

SUSTAINABILITY REPORT 2024-2025



MYSTIQUE
HOLBOX BY *Royalton*



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EXECUTIVE SUMMARY

Mystique Holbox by Royalton, A Tribute Portfolio Resort, have demonstrated improvements in activity performance and environmental aspects.

Over the years, hotels have demonstrated a commitment to continuous improvement, which is evident in the results of multiple areas. All this thanks to the efforts made to generate and maintain high standards in processes related to pollution prevention, environmental protection, care for biodiversity, respect for human rights, as well as promoting and supporting the local community in all possible ways.

Mystique Holbox by Royalton aim to make a positive and lasting difference in the lives of people, the environment, and the community. With the support of stars, crew and members of society, the property works hard to protect, respect and promote knowledge of [Mexico](#) cultural heritage and customs.



CORPORATE SUSTAINABILITY POLICY

At **Royalton Hotels & Resorts**, we are committed to developing sustainable practices that minimize our environmental impact, promote the well-being of our communities, and ensure the protection of natural resources for future generations. Our corporate sustainability policy aligns with the highest industry standards, continually seeking to improve our operations in favor of the environment and local communities at each destination where we are present, responsibly and in accordance with the following principles:

- Reduce CO2 emissions by implementing innovative technologies and practices to reduce our carbon footprint across all operations. This includes optimizing energy consumption, reducing waste, and using renewable energy sources.
- Ensure compliance with applicable environmental legislation and regulations in the different countries where our hotels are located.
- Protect and conserve local flora and fauna in the destinations where we operate.
- Promote responsible tourism and collaborate with environmental conservation organizations through activities such as beach clean-ups, mangrove cleaning, and wildlife protection (where applicable).
- Minimize solid waste generation, prioritizing reuse and recycling. We promote waste management practices at all our properties to reduce environmental impact.
- Implement awareness campaigns to ensure resource care through staff training in sustainable practices, fostering an organizational culture aware of the environmental and social impact of our actions.
- Preserve national and cultural identity by respecting traditions, strengthening a sense of national pride, and sharing its value externally.
- Respect the local community by fostering a close relationship to integrate support and improvement actions as much as possible.
- Maintain a proactive approach of continuous improvement in identifying new opportunities that strengthen our positive impact on responsible practices.
- Encourage stakeholder involvement, including hosts, guests, suppliers, and service providers, to participate in our sustainability initiatives by providing them with information and tools to actively contribute to reducing their impact.

Royalton Hotels & Resorts recognizes its responsibility in preserving the environment and the well-being of communities. This policy reflects our long-term commitment to operating ethically and sustainably, ensuring that our activities benefit all stakeholders, including our employees, guests, partners, and future generations.





THE CODE POLICY

At **Royalton Hotels & Resorts** we are committed to preventing the Commercial Sexual Exploitation of Children and Adolescents (CSEC) in all the activities in which the organization is developed, declaring zero tolerance for any act of commercial sexual exploitation with minors based on applicable international and national laws.

We promote the prevention of Commercial Sexual Exploitation of children and adolescents, safeguarding their integrity and dignity, through the sense of responsibility and commitment of all our hosts, partners, suppliers and guests, as part of our ethical standards and internal business management.



