

HOTEL AKUMAL BAY
BEACH & WELLNESS RESORT

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Message from Management

In 2023, we achieved goals set in previous years—objectives that, with the support of our General Management in coordination with our departmental leaders, and of course, the valuable effort of our staff, we can proudly say today: We did it!

With each initiative, the company contributes by instilling the importance of sustainability to our hosts and guests, and with that, the projection becomes greater. For 2024, we will continue with the established programs, as well as new actions that provide full satisfaction, knowing that we are on the right path to remain a responsible company toward the environment, and supporting the attraction of hosts, guests, and suppliers who share the same environmental philosophy and ideology.

I am pleased to acknowledge in this 2023 report the commitment and participation of all those involved who made a conscious change within the Akumal Bay Beach & Wellness Resort, starting with the first TRAVELIFE certification in 2021. But this doesn't end here, as the care for our planet is an ongoing battle that we must continue for ourselves and future generations.

Congratulations!!



Wendy Domínguez
Human Resources Manager

History

We are a Mexican company with over 40 years in the hotel industry, managed by the Ortiz family, who have sought over the years to offer a warm and welcoming environment to all our guests. This has allowed us to differentiate ourselves from our competitors. We have built a loyal base of guests, who return year after year to continue creating memories and unique experiences at our hotel. This is due to the atmosphere of peace and harmony that prevails in our facilities, but mainly to the warmth of our hosts. With their simplicity and hospitality, they create unforgettable experiences for our guests, making us their first choice for accommodation in the Riviera Maya.

For this reason, this year the hotel has undertaken an ambitious project to further improve its facilities with the aim of continuing to meet the expectations of our guests. We are eager to showcase our changes and thereby continue offering a quality product to our guests and future clients. We hope to reveal these changes in 2024.

The hotel has 310 rooms with three categories: Garden Suite, Junior Suite, and Penthouse, all with ocean views. It offers an ALL-INCLUSIVE system, 1 buffet-style restaurant, 4 specialty restaurants (Mexican cuisine, Nikkei, international gourmet, and Rodizio), 1 snack bar, 1 sushi bar, and 4 bars, two of which are located in the pool area near the sea. Entertainment for adults and children, yoga classes, and SPA services are also available.



Philosophy

MISSION

Guaranteeing at all times to meet the expectations of our guests during their stay through dedication and love for our work. Offering exclusive service, considering each guest as 'unique' on each occasion we serve them, with the purpose of creating an unforgettable experience and personal happiness.

VISION

To be the ideal destination for our guests to enjoy a dream vacation, through human warmth, integrating quality service, relaxation, entertainment, gastronomy, and contact with nature.

VALUES



Human warmth



Service quality



Honesty



Efficiency



Environmentally friendly

Sustainability model

First, we need to understand what sustainability is before discussing this. Sustainability refers to actions that pursue long-term results so that their benefits are enjoyed now and by future generations. It is for this reason that the hotel, in order to fulfill the vision of being an ideal place for vacationing and being in contact with nature, has created a sustainability model that allows every decision made for its operation to contribute to the social and sustainable challenges of the environment where we are located. In this way, we promote with our stakeholders (guests, hosts, and suppliers) social responsibility to create sustainable values that help us to join efforts to build a better future and thus fulfill the main objective of sustainability: to leave a better place for future generations.

It is for this reason that our sustainability report aims to communicate and demonstrate the work carried out in the hotel in the year 2023 to achieve and maintain the objectives we have set for ourselves; as well as to establish new goals to be achieved in the coming year that allow us to make improvements and measure progress over time based on the basic principles of global sustainability goals (SDGs), contributing to:



Policies

Environmental policy



The environmental policy reflects our commitment to the environment, which includes proper waste management, care and responsible management of the water system, reduction of packaging, and involvement of guests, hosts, and suppliers.

Human rights policy



To promote a culture of respect, mechanisms for reporting any violation of human and labor rights, and activate mechanisms to address any incidents.

Child policy and sexual harassment



Supporting and promoting talks against violence and child exploitation, sensitizing hosts to protect the rights of minors, promoting access to education, and detecting possible cases of violence and harassment to competent authorities.

Equality and gender rights policy



Providing dignified treatment to all individuals, ensuring a life free from violence and workplace harassment, supporting individuals who have experienced acts of violence, providing equal opportunities to men and women, and respecting the rights and beliefs of hosts regarding their religious beliefs, race, gender, ethnicity, sexual orientation, age, or any other factor that may lead to discrimination.

Policy on psychosocial risks



Maintaining a favorable environment free from violence, harassment, and workplace bullying, providing a safe and healthy work environment, and implementing reliable and anonymous detection mechanisms.

Social and cultural policy



To contribute to the development of communities, encourage our guests' participation in social and cultural issues.

Policies



Workplace health and safety policy

To create trust between supervisors and employees to report any workplace incidents, accidents, or infectious diseases to prevent spreading, provide a change of uniform if the host's health is at risk, guarantee job stability for the host, and conduct risk analysis to implement preventive measures.

