It also represents the avoidance of 162,000 kWh of energy use, enough to charge 3,241 smartphones for one hour, and the prevention of contamination of up to 13 million liters of water — considering that one liter of oil can pollute up to one cubic meter of water.

This amount equals the daily water consumption of 40,000 people in Mexico City. These results were achieved thanks to the proper separation and recycling of the materials listed above.





# BIODIVERSITY

## Comprehensive coral reef restoration in the coastal area of the Hotel Presidente InterContinental Cozumel

304-3

*During the second half of 2024, a comprehensive coral reef restoration project was launched in front of the Presidente InterContinental Cozumel Hotel, located within the Cozumel Reefs National Park. Conceived as a five-year program.*

This initiative represents a strategic alliance among the private sector, government, and civil society.

### Project Planning and Design

In this initial phase, a thorough environmental, social, and governance feasibility study was completed. The analysis included an assessment of reef health, water quality, area mapping, and identification of key stakeholders. Based on these findings, a priority restoration site was defined with optimal conditions for the transplantation of *Acropora palmata* and *A. cervicornis* corals across an initial area of 400 m<sup>2</sup>, within a monitored zone of 4,776 m<sup>2</sup>.

### Implementation and Initial Results

In August 2024, the first coral planting took place, with 395 fragments transplanted. Monitoring conducted in December reported high survival rates: 83% for *A. palmata* and 88% for *A. cervicornis*. Additionally, significant growth was documented, with fragments fusing into colonies up to 20x20 cm (*A. palmata*) and 25 cm in length (*A. cervicornis*).

Maintenance activities included periodic substrate cleaning, algae removal, and control of coral predators such as corallivorous snails. At the same time, the project's social component was strengthened through an environmental education program, which held three training sessions for hotel staff, students, and members of the tourism sector.



Presidente InterContinental Cozumel

# Governance and Scientific Monitoring

The project operates under a collaborative governance model: **Presidente InterContinental Hotel** serves as the main financier; **The Cozumel Community Foundation** (IAP) manages funds and promotes community participation; **The Corales Vivos Cozumel Collective** (CVC) leads technical implementation and monitoring; **The Cozumel Reefs National Park Directorate (CONANP)** oversees regulatory compliance.

Scientific monitoring is continuous, using the **AGRRA v5.5 protocol** to assess key ecological indicators. Water quality analysis is conducted in collaboration with the Tropical Limnology Laboratory of the Universidad Autónoma de Quintana Roo.

## Scaling Perspective

The plan includes a gradual expansion of the restoration area: up to **1,000 m<sup>2</sup> in front of the hotel and 1,000 m<sup>2</sup> at the Paraíso** site, located 500 meters north. Annual coral planting is planned at both sites between years three and five. The Paraíso site has a proven record of successful restoration, including a previous increase in *A. palmata* coverage from 0% to 4.5%, achieved in earlier interventions led by CVC and PNAC.



## Biodiversity Conservation Framework

304-4

Biodiversity conservation serves as a guiding principle for our operations. To ensure that our activities do not negatively affect vulnerable species, we have implemented a systematic process for identifying species presence and assessing ecosystem impacts. This process relies on two main tools:

**NOM-059-SEMARNAT**, which establishes the legal protection status for wild species in Mexico. It classifies species as:

- *Probably extinct in the wild (E)*
- *Endangered (P)*
- *Threatened (A)*
- *Subject to special protection (Pr)*

**Naturalista**, a citizen science platform supported by scientific validation, which documents species distribution across the country.

In addition, through the International Union for Conservation of Nature (IUCN) framework, we identify species under global risk categories. This evaluation allows us to assess potential habitat impacts and design preventive, corrective, and restorative measures, based on both national regulations and scientific evidence supported by public participation.

IUCN Risk Categories:

- *Vulnerable (VU)*
- *Endangered (EN)*
- *Critically Endangered (CR)*

Categoría IUCN	Species 2023	Species 2024	Difference	Trend
Critically Endangered (CR)	1	0	-1	Decrease
Endangered (EN)	3	10	+7	Sharp increase
Vulnerable (VU)	4	6	+2	Slight increase
Near Threatened (NT)	6	9	+3	Increase
Least Concern (LC)	22	50	+28	Strong increase
Sin categoría IUCN	N/A	2	+2	New records

IUCN Category	Species	NOM-059 of Species	Number
Critically Endangered (CR)	Eretmochelys imbricata (P)	P	1
Endangered (EN)	Chelonia mydas (P), Procyon pygmaeus (P), Trichechus manatus (P)	P	3
Vulnerable (VU)	Beaucarnea pliabilis (A), Caretta caretta (P), Crocodylus acutus (Pr), Poecilia velifera (A)	A, P	4
Near Threatened (NT)	Passerina ciris (Pr), Crotalus ravus (A), Egretta rufescens (Pr), Leopardus wiedii (P), Patagioenas leucocephala (A), Sceloporus cozumelae (Pr)	Pr, A	6
Least Concern (LC)	Amazona albifrons (Pr), Cathartes burrovianus (Pr), Falco peregrinus (Pr), Barisia imbricata (P), Colinus virginianus (P), Aramidides axillaris (A), Sceloporus grammicus (Pr), Pituophis deppei (A), Conocarpus erectus (A), Crotalus moreletii (Pr), Ctenosaura similis (A), Elanoides forficatus (Pr), Iguana iguana (Pr), Laguncularia racemosa (A), Rhizophora mangle (A), Kinosternon leucostomum (Pr), Kinosternon scorpioides (Pr), Leptophis mexicanus (A), Limnothlypis swainsonii (Pr), Thamnophis proximus (A), Thrinax radiata (A), Tursiops truncatus (Pr), Vireo bairdi (A)	Pr, A	22



## Key Observations (IUCN 2023 vs. 2024):

### 1. Decrease in the highest risk category

**a.** In 2023, *one species was recorded as Critically Endangered (CR)* (*Eretmochelys imbricata*), while in 2024 *no species were reported in this category*.

**b.** This variation may be due to changes in the monitored sites or to the seasonal presence of certain species.

### 2. Significant increase in endangered species

**a.** *Species classified as Endangered (EN)* increased from **3 in 2023 to 10 in 2024**, representing more than a threefold rise

**b.** Iconic species such as *Chelonia mydas*, *Amazona oratrix*, *Rhynchopsitta terrisi*, and *Orbicella faveolata* were newly recorded.

### 3. Sustained increase in intermediate categories

**a.** *Vulnerable (VU)* species increased from 4 to 6

**b.** *Near Threatened (NT)* species increased from 6 to 9, reflecting a slight rise in the presence of species with concerning population trends.

### 4. Significant increase in Least Concern (LC) species.

**a.** Species in this category rose from 22 in 2023 to 50 in 2024 — more than double.

**b.** This increase may be attributed to greater monitoring efforts, the expansion of the sampling area, or improvements in the identification of wild flora and fauna.



Category NOM-059	Species 2023	Species 2024	Difference	Trend
(EN) Endangered	6	9	+3	Increase
(T) Threatened	9	14	+5	Increase
(SP) Special Protection	10	26	+16	Sharp increase



## Key Findings (NOM-059 2023 vs. 2024):

### 1. Generalized increase across all categories

a. All three categories under NOM-059 recorded an increase in the number of species in 2024.

### 2. Greater growth in the Special Protection (SP) category

a. This category rose from 10 to 26 species, reflecting *greater awareness and attention toward species requiring special management or conservation measures*.

b. This increase may also be linked to improved recognition of species with restricted distribution or local relevance.

