PLAYA HOTELS & RESORTS

2023
SUSTAINABILITY REPORT

PLAYA HOTELS & RESORTS

HYATT ZILARA HYATT ZIVA ALL INCLUSIVE RESORTS | Hilton ALL-INCLUSIVE | WYNDHAM Alltra ALL-INCLUSIVE RESORTS | JEWEL GRANDE MONTEGO BAY RESORT & SPA | ALL-INCLUSIVE by MARRIOTT BONVOY | SEADUST CANCUN FAMILY RESORT | IHG HOTELS & RESORTS

PLAYARESORTS.COM

MEXICO | JAMAICA | DOMINICAN REPUBLIC

TABLE OF **CONTENTS**

CEO LETTER 3

ABOUT THIS REPORT 4

FORWARD-LOOKING STATEMENTS 4

WHO WE ARE 5

CORPORATE SOCIAL RESPONSIBILITY JOURNEY 5

PLAYA CARES - SUSTAINABLE MANAGEMENT SYSTEM 6

12 PROGRAMS: OUR SUSTAINABILITY APPROACH 7

PLAYA CARES COMMITTEE 8

ENVIRONMENTAL STEWARDSHIP 9

SUSTAINABILITY CERTIFICATIONS 9

ENERGY 11

WATER 12

WASTE 13

CLIMATE RISK STRATEGY 13

RENOVATIONS AND CONSTRUCTION 19

ENVIRONMENTNAL CONSERVATION 20

PLAYA PARTNERS 20

SOCIAL 20

PLAYA COMMUNITY 20

OUR ASSOCIATES 20

OUR LOCAL COMMUNITIES 23

PLAYA HEALTH AND SAFETY 26

GOVERNANCE 27

BOARD OF DIRECTORS 27

ESG COMMITTEE 28

STAKEHOLDER ENGAGEMENT 29

CODE OF CONDUCT, ETHICS, AND HUMAN RIGHTS 30

RISK ASSESSMENT AND MANAGEMENT 31

CYBERSECURITY 31

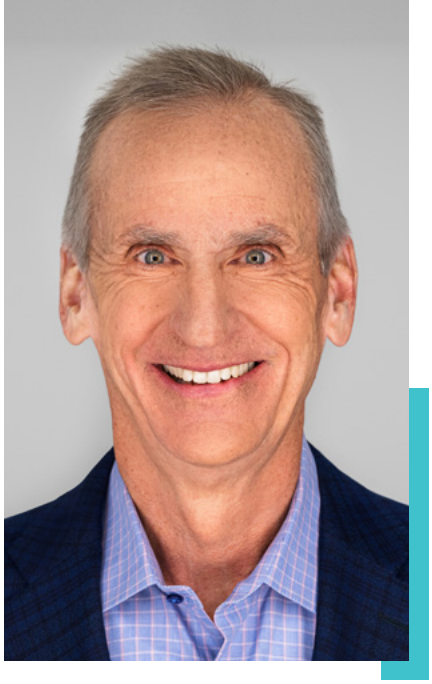
2023 ESG PERFORMANCE TABLE 32

SASB 35

TCFD 37

GRI INDEX 39

CEO LETTER



Playa celebrated its 10th anniversary in 2023, capping off a decade as a leader in the all-inclusive industry. We, in partnership with Hyatt Hotels Corporation, opened our first branded properties – the Hyatt Ziva Los Cabos and Hyatt Zilara Cancun – in 2013. Subsequently, we expanded our portfolio of owned properties across Mexico and the Caribbean, including brand partnerships with Hilton and Wyndham.

A core aspect of our growth has been a continued focus on sustainability and community. Hyatt Ziva Cancun was our first resort to receive Green Globe certification in 2017, setting the stage for our sustainability commitment. The following year, we launched Playa Green, our environmental sustainability program, with a focus on reducing water, waste and energy consumption and fostering employee responsibility. As of December 2024, all of our owned resorts have achieved Green Globe certification, a testament to our dedication to sustainable operations and practices.

I am proud to share our 2023 Sustainability Report, which highlights Playa's continued journey towards our goals of reducing our environmental impact and building sustainable relationships within, and beyond, the Playa community.