Security policy

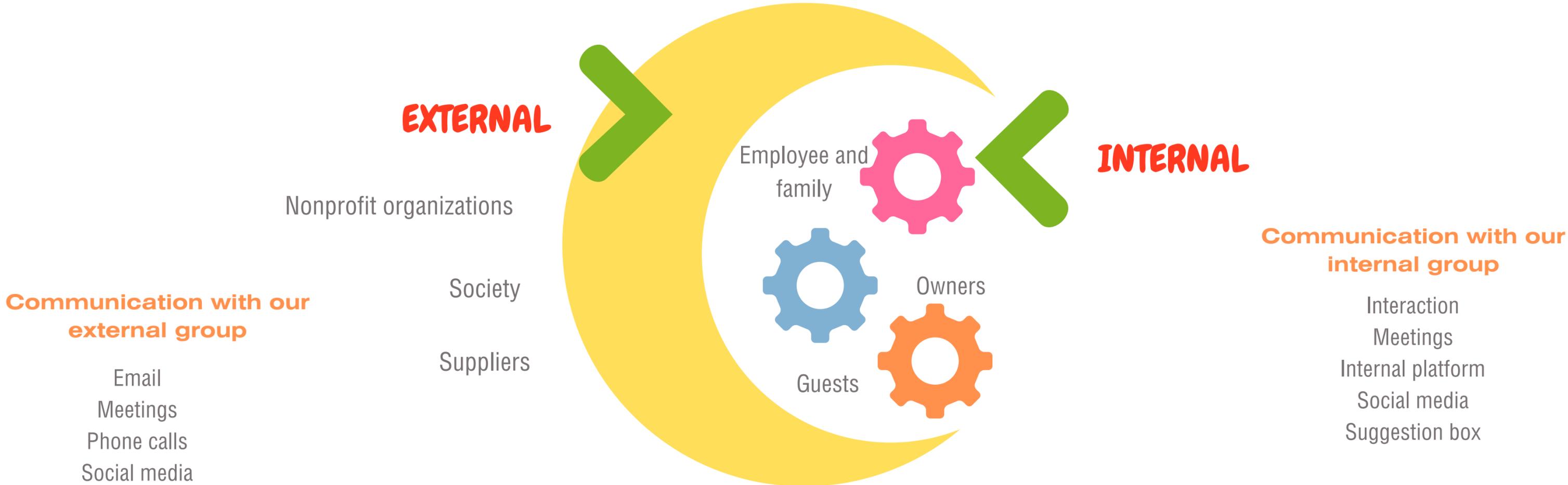
To care for and protect physical integrity against any threat, protect valuable company information, apply access controls for hosts and visitors to unauthorized areas, implement corrective actions to reduce identified risks, and train hosts to analyze, identify, and evaluate risks.



Quality policy

To encourage our hosts to provide a service of quality and human warmth, identify concerns reported directly by our guests or submitted in writing through guest reviews for analysis and resolution, conduct reviews to identify areas of opportunity and make improvements in processes and facilities.

Our stakeholders



Planet

*The small changes can make a big difference
for our planet.*



Protection and conservation of sea turtles

Our goal is to preserve wildlife and the environment, responsibly addressing the challenges posed by our development. It's like trying to give back or compensate for some of what we've been given. That's why we work to contribute to the recovery of the population of sea turtle species that nest on our beaches, including the *Caretta caretta* (loggerhead turtle) and *Chelonia mydas* (green turtle).

How do we do this? It's not an easy task and it requires a huge commitment, which begins with educating ourselves about the topic of turtles, nesting cycles, the season, what to do and what not to do, among many other things. For this, we have the valuable support of the entertainment department, ecology, and the CEA (Akumal Ecology Center), with whom we have had a collaboration agreement since November 2011 to join efforts, information, and personnel in favor of activities developed in the conservation of sea turtles. These actions were carried out thanks to the permit granted by the General Directorate of Wildlife (DGVS) of the SEMARNAT, which in this case has the permit number SPARN/DGVS/05714/23.

Some of the actions we carry out for the conservation of sea turtles are:

- 🐢 Talks with staff about sea turtles
- 🐢 Turning off lights before midnight during nesting season
- 🐢 Removing beach furniture in the beach area
- 🐢 Night patrols
- 🐢 Tagging of turtles
- 🐢 Signage and fencing of turtle nests



2023 Season

During the 2023 nesting season in Akumal Bay, which runs from May to October, nests of two species of sea turtles were recorded: the loggerhead turtle (*Caretta caretta*) and the green turtle (*Chelonia mydas*). A total of 514 nests for both species were protected, making it one of the years with the highest number of nests recorded in front of the hotel beach.

	Caretta caretta (Loggerhead turtle)				Chelonia Mydas (Green turtle)		
	2021	2022	2023		2021	2022	2023
Nests	58	61	73	Nests	201	290	441
Eggs	5,882	6,557	7,136	Eggs	21,630	30,421	45,199
Hatchlings	4,897	5,980	6,642	Hatchlings	17,479	27,407	39,856



The nesting and hatching season depends heavily on the climatic conditions during these months; this is why there are significant changes in the number of nests and hatchlings of these species from year to year.

Sargassum Season

Since 2015, when this macroalga began arriving en masse on our beaches, it has continued to come, with certain months seeing higher presence throughout the year. We have learned to manage it, considering this organic residue as requiring special handling due to the gases it emits into the environment. The hotel has developed activities for the removal and disposal of sargassum from its beach area to provide comfort to our guests and prevent environmental damage in the near future. To carry out these activities, the hotel complies with the Technical and Management Guidelines for Addressing the Sargassum Contingency in the Mexican Caribbean and the Gulf of Mexico, in addition to being part of the Integrated Sargassum Management System created by SEMARNAT to monitor the amount of this algae removed from the state's beaches.

