



Environmental Sustainability and Biodiversity Protection Policy

The management of Cayo Exclusive Resort & Spa is committed to following sustainable development practices aimed at:

- Economic prosperity,
- Reducing social inequalities,
- And most importantly, restoring and maintaining the planet's sustainability, with emphasis on environmental and biodiversity protection.

Commitment to Reducing Greenhouse Gas Emissions

- Provide the necessary resources to support and continuously improve energy and water saving processes, as well as pollution prevention.
- Implement measurements of energy and water consumption and waste production to set annual reduction targets and monitor progress.
- Promote the use of energy-efficient systems and low-emission technologies.
- Reduce the use of non-renewable resources where feasible and promote the circular economy through recycling and waste reduction.

Commitment to Biodiversity Protection and Support

- Undertake actions to protect landscapes and ecosystems in the areas of operation.
- Design and implement constructions and renovations with respect for the natural environment, avoiding environmental interventions that harm biodiversity.
- Support the use of natural products and prefer products made from recyclable materials and the local primary sector.
- Conduct pollution reduction activities from operations to maintain clean aquatic and terrestrial ecosystems.

Additional Actions and Support

- Provide environmental training to staff so all employees become active agents of environmental programs.
- Ensure awareness and sensitization of all stakeholders, including guests, suppliers, and the local community.
- Adopt and implement the United Nations Sustainable Development Goals (SDGs).
- Ensure compliance with all applicable environmental legislation.
- This commitment is systematically reviewed and improved through annual audits and the establishment of new goals.



Workplace Ethics and Human Rights Policy

Commitment to Fair Treatment and a Safe Work Environment

The management of Cayo Exclusive Resort & Spa recognizes and upholds all internationally recognized human rights, committing to provide a fair, safe, and supportive work environment for all staff.

We operate with respect and fair treatment toward all employees, regardless of age, disability, nationality, gender, race, religion, or sexual orientation, provided that the health, safety, and physical integrity of customers and employees are not compromised.

We are committed to:

- Strictly adhering to current labor laws and standards for the protection of workers' rights, ensuring fair employment conditions.
- Providing a safe and healthy working environment, taking all necessary risk prevention and employee welfare protection measures.
- Offering equal opportunities for professional development and training, tailored to the qualifications and aspirations of staff.
- Encouraging recognition of effort and rewarding good performance.
- Ensuring compensation at least equal to the national minimum wage, depending on the job position, and providing all legally mandated benefits.

Commitment to Protect Human Rights and Vulnerable Groups

- Preventing and combating any form of discrimination, exploitation, harassment, or abuse in the workplace.
- Supporting vulnerable groups such as children, adolescents, women, and minorities, ensuring their protection and respect in all employment processes.
- Recognizing and protecting the right of staff to join professional associations or unions of their choice.
- Informing staff about working conditions, duties, rights, and procedures for submitting complaints and managing misconduct.
- Promoting internal dialogue, communication, and cooperation among all employees for the smooth and fair operation of the business.



Commitment to Child Protection and Prevention of Child Exploitation

The management of Cayo Exclusive Resort & Spa is committed to the absolute protection of children from all forms of exploitation, abuse, or violation of their rights.

We adopt a strict zero-tolerance policy toward any behavior that endangers the safety and well-being of children.

All incidents of child exploitation or abuse that are identified or reported are immediately referred to the appropriate authorities, and appropriate measures are taken to protect the victims.

We provide training and information to staff on recognizing and addressing such incidents.

We inform guests and partners about our commitment to child protection and the ways to report any concerns.

This commitment is a cornerstone of our operations and is regularly reviewed for continuous improvement.



EXCLUSIVE RESORT & SPA

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Quality, Health & Safety, and Crisis Management Policy

This policy outlines the framework for managing service quality, health and safety, and crisis management at Cayo Exclusive Resort & Spa. The ultimate goal is to ensure the well-being of guests, employees, and partners, as well as the uninterrupted and responsible operation of the resort.

The policy applies to all operational activities of the business and concerns all staff, external partners, guests, and other stakeholders.

Management Commitment

The resort management:

1. Provides the necessary human, material, and technological resources for the effective implementation of this policy.
2. Promotes continuous training and education of staff.
3. Monitors and evaluates results with the aim of continuous improvement in quality, safety, and crisis management.