**We protect
children in
travel and
tourism**

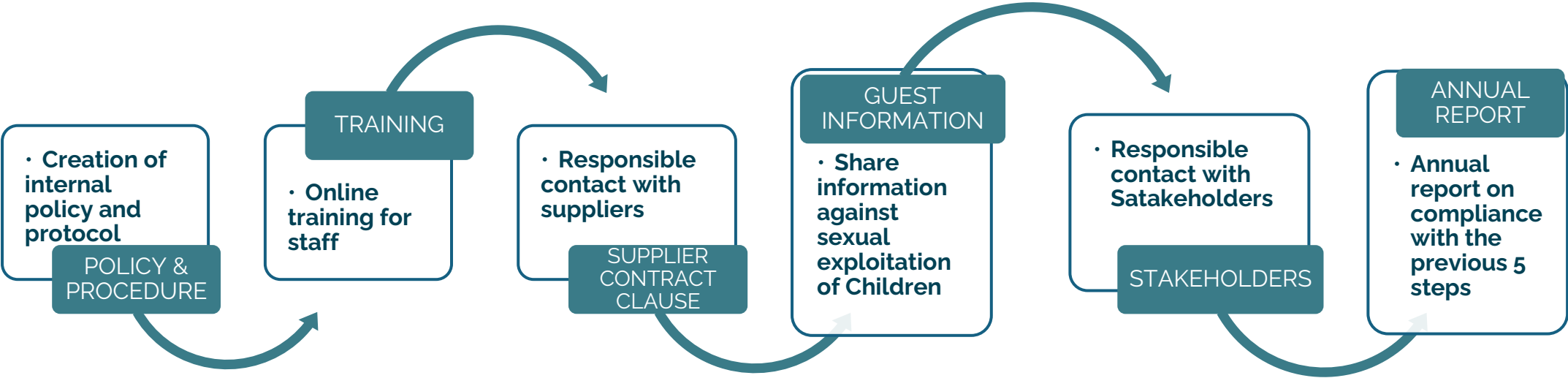


M Y S T I Q U E
HOLBOX
by Royalton

THE CODE CRITERIA

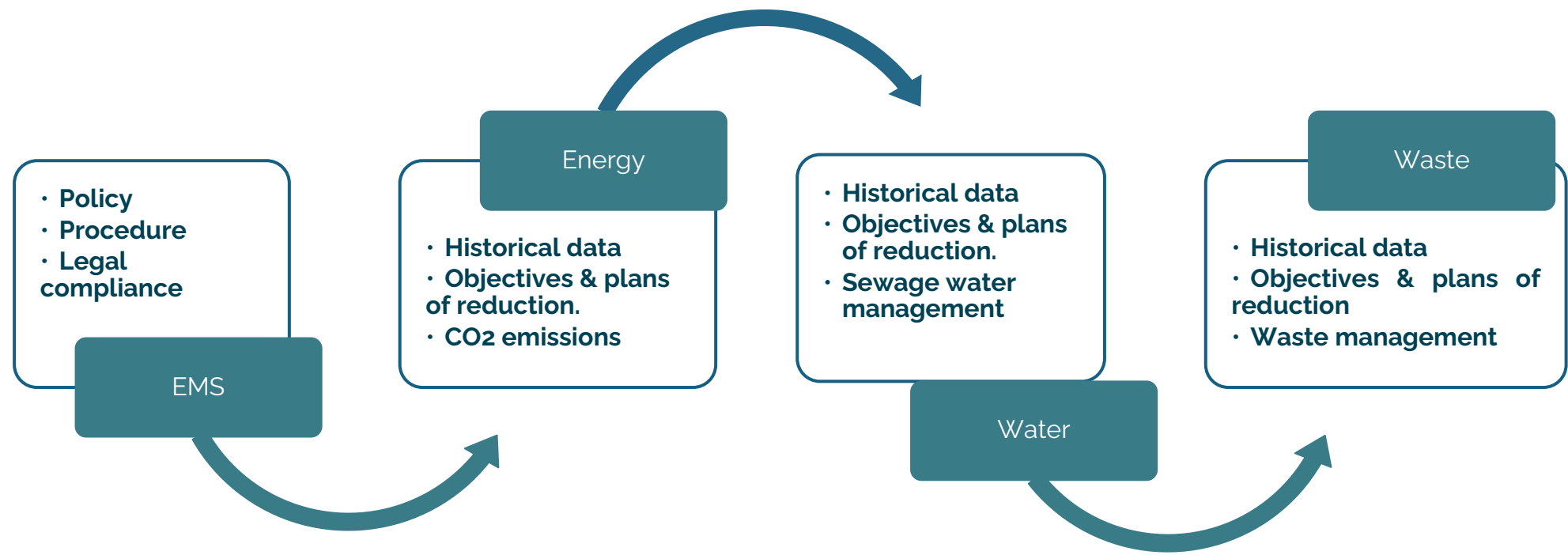
Code (short for The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism), is represented around the globe by local organizations who provide support to the travel and tourism industry to implement the six criteria of *The Code* voluntarily. The goal is to guarantee that every minor who stays in any hotel of the chain is safe.