2021	2022	2023
7,620.30 tons	5,600.4 tons	3,357 tons



Environmental Cleaning Brigade

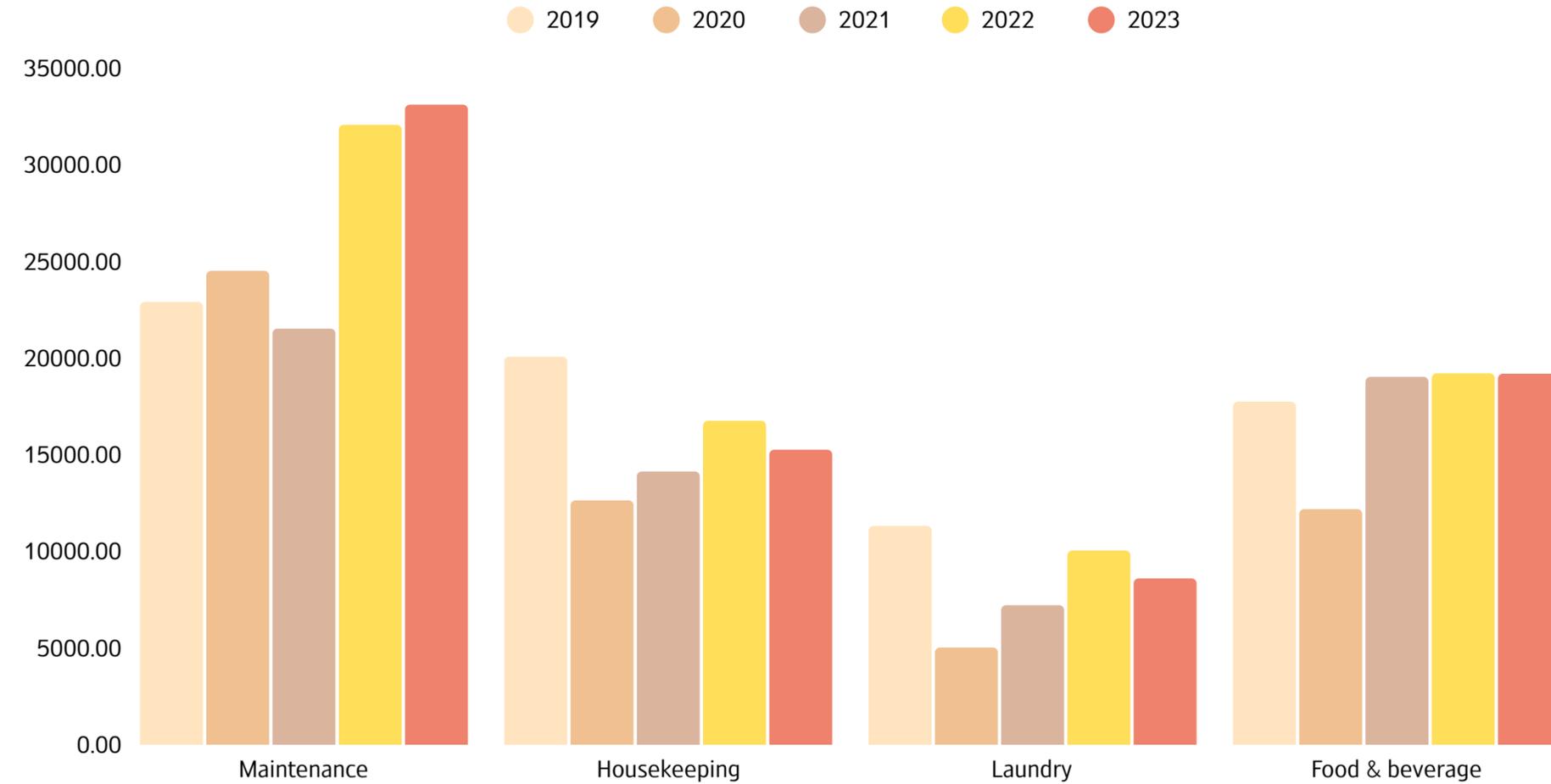
Year after year, we continue to carry out this activity with our hosts and guests with the aim of raising awareness and fostering environmental consciousness to protect the environment and ensure a future for the next generations.



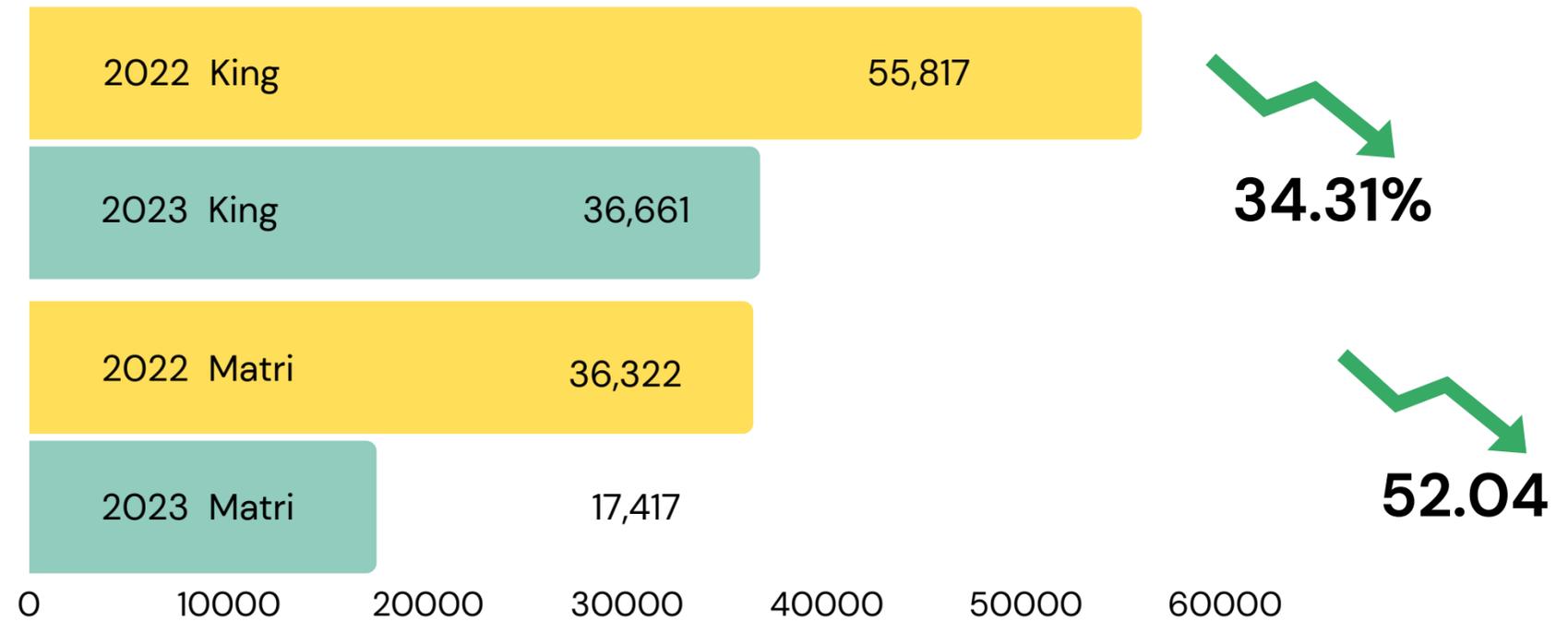
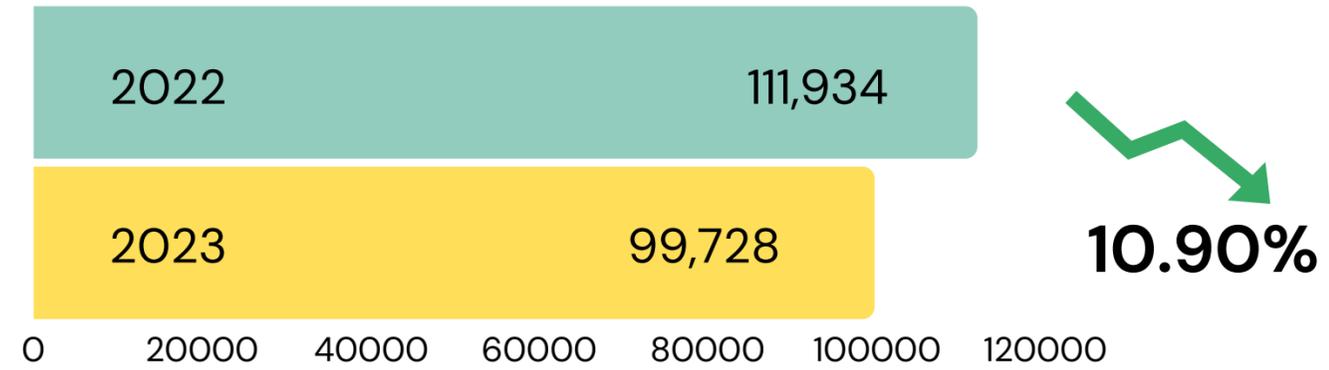
Good practices