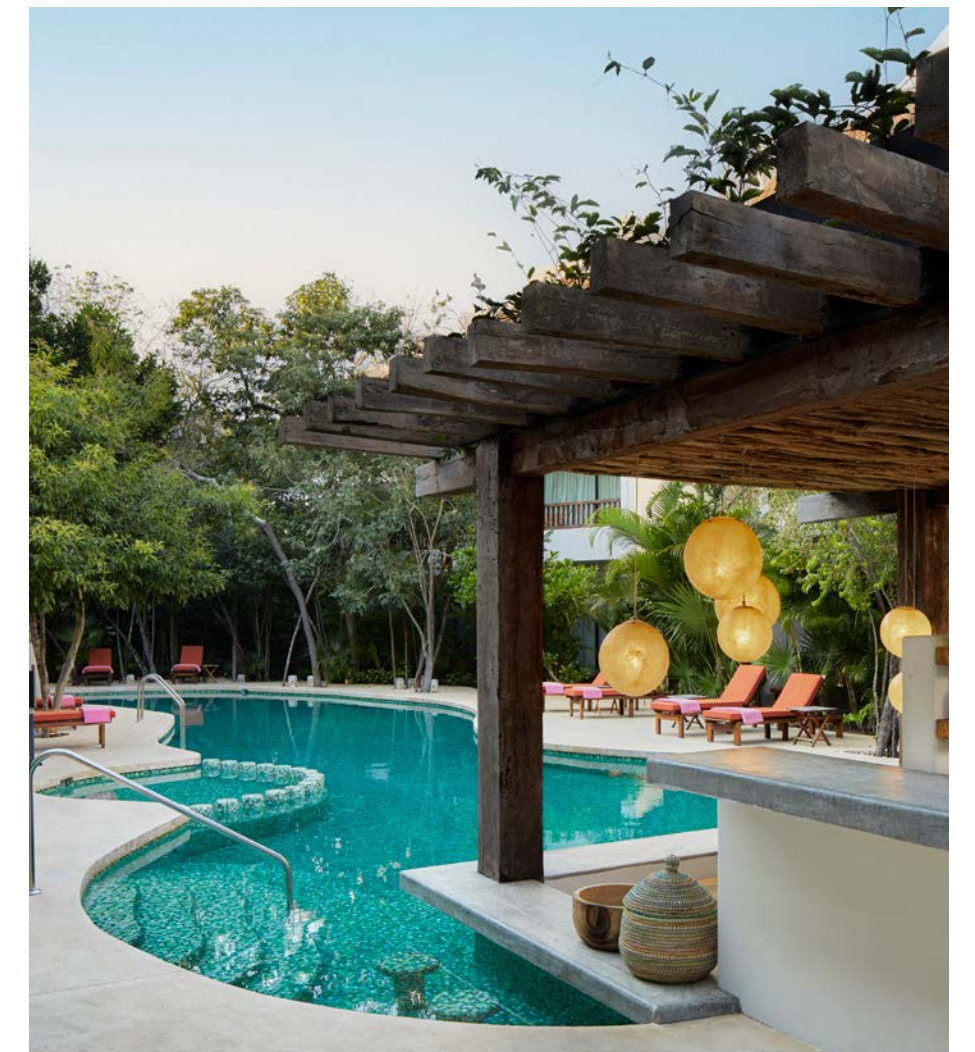
### 3. Growth in Threatened and Endangered species:

a. *Threatened (T) species* increased from 9 to 14.

b. *Endangered (EN) species* rose from 6 to 9, representing a moderate yet significant increase in species facing high risk.

The increase in the number of species recorded under risk categories, both in the IUCN and NOM-059 listings, can be primarily attributed to *improvements in monitoring and recording methods* — including the use of *citizen science platforms* that expand the spatial and temporal coverage of observations. Likewise, factors such as climate change and its effects on species distribution may also be influencing their presence and detection in new areas.





### **PIC Cozumel & PIC Cancun**

Both properties are located near Protected Flora and Fauna Areas (APFF) that safeguard marine and terrestrial ecosystems. PIC Cozumel’s proximity to a National Park reinforces its commitment to operating in harmony with the region’s natural heritage.

### **Viatura Xtojil**

This property borders the Anillo de Cenotes State Geohydrological Reserve, a priority area for conserving the karst system and aquifers of the Yucatán Peninsula. The reserve protects a network of interconnected cenotes that support fragile aquatic ecosystems and endemic species. The property is also located within the Chicxulub Crater ring, a site of international geological significance.

### **Holiday Inn Resort Ixtapa**

Facing Playa El Palmar —Mexico’s largest certified beach—, this hotel borders marine ecosystems under multiple protection schemes, including a Biosphere Reserve. It is also close to the Vicente Guerrero and Hermenegildo Galeana Protected Natural Areas, which conserve key terrestrial ecosystems.

### **PIC Monterrey & HH Monterrey**

Both border the Cumbres de Monterrey National Park (PNCM), a priority conservation area within the Sierra Madre Oriental. They also neighbor Protected Natural Resource Areas managing hydrological basins and pine-oak forests. Their proximity to Cerro de la Silla highlights their commitment to balance operations with high ecological and cultural value environments.

### **Kimpton Aluna Tulum**

Located adjacent to a UNESCO Biosphere Reserve, part of the Man and the Biosphere (MAB) program, focused on preserving a fragile marine ecosystem and ensuring biodiversity protection.



# Social Performance, Corporate Governance, and Ethics

Diversity, Equity, and Inclusion →

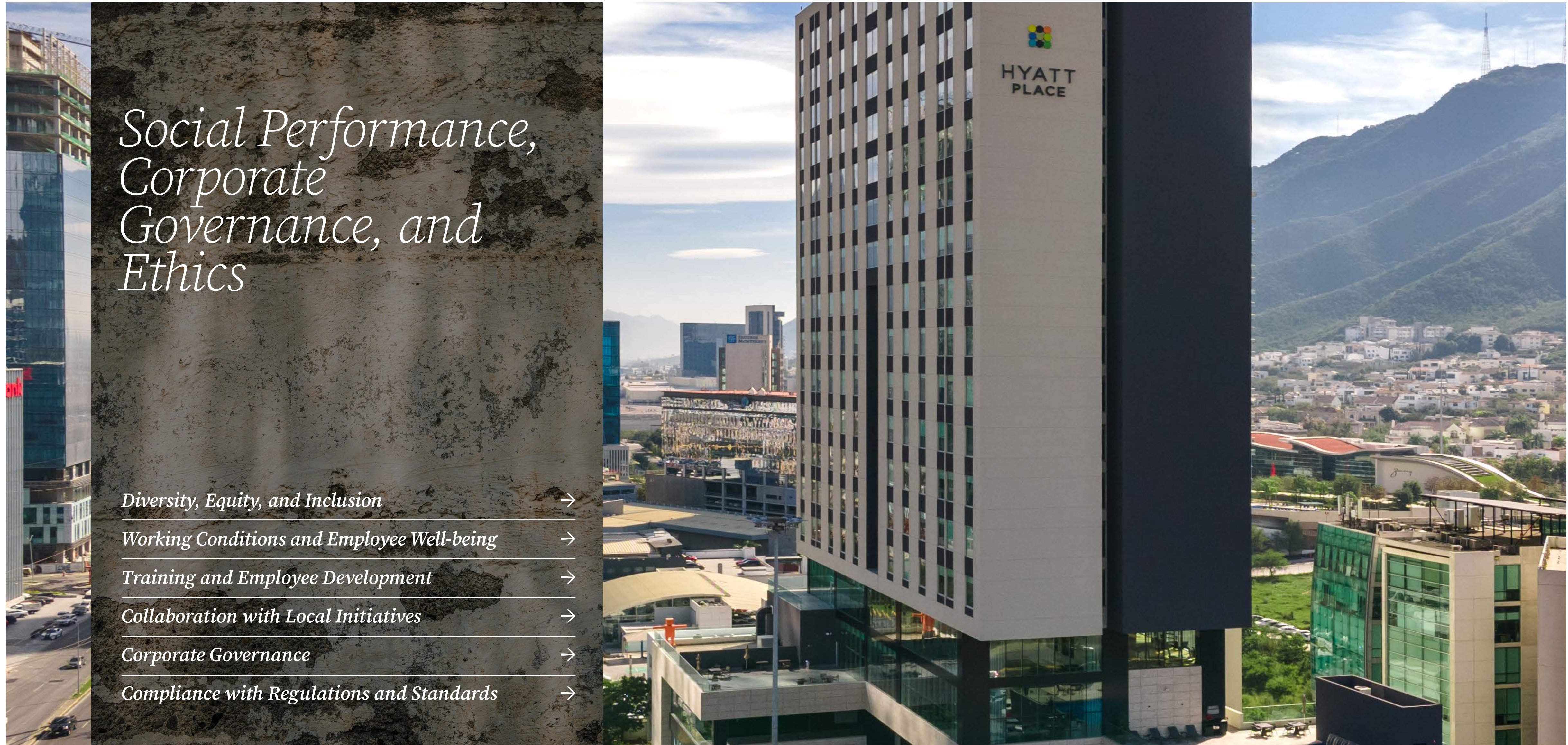
Working Conditions and Employee Well-being →