This program seeks to attract responsible clients, sharing a policy of zero tolerance in cases of child sexual exploitation.



TRAVELIFE CRITERIA

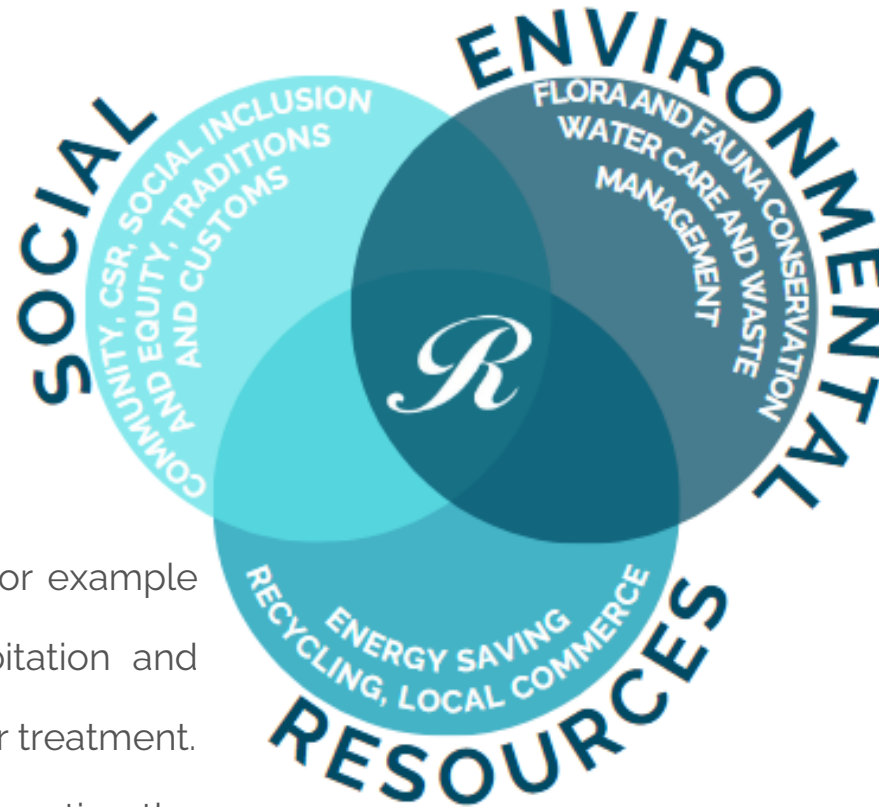
Initiative dedicated to the promotion of sustainable practices in the tourism sector through evaluation, verification and communication the achievements and performance in areas like human rights, labour, community engagement and environmental impacts, with the objective of create a sustainable commitment to the organization. Identified as a leading initiative in training, management and certification for tourism companies that are in the path of sustainability endorsed by the Global Sustainable Tourism Council (GSTC).



CERTIFICATIONS



SUSTAINABLE MANAGEMENT



Objectives:

- Protect and respect human rights, for example by preventing discrimination, exploitation and harassment, as well as promoting fair treatment.
- Protect children, for example by preventing the exploitation or abuse of children and reporting any suspected incidents.

Objective:

- Protect and support biodiversity, e.g. by reducing pollution, protecting nature and wildlife.)

