

SOCIAL AND ENVIRONMENTAL CORPORATE RESPONSIBILITY

**OPERADORA AVIOMAR
S.A. DE C.V.**





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Presentation

Operadora Aiomar S.A. de C.V. / Aiomar Adventours is a company dedicated to the operation of Tours and Excursions offered to the passengers that come in the different cruise companies to the island of Cozumel. For more than 50 years, it has earned its place in the Tour Operators market in the Mexican Caribbean. It operates excursions for 18 different shipping lines, among the most important in the world such as Royal Caribbean, Carnival, Princess, Celebrity, Costa, etc. Offering a catalog of more than 150 different products ranging from adventure tours to archaeological walks and cultural experiences, serving thousands of passengers a year.

Operadora Aiomar S.A. de C.V. / Aiomar Adventours is a company committed to sustainable development and seeks to contribute by integrating ethical, economic, social and environmental guidelines, both internal and external, in order to assume the responsibility generated by the impact of our activities on society and the environment, promoting respect for human rights and especially of the children and adolescents of our country, involving its employees and the community at large. And that is why in the exercise of implementing these precepts, the responsibility of establishing and approving policies themselves that will be mandatory is fulfilled.

This document is part of the company's policies and is considered as part of an update, feedback, and continuous improvement process that may undergo modifications which will be informed according to the procedures defined by the company.

It also considers the relationship of the business with aspects of self-regulation, human rights and labor aspects, parties involved in the business, environment, and community and social impact.



Message from the CEO

Our commitment and success as a leading company in the sector lie mainly in the core values integrated into our policies.

This guiding document is of vital importance to ensure and maintain a mutual respect among all our employees, customers, business partners, environment and society, integrates the foundations and inspires our way of acting inside and outside the company. We have proposed to consciously assume, formalize and promote the actions with the aim of contributing to the construction of the common good, which transcends, and imply a benefit for the groups with which we are linked.

I invite all our collaborators to act as responsible citizens, adopting our policies, maintaining the high degree of integrity and honesty that has characterized us in our working environment, to continue to maintain the prestige of to be a reliable, innovative, ethical, transparent company with human and socially responsible values.

We appreciate as always, your commitment and collaboration.

Autofiza
Lic. Joana Silva Peralta
Director General

14/03/2023



Business Philosophy

Vision

Our goal is to create unique, exciting experiences, delivering the best of our culture with a passion for the environment through quality service, developing sustainability actions, taking into account our environment, offering a positive working relationship with human warmth and business profitability.

Fundamental Principles of the Mission.

- **QUALITY IN THE SERVICE:** Where our enthusiastic attitude is the basis for meeting the needs of our customers both external and internal.
- **PASSION FOR THE ENVIRONMENT:** Where our care and respect for air, water, land, as well as waste management and equipment procurement is the sustainable platform of our behavior
- **PRIDE FOR OUR CULTURE:** Which we present with knowledge, personal image, where the most beautiful of our cultural diversity is taken in their hearts those who visit us.
- **POSITIVE LABOR ENVIRONMENT:** Where our capacity for relationship and human warmth, help us overcome daily challenges, creating a positive atmosphere to feel productive and realized.
- **BUSINESS PROFITABILITY:** Which will help us generate better growth, solid and consistent.