Training and Employee Development →

Collaboration with Local Initiatives →

Corporate Governance →

Compliance with Regulations and Standards →





# Social Performance

*Within our organization, we strive to build responsible labor relationships, strengthen internal capabilities, and actively contribute to the social environments in which we operate.*

*This section brings together our main lines of action in areas such as training and professional development, community engagement, and respect for human rights.*



## DIVERSITY, EQUITY AND INCLUSION

To promote diversity, equity, and inclusion across Grupo Presidente, we have ensured that our governance bodies are diverse. This is key to enriching strategic perspectives and fostering representative and inclusive decision-making.

A balanced composition in terms of gender and age allows us to integrate different experiences and viewpoints, thereby strengthening the quality of governance within the organization.

As part of our commitment to equity and inclusion, we continuously monitor the composition of our governing bodies, considering these variables in order to identify opportunities for improvement and advance toward greater representation in leadership spaces.



**GRI 405-1**

GENDER	AGE	Sub- General Executive				Total
		Director	director	Manager	Commitee	
Female	30 to 50 years		6	7	23	<b>36</b>
	Over 50	1	3	1	4	<b>9</b>
Male	30 to 50 years	4	3	8	31	<b>46</b>
	Over 50	5	2	9	7	<b>23</b>
	Under 30				4	<b>4</b>
<b>Total general</b>		<b>10</b>	<b>14</b>	<b>25</b>	<b>69</b>	<b>118</b>

**GRI 2-7**

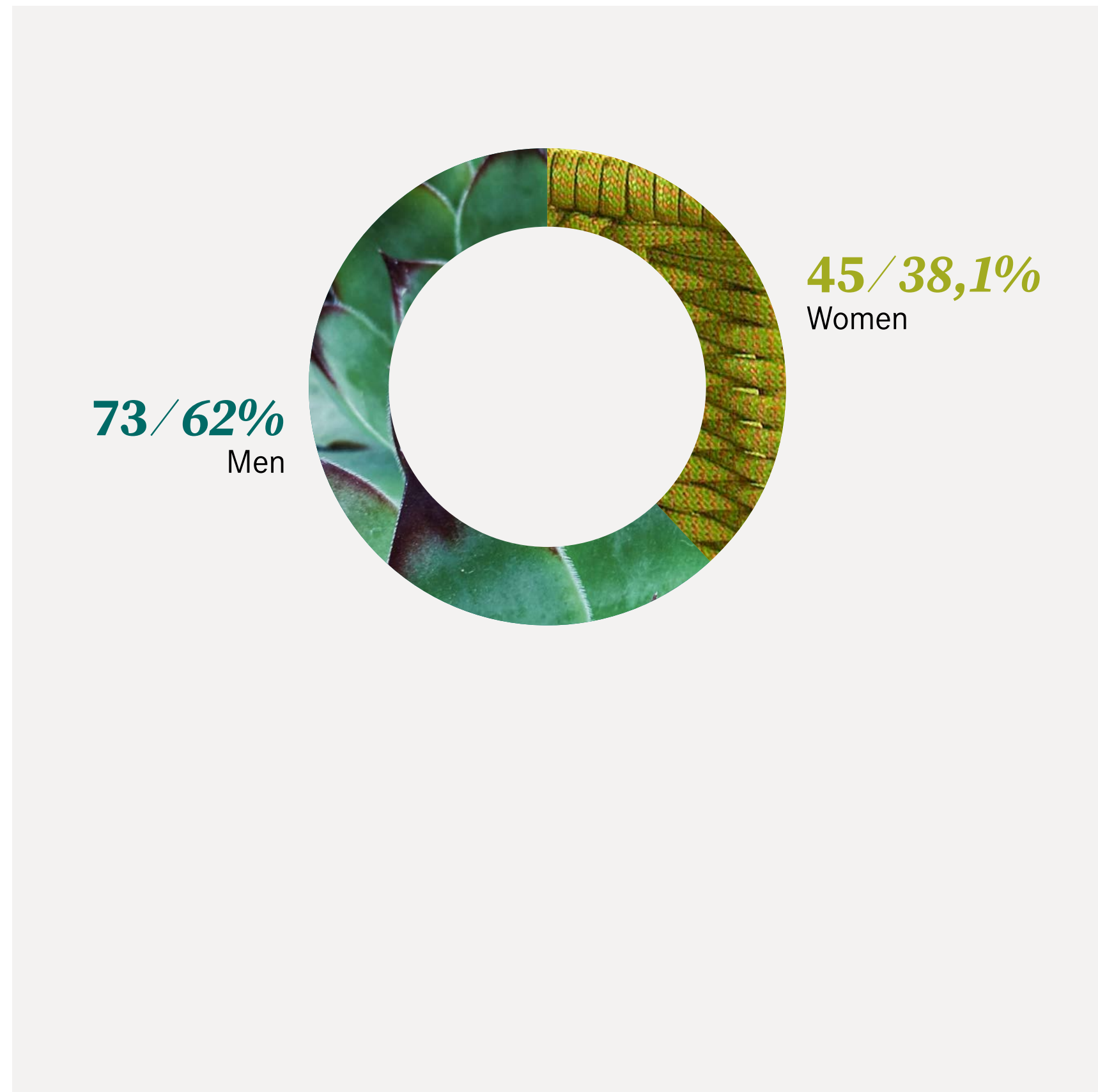
At Grupo Presidente, we also monitor the composition of our workforce at the national level. Currently, our team is made up of 3,882 employees from different regions and operational areas — a reflection of a diverse organization.

During 2024, we maintained a gender balance within our workforce: 49% men and 51% women.

Our team combines the energy of new talent with the strength of long-standing experience. The majority of our employees have between 0 and 5 years of tenure, reflecting steady growth in recent years. At the same time, our workforce includes individuals with up to 40 years of service, a clear indicator of retention and commitment.

This balance between experience and renewal speaks to a solid work environment that offers real opportunities for professional growth.

Operations	Number of employees	% Men	% Women
Aloft Queretaro	94	55%	45%
Balesol Lomas Verdes	39	23%	77%
Balesol Queretaro	85	20%	80%
Candlewood Guadalajara	27	59%	41%
Courtyard Mérida	106	62%	38%
D.LIDER ES	25	48%	52%
El Cielo	163	60%	40%
Hyatt Santa Fe	53	67%	30%
Holiday Inn Aguascalientes	62	48%	53%
Holiday Inn Puebla	84	54%	46%
Holiday Inn Express Celay	39	28%	72%
Holiday Inn Epres Puebla	58	41%	59%
HIR CABOS	417	33%	67%
Holiday Inn Ixtapa	87	63%	37%
Hyatt Monterrey	54	59%	41%
Kimpton Tulum	185	39%	61%
Corporativ	367	62%	38%
Presidente Intercontinent al Cancún	346	69%	31%
Presidente Intercontinent al Cozumel	228	50%	50%
Presidente Intercontinental Mexico City	1042	64%	36%
Presidente Intercontinent al Puebla	155	60%	40%
Staybridge Guadalajara	34	44%	56%
Staybridge Irapuato	30	30%	70%
Staybridge Saltillo	44	36%	64%
Staybridge Silao	32	64%	63%
Viatura Xtotil	15	61%	41%
Viatura Omun	18	39%	61%
<b>Total</b>	<b>3882</b>	<b>49%</b>	<b>51%</b>
<b>Grand Total</b>	<b>3882</b>	<b>1902</b>	<b>1980</b>





*Where youth and experience meet, our shared purpose grows stronger.*



During 2024, the average age of our employees was 38 years, reflecting an intergenerational balance that enriches our daily operations. A total of 1,086 employees are under 30 years old, 1,193 are between 30 and 40, 859 are between 40 and 50, 643 are between 50 and 60, and 101 are over 60 years old – demonstrating that at Grupo Presidente, talent has no age. The combination of youth and experience strengthens our shared purpose and drives our collective success.

