



SUNSET COZUMEL POLICIES AND PRINCIPLES OF SUSTAINABILITY AND SOCIAL RESPONSIBILITY

As a company that has offered tourism services for over 40 years, Sunset Cozumel is recognized as a company with high influence on sustainability-oriented tourism practices. Therefore, we are committed to develop, apply, evaluate, and promote within the company, policies-oriented through sustainability and social responsibility. This is to minimize the possible negative impacts that our activities could have on the environment or the community, thus providing a positive example for customers, partners and society. In general, Sunset is committed to:

- A. Designate a representative within the company to coordinate activities related to the sustainability of tourism practices and all the activities within the company.
- B. Develop an accessible and written sustainability policy that aims to reduce the negative social, cultural, economic, and environmental impacts of the company's activities; that includes health and safety aspects related to employees.
- C. Monitor the implementation and compliance of our sustainability and quality policies, as well as other requirements that may be indicated, in order to prevent bad practices.
- D. Ensure the company's transparency in sustainability through public reporting and communication.

Our sustainability policy is divided into 3 sections: Environment, Society and Economy, each with a series of principles and actions focused on the benefit of both the ecosystems and the community, as well as the company's collaborators and clients.

I. Environment.

Principles oriented towards the saving of resources and energy and the reduction of the ecological footprint of company's activities. As well, those focused on the environmental awareness of the staff, the community, collaborators and clients; that allow to minimize the possible negative impacts of the activities to the ecosystems.

1. To recognize the human being as part of the biosphere and to always promote the sustainable use of resources in harmony with the environment and the community.
2. Comply with environmental regulations on land use, zoning and protected or heritage areas that apply; when planning, designing infrastructure and tourism activities; as well as all activities and services necessary to conduct the operation.
3. Encourage energy-saving habits among collaborators and clients, such as: turning off lights and equipment when not in use, using an automatic on/off system with timers or motion sensors, and putting equipment in energy-saving mode by default, whenever possible.
4. Purchase energy-efficient equipment when necessary, including cost and quality considerations.



5. Have an active commitment to measure, monitor and reduce energy consumption.
6. Calculate and conduct actions aimed to offsetting CO2 emissions. As: reduce personnel-related travel, encourage employees and clients to use fewer polluting means of transportation (fuel-efficient vehicles, bicycle, public transportation, carpooling), or reduce transportation-related impacts through remote meetings.
7. Acquire alternative energy sources (green energy) and efficient lighting for all areas as much as possible.
8. Procure the use of sustainable water sources, which do not negatively affect environmental flows.
9. Use biodegradable hygiene and cleaning products.
10. Prioritize the installation of water-saving equipment in toilets, reuse wastewater and/or collect rainwater.
11. Comply with national legislation on waste disposal.
12. Provide adequate and responsible “waste” management; through reuse, recycling, reduction, repair and/or donation or disposable materials. Always in a way that respects the environment and the communities.
13. To acquire, as far as possible, supplies made of recycled and certified materials.
14. Encourage the efficient use of materials and / or resources, to minimize or eliminate the production of waste.
15. Eliminate in the medium term the use of plastic bottles and other single-use plastics.
16. Reduce or eliminate the consumption and/or production of packaging and disposable products that cannot be recycled or reused.
17. Focus the design and construction of new buildings or renovations on sustainable, locally appropriate, and viable practices and materials.
18. Raise awareness and provide appropriate training to all employees through courses and training programs related to quality and environmental improvement.
19. Actively participate in environmental conservation activities conducted in the community.

II. Society

Principles aimed to ensuring the social well-being of the company's employees, customers. This, through actions that may reach out to the community the wealth produced, in a transparent and honest manner; to maximize the positive and minimize the possible impacts of the activity to the population.

1. Ensure that all employees have a written employment contract that includes working conditions and a job description, and that they fully understand the terms and conditions of their employment.
2. In our hiring: Do not discriminate against employees based on race, religion, age, nationality, social origin, sex, marital status or any other personal or social condition unrelated to their merit and ability.



3. Comply with national regulations on the minimum age for admission to employment.
4. Comply with the conditions agreed in the company's Code of Ethics.
5. Maintain employment contracts preferably with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal capacity, and provide training as required.
6. Ensure that our local partners comply with all applicable international, national, and local laws and regulations, minimum industry standards and any other relevant legal requirements, where requirements are more stringent.
7. Ensure that our tour guides, hosts, and other contracted employees are qualified and receive regular training.
8. Promote local development, cultural and sporting activities in the community, committed to the protection of historical and cultural heritage, involving and motivating company staff in participating in such activities.
9. Evaluate the repercussions of our activities systematically and continuously on the destination, establishing a process of constant improvement of environmental, economic, social and customer satisfaction aspects, based on the objectives and goals set by the company's management.
10. Respect the human rights of all the people related to the activities of the company. Rejecting decisively actions of discrimination, mistreatment, or violence by customers to collaborators or community and vice versa.
11. Respect and protect children and adolescents in the travel and tourism sector, promoting a culture of zero tolerance to practices such as human trafficking and sexual and/or labor exploitation of children and adolescents, as basic objectives.
12. Train our employed tour guides and local representatives to prevent the sexual exploitation of children. This will include training on how to check the requirements regarding the exclusion of child abuse.
13. When acting on behalf of the company, maintain the principle of political neutrality as a sign of respect for the different opinions and sensitivities of all persons associated with the company.
14. Maintain a relationship with public authorities and institutions in a lawful and respectful manner.
15. To collaborate with the public administration and with the different entities and nongovernmental organizations dedicated to improving the levels of social care for the most disadvantaged.
16. To periodically evaluate and update our objectives and goals, as well as review, modify and adapt our Management System based on the reality of our locations and Tourist destination.



III. Economy

Principles related to the establishment of businesses that allow the generation of decent jobs that allow their employees to have a quality of life. As well as those related to the growth and economic development of the company and partners through ethical practices with the environment and the local community.

1. Comply with local, national and international regulations in force regarding hiring and labor rights.
2. To have a written contract with the associated organizations.
3. Pay trip leaders, local representatives, guides, porters and other locally hired personnel a living wage that is equal to or higher than the legal minimum or the relevant industry standard. Thus, ensuring decent jobs and social welfare for our employees and their families.
4. Quantify the benefits from the environmental practices (energy, materials and water saving) and share them with the community and the tourism sector.
5. Develop alliances with suppliers that act responsibly towards the environment (preferably from the local community).
6. Maintain loyalty and ethics to the suppliers and ensure a win-win relationship that allows the development of long-term alliances.
7. Give priority to investments and new projects that respect current environmental regulations.
8. When a new project is developed consider the environmental quality protection as well as the community wellness over profits. In the long term, the first ones ensure a greater durable income.
9. Maintain a permanent fund, destined exclusively for conservation, outreach and environmental education activities, as well as for social programs.
10. Carry out the support granted to conservation programs in a transparent and honest manner, within legal and ethical principles.
11. Provide visitors with information related to the actions carried out for the preservation of the environment and local culture, highlighting the importance of their economic collaboration as our clients.
12. Involve our suppliers, subcontractors, employees, authorities, customers, and the rest of society in our Sustainable Management System.

A handwritten signature in black ink, appearing to read "John J. Flynn Jr.", written in a cursive style.

John J. Flynn Jr.
Presidente