We analyze the results of chemical product consumption in order to control and take actions to reduce usage.

Department	2019	2020	2021	2022	2023
Maintenance	22,895	24,505	21,515	32,060	33,105
Housekeeping	20,064.20	12,631.60	14,126.40	16,752.70	15,253.40
Laundry	11,311.80	5,016.40	7,207.60	10,035.20	8,591.40
Food and beverage	17,738.20	12,178.40	19,021.80	19,206.20	19,184.80



Good practices



WASTE MANAGEMENT 2023

	2021	2022	2023
PET	3.9 Tons	6.3 Tons	4.9 Tons
Archive	1.9 Tons	1.2 Tons	2.2 Tons
Aluminum	1.5 Tons	2.5 Tons	1.9 Tons
Cardboard	4.5 Tons	5.6 Tons	5.1 Tons
Burned oil	2,185 Liters	2,124 Liters	2,316 Liters
Hard plastic	1.8 Tons	2.6 Tons	3.3 Tons
Glass bottles	28.4 Tons	30.1 Tons	45.1 Tons
Scrap	3 Tons	1.7 Tons	1.9 Tons
Galones de 3.28 lt		6,900 Items	5,925 Items
Bidones 20 lt (Químicos)		96 Items	96 Items
Bidones 70 lt		360 Items	480 Items

ANIMAL Protection

The welfare of animals is the state in which animals enjoy living conditions appropriate to their needs and are in good health. This is why attention is given to those organisms that have suffered any mishap within the hotel's premises. The 2023 reports are as follows.



3 Bees and wasps



4 Snakes



22 Birds and small mammals



1 Sea turtles

Electricity

The efficient use of electricity contributes to reducing air pollution and caring for the environment, and it can also generate economic savings for the hotel by using this resource responsibly. Therefore, the hotel carries out the following activities to ensure the correct use of energy:

- 💡 Analysis of daily consumption
- 💡 Scheduling preventive maintenance for operational equipment
- 💡 Monitoring temperatures of chambers and refrigerators to optimize their use
- 💡 Preventive maintenance on electrical panels and substations to avoid increases in electricity consumption
- 💡 Maintenance on emergency power plants

2021	2022	2023
32.7 KWH/Pax	20.5KWH/Pax	21.01KWH/Pax



Water Management

Water is a fundamental liquid for survival. Only a small portion of the planet's water is suitable for consumption, and it's important to remember that good quality water protects the health of people and living beings in general. For this reason, the hotel is committed to using this vital liquid responsibly, and we take actions such as:

- 🌿 Environmental best practices talks with our hosts.
- 🌿 Information cards in rooms for our guests about their contribution to the environment by supporting the recycling of towels and sheets.
- 🌿 Constant inspection of pipes and water outlets to prevent leaks.
- 🌿 Installation of water-saving devices on faucets.
- 🌿 Returning water to the aquifer after being treated in the wastewater treatment plant with parameters allowed by NOM-001-SEMARNAT-2021.