Years of service	Total
0-5	3339
11-15	146
16-20	156
21-25	102
26-30	62
31-35	41
36-40	24
41-45	11
46-50	1
<b>Grand Total</b>	<b>3882</b>

Age Groups	Total
Menor de 30	1086
30 a 40	1193
40 a 50	859
50 a 60	643
mas de 60	101
<b>Total Employees</b>	<b>3882</b>



# WORKING CONDITIONS AND EMPLOYEE WELL-BEING

*In 2024, Grupo Presidente recorded a total of 5,939 new hires, including both permanent and temporary positions. This reflects the steady growth of our operations and our commitment to job creation.*

The distribution was as follows:

2,203	3,736
<i>Women</i>	<i>Men</i>



## New hires

Property	Month												Grand Total
	01	02	03	04	05	06	07	08	09	10	11	11	
PIC Mexico City	97	64	70	87	85	66	76	66	84	54	49	29	827
PIC Cancun	45	46	42	42	29	35	47	56	24	44	38	40	488
PIC Cozumel	28	28	39	35	37	18	36	28	25	27	39	17	357
HIR Ixtapa	99	181	173	120	164	241	57	89	270	176	116	74	1760
HIR CABOS	0	0	0	0	0	0	3	0	1	1	0	0	5
Pic Gdl.	27	71	57	59	38	48	40	24	49	84	66	31	594
HI Puebla	4	8	2	10	5	2	4	5	4	5	7	3	59
HH STF.	8	3	7	7	9	10	4	2	4	1	4	2	61
HIE Celay	4	2	4	6	1	3	3	2	2	1	2	2	32
D.Lideres	0	1	3	0	1	0	1	2	0	0	2	0	10
HIE Puebla	2	1	4	5	4	4	1	3	1	5	2	2	34
Pic Puebla	10	7	8	6	23	5	7	1	6	19	5	3	100
SB Irap.	5	2	1	3	0	10	1	2	3	5	0	3	35
SB Silao	6	9	5	7	5	6	11	6	5	7	2	3	72
SB Salt.	7	4	1	11	5	3	7	15	3	4	3	0	63
HI AGS	10	3	6	11	8	20	9	21	9	9	12	3	121
Aloft QRO	12	7	10	16	6	14	24	11	16	8	14	2	140
SB GDL	2	3	4	5	8	4	4	7	4	3	9	3	56
CY Merida	5	11	12	8	10	11	1	10	2	5	4	1	80
K. Tulum	8	5	7	2	1	3	3	6	2	5	12	9	63
El Cielo	8	32	34	29	55	66	63	85	64	75	68	27	606
HP y HH MTY Valle	10	11	17	12	16	13	18	10	11	11	11	2	142
Candlewood Guadalajara	0	0	0	0	0	0	8	6	0	2	1	6	23
Op Hoces	8	10	7	15	4	6	2	7	3	5	7	1	75
Ballesol	0	0	0	0	0	0	0	0	0	0	0	0	0
Ballesol Querétaro	6	4	6	10	4	2	12	8	6	2	8	8	76
Ballesol Lomas Verdes	0	0	0	0	0	12	14	8	4	7	4	5	54
Viatura Xtojiil	0	0	0	0	0	0	1	0	0	0	0	5	6
<b>Total New hires</b>	<b>411</b>	<b>513</b>	<b>519</b>	<b>506</b>	<b>518</b>	<b>602</b>	<b>457</b>	<b>480</b>	<b>602</b>	<b>565</b>	<b>485</b>	<b>281</b>	<b>5939</b>



# Employee Turnover

## GRI 401-1

In 2024, the employee turnover rate was 10.73%.

While this figure reflects a stable workforce, it also represents an opportunity to continue strengthening our retention strategies and to enhance the employee experience for those who are part of Grupo Presidente. Our goal is to build long-term career paths that foster both personal development and organizational growth.

**9.99%** **11.74%**  
**Women** **Men**

### Turnover

Pic Mexico City	4.70%
Pic Cancun	9.70%
Pic Cozum.	8.30%
HIR Ixtapa	33.40%
HIR CABOS	13.80%
Pic Gdl.	17%
HI Puebla	4.80%
HH STF.	7.70%
HIE Celay	4.70%
D.LIDERES	2%
HIE Puebla	2.80%
Pic Puebla	3.70%
SB Irap.	8%
SB Silao	14.60%
SB Salt.	10.70%
HI AGS	14.30%
Aloft QRO	10.60%
SB GDL	13.30%
CY Merida	4.30%
K. Tulum	10.10%
El Cielo	26%
HP y HH MTY Valle	11.90%
Candlewood Guadalajara	9.40%
Op Hoces	2.50%
Ballesol	0%
Ballesol Queretaro	7.10%
Ballesol Lomas Verdes	12%
Viatura Xtojil	33%
<b>Average</b>	<b>10.73%</b>



# Employee Benefits

## GRI 401-2

We strive to create working conditions that promote the overall well-being and stability of everyone in our organization. Accordingly, our benefits program includes both the benefits mandated by law and additional incentives that go beyond legal requirements.

While these benefits may vary depending on the role or employment type, all are designed to enhance the security and quality of life of our employees.

BENEFITS IN ACCORDANCE WITH THE LAW:	BENEFITS EXCEEDING LEGAL REQUIREMENTS:
Year-end bonus	Savings fund
Paid vacation	Life insurance
Vacation bonus	Major medical expenses insurance



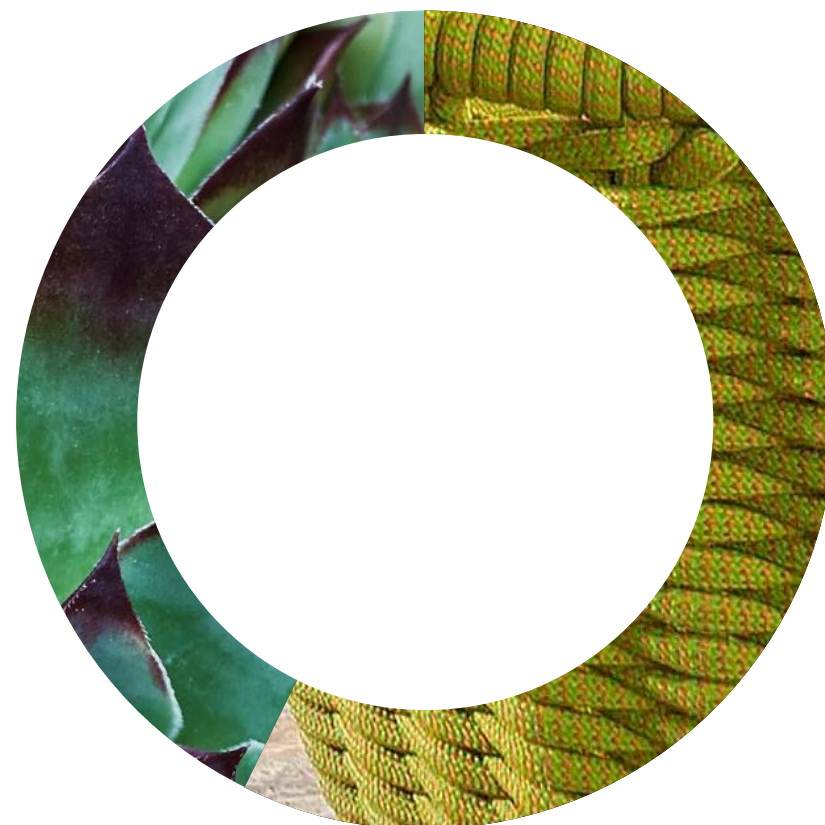
# Maternal Leave

GRI 401-3

We recognize the importance of supporting our employees in their personal lives.