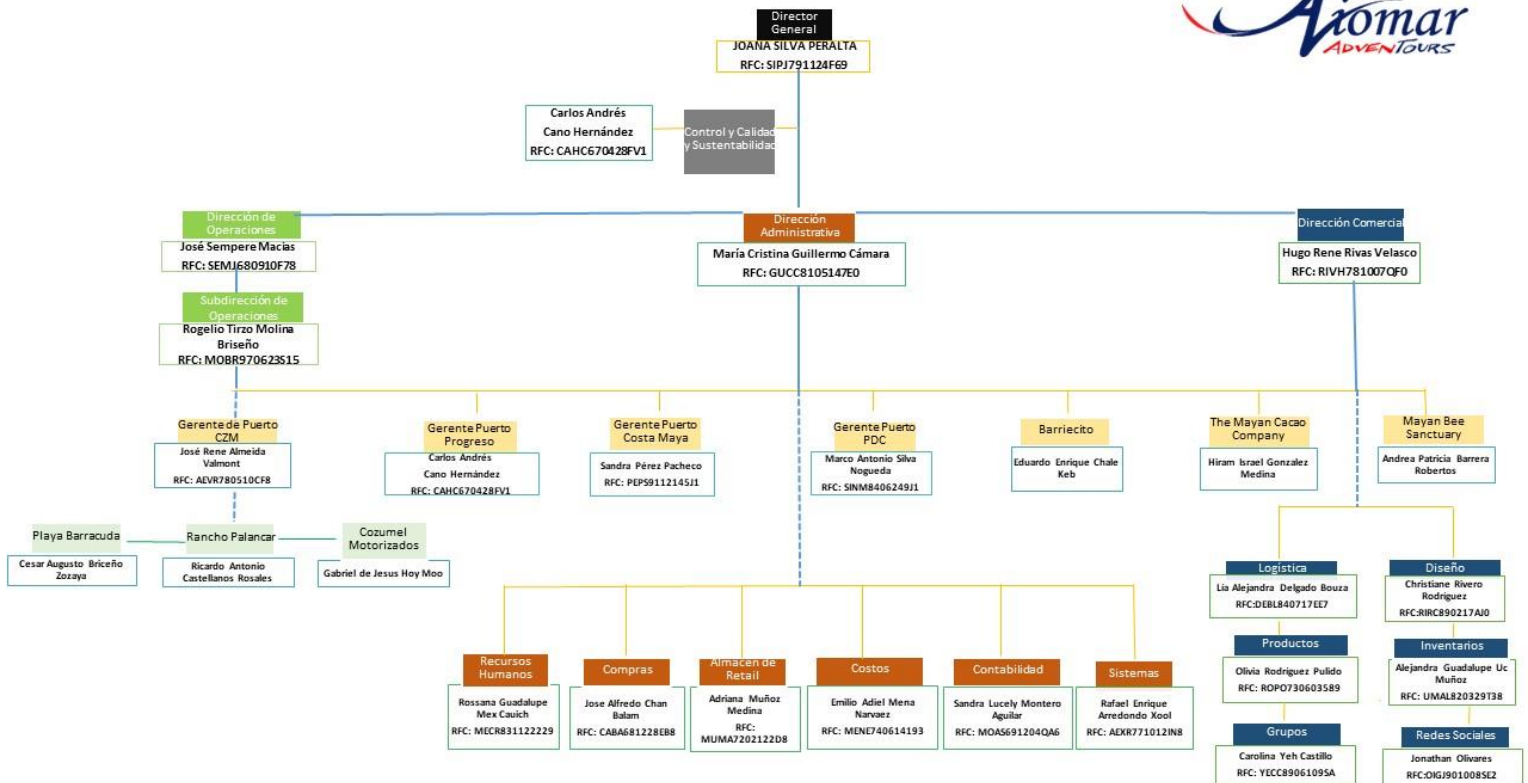


Values

- **COMMITMENT:** Is to fulfill our tasks responsibly, thereby generating excellent personal and business image.
- **QUALITY:** It satisfies the needs and desires of our customers, always doing the right thing in the right way, at the right time when necessary.
- **LOYALTY:** It is to be faithful to the commitment to defend the precepts and norms of work and personal life, in an enthusiastic way, showing a wide sense of belonging to the organization.
- **HONESTY:** Act responsibly between what you say and what you do, taking care of the goods and information of our company

Organization Chart

OPERADORA AVIOMAR S.A. DE C.V.





General Policy of Sustainability and Corporate Social Responsibility

Operadora Aviomar S.A. de C.V. / Aviomar Adventours adopts the following principles of Corporate Social Responsibility in the spirit of practicing ethical behaviors with attachment to legality, which allow the constant, professional and personal growth of each of the collaborators as well as the organization, based on practices of humane and fair treatment between owners, collaborators, suppliers, customers, authorities and competition, as well as actions that allow the development of the community and environmental conservation.

Objective

- Develop ethical practices by the business and its collaborators.
- Define the Policies and Codes of Conduct of the company's activities.

Commitments

- Operadora Aviomar S.A. de C.V. / Aviomar Adventours is consolidated as an organization committed to the implementation of social responsibility policies and co-responsible with the protection of natural resources and the rights of children and adolescents in the travel and tourism sector.
- The guidelines defined in this policy apply to all employees, shareholders, suppliers and business customers and must be integrated into all areas of the organization.

Business Ethics

- Our organization generates and develops plans, strategies, and campaigns that promote and support the practice of principles and values socially accepted.



- Our activities are aimed at supporting the economic growth and social development of localities, where we wield, through job creation and rejection of practices not adhered to legality.
- The organization refrains from entering into or carrying out agreements anti-competitive between competitors such as: (a) price fixing; b) do rigged tenders, collusive tenders; (c) establish restrictions or quotas production; or (d) sharing or dividing markets by allocating customers, suppliers, territories or lines of trade.
- The organization is committed to respecting consumer rights.
- The ethics of our organization rejects all illicit practice, that decline people's quality of life, that reveal violence or that it damages to the environment.