Quality Assurance Policy

The business is committed to:

1. Providing high-quality services that respect the needs of guests.
2. Implementing continuous improvement processes through the collection and analysis of customer feedback.
3. Maintaining internal control systems and quality indicators.
4. Investing in new technologies that enhance services and operational efficiency.
5. Continuously training staff on quality and customer service topics.
6. Promoting communication with all stakeholders for ongoing improvement.



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Health & Safety Policy

The business recognizes that the safety and health of staff and guests is a top priority and is committed to:

1. Fully complying with applicable national and international health and safety legislation.
2. Providing and maintaining a comfortable, safe, and healthy working environment.
3. Identifying potential risks through regular risk assessments and developing prevention and risk management programs, focusing on high-risk areas.
4. Performing preventive maintenance of facilities and equipment to prevent accidents and malfunctions.
5. Providing the necessary resources and equipment for employee hygiene and safety.
6. Regularly training staff in first aid, fire safety, and emergency response.
7. Enhancing the culture of prevention and safety across all resort operations.

Crisis and Emergency Management Policy

The business has an organized Emergency Management Plan which includes:

1. Response procedures for natural disasters (earthquakes, fires, floods).
2. Protocols for managing health crises (e.g., epidemics, infections).
3. Defined evacuation and notification actions for staff and guests.
4. Collaboration and communication with local authorities and civil protection services.
5. Regular training and preparedness drills for staff.



Corporate and Social Responsibility Policy

The management of Cayo Exclusive Resort & Spa considers Corporate and Social Responsibility a cornerstone of its philosophy in the hospitality sector. It is committed to operating as a responsible and active member of the local community, contributing to the enhancement of local heritage, lifestyle, and sustainable development.

Our goal is to foster close and meaningful collaboration with the local community to protect the environment, cultural identity, history, and local economy, with respect to the principles of sustainability.

- To achieve these goals, the business is committed to:
- Supporting and actively participating in initiatives that strengthen the local community (economically, socially, and environmentally)
- Organizing environmental and social activities that encourage volunteerism from staff and guests
- Collaborating with local producers, suppliers, and service providers to strengthen the local economy
- Promoting local gastronomy, products, and cultural heritage to guests
- Respecting and protecting local culture, traditions, and intellectual property rights
- Actively contributing to the preservation and protection of the area's natural and cultural heritage
- Providing financial or material support to local organizations and charitable initiatives (e.g., food donations, financial aid)
- Evaluating the social and environmental impacts of its operations and collaborating with stakeholders for continuous improvement
- Promoting local employment with respect to the principle of equal opportunities for all
- Complying with all relevant national and international regulations, applying best practices in social responsibility
- Ensuring transparency, respect for human rights, and fair treatment of employees, guests, and partners
- Encouraging its partners to adopt similar policies of social and environmental responsibility



Sustainable Procurement Policy

At Cayo Exclusive Resort & Spa, we are committed to improving our impact on people and the environment. As part of upholding this commitment, we will ensure that we procure the most sustainable products and services whenever it is feasible, appropriate, and practical to do so.

This policy outlines our rules and expectations regarding sustainable procurement.

Preference for Sustainable Products and Services

All staff responsible for making procurement decisions are expected, after ensuring compliance with any other policies related to purchases, to show preference for products and services that meet as many of the following conditions and/or characteristics as possible:

- Made from recycled materials.
- Can be locally recycled.
- Can be easily reused or adapted by the supplier or a third party they collaborate with.
- Produced sustainably/from sustainable raw materials.
- Locally produced.
- Provided by locally owned businesses.
- Provided by small businesses.
- Carry a reliable sustainability certification label such as Rainforest Alliance, MSC, FSC, etc.
- Delivered in less and/or more sustainable packaging.
- Efficient in energy and/or water use.
- Low emissions.
- Reduce the need for printing.
- Require less shipping/transportation.
- Use transportation options that are cleaner, more resource-efficient, and have lower emissions.
- Reflect the nature, history, and culture of the region.
- Provided by fair trade suppliers.
- Minimize food waste.
- Minimize the use of disposable or consumable items, e.g., single-use plastics.



Sustainable Procurement Policy

Human Rights and Child Protection

We will not tolerate any incident of human exploitation or abuse identified in our supply chain and will immediately report any suspicions to the appropriate authorities.

We will not offer, promote, or commercially benefit from any activities, attractions, or events involving individuals under the age of 18 unless the organizing entity can confirm compliance with all relevant legislation, including the United Nations Convention on the Rights of the Child and ILO Conventions 138/182.

If we procure items that include a unique cultural aspect of any indigenous group, we will ensure that we have respected their intellectual property rights.