Therefore, we offer a maternity leave of 12 weeks (84 calendar days), in accordance with the law. This leave can be distributed as six weeks before and six weeks after childbirth, or adjusted according to individual needs. During this period, employees receive their full salary and retain both their position and seniority within the company.

**20**  
Active  
working  
after  
maternal  
leave



**27**  
They quit  
their jobs af-  
ter maternal  
leave

# Health and Safety

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

The health and safety of our employees are a fundamental pillar of our management approach. All employees — both permanent and temporary — have access to social security, and certain administrative positions also include major medical expenses coverage.

In 2024, we strengthened preventive measures across all our operational units.

We have Safety and Hygiene Committees and Emergency Brigades trained in first aid, evacuation, and fire control.

At properties with swimming pools, we provide specialized training in water rescue and safety.

Additionally, 95% of our workforce participated in occupational health and safety awareness programs, focusing on risk identification, accident prevention, and the

mitigation of psychosocial factors, in compliance with NOM-035-STPS-2018.

As part of our annual activities, we organized Health Week at all properties, featuring well-being talks, COVID-19 and influenza vaccination campaigns, and preventive medical check-ups.

Furthermore, Fundación Gigante offers all employees access to a comprehensive support line providing psychological, nutritional, medical, and legal assistance.

These initiatives reaffirm our commitment to ensuring safe, healthy, and people-centered work environments across all our hotels, residences, and restaurants.



# TRAINING AND EMPLOYEE DEVELOPMENT

**GRI 404-1, 404-2**

People’s development is key to ensuring efficient, ethical, and sustainable operations. For this reason, we implement continuous training programs that strengthen both the technical competencies and human skills of our employees, aligning them with the specific needs of each area and the strategic objectives of the organization.

The following table presents the main training programs delivered as part of our comprehensive learning and development strategy.

## Programs for Developing Employee Competencies and Transition Support

Course Name	Modality	Duration
Adaptability	In person	1 hour
Combating the Sexual Exploitation of Children and Adolescents	Virtual	1 hour
Customer Commitment	In person	1 hour
Effective Communication	In person	2 hours
Company Induction – Onboarding	In person	1 hour
Innovation and Continuous Improvement	Virtual	1 hour
Leadership and Influence	Virtual	1 hour
Handling of Chemical Products	In person	2 hours
Hygienic Food Handling – “Distintivo H” Certification	Virtual & in person	4 hours
Budget Management	In person	4 hours
Motivation and Emotional Intelligence in the Social and Healthcare Context: From Self-awareness to Self-care	In person	3 hours
Opera (Hotel Management System)	Virtual	1 hour
Civil Protection and Evacuation Drill	In person	3 hours
SAP and BI Systems	Virtual	1 hour
Safety and Hygiene	In person	4 hours
Timely Decision-Making	Virtual	1 hour
Teamwork	Virtual	1 hour



# Performance Evaluation

We foster a culture of continuous improvement through regular performance and professional development evaluations. These tools allow us to identify strengths, areas for improvement, and the degree of alignment with each unit’s strategic objectives — thereby promoting more effective leadership and clear career growth pathways within the organization.

Structured feedback is key to recognizing talent, strengthening motivation, and ensuring that each employee has the necessary tools to grow and perform fully in their role. The following section presents the percentage of employees who participated in formal performance evaluation processes during the reporting period:

### Percentage of Employees Receiving Regular Performance and Professional Development Evaluations

Total Employees (Unionized and Non-Unionized)	3882
Employees Evaluated	1679
Evaluation Rate	43%
Women	781
Men	898



# COLLABORATION WITH LOCAL INITIATIVES

## GRI 413-1

We recognize that our impact extends beyond the walls of our hotels.

For this reason, each of our properties actively collaborates with civil society organizations, educational institutions, foundations, and local collectives with the goal of creating shared value in the communities where we operate.

The following table presents the main social partnerships established during the reporting period.

These alliances reflect our commitment to community development, inclusion, education, environmental care, and food security.



Hotel	NGO	Project Description
Presidente InterContinental Mexico City	Fundación Mark	Emotional support, cognitive skills development, and social integration for children and adolescents with cancer.
	Fundación Emanuel IAP	Assistance for people in prison and their families, covering basic needs and offering human relations courses.
Hyatt House Santa Fe	Banco de Tapitas	Medical and emotional care for children and young people under 21 with cancer
	DAR Y AMAR AC	Comprehensive support for adolescents and young people in vulnerable situations due to abuse, abandonment, or extreme poverty.
Aloft	Parroquia El Señor de la Misericordia	Delivery of clothing, food, and hygiene items to people affected by natural disasters.
Ballesol	Asilo San Francisco de Asís	Shelter for 40 low-income older adults.
Holiday Inn Celaya	Albergue Hospital General de Celaya	Accommodation and meals for 50 family members of hospitalized patients per day.
Staybridge Irapuato	Casa Cuna de Irapuato	Shelter for more than 30 homeless youth.
	Casa Hogar para Niñas de Jesús AC	Home for more than 45 girls between the ages of 3 and 14.
Holiday Inn Aguascalientes	Casa Hogar Dulce Refugio	Comprehensive care for children who are victims of abuse or neglect.
Presidente InterContinental Guadalajara	Casa Cabañas	Support for children and youth in situations of vulnerability and poverty.
	Hospital Civil de Guadalajara	Medical care for low-income individuals.

Hotel	NGO	Project Description
Staybridge Guadalajara	Casa Hogar Madre Consejo Addatis	Comprehensive support for girls and families in situations of abandonment or risk.
Staybridge Saltillo	Cáritas Saltillo	Assistance services for poor, sick, and homeless people.
El Cielo - Valle de Guadalupe	Casa Hogar del Anciano de Ensenada A.C.	Home for older adults.
	Orfanatorio Estado 29	Orphanage for children.
Courtyard Merida	Asociación Civil CAIMEDE	Shelter for children and adolescents living on the streets.
Presidente InterContinental Cancun	Muuch Kaab S.C. de R.L. de C.V.	Production and sale of melipona honey products.
	Cáritas / Banco de Alimentos	Food assistance for vulnerable populations.
Presidente InterContinental Cozumel	Banco de Tapitas	Care for children and youth under 21 with cancer.
	Casa Hogar Juan Pablo II	Home for older adults.
Kimpton Aluna Tulum	Banco de Tapitas	Care for children and youth under 21 with cancer.
	DIF Tulum	Support programs for vulnerable populations.
Holiday Inn Ixtapa	Casa Hogar Bet Shalom	Home for older adults..
	DIF Zihuatanejo	Social programs for vulnerable populations.
Presidente InterContinental Puebla	Asilo Vivir de Amor	Shellter for relatives of hospitalized people
Holiday Inn Express Puebla	Casa del Sol	Social and educational services for vulnerable populations.
Holiday Inn Puebla La Noria	Cáritas Puebla	Assistance services for vulnerable, sick, or extremely poor people.



# CORPORATE GOVERNANCE AND ETHICS PERFORMANCE

## GRI 2-16

At Grupo Presidente, we believe that a strong ethical culture is built on transparency and trust.

All critical concerns are managed by the Ethics Committee, which assigns responsible parties to conduct investigations and prepares reports for the highest governing body for analysis and resolution. These reports are shared exclusively with authorized personnel.

We have implemented the “Anonymous Tips” system, developed by Deloitte, which provides our employees with a secure, anonymous, and confidential channel to report any situation that may contradict our ethical principles. During the reporting period, 583 critical concerns were reported. Each case was addressed in accordance with our Whistleblower Policy, and appropriate measures were taken based on the nature of each situation.