ENVIRONMENTAL



210 Hosts will participate in the talk “Good environmental practices”

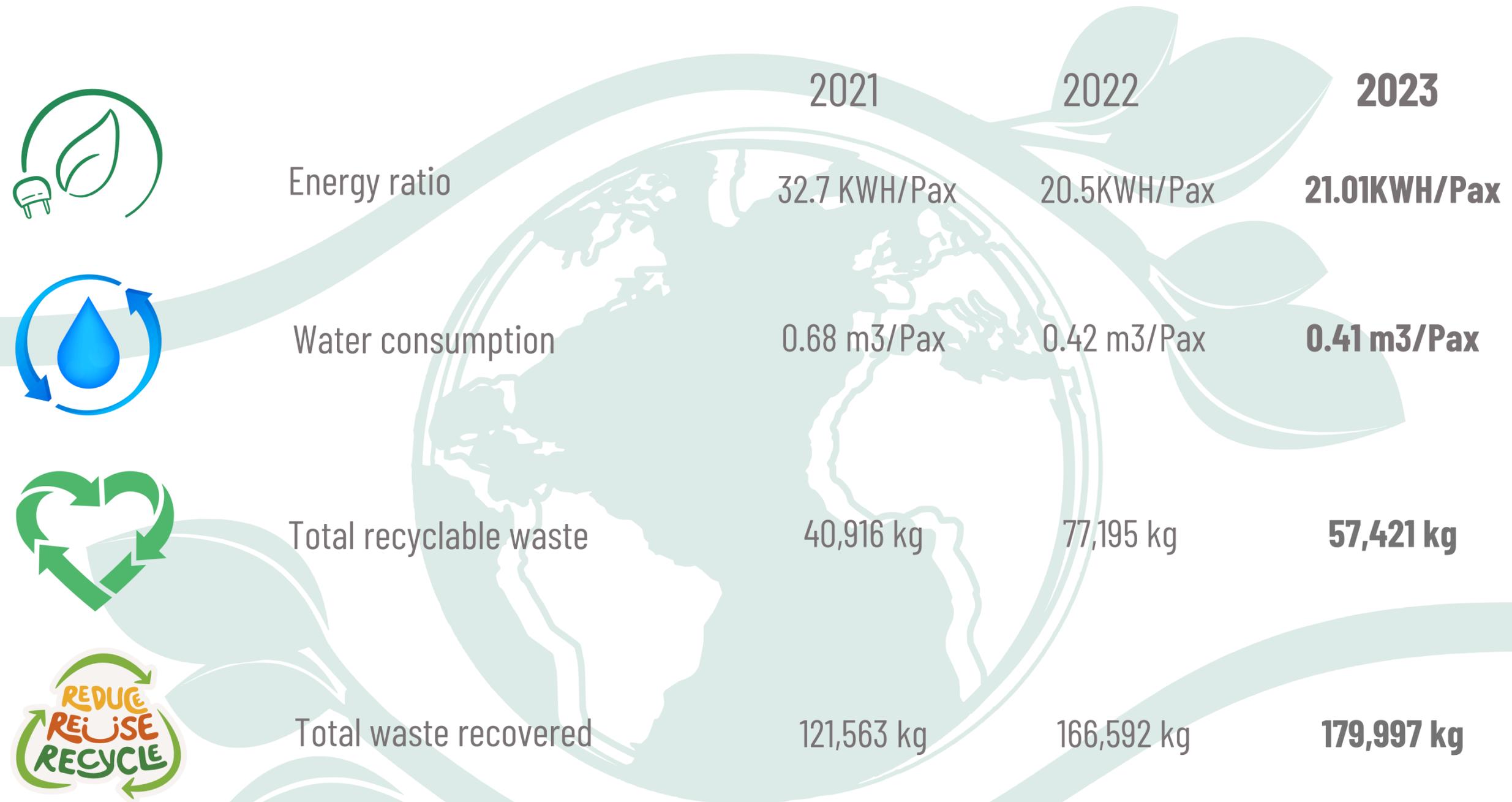


148 Hosts will participate in the talk “Sea Turtle Nesting Season”

45 Hosts will participate in the talk “Chemical Products”



Environmental achievements 2023



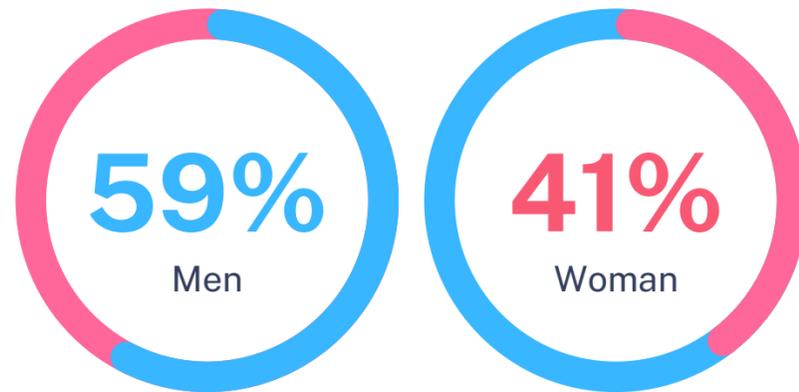
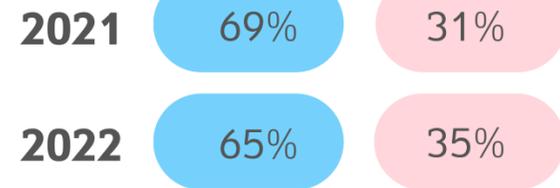


People

"Together arriving is the beginning. Staying together is progress. Working together is success." - Henry Ford

