

## THE PALACE COMPANY SUSTAINABILITY POLICY

**THE PALACE COMPANY**, a proudly Mexican company with over 40 years of experience in the tourism industry, operates 18 hotels across various destinations: 9 in Mexico, 6 in Italy, 1 in England, 1 in the Maldives, and 1 in Jamaica. Additionally, it owns a food production plant, a vacation club, two corporate offices located in Mérida and Cancún, a foundation, and a golf course. Throughout its history, the company has set the standard for five-star, all-inclusive luxury accommodations in destinations such as Cancún, Cozumel, Riviera Maya, Los Cabos, Italy, England, the Maldives, and Jamaica. The company employs over 14,000 team members who work daily to deliver the highest quality service.

THE PALACE COMPANY recognizes the present and future environmental impacts of its operations and is committed to adopting the best environmental and social sustainability practices. In response to climate change, the company develops adaptation strategies aimed at promoting low-carbon tourism, aligned with the United Nations Sustainable Development Goals (SDGs). To achieve this, it implements a range of initiatives:

### Statement

The company's sustainability policy is based on strict compliance with applicable laws, with the primary objective of balancing business growth, fair trade, and the conservation of ecological capital. The company is firmly committed to job creation in the regions where it operates, prioritizing the procurement of local goods and services to stimulate regional economies.

To minimize its environmental footprint, The Palace Company implements ongoing programs focused on water efficiency, energy conservation, waste recycling, environmental research, and educational activities for guests. Additionally, the company continuously monitors and conserves biodiversity in the areas where it operates, working to protect critical habitats and reduce carbon emissions.

As part of its social responsibility, the company supports local communities through its Well-being, Health, Education, Dreams, and Environment committees, as well as community projects such as the Independent Living Home and the Refettorio of the Palace Resorts Foundation I.A.P. These initiatives are dedicated to improving the quality of life for the most vulnerable populations.

The sustainability policy is actively communicated to employees, suppliers, local communities, and guests, fostering a culture of environmental awareness and responsibility in every interaction.

**CEO The Palace Company**  
**Ing. José Chapur Zahoul**