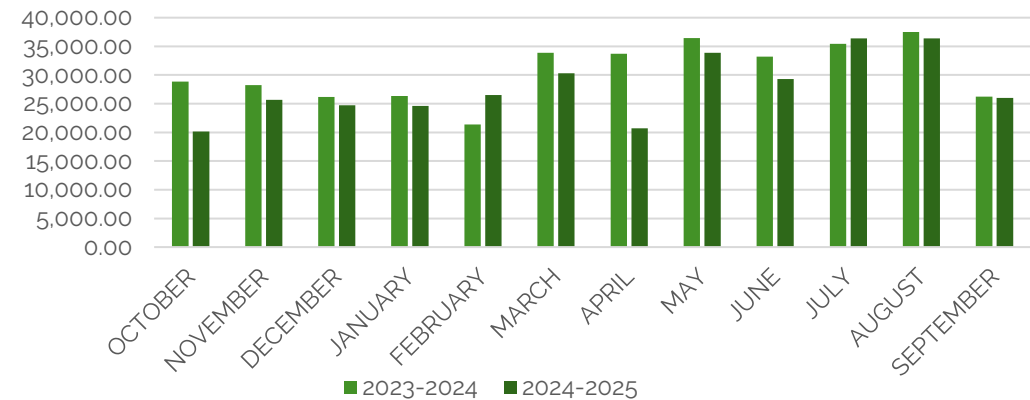
Objectives:

- Reduce carbon footprint for water/energy, waste and food waste
- Increase 1% of PET/plastic, can, cardboard and paper for recycling compared to 2024
- Reduce the consumption of single-use plastics
- Reduce water consumption by 1%.
- Reduce energy consumption by 1%.
- Reduce gas consumption by 1%.

RESOURCE MANAGEMENT 2024 - 2025

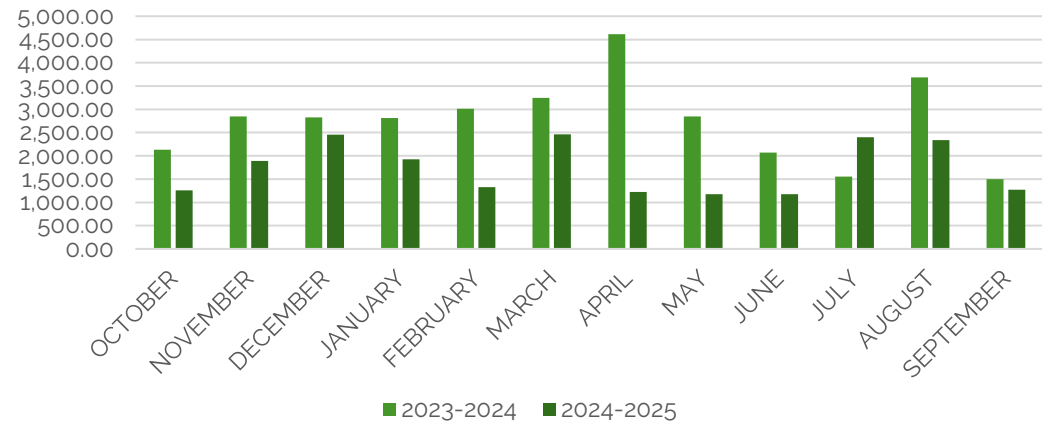
Electricity consumption comparison graph