PLAYA GREEN

In 2023, we continued to focus on incorporating sustainability throughout our day-to-day operations, as well as through large-scale environmental and sustainability projects. We understand the importance of adapting to the challenges posed by climate change and actively incorporate capital expenditure projects into our planning to improve the climate resiliency of our resorts. In 2023 and early 2024, we completed the installation and commissioning of Playa's first microturbine to generate electricity for Hilton Rose Hall. This is the first step toward incorporating a complete tri-generation facility and integrating a new chiller system. Since the microturbine system was activated in early 2024, the resort has seen a 17% reduction in total Scope 1 and Scope 2 greenhouse gas emissions compared to the previous year. Beyond reducing overall emissions, this initiative has enabled the resort to increase its resiliency to interruptions of the grid system in the region, thereby reducing negative impacts on equipment from power interruptions and providing an enhanced guest experience.

PLAYA COMMUNITY

Playa served our local communities in every region through thousands of volunteer hours. In the Dominican Republic, our associates supported local schools with the reconstruction and adaptation of spaces within classrooms, repair and maintenance of critical electronic equipment, and donations. In Jamaica, Playa sponsored the Discovery Bay Marine Laboratory for its Open Day event held in commemoration of World Oceans Day 2023, facilitating 176 attendees from 10 schools where students gained a deeper understanding of vital ecosystems such as mangroves, seagrass and coral reefs. In Mexico, our resorts partnered with a recycling service provider to host recurring Community Recycling Projects, allowing associates to collect recyclable items from their homes and neighborhoods – especially where recycling services are unavailable – and bring them to our resort for proper sorting and recycling. These represent a small sample of the volunteer engagements across our footprint.

PLAYA GOVERNANCE

From a governance perspective, our Environmental, Social and Governance (ESG) Committee oversees Playa's commitment to incorporating environmental sustainability, social responsibility, and governance best practices into our daily operations. The ESG Committee updates the Nominating & Governance Committee on its activities at least twice per year and the Board of Directors directly at least annually.

In 2023, we introduced Playa Cares, our sustainable management system which emphasizes our social and environmental impact, as well as our compliance with applicable regulation and legislation.

In 2024, we created a dedicated ESG Department to centralize our ESG efforts and facilitate compliance with current (and future) reporting requirements, such as the Corporate Sustainability Reporting Disclosure (CSRD), which is applicable to Playa as we are domiciled in the European Union. We began the process of a Double Materiality Assessment to understand what topics we must report based on the 'double materiality principle', considering both the impact of our operations on people and the environment (impact materiality), and the impact of sustainability matters on our development, performance, and position (financial materiality).

I appreciate your interest in our 2023 Sustainability Report, and we look forward to welcoming you to one of our resorts in the future.

BRUCE D. WARDINSKI
Chairman and Chief Executive Officer

ABOUT THIS REPORT

This sustainability report for Playa Hotels and Resorts N.V. and its affiliates ("Playa", or the "Company") showcases our journey and progress on environmental, social, and governance efforts and performance during the periods from January 1, 2023 to December 31, 2023, unless otherwise noted.

The boundaries of this report, unless otherwise noted, include all owned resorts in Playa's portfolio, with the exception of Jewel Punta Cana due to its closure and disposition. Pertaining to environmental data, metrics are based on FY2023 data from our owned resorts. Per the Greenhouse Gas (GHG) Protocol, Playa does not have operational control of resorts noted as "managed" in our Annual Report, and therefore, our third-party managed resorts are excluded from this report. Any financial metrics are provided in U.S. Dollars.

Please note that our environmental and social data have not been third-party verified.

This report includes ESG performance tables and disclosures in accordance with the Sustainability Accounting Standards Board (SASB), the Taskforce on Climate-Related Financial Disclosures (TCFD) framework, and the Global Reporting Initiative (GRI) Index.

FORWARD-LOOKING STATEMENTS

This report may contain "forward-looking statements" that are subject to risks and uncertainties that could cause actual results to differ materially from the statements made. These statements are identifiable by the fact that they do not relate strictly to historical or current facts. Forward-looking statements reflect our current views with respect to, among other things, our capital resources, portfolio performance, results of operations, liquidity and financial condition, including, but not limited to, statements regarding the anticipated performance of our hospitality portfolio, development and acquisition plans, including those related to any joint ventures and other business or operational issues.