Human Rights

- This company assumes that customers, suppliers, visitors, and employees have the same rights, therefore there are no discrimination practices by sex, sort, race, creed, age, political affiliation or any difference of condition that could exist.
- All activities and deals in the organization are carried out with respect and justice regardless of gender, hierarchical levels, academics, seniority or social conditions.
- Our organization rejects and denounces all forms of sexual and labor exploitation.
- The company and all its collaborators actively promote the protection of the rights of minors.
- Our organization trains its partners in the importance of human rights and in identifying situations that put them at risk within the travel and tourism sector.



Human Resources

- We promote a healthy and safe workplace for our staff; a pleasant, motivating work environment that stimulates open communication and builds trust.
- We promote training and coaching, in order to contribute to their professional development and to in turn contribute to the competitiveness of the company.
- We comply with national regulations regarding the management and recruitment of staff, ensuring access to work equitably and without any discrimination, including occupational health and safety aspects.
- We contribute to strengthening environmentally friendly staff, attitude, and behavior.

Safety and Hygiene

- In our company, all employees observe and carry out actions that eliminate unsafe conditions that can cause accidents or diseases.
- Our activities are carried out in strict adherence to hygiene standards that protect our customers and collaborators.
- Our company develops relationships with municipal, state and federal authorities to establish reporting protocols in the event of criminal situations being detected.

Customer Relationship

- Our goal is to ensure full customer satisfaction, developing quality products and services both in their materials and in presentation and cost.
- All our actions will seek to satisfy customers as long as they do not harm business interests or the community, so that the codes of conduct established by the company are informed upon arrival.



Supplier Relations

- We promote with our suppliers a commitment to the environment, natural resources and the adoption and implementation of the National Code of Conduct for the Protection of Children and Teenagers in the Travel and Tourism Sector.

Relationship with the government and the authorities

- The organization develops relationships with government units in favor of achieving the social and sustainable development of the region.
- Our company sees the government as a key ally for the protection of the rights of Children and Teenagers in the Travel and Tourism Sector.

Relationship with the Community and Society

- This company respects the customs of the communities and localities where it performs, as long as they are consistent with business values.
- The organization avoids being part of activities or acts that put community, social development at risk and in particular those illegal activities against minors.
- Our company seeks to support the community through links with non-governmental organizations and population groups that carry out actions to improve the living conditions of the inhabitants.
- Our company is committed to safeguarding the rights of children and teenagers in localities and communities in the travel and tourism sector.



Sustainability Policy

Operadora Aviomar S.A. de C.V. / Aviomar Adventours is committed to protecting the natural and cultural riches of our destination. Improving the sustainability performance of the organization through the promotion of a culture of sustainability, managing our operations in a way that minimizes our environmental and social impacts, allowing the integration of sustainability principles and practices in our daily operations:

- Comply with relevant legislation, regulations and environmental requirements.
- Reduce the amount of waste material produced.
- Reduce and monitor energy use.
- Reduce and monitor water use.
- Pay our employees a base salary equal to or greater than the living wage.
- Promote and protect the natural and cultural heritage of our destinations.
- Protect wildlife, visiting only areas with high standards of animal welfare.
- The company has a purchasing policy that gives preference to building materials, cleaning materials, goods, food, consumables, and services that are environmentally and socially responsible, and avoids the purchase of products that are harmful to the environment.



Purchasing Policy

The objective of this policy is to ensure that products or services purchased or contracted for Operadora Aviomar SA de CV / Aviomar Adventours are in accordance with Travelife's environmental sustainability policies. Operadora Aviomar will strive, where feasible, to purchase products and services that meet the organization's standards for sustainability.

Where possible, purchasing decisions should meet the following requirements:

- Products that reduce greenhouse gas emissions or are made with renewable energy.
- Products that reduce the use of chemicals that are hazardous to the environment, employee and public health.
- Products that contain the highest possible percentage of post-consumer recycled content.
- Products that reduce air and water pollution.
- Products that reduce waste.
- Reusable products.
- Products that serve several functions and reduce the overall number of purchased products (eg. multipurpose cleaner).
- Suppliers that provide environmentally preferable products and can document the supply-chain impacts of their efforts.
- Environmentally preferable products and services that are of comparable quality and price to their standard counterparts shall receive purchasing preference. In situations where environmentally preferable products are unavailable or impractical, secondary considerations shall include the environmental management practices of suppliers and producers.
- The purchase of environmentally preferable products is part of the organization long-term commitment to the environment by sending a clear signal to producers and suppliers.