STAFF 2023

Hired personnel



2023



Maternity leaves

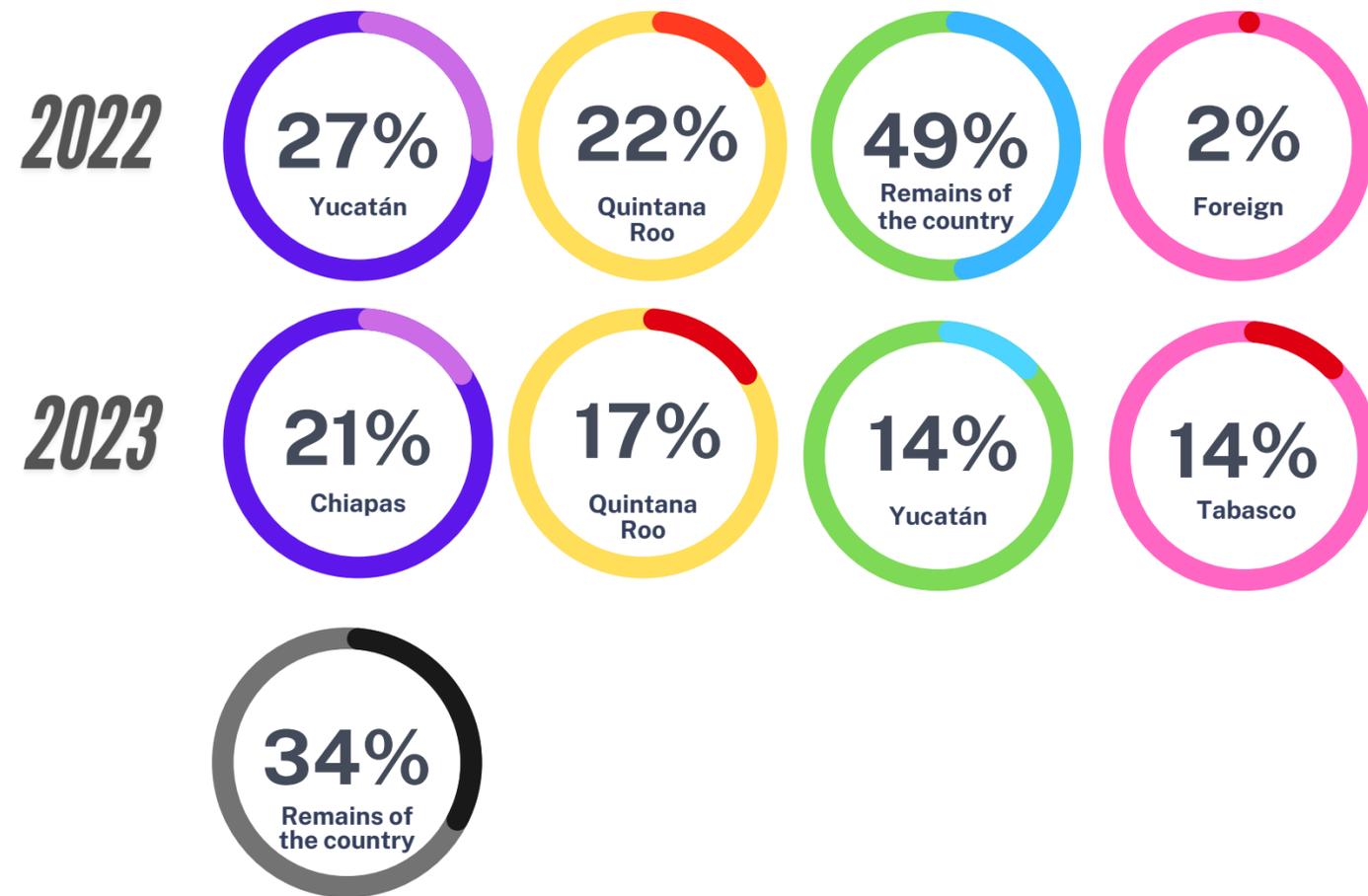


Paternity leaves

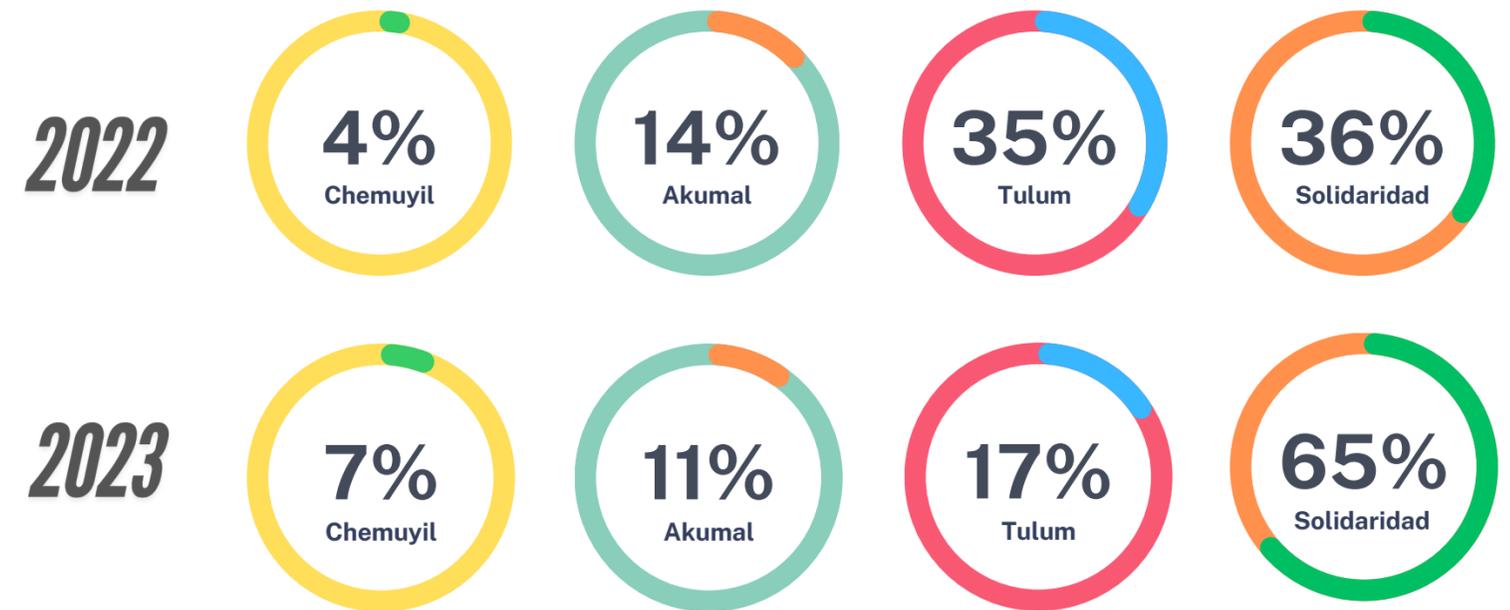


STAFF 2023

Staff by Origin



Staff by Residence



Activities 2023



First aid burns
22 Staff



First aid
16 Staff



Fire fighting
16 Staff



Talks on "Right to equality, for non-discrimination"
132 Staff

Fulfilling the training of our brigades, who carry out the protocols and make decisions to safeguard the integrity of people and property in the event of an emergency.