While forward-looking statements reflect our good faith beliefs, they are not guarantees of future performance. The Company disclaims any obligation to publicly update or revise any forward-looking statement to reflect changes in underlying assumptions or factors, new information, data or methods, future events or other changes after the date of this annual report, except as required by applicable law. You should not place undue reliance on any forward-looking statements, which are based only on information currently available to us (or to third parties making the forward-looking statements).

WHO WE ARE

Playa Hotels & Resorts N.V., through its subsidiaries (NASDAQ: PLYA), is a leading owner, operator, and developer of all-inclusive resorts in prime beach-front locations in Mexico, Jamaica, and the Dominican Republic. As of December 31, 2023, Playa owned a total portfolio consisting of 17 resorts (6,504 rooms) under the following brands: Hyatt Zilara, Hyatt Ziva, Hilton All-Inclusive, Wyndham Alltra, and Jewel Resorts. Playa leverages years of all-inclusive resort operating expertise and relationships with globally recognized hospitality brands to provide a best-in-class experience and exceptional value to guests, while building a direct relationship to improve customer acquisition cost and drive repeat business. For more information, please visit www.playaresorts.com.

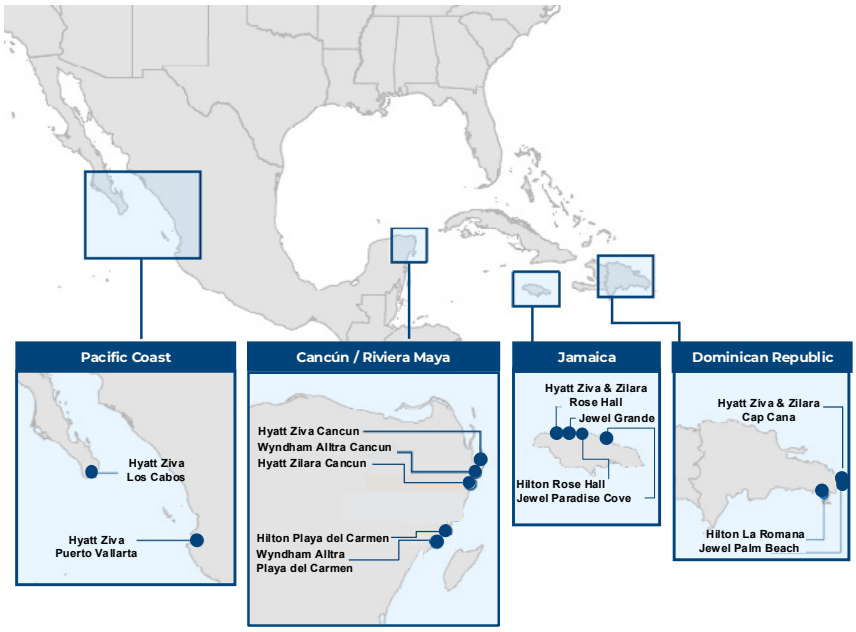
Playa Hotels & resorts was awarded the 2024 Skift Meeting Award for Best All-inclusive Hotel Chain (Global)

The Skift Meetings Awards celebrate the industry's most respected suppliers, setting the standard for excellence in business events, with the award for Best All-Inclusive Hotel Chain (Global) being added in in 2024. This award recognizes an all-inclusive hotel chain that consistently excels in offering comprehensive services that leave a lasting impression. Playa is honored to be the first recipient of this inaugural award.