Sustainable Purchase Criteria

Sustainability Coordinator: support the Purchasing Area in the design of the criteria and in the evaluation of potential suppliers, following this policy.

Sustainability Committee: sensitize the areas involved and senior management about the importance of compliance and adherence to this policy and the implications in terms of reputational and operational risk management that involves contracting suppliers with the best environmental, social and governance practices corporate.

- **Quality-Price-Ratio**

To guarantee the efficiency in the expenditure of the financial resources, to obtain the maximum yield of the money, without implying the election of the cheapest offer, but rather to obtain the best agreement within the established, among which quality criteria such as environmental, ethical and social are contemplated.

- **Useful life**

Avoid transferring negative environmental impacts from one environment to another. To encourage environmental improvements at all stages of the product's life, it is necessary that all impacts and costs of a product throughout its life cycle (production, distribution, use, and disposal) are taken into account when making decisions shopping.

- **Responsibility of local consumer/consumption**

Demand high quality and high-performance products, produced in fair circumstances and with minor environmental impacts. Consume locally produced, benefiting the economy of the region, the final cost of the products is more accessible thanks to savings in transportation and payment of taxes.

- **Buy only what is necessary**

Minimize consumption, according to objective criteria linked to real needs.



- **Promotion of innovation.**

Certain products and services are essential, so they cannot stop being purchased.

Environmental criteria

When buying certain products such as paper or other office supplies, furniture, work clothes, etc., they must take into account the analysis of the environmental impacts of a product during all stages of its life cycle, from the extraction of materials to waste management, to minimize its negative impacts.

The potential opportunities to reduce the consumption of the good and increase the efficiency in its use must be identified

Raw materials: conservation of resources and low impact of materials.

- That the raw materials of the products come from recycling processes (100% recycled paper, pens or office furniture made of recycled PP plastic).
- That the raw materials come from renewable resources managed in a sustainable manner (wood and paper furniture certified by the Forest Stewardship Council or similar).
- That raw materials have not been experienced in animals (cleaning products).

Manufacturing process: clean production, reuse of components of obsolete products.

- That the reduction of environmental impacts (water and energy consumption and emissions including requirements for CO2 emissions) has been taken into account in its manufacturing process.
- That no substances toxic to health or the environment (carcinogenic or allergenic dyes have been added to work clothes).

Use: efficiency, minimization of the consumption of auxiliary products, prevention of pollution and durability of the goods during use.

- That material goods be of low energy consumption (computer and office equipment) and water (water-saving systems).
- Material goods have a long useful life.
- Material goods is reusable.
- Material goods can use renewable energy (solar panels).

Distribution: that an efficient transport system is used and/or that the production of the goods is local, minimizing transport requirements and, therefore, the use of fossil fuels.

End of the product life: use of products of few pieces and compatible materials to facilitate recycling, modular manufacturing easy to disassemble, identification of materials difficult to recognize by codes.

- That the equipment is recyclable.
- Acquisition of goods that facilitate recycling.
- That the parts are marked for identification and recycling.
- That the packaging has been reduced as much as possible and that it is recyclable.
- Make it easily repairable.
- That they are easily refillable products (toner, batteries, etc.).
- Supply of lots of adequate sizes to minimize waste.
- Delivery and packaging of products in bulk and not by units.
- Supply of goods in reusable containers.
- Recovery or reuse of packaging material and used products.
- Collection, recycling or reuse of waste produced during the use or consumption of a product

The labeling based on the life cycle: It refers to the detail of the entire production process of the product and includes its characteristics to be turned into waste at the end of its useful life. Normally it is a technical analysis that consists of a label on the product called “ecolabel” based on the analysis of the life cycle and is a very useful tool when trying to evaluate whether a product is sustainable or not.

Most of the existing official ecological labeling programs base their criteria on the life cycle (European Union Label, Nordic Label, Blue Angel, FSC, etc.).

The labels show standardized information based on the analysis of the life cycle of a product or service with diagrams that present a set of indicators, refer to a specific environmental issue, such as energy use or emission levels.

For example: "Energy Star" refers to products that are energy efficient in themselves and in their production process.



Example of "Ecolabels"

As a general criterion, it should be positively assessed that companies have an Environmental Management System (ISO-14001, for example) certified by an accredited entity. On the other hand, they must accept all other means of proof that allow the bidder to demonstrate their technical capacity.



Ethical and social criteria.

In addition to the environmental criteria, the company considers ethical aspects related to compliance with international conventions and standards on decent working conditions, minimum wages, workers' rights and the fight against child labor, among others.

