

SUSTAINABILITY POLICY
BANYAN TREE MAYAKOBA



[At Banyan Tree Mayakoba](#) we are aware of the damage that global tourism has already caused, therefore we strive as a business to minimize all negative operational impacts. Applying our [Sustainable Management System](#), ensuring a sustainable tourist destination by strengthening our business, complying with current local laws and regulations attached to international standards, joining efforts with the sustainable development goals, committing ourselves to continuously improve our performance on Environmental, Social and Governance (ESG) factors by setting new sustainability KPIs to achieve them before year 2030, monitoring our periodic benchmarking meeting stakeholder needs and promoting responsible travel.

Banyan Tree Mayakoba is a hotel, located in the tourist complex in Playa del Carmen Quintana Roo, Mexico, with 173 villas, 346 bicycles, 4 meeting rooms, 1 event hall, 179 swimming pools, 2 gyms, 19 spa treatment rooms, 4 restaurants, 6 bars, 1 kidsclub, 2 dining rooms for employee, 1 training room, 2 retail gallery offering local crafts, 1 business center, 1 jewelry store, 2 palapas for recreational activities, 1 hydromassage area and 1 system of artificial lagoons connected to the Mayakoba complex.

Since our opening in 2009, we adapted our flagship program "[Stay for Good](#)" where it incorporates sustainability, basic stewardship, values in operations and the guest experience promoting community participation and partnership to drive long-term positive impact, endorsing our fundamental pillars of sustainability; Our Environment / Our Community / Our Responsibility, upholding our ethos of "Embracing the Environment, Empowering People" through projects with external beneficiaries supported by hotel and guest donations to the Green Imperative Fund (GIF) led by the [Global Banyan Tree foundation](#).

Below is a breakdown of our fundamental pillars of sustainability:

Our Responsibility - *OUR OPERATIONS*

Our commitment to leadership and taking responsibility for the way our business operates, Banyan Tree's governance approach is prudent, ethical and responsible, with internal and external engagement and participation, external benchmarking and certification, and transparent reporting since 2006. [Sustainability reporting](#) is an iterative learning process, which must be forward-thinking to identify and address new challenges and opportunities through the willingness to improve and contribute positively to society. It is critical how a company treats its own community of internal stakeholders: its associates/employees. Participating in the entire service value chain makes business sense: "Employee happiness and empowerment increases productivity and longevity with a company, improves customer satisfaction and loyalty, and improves business growth and revenue," Banyan Tree's management approach extends beyond the service chain, to improve well-being through diversity, satisfaction, health, safety and well-being.

2.- OUR COMMUNITY

Empowering associates through a sustainable workplace is the first step for external engagement and the development of sustainable and resilient communities in addition to raising awareness and taking action on the issue of sexual exploitation of children and adolescents in the tourism sector. Banyan Tree is committed to the health, safety and well-being of our associates, guests, visitors, partners, communities and stakeholders.

Empowering people and providing lifelong learning and growth is a key component of Banyan Tree's responsibility. Education is the foundation for improving people's lives, providing pathways out of poverty and supporting sustainable development. Providing employment and training to local populations within our business and supporting and encouraging local educational institutions.

3.- OUR ENVIRONMENT

Tourism often depends on natural heritage, areas of aesthetic beauty and high biodiversity. Tourism must therefore foster stewardship, responsibility to safeguard the environment and improve resilience in the face of unprecedented global change. Banyan Tree's efforts connect with the issue of global climate action by conserving resources through efficient operations, with the external assurance of **PBN** and **EC**, the certification of leading benchmarking within the travel and tourism industry.

Banyan Tree's actions on climate change are integrated into environmental, social and governance sustainability efforts, in line with the World Travel and Tourism Council's call (2015) to connect with global climate action.

- Climate change and related issues in business strategy.
- The global transition to a low-carbon economy through emission reductions.
- The value of natural heritage and strengthening local resilience where we operate.
- Responsible monitoring through a participatory approach.
- Reforestations of our program "Greening Communities" and "Mangrove Reforestations" as a challenge to raise awareness about climate change.

We follow a science-based approach to the conservation of sensitive ecosystems and threatened species. This supports positive action and engagement from our associates, guests and community members, connecting people to destinations.

4. OUR CULTURAL HERITAGE.

Addressing climate change is essential for sustainable development and poverty eradication, and a critical component of Banyan Tree's sustainability efforts.

We work towards the preservation of the historical heritage present in the places of our operations.

- Involving local communities, collaborators, customers and suppliers to increase knowledge of the areas that reflects the local tradition of history and architecture.
- Establishing codes of conduct for the sustainable conservation of local heritage.
- We facilitate suitable visits to historical heritage sites that are in line with codes of good practice.
- Helping to improve and preserve the status of local heritage sites, as appropriate.

We have appointed Marcela Monteon Díaz as Earthcheck coordinator considering that she has the responsibility and skills to ensure the continuous operation of Banyan Tree Mayakoba's sustainable management system.

We encourage employees, customers and suppliers to present our commitment to sustainability.



JUAN CARLOS CARDONA AQUINO
General Manager

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Banyan Tree Mayakoba | Federal Court Chetumal – Pto. Juárez Km. 298, Mayakoba, Q. Roo, 77710
Mexico DID: +52 984 87 73695