Talks on 'Protection and Rights of Minors'
165 Staff

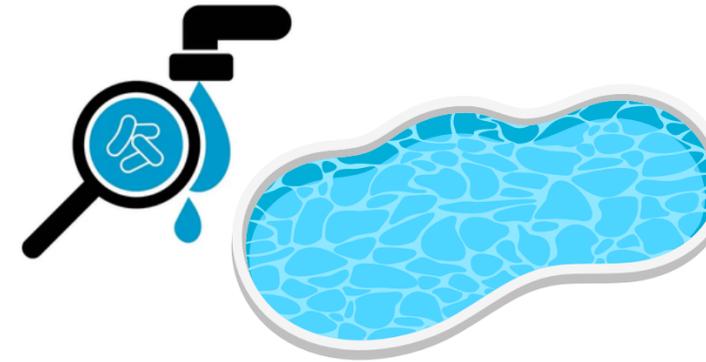


Talks on "Attention to clients with disabilities"
18 Staff

Activities 2023



Course on 'Hygienic Food Handling'
89 Staff



Course "Prevention of legionella and
"safety and hygiene in swimming
pool"
15 Staff



Sports tournaments
96 Staff

SCHOOL SUPPLIES

2022

2023

95

55



HEALTH BRIGADES



Glucose intake
56 Staff



Nutrition
22 Staff



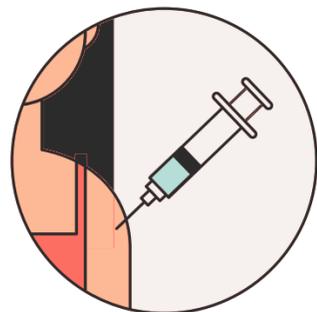
HIV/Syphilis Rapid Test
65 Staff



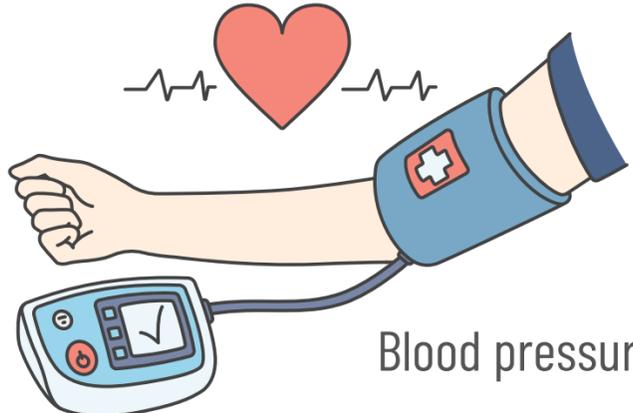
Breast examination
and pap smear
8 Staff



General medicine
56 Staff



Vaccination (influenza,
tetanus, COVID-19 booster)
85 Staff



Blood pressure
measurement
65 Staff



Psychology consultation
3 Staff





SEPTEMBER 2023

September is a month full of history for Mexico as it commemorates a crucial event in the country's history: the struggle for independence. These dates are known as the national holidays and are celebrated on September 15th and 16th. For this reason, the hotel celebrates it with typical dishes and Mexican music for Guests and Hosts, as well as including a small market with local artisans on that day to promote our traditions and customs.

"Death is nothing when one dies for the homeland"
José María Morelos y Pavón

OUR TRADITIONS

"Day of the Dead" is a celebration of memory and a ritual that prioritizes remembrance over forgetting. In this celebration, death does not represent an absence but rather the lively presence of a loved one. Due to its importance and significance, the United Nations Educational, Scientific and Cultural Organization (UNESCO) declared this festival as Intangible Cultural Heritage of Humanity in 2008.

We honor our traditions by creating an altar in honor of our loved ones at the hotel, and we invite our guests to appreciate our tradition by displaying it in the buffet so they can experience our culture and share a little more of Mexico with them.

Community well-being

Contribuimos con la comunidad de Akumal, Chemuyil y Tulum, para el bienestar de los habitantes y progreso de la población, a través de la asociación Transformar educando, algunas de las donaciones que se hicieron en el 2023 fueron las siguientes.

1

Gifts and snacks for
graduating students of
the Akumal Community
Telebaccalaureate



2

Process transformer
connection to CFE network
at Telesecundaria José
Vasconcelos



3

Support with plane tickets,
travel expenses for students
for taekwondo tournaments in
Ticul, Playa del Carmen, CDMX
and Veracruz



Community well-being

4

Donation of 20 containers of 200 liters to Chemuyil community



5

Donation of 10 picnic tables to the Chemuyil Telebachillerato



Community well-being

6

Donation of mattresses and bed bases to the municipality of Tulum for the Mayan area