- Guarantee producers and producers a fair salary and working conditions.
- Make sure children are not exploited.
- Producing organizations must allocate a portion of their benefits to the basic needs of their communities: health, education, water, and sanitation and food security. Fairtrade must contribute to the development of the entire community.
- The functioning of producer organizations must be based on participation and democracy, and guarantee equality between men and women.
- Commercial relations are based on dialogue, transparency, and mutual respect, ensuring that these relationships are long term and guarantee a part of the payment once the contract is formalized.
- Production is carried out guaranteeing the protection of the environment.
- Fairtrade products are made under quality standards.

When there is no fair trade alternative, as in the case of certain products such as office furniture, work clothes, cleaning products, etc., certain technical specifications (in addition to environmental criteria) can be incorporated, such as companies Manufacturing and warranty suppliers. That is the elaboration of said products or the provision of the service, decent working conditions have been met, including the employment conditions of certain disadvantaged groups, among others.

The possibility of adding companies and social economy initiatives as suppliers, including productive companies or service providers that meet certain criteria of social or social equity, should also be evaluated.

Codes of Conduct

Code of Conduct for visitors in Marine and Terrestrial Ecosystems

The following Tour Operator Codes of Conduct have been developed to provide guidelines for all our employees, visitors, and the general public when visiting and operating Tour excursions in environmentally- sensitive areas.

- Minimize impact.
- Respect Marine animals and wildlife.
- Be considerate to others.
- Only use the open paths.
- Leave what you find.
- Dispose of waste properly.
- Minimize of risk of fire.
- Educate Visitors on low impact travel and conservation practices.
- Avoid contact with the seabed.
- Don't touch the coral.
- Do not collect anything from the water (e.g. sea shells, starfish).
- Always use a life jacket.
- Do not feed the animals.
- Keep the law.
- Use common sense.



Code of Conduct for visitors in Cultural and Sensitive Historical Areas

The following Tour Operator Codes of Conduct have been developed to provide guidelines for all our employees, visitors, and the general public when visiting and operating Tour excursions in Cultural and Sensitive Historical areas. Such practices are based on the INAH (National Institute of Anthropology and History) general regulations.

- Respect local people and their customs and religion
- Do not touch anything
- Do not climb the buildings and pyramids
- Make sure you have proper permits for cameras and video cameras
- Ask permission before taking pictures to the local people
- Respect holy and sacred places and do not touch or move religious objects.
- Dispose of waste properly
- Use only the open paths
- Leave what you find
- Be sure to use only Federal Certified guides



Code of Conduct for visitors in areas with wild animals in captivity

The following codes of conduct have been developed to provide guidelines for all our employees, visitors and the public for cases of wild animals in captivity.

- Support the conservation of biodiversity and guarantee the conservation work of the sites visited.
- Ensure that sites visited with animals in captivity have established regulations.
- Visited sites must maintain high standards of animal welfare.
- Avoid using animals in any interaction activity when their welfare can be affected.
- Under no circumstances will animal welfare rights be affected.
- If you suspect animal abuse, inform the authorities.
- Respect the instructions of the coaches.
- Respect the signals.
- Respect established regulations.
- Treat all animals with dignity and respect



National Code of Conduct for the Protection of Children and Teenager in the Travel and Tourism Sector

The following codes of conduct have been developed to provide guidelines for all of our employees, visitors and the public for suspected cases of Sexual and/or Labor Exploitation of Children and Teenagers in the Travel and Tourism Sector.

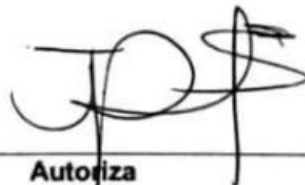
- Inform and train for the action of presumable cases so that when at least one indicator is detected, the person in charge of the application of the protocol is immediately informed.
- To apply the Protocol of Action in cases of presumed sexual and labor exploitation of children and adolescents in the travel and tourism sector.
- Promote values of respect and commitment among national and foreign tourists who visit our country.
- Under no circumstances will the rights of the traveler or tourist be disrupted, one must be kind, but expressing a firm and clear position.

Authorization

This Social Responsibility policy is authorized and published for the knowledge and observance of all members of Operadora Aviomar S.A de C.V / Aviomar Adventours on September 23, 2022 and applies to all areas and management of the company as part of its commitment to Corporate Social and Environmental Responsibility.



Carlos Andrés Cano Hernández
Quality and Risk Manager



Autoriza
Lic. Joana Silva Peralta
Director General

14/03/2023

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