

ROSEWOOD

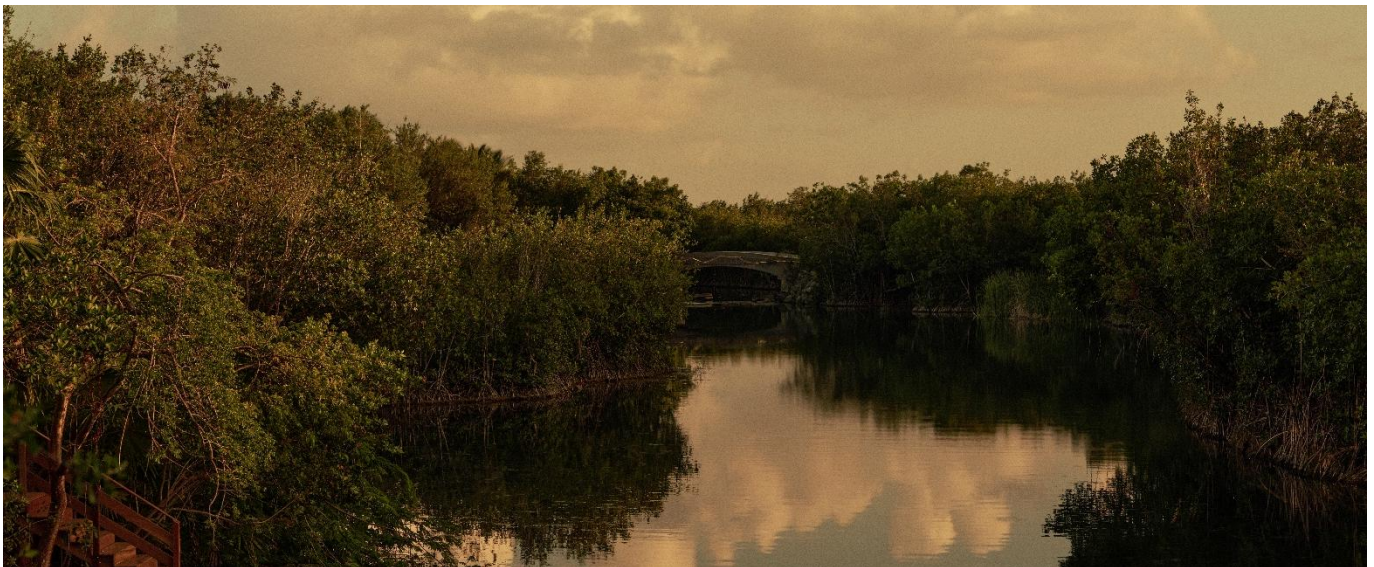
ROSEWOOD MAYAKOBA SUSTAINABILITY POLICY

At Rosewood Mayakoba, sustainability is a core guiding principle shaping all our operations, experiences, and community engagements. Under the global vision of Rosewood Impacts, we are committed to continuous improvement in environmental stewardship, social responsibility, and cultural preservation, aligning our management with the highest international standards of Preferred by Nature and the GSTC.

Our pledge focuses on:

- **Climate Action & Energy Efficiency:** Minimizing our carbon footprint through LED systems, automated controls, and verified offset programs.
- **Resource Circularity & Waste Management:** Eliminating single-use plastics, operating on-site water bottling, and implementing rigorous recycling protocols.
- **Biodiversity Conservation:** Protecting native flora and fauna across our 240-hectare sanctuary through strict environmental policies and ongoing expert collaboration.
- **Community & Living Heritage:** Empowering local suppliers, supporting regional artisans, and promoting fair trade and cultural respect.

Through continuous environmental auditing, strict regulatory compliance, and transparent reporting, we strive to deliver an unparalleled luxury experience while protecting our ecosystem for future generations.



VISITOR CODE OF CONDUCT (HERITAGE & NATURE)

At Rosewood Mayakoba, we are honored to be guardians of the Mayan World's cultural and natural wealth. When exploring the region's archaeological sites, such as Tulum, Cobá, or Chichén Itzá, we invite you to be a mindful observer. The preservation of our history depends on simple yet vital actions: please avoid touching, climbing, or sitting on ancient structures. Natural skin oils and constant friction act as erosion agents that degrade ancient stucco and carved stone. Similarly, within our property, spaces such as the Aluxes House, our cenotes, and the Spa's Sensory Garden are considered sanctuaries of spiritual and biological connection; we appreciate your maintaining an atmosphere of silence and respect in these areas to honor their sacred significance.

Our philosophy of respect extends to all forms of life and expression. When interacting with local communities, we suggest practicing ethical photography by always asking for permission before capturing faces or traditional ceremonies. To support regional socio-economic development, we promote fair trade: from the honey of our stingless bees to the alebrijes and crafts that decorate our hotel, each piece represents the livelihood of a Mexican family. Valuing the artisan's time and talent by paying a fair price, without haggling, is a direct way to contribute to the conservation of our living heritage.

Finally, harmony with our biodiversity is fundamental to the Mayakoba experience. We remind you that feeding, touching, or disturbing wildlife is not permitted. The animals inhabiting the resort have strict natural diets; offering them human food alters their health, creates dependency, and modifies behaviors essential for their survival. To protect the purity of our canals and underground river systems, the use of chemical sunscreens and repellents is prohibited in the cenotes. We invite you to use only biodegradable products, ensuring that aquatic life and our surrounding vegetation continue to thrive for future generations.