Recruitment Procedures

We are committed to equal opportunities and will not exclude or show favoritism toward specific groups during recruitment processes. This includes, but is not limited to, exclusion or favoritism based on race, ethnicity, religion, gender, sexuality, or disabilities.

When hiring individuals, including through recruitment agencies, we will ensure that we cover the full cost of recruitment and will not require anyone to pay any kind of deposit, fee, or provide identification documents to be considered for employment with us. We will never offer any kind of incentive or loan that could bind an individual to work for us.

Renovations and Construction Work

When undertaking any renovations, expansions, or other types of construction work, we will make every effort to ensure that it is done sustainably. This includes the following, whenever feasible, practical, and appropriate:

- Incorporating local traditions in design, construction, and materials.
- Aligning design with the local landscape, cultural heritage, and architecture.
- Preferring materials, constructions, components, and equipment sourced sustainably and minimizing environmental impact, e.g., energy-efficient insulation, water-saving showers, renewable energy installations, water recycling.
- Ensuring accessibility of spaces for individuals with disabilities and other special needs.



Sustainable Procurement Policy

Environmental Responsibility

We are committed to minimizing our environmental footprint and promoting sustainable practices throughout our supply chain. This includes, wherever feasible and appropriate:

- Reducing energy consumption through efficient lighting, appliances, and HVAC systems.
- Minimizing water usage with low-flow fixtures and water recycling systems.
- Implementing waste reduction strategies, including composting and recycling programs.
- Avoiding hazardous materials and ensuring safe disposal of any such substances.
- Using environmentally friendly cleaning products and supplies.
- Encouraging suppliers to adopt sustainable practices and reduce their own environmental impact.

Community Engagement

We aim to support and engage with the local community by:

- Prioritizing partnerships with local suppliers and service providers.
- Supporting community initiatives and events that promote sustainability and cultural heritage.
- Providing opportunities for local employment and training.
- Respecting and promoting local traditions, values, and customs in our operations and procurement decisions.



Sustainable Procurement Policy

Waste Management and Reduction

We are committed to minimizing waste generation and maximizing recycling and reuse across all operations. This includes the following practices wherever feasible and appropriate:

- Implementing comprehensive recycling programs for paper, plastic, glass, and metal.
- Reducing food waste through portion control, composting, and donation programs.
- Avoiding single-use items and replacing them with reusable or biodegradable alternatives.
- Encouraging suppliers to use minimal and sustainable packaging.
- Training staff on waste reduction practices and monitoring progress regularly.

Energy and Water Efficiency

We strive to reduce our energy and water consumption through efficient technologies and responsible practices:

- Installing energy-efficient lighting, appliances, and HVAC systems.
- Using water-saving fixtures such as low-flow faucets and toilets.
- Monitoring energy and water usage to identify areas for improvement.
- Educating staff and guests on conservation efforts.

Biodiversity and Ecosystem Protection

We recognize the importance of preserving biodiversity and protecting local ecosystems. Our efforts include:

- Avoiding products that contribute to deforestation or habitat destruction.
- Supporting conservation initiatives and local environmental organizations.
- Landscaping with native plants and avoiding harmful pesticides.
- Promoting awareness of local wildlife and natural heritage.



Sustainable Procurement Policy

Page 5 – Monitoring and Evaluation

We are committed to continuously improving our sustainable procurement practices. To ensure this, we will implement the following monitoring and evaluation measures:

- Regularly review procurement decisions to ensure alignment with this policy.
- Maintain records of suppliers and products that meet sustainability criteria.
- Conduct periodic audits of the supply chain to identify areas for improvement.
- Engage with suppliers to encourage and support their sustainability efforts.
- Update the policy as needed to reflect new sustainability standards and practices.
- Provide training to staff involved in procurement to ensure understanding and compliance.
- Report annually on progress made in sustainable procurement and share findings with stakeholders.



Monitoring and Evaluation

We will monitor our procurement practices to ensure they align with our sustainability goals. This includes tracking the types of products and services we purchase, evaluating supplier performance, and identifying opportunities for improvement.

Training and Awareness

We will provide training and resources to all staff involved in procurement to ensure they understand our sustainability objectives and how to apply them in their purchasing decisions.

Communication and Collaboration

We will communicate our sustainable procurement policy to suppliers and stakeholders and encourage collaboration to achieve shared sustainability goals.

Review and Updates

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, best practices, and organizational priorities.