## GRI 2-27, 205-1, 205-2, 205-3

We maintain a firm commitment to ethics, transparency, and regulatory compliance, which are fundamental principles of our operations.

We are convinced that integrity is the foundation of trust in all our stakeholder relationships and an essential condition for building a fair and responsible business environment.





# COMPLIANCE WITH REGULATIONS AND STANDARDS

We have a robust regulatory framework in anti-corruption, supported by clear internal policies, an Ethics Committee that monitors potential incidents, and an anonymous reporting channel operated by an independent third party to ensure confidentiality and objectivity throughout the process.

This approach has been recognized at the national level and, in 2020, positioned Grupo Presidente as the number one company in the IC500 ranking for anti-corruption compliance.

The following are the main policies and standards that govern our conduct in this area, with links available for consultation:

- [Whistleblower System:](#) →
- [Code of Ethics:](#) →
- [Conflict of Interest Policy:](#) →
- [Anti-Corruption Policy:](#) →
- [Anti-Money Laundering Policy:](#) →
- [Donations and Contributions Policy:](#) →
- [Ethics Committee Functions:](#) →
- [Internal Fraud Prevention Policy:](#) →
- [Hospitality and Travel Expenses Policy for Public Officials:](#) →
- [Risk-Based Hiring Prevention Policy:](#) →
- [Anti-Corruption Ethics Training Program:](#) →
- [Supplier Code of Conduct:](#) →





# Sustainability Goals and Targets

[Objectives and goals by dimension](#) →

[Key indicators](#) →



Courtyard Merida Downtown



# GOALS AND TARGETS

*Based on the analysis of material topics and their level of progress, we have defined a strategic action plan aimed at strengthening sustainability performance. The following objectives and targets are organized by dimension:*

## Environment

*Areas: Energy, GHG emissions, water, and biodiversity.*

### Short term (1–2 years):

- Energy audit: Identify key energy consumption points and improvement opportunities in efficiency.
- Life cycle analysis: Assess environmental impacts from construction to operation and decommissioning of assets to identify emission reduction and renewable energy optimization opportunities.
- Implementation of an energy management system (ISO 50001 or equivalent): Improve energy performance through structured processes and frameworks.
- Renewable energy plan: Analyze current energy consumption, identify renewable sources, and design a sustainable integration roadmap.
- Renewable resource assessment: Determine the feasibility of solar and wind technologies based on the geographical context of each hotel.
- Lean management: Apply continuous improvement methodologies to reduce waste and optimize resources.
- Periodic energy performance review: Establish mechanisms for ongoing monitoring and tracking.
- Implementation plan: Consolidate actions with defined schedules, resources, and responsibilities.

### Medium term (3–4 years):

- Renewable energy development: Evaluate and execute the installation of solar systems and the acquisition of clean energy from certified suppliers.

### Long term (4+ years):

- Sustainable building certifications (BREEAM, LEED, or equivalent): Align hotel operations with international standards in energy efficiency and sustainability.





# GHG Emissions

# Water

# Waste Management

## Short term (1–2 years):

→ *GHG training*: Train operational staff on Scopes 1, 2, and 3, including general concepts of the emissions inventory, GHG Protocol calculation methodologies, data consolidation (frequency, communication channels, required evidence), and regulatory compliance.

## Short term (1–2 years):

→ *Water stress assessment*: Identify assets exposed to high or extreme water stress and develop mitigation, control, and prevention plans to ensure supply continuity.

→ *Reduced water extraction*: Implement recirculation systems, rainwater harvesting, wastewater treatment, and efficient fixtures and *equipment*.

## Medium term (3–4 years):

→ Measure and consolidate indicators for reused/recycled waste and waste disposed (landfill, incineration) in 90% of properties, encouraging all operational teams to standardize materials and reduce total waste generation by at least 25%.

## Medium term (3–4 years):

→ *Scope 3 emissions calculator*: Identify significant activities according to the GHG Protocol, gather data, select emission factors, calculate emissions, and set specific reduction targets.

Note: If Scope 3 emissions exceed 40% of the total, a formal reduction target will be established.



## Long term (5+ years):

→ *Comprehensive Waste Management Plan*: Develop a plan for each property covering waste generation to final disposal, with focus on classification, storage, revalorization opportunities, and partnerships with certified providers for biofuels, glass, cardboard, or e-waste recycling.

Circular economy strategy: Promote bulk purchasing, composting systems, elimination of single-use plastics, sustainable procurement, and prioritization of local suppliers.



# Biodiversity

## Short term (1–2 years):

→Environmental management system (ISO 14001 or equivalent): Establish measurement, monitoring, action plans, and clear responsibilities.

## Medium term (3–4 years):

→Comprehensive biodiversity projects: Include prevention (environmental impact studies), mitigation (rescue and relocation programs for flora and fauna), restoration (reforestation with native species), and compensation (environmental and financial) in collaboration with government entities and local communities.

## Long term (4+ years):

→Alignment with the Taskforce on Nature-related Financial Disclosures (TNFD): Develop a biodiversity management document under CEO and board supervision, identifying operational responsibilities, risks, impacts, dependencies, and opportunities over different timeframes.  
→The report should analyze effects on business models, value chains, and financial performance, and include a Biodiversity Protection Report detailing processes, strategies, and risk management.



# Climate Change

## Short term (1–2 years):

→Climate Change Policy aligned with the Taskforce on Climate-related Financial Disclosures (TCFD): Include governance, roles, responsibilities, commitments, risks, adaptation, impact measurement, and disclosure mechanisms.

→Physical and transition risk analysis: Use IPCC (AR5/AR6) and NGFS climate scenarios for 2030, 2050, and 2070, assessing both acute and chronic risks (fires, hurricanes, droughts, temperature rise) as well as market, technological, legal, and reputational risks.

## Medium term (3–4 years):

→Financial impact quantification: Define internal indicators (e.g., expense variations, revenue fluctuations) to evaluate the financial effects of climate-related risks on balance sheets and income statements.

→Adaptation plan: Prioritize infrastructure actions and response plans to identified risks — such as elevating critical installations, upgrading pumping and backup systems, and improving building resilience.

→TCFD-aligned reporting: Disclose structured information on governance, strategy, risk management, and metrics.



# Social

## Short term (1–2 years):

- Labor rights and standards: Assess gender pay equity and compliance with minimum wage standards.
- Diversity, equity, and inclusion: Establish partnerships with organizations promoting workforce inclusion for structurally disadvantaged groups.
- Occupational health and safety: Develop comprehensive prevention and wellness guidelines covering physical and mental health, medical and psychological care, and safety protocols.  
This document will define key concepts, responsibilities, prevention principles, risk management, and initiatives promoting physical health (medical services, first aid, vaccination, nutrition programs) and mental well-being (professional counseling, online support).
- Social investment and community engagement: Evaluate social impact using indicators such as the percentage of purchases from local suppliers and businesses.
- Social baseline studies: Conduct baseline studies of communities near the hotels to define next steps for creating positive local impact.
- The Code: Reinforce The Code certification across all operations to prevent the sexual exploitation of children and adolescents in travel and tourism.

## Medium term (3–4 years):

- Community dialogue: Establish accessible communication channels (suggestion boxes, digital forms, social media), train staff to manage them, and hold regular community meetings to address local needs.
- Social impact evaluation: Monitor systematically the positive and negative effects of hotel operations on local environments.



# Governance

## Short term (1–2 years):

- Corporate governance: Publish the governance structure online in an accessible format; increase women’s representation in executive and board positions; and ensure annual ESG training for top management.

