



SUSTAINABILITY POLICY

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 we have a sustainable tourist destination, strengthening our business, complying with current local laws and regulations and adhering to international standards, aligning our efforts with the Sustainable Development Goals (SDGs).

We are committed to continuously improving our performance on Environmental, Social and Governance (ESG) factors. To this end, we have established new sustainability key performance indicators (KPIs) that we plan to achieve by 2030. We conduct regular benchmarking to meet the needs of stakeholders and promote responsible travel.

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

Since our opening in 2009, we have implemented our framework "[Stay for Good](#)" which incorporates sustainability, core stewardship, values in operations and the guest experience. This program promotes community engagement and partnership to drive long-term positive impacts, endorsing our fundamental pillars of sustainability: Our Environment, Our Community, and Our Responsibility. We uphold our ethos of "Embrace the Environment, Empower People" through projects with external beneficiaries, supported by the hotel and guest donations to Green Imperative Fund (GIF), run by the [Banyan Group Global foundation](#)

Below is a breakdown of our sustainability policy:

1.- OUR RESPONSABILITY *OUR OPERATIONS*

Our commitment to leadership and accountability in the way we operate our business is critical. Banyan Tree's approach to governance is prudent, ethical, and responsible, with both internal and external engagement, external benchmarking and certifications, and transparent reporting since 2006. [Sustainability reporting](#) is an iterative learning process that must have a vision of the future to identify and address new challenges and opportunities, with the aim of improving and contributing positively to society.

#SanctuaryForTheSenses

Carretera Federal Chetumal – Puerto Juárez Km. 298, Playa del Carmen, Quintana Roo, México CP 77710

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How a company treats its own community of internal stakeholders – its associates and employees – is crucial. Participating in the entire service value chain doesn't make sense from a policy business point of view: "Employee happiness and empowerment increase productivity and longevity with the company, improve customer satisfaction and loyalty, and boost business growth and revenue." Banyan Tree's management approach extends beyond the service chain to improve wellbeing through diversity, satisfaction, health, safety and well-being.

2.- OUR COMMUNITY

Empowering our associates through a sustainable workplace is the first step to external engagement and the development of sustainable and resilient communities. In addition, we are committed to raising awareness and taking action against the sexual exploitation of children and adolescents in the tourism sector. Banyan Tree is dedicated 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 critical to improving people's lives, providing pathways out of poverty and supporting sustainable development. That is why we offer employment and training to local populations within our business, and we support and encourage local educational institutions.

3.- OUR ENVIRONMENT

Tourism often depends on natural heritage, areas of aesthetic beauty and high biodiversity. Tourism must therefore foster responsible stewardship to safeguard the environment and improve resilience in the face of unprecedented global change. Banyan Tree's efforts are connected through efficient operations certified by leading companies in the travel and tourism industry, ensuring compliance with the Global Sustainable Tourism Council (GSTC).

Banyan Tree's actions on climate change are embedded in environmental, social and governance sustainability efforts, in line with the World Travel & Tourism Council's call to connect with global climate action. These actions include:

- Integration of climate change and related issues into business strategy.
- Global transition to a low-carbon economy through emissions reductions.
- Valuing natural heritage and strengthening local resilience in our areas of operation.
- Promotion of responsible travel through a participatory approach.
- Reforestation through our "Greening Communities" and "Mangrove Reforestation" programs as a challenge to raise awareness about climate change.

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We follow a science-based approach to the conservation of sensitive ecosystems and threatened species. This supports the positive action and engagement of 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 is a critical component of Banyan Tree's sustainability efforts. We work towards the preservation of the historical heritage present in the areas where we operate.

- We engage local communities, collaborators, customers and suppliers to increase knowledge of areas that reflect local tradition in history and architecture.
- We establish codes of conduct for the sustainable conservation of local heritage.
- We facilitate appropriate visits to historical heritage sites, in line with codes of good practice.
- We help improve and preserve the status of local heritage sites, as needed.

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

Afonso Cunha
General Manager

August, 2026

NOTE: This policy is a public document that will be on display; a copy may be given to anyone. The organization invites employees, owners, customers, and the community to suggest ways to achieve sustainability practices. This policy will be reviewed annually.

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