CORPORATE **SOCIAL RESPONSIBILITY JOURNEY**

- **2017:** Hyatt Ziva Cancun becomes the first Playa resort to receive Green Globe certification, setting the stage for our sustainability commitment. As of December 2024, 16 of our owned resorts have achieved Green Globe certification
- **2018:** Launch of Playa Green, our environmental sustainability program, with a focus on reducing water and energy consumption, waste, and fostering employee responsibility
- **2020:** ESG Committee established, integrating sustainability accountability into our governance structure
- **2022:** Four Sustainability Managers, a Sustainability Analyst, and a Senior Sustainability Manager assigned to support the implementation of sustainability initiatives
- **2023:** Introduction of Playa Cares, a sustainable management system, emphasizing social and environmental impact
- **March 2024:** Creation of an ESG Department to centralize ESG programs and ensure compliance with reporting requirements, including the CSRD. Playa begins the Double Materiality process for the CSRD
- **May 2024:** Published our inaugural voluntary Sustainability Report for 2022

COMPANY OVERVIEW - GEOGRAPHIC FOOTPRINT



● Owned by Playa Hotels & Resorts

Cancún / Riviera Maya	Rooms
1. Hyatt Ziva Cancún	547
2. Hyatt Zilara Cancún	310
3. Hilton Playa del Carmen	524
4. Wyndham Alltra Cancún	458
5. Wyndham Alltra Playa del Carmen	287

Pacific Coast	Rooms
1. Hyatt Ziva Los Cabos	591
2. Hyatt Ziva Puerto Vallarta	335

Dominican Republic	Rooms
1. Hilton La Romana	774
2. Jewel Palm Beach	500
3. Hyatt Ziva & Zilara Cap Cana	750

Jamaica	Rooms
1. Hyatt Ziva & Zilara Rose Hall	620
2. Hilton Rose Hall	495
3. Jewel Paradise Cove	225
4. Jewel Grande (Owned Portion)	88

Total Rooms: 6,504

Room count as of December 31, 2023

PLAYA CARES - SUSTAINABLE MANAGEMENT SYSTEM

The United Nations Environment Program (UNEP) and the World Tourism Organization (WTO) define sustainable tourism as "tourism that takes full account of its current and future economic, social and environmental repercussions, meeting the needs of visitors, industry, environment, and host communities."

In addition, they affirm that sustainable tourism "refers to the environmental, economic and socio-cultural aspects of tourism development and an appropriate balance must be established among these three dimensions to guarantee its long-term sustainability."

In line with these definitions, Playa launched Playa Cares, our own Sustainable Management System, in May 2023. Playa Cares is built on the four strategic pillars of Sustainable Tourism established by the Global Sustainable Tourism Council (GSTC), which allow us to align each of our programs and initiatives with global efforts to change the tourism industry into a driver of sustainable development.

SUSTAINABLE MANAGEMENT

- Decision Making Process: Policies – Procedures – Standards – Continuous Improvement

ENVIRONMENTAL IMPACTS

- Protection of our Ecosystems – Sustainable Use of Resources

SOCIO-ECONOMIC IMPACTS

- Positive Impacts in our Communities – Long Term Strategies

CULTURAL IMPACTS

- Promotion and Preservation of Cultural Heritage

Playa Cares seeks to further sustainability efforts in each of the destinations where we operate:

- To make optimal use of environmental resources, while maintaining essential ecological processes, helping to reduce our overall impact, including greenhouse gas emissions.
- To respect, preserve, and promote local communities' sociocultural authenticity, cultural heritage, traditional values, and intellectual rights.
- To operate safely and be prepared to adequately respond to various types of risk, prioritizing the well-being of our guests, visitors, associates, and contractors at our resorts.
- To promote viable long-term economic operations, by providing socio-economic benefits to a broad range of stakeholders, including stable employment opportunities, income generation, and social services to local communities.
- To enhance guest engagement by incorporating sustainability initiatives into their experience and promoting sustainable tourism practices at the destinations they visit.
- To comply with all applicable local, national, and international legislation and regulations related to our Industry and type of activities.

Playa Cares is organized into 12 Programs, which are key elements for the sustainable management of the Company's resources. Implementation of the 12 Programs is mandatory for all resorts.

12 PROGRAMS: **OUR SUSTAINABILITY APPROACH**

Within each of these programs, Playa Cares provides the framework for the planning, organization, implementation, monitoring, evaluation, communication, updating and continuous improvement of all the initiatives focused on the efficient use of Playa's resources in each of the destinations where we operate.