CONSUMPTION OF ENERGY (KW/H) 2024-2025



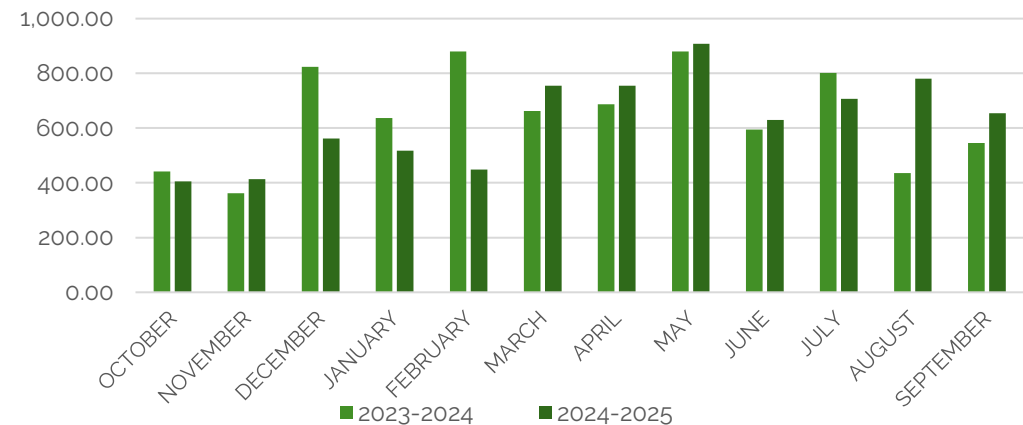
Water consumption comparative graph

CONSUMPTION OF GAS (L) 2024-2025



Gas consumption comparison graph

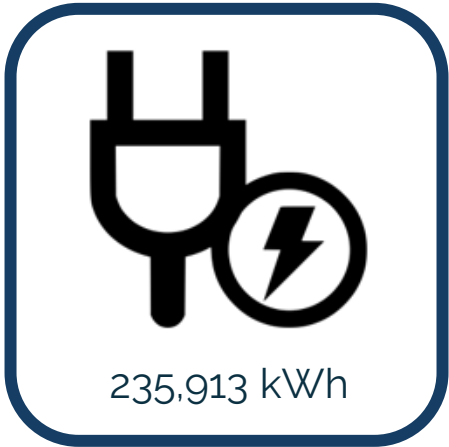
CONSUMPTION OF WATER (M3) 2024-2025



"The energy, water, and gas consumption charts show an overall reduction of 32,354 kWh of electricity, 217,000 liters of water, and 12,248 liters of gas compared to the previous fiscal year. These results are the outcome of the conservation strategies implemented during the period across all areas of the hotel.

