



RENTA SAFARI S.A. DE C.V.



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Presentation

Renta Safari S.A. de C.V. / Aviomar 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.

Renta Safari S.A. de C.V. / Aviomar 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.

Lic. José Trinidad Molina
CEO
Aviomar Adventours

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.

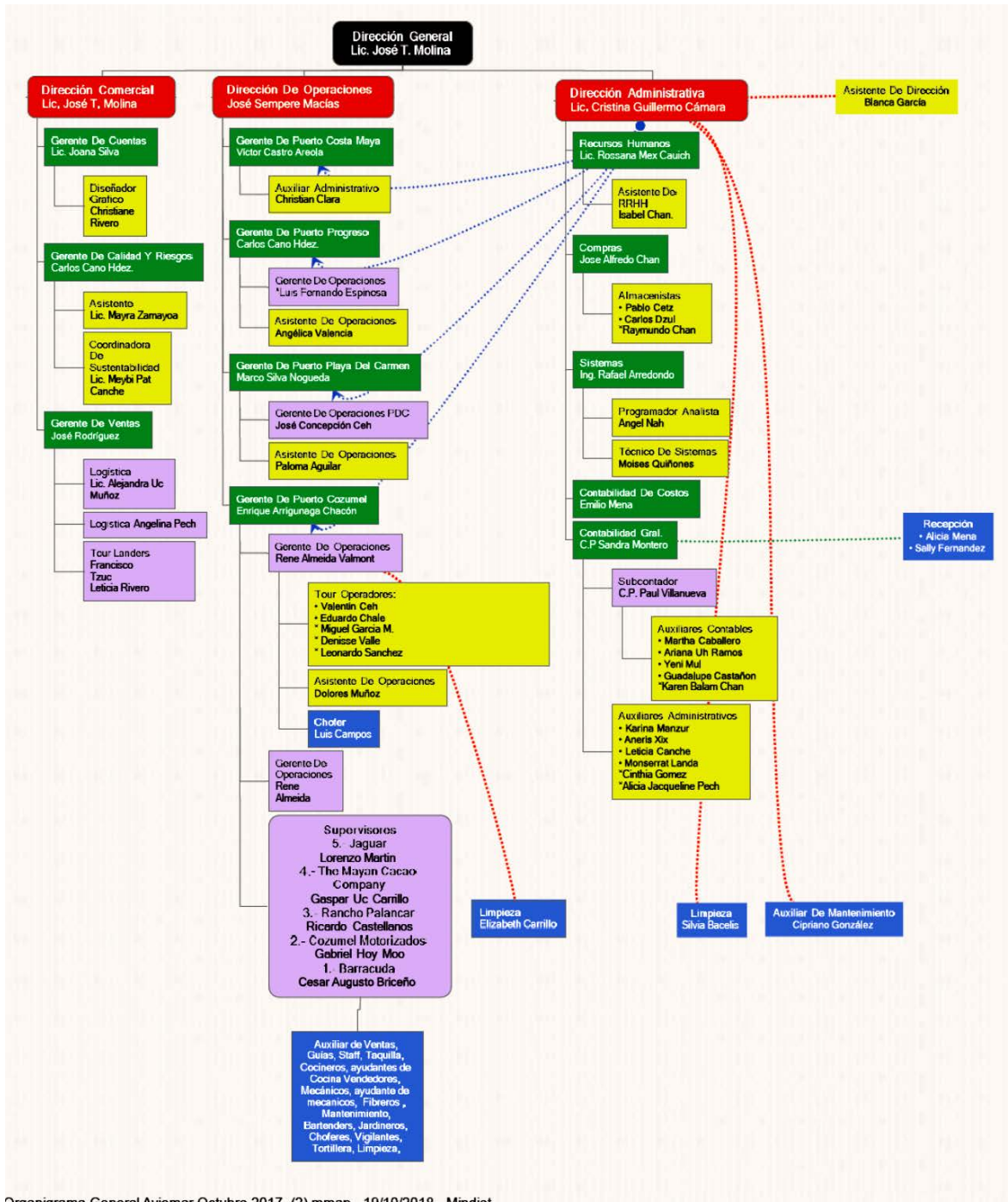
Values

- **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



Organigrama General Aiomar Octubre 2017. (2).mmap - 19/10/2018 - Mindjet



General Policy of Sustainability and Corporate Social Responsibility

Renta Safari 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

- Renta Safari 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 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

Renta Safari 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 Renta Safari SA de CV / Aviomar Adventours are in accordance with Travelife's environmental sustainability policies. Renta Safari 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.

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 Renta Safari S.A de C.V / Aviomar Adventours on November 23, 2018 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



Lic. José Trinidad Molina Casares
CEO