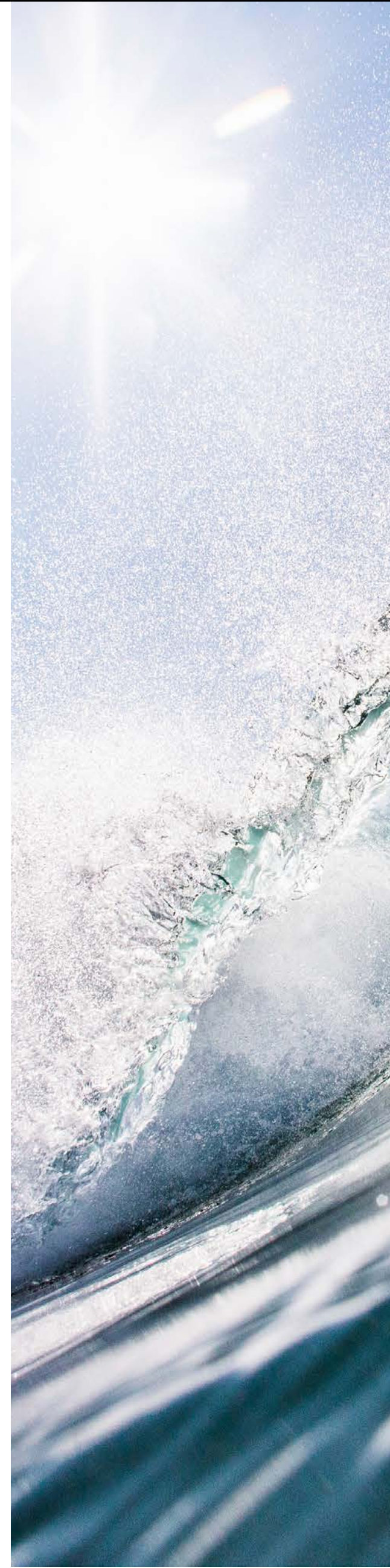
# Ethics

- Ethics Committee strengthening: Rename it Ethics and Sustainability Committee, incorporating ESG Champions to review strategic progress. Together with the CEO, this group will address four key themes: energy (decarbonization), biodiversity, water, and social aspects.
- Whistleblowing follow-up: Measure, classify, and consolidate the actions taken on confirmed cases (dismissal, retraining, etc.).



# KEY INDICATORS

Based on the results presented, we are making progress toward meeting several of the established goals. This is the second consecutive year with a higher level of measurement coverage, which has allowed us to identify opportunities for improvement in goal-setting. For example, it is proposed to give greater weight to the carbon footprint per occupied room as a key indicator for evaluating our environmental performance.



## Goals 2030

Aspect	Material Topic	Goals	Target Year	Base year
Environmental	Energy	12% of hotels with energy certifications	2030	2023
	Energy	10% of energy used comes from renewable sources.		
	Greenhouse Gas (GHG) Emissions	Reduce total Scope 1 and 2 emissions by 47.9% (tons CO <sub>2e</sub> )		
	Water	0.35 m <sup>3</sup> of water consumption per guest		
	Biodiversity	25% of total hotel area restored as natural areas.		
	Climate Change	25% of hotels with physical and transition climate risk assessments.		
	Waste Management	80% of hotels managing the amount of recycled waste		
Social	Diversity, Equity, and Inclusion	48% of women in senior management positions up to two levels below the CEO.		
	Occupational Health and Safety	30% reduction in the number of workplace accidents		
	Community and Social Investment	5,000 community beneficiaries impacted by social support projects		
Governance	Regulatory Compliance	confirmed complaints from PROFECO received annually.	Annual	
	Corporate Governance	5% of total annual compensation for Champions linked to ESG targets	2030	
	Ethics	100% of suppliers sign or accept the Code of Ethics	2026	
Transversal	Customer Experience	Standardize the methodology and rating system for customer satisfaction across all hotels		





# Innovation and Opportunities

At Grupo Presidente, we reaffirm our commitment to sustainable hospitality through Viatura Hacienda Xtojil, a glamping model that combines luxury, sustainability, and environmental regeneration. Located in the heart of Yucatán, the project features 15 luxury tents designed with local, low-impact materials, perfectly integrated into the henequen landscape.

More than just accommodation, Viatura represents a conscious tourism proposal based on the principles of circular economy and

respect for the region’s cultural and natural identity. Every element — from the architecture to the guest experience— has been designed to generate a positive impact on the environment and local communities.

This project marks a firm step toward a regenerative hospitality model: one that redefines luxury through responsibility and demonstrates that it is possible to innovate while caring for resources, promoting local development, and generating shared value.



# CHALLENGES AND OPPORTUNITIES

*We have identified the main areas of opportunity to strengthen our commitment to sustainable development. These opportunities reflect our focus on continuous improvement and strategic sustainability management, aligned with both global challenges and the specific characteristics of our industry.*

## Information Management

A key challenge is optimizing the management of environmental, social, and governance (ESG) information. Currently, data is collected through systems such as SAP and spreadsheets, which makes consolidation and comprehensive analysis difficult.

To advance in this area, in 2024 we implemented the APlanet platform, which has allowed us to centralize, automate, and visualize key decarbonization indicators. This tool facilitates strategic planning, informed decision-making, and compliance with international standards.



## Waste Management

During the year, waste management faced several challenges, such as the limited availability of suppliers for certain materials and differences between locations, where not all waste can be recovered or repurposed. Additionally, some hotels lack sufficient staff to manage centralized waste separation and control.

Despite these challenges, we want to recognize and thank our collaborators, whose dedication and commitment make daily waste management possible —showing their determination and resilience even in complex situations.

## Community Partnerships

We also identified the need to strengthen our community partnerships to advance toward more structured and effective collaboration with the communities where we operate. This will enable us to better align our social initiatives with local needs and expand the positive impact of our actions.

## Integration of Sustainability Reporting Standards

We have a significant opportunity to further integrate Sustainability Reporting Standards (SRS) into our reporting processes. Leveraging this opportunity will allow us to enhance the quality, transparency, and comparability of our communications with diverse stakeholders.



# Conclusions

Social →

Governance →

Environmental →





# SOCIAL

Throughout 2024, Grupo Presidente took significant steps to strengthen its social dimension, aligned with our commitment to fostering an ethical, inclusive, and people-centered organizational culture.

In terms of employment and talent attraction, we recorded a substantial increase in new hires – rising from 2,730 in 2023 to 6,041 in 2024, representing a 121% growth. This operational expansion was achieved while maintaining a stable turnover rate, which improved slightly from 11.13% to 10.74%, suggesting greater workforce stability.

Regarding gender equity and work-life balance, the number of women who took parental leave increased from 17 to 47. However, we identified an area for improvement in post-leave retention: while 81% of women returned to work in 2023, only 36% did so in 2024. This finding prompts us to reassess our reintegration conditions and rethink our maternity support policies.

We continued to offer benefits exceeding legal requirements, such as a savings fund, life insurance, and major medical coverage, reaffirming our commitment to employee well-being.

Additionally, we maintained 15 active training programs to ensure continuous skill development across the organization.



# GOVERNANCE

In the area of governance and ethics, we received 583 reports through the critical concerns channel, compared to 514 in 2023. All reported cases followed due process, reinforcing trust in our internal mechanisms and fostering a culture of greater openness and ethical oversight.

These results demonstrate that Grupo Presidente is an organization in growth and transformation, one that — while expanding its operations — continues to strengthen solid governance structures and promote a fair, safe, and equitable work environment.

Meanwhile, challenges such as post-parental-leave retention and the evolution of continuous learning programs present opportunities to further enhance the social and human pillars of sustainability in the years ahead.

# ENVIRONMENTAL

In parallel, during 2024, we reaffirmed our commitment to strategic environmental management, aligned with global climate change challenges.

We achieved notable progress in areas such as energy, emissions, water, waste, and biodiversity, consolidating a cross-cutting approach that recognizes the interdependence between hotel operations, ecosystem health, and climate resilience.

One of the most significant achievements was the 6% reduction in CO<sub>2</sub> emissions per occupied room, despite an increase in occupancy rates. This progress, combined with an energy intensity of 0.29 GJ per occupied room, demonstrates tangible advances toward more efficient and low-carbon operations.

We also made progress in integrating renewable energy sources, such as solar power, marking a key step in our energy transition.