7

Multifunctional printer support for educational services - preschool level

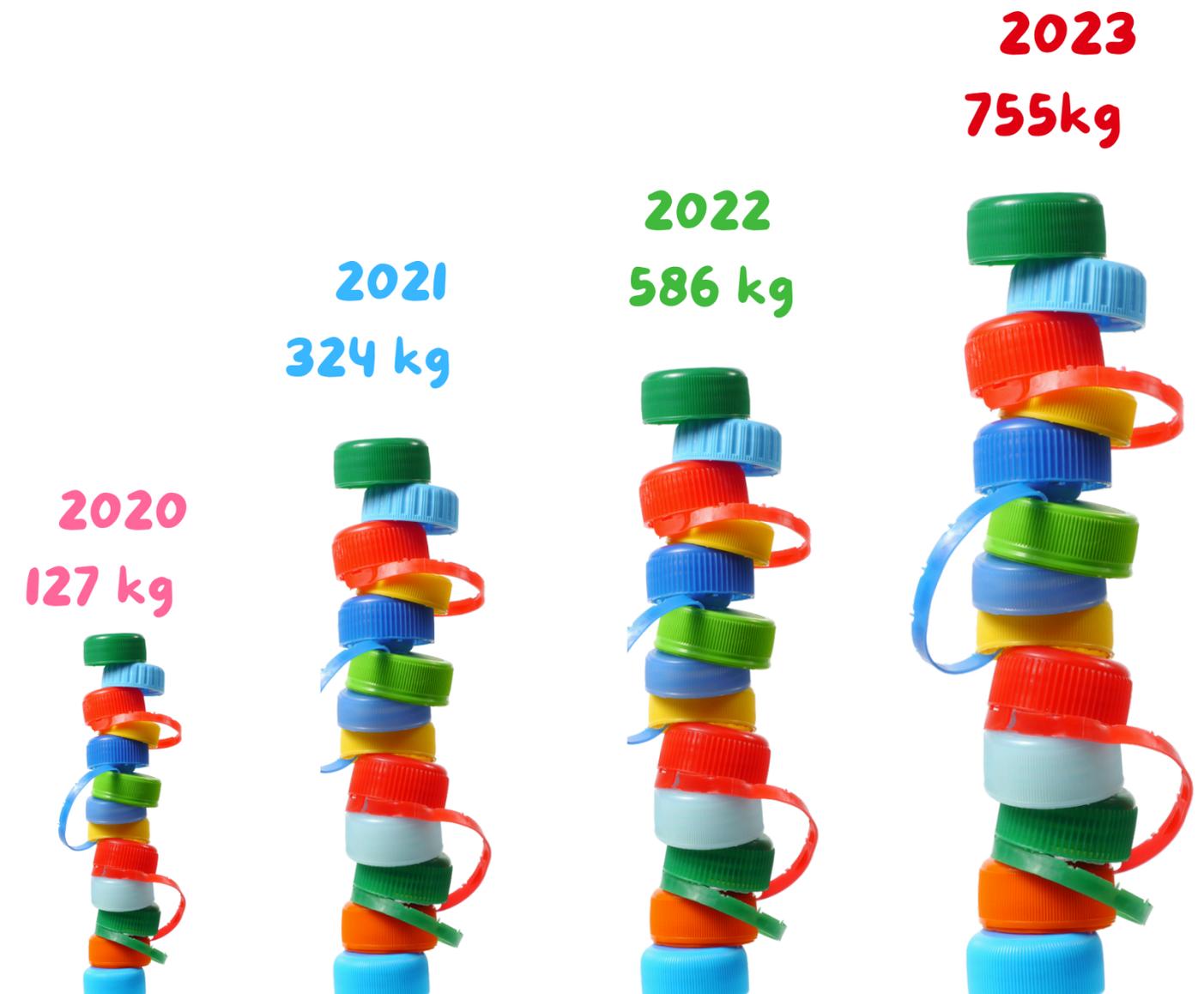
Social program

Each host is part of this program by collecting plastic bottle caps and depositing them in the containers provided at the hotel. Once a significant amount of bottle caps is collected, they are taken to the nearest collection center, which is responsible for delivering them to the " Bancos de tapitas AC " association for the recycling process and fundraising for therapies or treatments for children with cancer. With this initiative, we contribute to the environment and support children to benefit from this program.

Banco
de
Tapitas®



Dona tus tapitas para salvar vidas





PROSPERITY

*"If I knew that the world was ending tomorrow, I would still plant a tree today."
Martin Luther King*

CERTIFICATIONS



We have certificates issued by the company Cristal, which specializes in health, safety, quality, and risk control, ensuring compliance with standards according to national and international regulations.

Travelife is a sustainability certification that we obtained in 2021 and have maintained over the years by continuously improving our social and environmental impact.



**Gold Certified for
Accommodation Sustainability**

ACKNOWLEDGMENTS

Contamos con los siguientes reconocimientos gracias a las opiniones de los clientes y su puntuación dentro de cada plataforma de los tour operadores y paginas de viajeros.



ACKNOWLEDGMENTS

23 Best Affordable All-inclusive Resorts for Families and Couples, According to Hotels.com

Here are 23 of the best affordable all-inclusive resorts, according to Hotels.com.

By [Stacey Leasca](#) | Updated on August 10, 2023



PHOTO: COURTESY OF HOTELS.COM

Akumal Bay Beach & Wellness Resort



PHOTO: COURTESY OF HOTELS.COM

<https://www.travelandleisure.com/trip-ideas/all-inclusive-vacations/best-affordable-all-inclusive-resorts>

In 2023, Hotels.com published a post categorizing us among a group of 23 all-inclusive hotels worldwide as one of the best options for accommodation.

Soft sand, crystalline waters, and warm, sunny days await at Akumal Bay Beach & Wellness Resort. Yes, you can come here to relax, but really this is a spot tailor-made for water lovers, as it happens to be a watery region well known for its abundance of aquatic life, including plentiful sea turtles that live just off the coast.

PROVEEDORES



LOCALES

95%



NACIONALES

3%



INTERNACIONALES

2%

ODS



The 17 Sustainable Development Goals (SDGs) are measures adopted by world leaders to protect the planet, combat poverty, and aim to eradicate it with the goal of building a more prosperous, fair, and sustainable world for future generations.

The so-called global goals are presented as a set of targets to achieve, aimed at reducing harm to our planet and improving people's quality of life.



Gracias a todos por su compromiso y contribuir en las acciones sostenibles