RESOURCE MANAGEMENT

ELECTRICITY



153,300 kg CO₂e

WATER



1,123 kg CO₂e

GAS



32,542 kg CO₂e

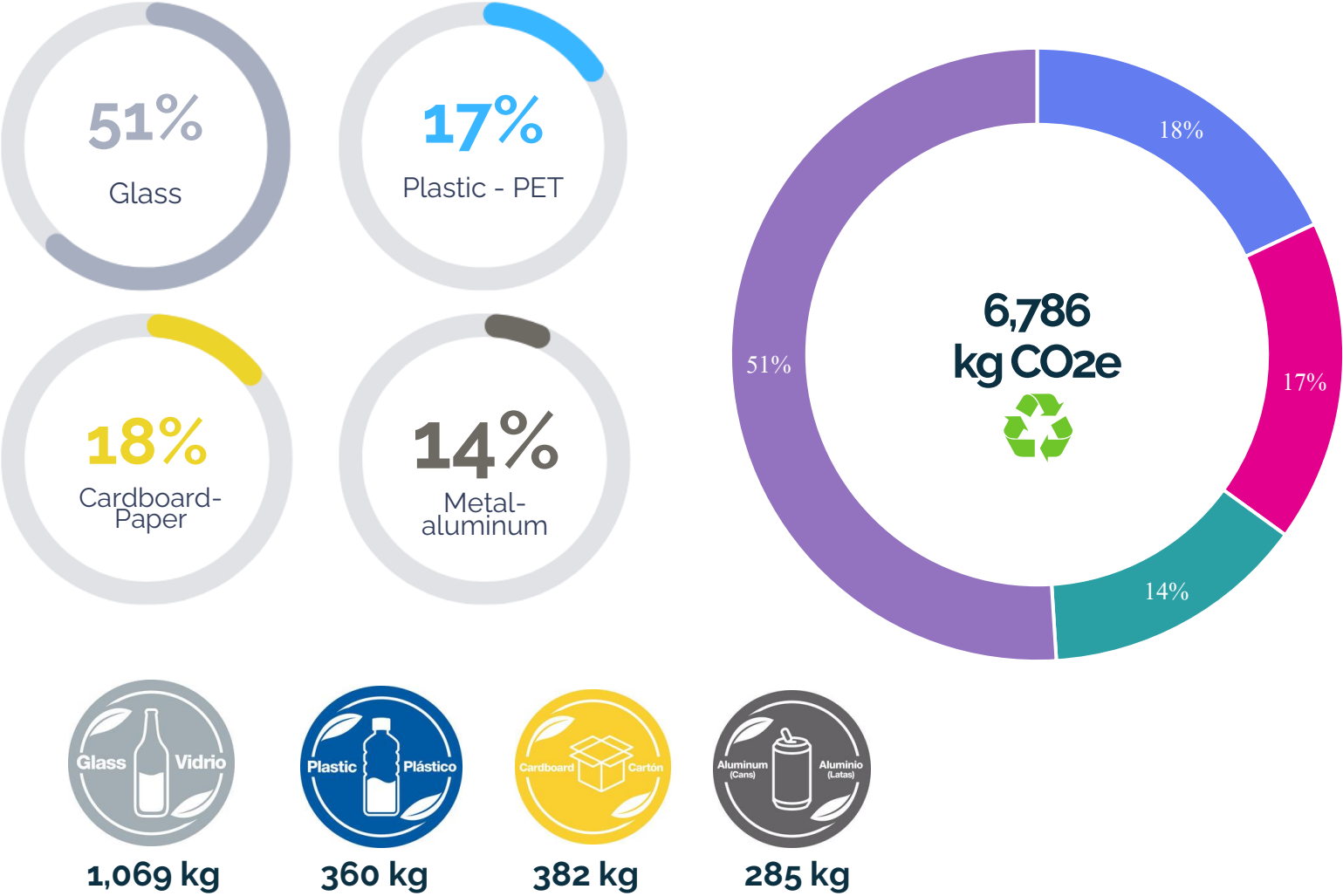
DIESEL



1064 kg CO₂e

MBH CARBON FOOTPRINT
Kg CO₂e

ANNUAL WASTE RECYCLING PERCENTAGE 2023-2024



At **Mystique Holbox by Royalton, A Tribute Portfolio Resort**, we are committed to the correct classification of solid waste to facilitate its recovery and recycling. To maximize the effectiveness of our program, it is essential that our hosts are well trained in integrated waste management, ensuring that the message of sustainability reaches guests and suppliers.

Among our strategies to reduce waste generation, we highlight the preference for buying products in bulk rather than individual packaging. For example, we buy beer in kegs and prepare soft drinks with syrups and carbonators.

CARBON FOOTPRINT REDUCTION

ENVIRONMENT IMPACT

We have saved trees from
being cut

6



Barrels of oil Not used to
produce new plastics

13



Kilowatts Saved

2,672 kWh



Cubic meters of space saved in
the landfill

14 m3



Liters of uncontaminated and
saved water

30,663 L



Cubic meters of gas pollutants
not emitted to the atmosphere

7 m3



WE ARE COMMITTED TO KEEPING OUR PLANET GREEN AND OUR OCEANS CLEAN



WE ARE COMMITTED TO KEEPING OUR PLANET GREEN AND OUR OCEANS CLEAN



2024

+ 40 kg of waste

2025

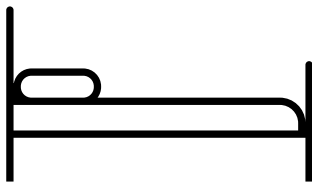
**+50 kg
of waste**

We are an organization committed to sustainability and the conservation of our planet. In 2024, through our internal "Beach Cleanups" program, we collected more than 40 kg of waste and microplastics that were polluting the environment. In 2025, we doubled our efforts and managed to recover more than 50 kg, marking significant progress in preserving our clean beaches.