In terms of biodiversity, we renewed our coral reef restoration project in Cozumel, an initiative that not only protects critical marine habitats but also enhances coastal resilience against rising sea levels and extreme weather events.

Additionally, we designed a biodiversity strategy in partnership with scientific and environmental organizations, laying the groundwork for systemic, evidence-based conservation.

We continued to advance responsible water management, which earned the Water-Sustainable Hotel recognition, and achieved progress in waste prevention and recovery, including the Food Waste Reduction distinction.

These efforts not only improve operational efficiency but also reduce pressure on key natural resources, which are increasingly vulnerable to climate change.

Our environmental performance in 2024 reflects a shift toward a more resilient, proactive, and conscious management model, grounded in the belief that the future of sustainable tourism depends on balancing development, regeneration, and adaptation.





# Annexes

[Regulatory References](#) →

[Compliance with GRI Standards](#) →

[Audit and assurance statements](#) →

[Index of graphs and tables](#) →



# REGULATORY REFERENCES

The relevant topics included in this report stem from the materiality analysis conducted by Deloitte between February 15 and July 30, 2024.

For each identified material topic, the corresponding management approach and GRI indicator are presented throughout the report's sections.

The report was prepared in accordance with the content and quality principles established by the Global Reporting Initiative (GRI) Standards, which include: stakeholder inclusiveness, sustainability context, materiality, completeness, accuracy, balance, clarity, comparability, reliability, and timeliness.

Additionally, the report integrates the principles of inclusivity, materiality, and responsiveness defined in the AccountAbility AA1000APS (2018) standard.

This report covers the social, environmental, and economic performance of Grupo Presidente for the period January 1 to December 30, 2024, and includes all properties located within the Mexican Republic.





# COMPLIANCE WITH GRI STANDARDS

Particular emphasis was placed on measuring the critical topics identified in the materiality assessment, recognizing their importance for sustainable and responsible management.

This effort has enabled progress in integrating key indicators across several properties.

However, some units are still in the process of implementing the necessary mechanisms to measure all variables established by the GRI Standards.

The following table presents the current status of this process, in line with GRI 1: Foundation 2021, and covers the period from January 1 to December 31, 2024, as part of our ongoing commitment to transparency.

## INDEX GRI 1-1

### Statement of Use

*Grupo Presidente has submitted the information cited in this GRI content index for the period from January 1 to December 31, 2024, using the GRI Standards as a reference.*

### GRI 1 used

*GRI 1: Foundation 2021*

GRI Standard	Disclosure	Section in Report	Page	Reason for omission
<b>GENERAL DISCLOSURES</b>				
GRI 2: General Disclosures 2021	2-1 Organizational details	Governance and Sustainability Management		
	2-2 Entities included in the organization's sustainability reporting	Our Company		
	2-3 Reporting period, reporting frequency, and contact point	Purpose of the Report		
	2-4 Restatements of information	Purpose of the Report		
	2-5 External assurance			Not applicable
	2-6 Activities, value chain, and other business relationships	Our Company		
	2-7 Employees	Social Performance		
	2-8 Workers who are not employees			Information not available
	2-9 Governance structure and composition	Governance and Sustainability Management		
	2-10 Nomination and selection of the highest governance body			Information not available
	2-11 Chair of the highest governance body			
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance and Sustainability Management		
	2-13 Delegation of responsibility for managing impacts	Governance and Sustainability Management		
	2-14 Role of the highest governance body in sustainability reporting	Governance and Sustainability Management		Not applicable
	2-15 Conflicts of interest	Governance and Sustainability Management		
	2-16 Communication of critical concerns	Social and Governance Performance		



GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>GENERAL DISCLOSURES</b>				
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body			Confidential information
	2-18 Evaluation of the performance of the highest governance body			Confidential information
	2-19 Remuneration policies			Information not available
	2-20 Process to determine remuneration			Information not available
	2-21 Annual total compensation ratio			Confidential information
	2-22 Statement on sustainable development strategy			
	2-23 Commitments and policies	Governance and Sustainability Management		
	2-24 Embedding of commitments and policies	Governance and Sustainability Management		
	2-25 Processes to remediate negative impacts			Information not available
	2-26 Mechanisms for seeking advice and raising concerns	Social and Governance Performance		
	2-27 Compliance with laws and regulations	Social and Governance Performance		
	2-28 Membership in associations	Governance and Sustainability Management		
	2-29 Approach to stakeholder engagement			Information not available
	2-30 Collective bargaining agreements			Information not available

GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>MATERIAL TOPICS</b>				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Contexto y materialidad		
	3-2 List of material topics	Contexto y materialidad		
	3-3 Management of material topics	Contexto y materialidad		
<b>ENERGY</b>				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Performance		
	302-3 Energy intensity	Environmental Performance		
<b>GREENHOUSE GASES</b>				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Performance		
<b>WATER</b>				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Environmental Performance		
	303-3 Water withdrawal			Information not available
	303-4 Water discharge			Information not available
	303-5 Water consumption	Environmental Performance		
<b>BIODIVERSITY</b>				
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products, and services on biodiversity	Environmental Performance		
<b>CLIMATE CHANGE</b>				
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change			Not applicable



GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>WASTE MANAGEMENT</b>				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environmental Performance		
	306-2 Management of significant waste-related impacts			Information not available
	306-3 Waste generated			
	306-4 Waste diverted from disposal	Environmental Performance		Information not available
<b>LABOR RIGHTS AND STANDARDS</b>				
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans			Information not available
GRI 202: Market Presence 2016	202-1 Ratios of standard entry-level wage by gender compared to local minimum wage			Information not available
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social and Governance Performance		
	401-3 Parental leave	Social and Governance Performance		
<b>DIVERSITY, EQUITY, AND INCLUSION</b>				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social and Governance Performance		
	405-2 Ratio of basic salary and remuneration of women to men			Information not available
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Social and Governance Performance		

GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>TALENT DEVELOPMENT</b>				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social and Governance Performance		
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes			Information not available
GRI 404: Training and Education 2016	404-1 Average hours of training per employee per year	Social and Governance Performance		
	404-2 Programs for upgrading employee skills and transition assistance programs	Social and Governance Performance		
	404-3 Percentage of employees receiving regular performance and career development reviews	Social and Governance Performance		
<b>OCCUPATIONAL HEALTH AND SAFETY</b>				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Social and Governance Performance		
	403-2 Hazard identification, risk assessment, and incident investigation	Social and Governance Performance		
	403-3 Occupational health services	Social and Governance Performance		
	403-4 Worker participation, consultation, and communication on occupational health and safety	Social and Governance Performance		
	403-5 Worker training on occupational health and safety	Social and Governance Performance		
	403-6 Promotion of worker health	Social and Governance Performance		



GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>HEALTH AND SAFETY</b>				
GRI 403: Health and safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked through	Social and Governance Performance		
	403-8 Workers covered by the occupational health and safety management system	Social and Governance Performance		
	403-9 Work-related injuries (employees and workers)	Social and Governance Performance		
	403-10 Work-related ill health	Social and Governance Performance		
<b>COMMUNITY AND SOCIAL INVESTMENT</b>				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported			Information not available
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers			Information not available
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs			Information not available
<b>REGULATORY COMPLIANCE</b>				
GRI 207: Tax 2019	207-1 Approach to tax			Confidential information
	207-2 Tax governance, control, and risk management			Confidential information
	207-3 Stakeholder engagement and management of concerns related to tax			Confidential information

GRI standard	Disclosure	Section in report	Page	Reason for omission
<b>HUMAN RIGHTS</b>				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor			Information unknown
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor			Information unknown
<b>ETHICS</b>				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Social and Governance Performance		
	205-3 communication and training on anti-corruption policies and procedures	Social and Governance Performance		



# AUDIT AND ASSURANCE STATEMENTS

This report is currently being verified by an independent third party to ensure the accuracy, consistency, and quality of the information presented, in compliance with the guidelines established by the GRI Standards.



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