UNIVERSAL ACCESSIBILITY & INCLUSIVE TOURISM

Rosewood Mayakoba is committed to ensuring equal access to our facilities, services, and accommodations. We offer guest suites specifically designed and adapted to meet various mobility and comfort needs; these design features are an integral part of our hospitality.

Additionally, for guests requiring supplemental technical support, the hotel facilitates access to specialized mobility and accessibility equipment available for rent. The list of external equipment includes:

- **Mobility Equipment:** Mobility scooters, power chairs (electric wheelchairs), and standard wheelchairs.
- **Walking Assistance:** Walkers / rollators, knee scooters, crutches, and canes.
- **Beach Accessibility:** Amphibious wheelchairs (suitable for beach and water access) and beach wheelchairs with balloon wheels for sand mobility.
- **Medical Equipment:** Oxygen tanks and oxygen concentrators.
- **Bathroom & Room Accessories:** Additional bathroom safety accessories and in-room mobility aids (available upon request).
- **Rental Service Details:**
 - Equipment delivered to the hotel prior to or upon guest arrival.
 - Usage demonstration provided at delivery by the provider.
 - Technical assistance available throughout the stay.



For assistance or information regarding our adapted suites, please
contact: mayakoba.concierge@rosewoodhotels.com



SUSTAINABILITY & IMPACT

At Rosewood Mayakoba, sustainability is the core of our operations and the commitment that guides our relationship with the environment. Our resort is responsibly integrated into a 240-hectare natural reserve of mangroves and jungle, serving as a protected sanctuary for hundreds of native flora and fauna species. Under the global Rosewood Impacts vision, we focus our efforts on the pillars of Resilience and Opportunity, operating under the rigor of Preferred by Nature certification and maintaining strict alignment with international GSTC standards. This governance ensures that every operational decision respects the ecological balance and promotes a positive impact on our community.

INITIATIVES

Our initiatives are designed to minimize our ecological footprint without compromising comfort.

CLIMATE ACTION & OFFSETTING

Our At Rosewood Mayakoba, transparency drives our environmental commitment. Following Preferred by Nature and GSTC standards, we measure our operational impact: an average stay generates approximately 271 kilograms of CO2 equivalent per day. This baseline guides our emission reduction strategy and direct ecosystem mitigation.

We invite guests to join our regenerative vision through our carbon offset program. In alliance with Zero Carbon Group, our digital platform (<http://www.zerocarbon.mx/rosewood>) allows guests to calculate and offset their footprint in real time.

Carbon credits support international Plan Vivo certified projects, ensuring contributions mitigate climate change via reforestation and Blue Carbon protection while supporting local Quintana Roo communities. Offsetting can be completed online or with our Front Desk team.

VERDES

We invite our guests to join our commitment to minimizing our ecological footprint through the Verdes Program. This initiative focuses on conserving vital resources through linen reuse; we automatically change bed linens and towels every second night. This practice allows us to significantly reduce water and energy consumption, as well as the use of detergents, without compromising the comfort and luxury experience that defines us.

CHAAC WATER

Responsible water management is one of our fundamental priorities. Through our Agua Chaac initiative, we purify water from a natural well using an advanced reverse osmosis system, allowing us to bottle high-quality water in reusable glass containers on-site. This process eliminates dependence on external plastics and ensures a safe and sustainable supply. To complete the resource cycle, we operate an internal treatment plant where greywater is recycled and used exclusively for irrigating our green areas and the surrounding jungle, thus protecting the integrity of the region's aquifer system.



INTERNAL ELECTRIC MOBILITY

Preserving air purity and the tranquility of our surroundings are fundamental priorities. Therefore, Rosewood Mayakoba exclusively utilizes a fleet of electric golf carts for land transportation within the property. Similarly, guest transfers to their suites are conducted in electric boats, eliminating carbon emissions and noise pollution within our canals. This commitment to clean mobility ensures a serene environment and protects the health of the ecosystems that surround us.

ECO-TOUR: ENVIRONMENTAL EDUCATION

We believe that knowledge is the foundation of conservation. Our Eco-tour offers guests an immersive educational experience through the canals on silent electric boats. During this journey, expert guides share information about the importance of mangroves, local biodiversity, and the resort's protection efforts. This experience is designed for wildlife observation in its natural state, fostering a deep and respectful connection with Mayakoba's environmental heritage.

WASTE & PLASTICS MANAGEMENT

On our path toward a waste-free operation, we have eliminated the use of single-use plastics. We have replaced individual amenities with refillable dispensers in all suites and use biodegradable materials. Additionally, we have internal recycling and material separation programs to ensure that glass, aluminum, and other resources are managed responsibly, minimizing our impact on local landfills.

RESPONSIBLE CONSUMPTION & PARTNERSHIPS

Our culinary offerings prioritize support for the regional economy under the premise of "Conscious Luxury." We promote the consumption of local and seasonal ingredients, strengthening strategic alliances with organizations that advocate for responsible fishing and fair trade. By prioritizing local suppliers, we reduce our transportation footprint and drive the socio-economic development of Quintana Roo, integrating regional crafts and products as an essential part of the guest experience.



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