SOCIAL



+ 18 LINEN BAGS



+ 5 MATTRESS



**+ 60 KG BOTTLE
CAP**



MYSTIQUE
HOLBOX
by Royallon

SOCIAL



ACTIVITIES

	ACTIVITY	OBJECTIVE
SUSTENTABILITY	Beach and mangrove cleanups	Conserve and maintain the natural resources of beaches and mangroves
	Internal supervision	Validate compliance with the sustainability management system implemented in the hotel
	Operational practices	Teach hosts how to apply good environmental practices in their work areas
	Training	Make known among the hosts the agreements established in the sustainable management plan
SOCIAL	Donations	Participate in the pro-humanitarian cause in which associations or non-profit organizations are constituted
	THE CODE Training	Train hosts capable of preventing the commercial sexual exploitation of children in their work areas



WE HAVE A MEDICAL SERVICE THAT PROVIDES ASSISTANCE TO OUR COLLABORATORS

THROUGH CSR WE INCORPORATE DIFFERENT FOUNDATIONS THAT SEEK THE WELL-BEING AND PROSPERITY OF OUR LOCAL COMMUNITY

WE PROMOTE ENERGY EFFICIENCY AND WATER SAVING IN THE HOTEL, THROUGH THE IMPLEMENTATION OF ENERGY-SAVING SYSTEMS

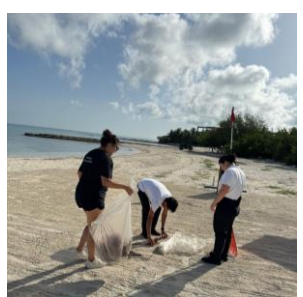


WE HAVE A STRAW POLICY IN WHICH WE DO NOT PROVIDE STRAWS TO AVOID SINGLE-USE PLASTIC AND PROTECT MARINE LIFE AS WELL AS THE OCEAN



WE HAVE A GENDER EQUALITY POLICY WHERE BOTH MEN AND WOMEN ARE GIVEN EQUAL OPPORTUNITIES

WE OFFER OUR EMPLOYEES JOB OPPORTUNITIES AND TRAINING THAT ALLOW THEIR DEVELOPMENT



THROUGH THE CODE POLICY WE PROMOTE THE ERADICATION OF CHILD AND FORCED LABOUR WITH OUR SUPPLIERS

WE HAVE A SUSTAINABLE PURCHASING POLICY WHERE WE SEEK TO ENSURE THAT PURCHASES ARE MADE UNDER THE CONCEPT OF ZERO KM AND WE HOLD SUPPLIERS RESPONSIBLE FOR THEIR WASTE

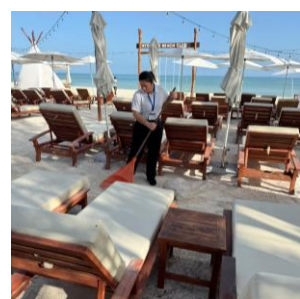
WE CARRY OUT BEACH AND MANGROVE CLEANUPS TO PROTECT THE ECOSYSTEM



INCORPORATION INTO THE LABOUR MARKET FOR PEOPLE LIVING IN THE MOST REMOTE COMMUNITIES



WE HAVE RESPECTFUL AND COLLABORATIVE WORK ENVIRONMENTS THAT PROMOTE THE COMMITMENT AND MOTIVATION OF OUR EMPLOYEES



WE CARRY OUT REFORESTATION ACTIVITIES FOR THE CARE AND CONSERVATION OF FLORA AND FAUNA



THROUGH THE CODE POLICY, WE ACT AS A WATCHDOG TO ERADICATE CHILD SEXUAL EXPLOITATION



WE ENSURE THE PROPER MANAGEMENT OF WASTE AND SEEK THE ELIMINATION OF NON-RECYCLABLE SINGLE-USE PLASTIC



WE PROMOTE ELIMINATION, REDUCTION, RECYCLING IN SUPPLIER PACKAGING AND PACKAGING



VISION 2026

Mystique Holbox by Royalton, A Tribute Portfolio Resort, has big plans for the coming years, focused on meeting new challenges and fulfilling its mission to promote sustainable tourism. The hotel will concentrate its efforts in key areas where it can generate the greatest impact: creating opportunities for youth and children, rescuing local culture and contributing to the preservation of the environment through continuous environmental improvement.

As part of its specific objectives, the organisation is committed to maintaining and strengthening its sustainable tourism initiatives. This includes adhering to the Code of Conduct against the sexual exploitation of children and adolescents in the tourism industry, hotel certification with the Travelife environmental label.