As we continue to develop and implement Playa Cares in 2024 and beyond, we expect its programs to align with the following UN Sustainable Development Goals (SDGs):

- **SDG 4**: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- **SDG 6**: Ensure availability and sustainable management of water and sanitation for all
- **SDG 8**: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- **SDG 10**: Reduced inequality within and among countries
- **SDG 13**: Take urgent action to combat climate change and its impacts
- **SDG 14**: Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- **SDG 15**: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

The development of each of the Playa Cares elements was guided by:

- Global Sustainable Tourism Council Criteria
- United Nations Sustainable Development Goals
- Sustainability programs of each of the brands we operate
- International requirements and best practices for the tourism industry
- National and local requirements in each of the destinations where we operate

The process to align, develop, and implement the Playa Cares elements is highly participatory, as we constantly involve key groups and individuals from different departments of Playa to adjust our system to the context of local operations in each destination.

To communicate internally and externally on each of the programs and initiatives that are part of Playa Cares, we have defined four lines of work: **Playa Green, Playa Community, Playa Health and Safety, and Playa Partners.**

PLAYA CARES COMMITTEE

The implementation of Playa Cares in each of our resorts and offices is the responsibility of the Playa Cares Committee. The Playa Cares Committee oversees the planning, implementing, monitoring, and adaptation of the programs and initiatives defined within the Playa Cares Sustainable Management System in each of the Playa resorts. Each resort has a Playa Cares Committee that meets on a monthly basis to review metrics and projects and create and follow up on its action plans.

PLAYA CARES™
STAYS WITH A CAUSE

LINE OF WORK	PROGRAM(S)	DEPARTMENT (SUGGESTED PAIRINGS)
PLAYA GREEN	Water & Energy Management	Engineering / Housekeeping / Laundry
	Waste Management	Kitchen/ F&B / Steward / Public Areas
	Ecosystems: Flora & Fauna	Landscaping / Spa
	Climate Change	Engineering / Housekeeping/ Laundry
PLAYA COMMUNITY	HR and Training	HR / Learning & Development
	Guest Involvement	Front Desk / Entertainment
	Social Development	HR / Learning & Development
PLAYA HEALTH & SAFETY	Health & Safety	Loss Prevention / Watersports
	Building & Renovation	Engineering / Investment & Development
	Legal Compliance	Finance / Legal Department
PLAYA PARTNERS	Sustainable Supply Chain	Sustainability Project Management
	Sustainability Project Management	Finance / Sustainability team

ENVIRONMENTAL

At Playa, we have developed a strong control of environmental metrics and data, such as energy, water, waste, and greenhouse gas (GHG) emissions, which are uploaded monthly into our sustainability management system and to each of our brand partner's sustainability platforms. This measurement process provides us with valuable information to analyze our impact and make decisions based on consumption by resort, guest, and region.

PLAYA GREEN

Launched in 2018, Playa Green brings together all the programs, initiatives, and training focused on sustainable use, conservation of natural resources and climate action, both within and outside our properties, in each of the destinations where we operate. This program establishes sustainability management processes which help us monitor legal compliance, evaluate risks, inform strategy, and facilitate continuous improvement in our environmental performance across Playa's operations and throughout the life cycle of our assets.

SUSTAINABILITY CERTIFICATIONS

In our commitment to environmental sustainability, we actively pursue certifications and align with leading verification firms and practices. This strategic approach strengthens our initiatives aimed at minimizing our carbon footprint and safeguarding the natural environments in which we operate.

As of December 2024, all of our owned resorts proudly hold the Green Globe certification, a testament to our dedication to sustainable practices.

Eight of these properties have achieved Gold Level certification, having been Green Globe certified for at least 5 years, marking a significant milestone in our pursuit of excellence. The Green Globe standard, developed almost 30 years ago through collaboration with stakeholders in the travel and tourism industry, serves as the foundation for these certifications. Notably, this standard is endorsed by the GSTC, manages global standards for sustainable travel and tourism, and acts as the international accreditation body for sustainable tourism certification.

In 2021, the Hilton La Romana Resort and Spa first achieved the prestigious Blue Flag Beach certification, an internationally recognized certification promoting the sustainable development of the sea and freshwater areas. The resort team has maintained this certification through annual evaluation to ensure compliance with the Blue Flag program requirements.

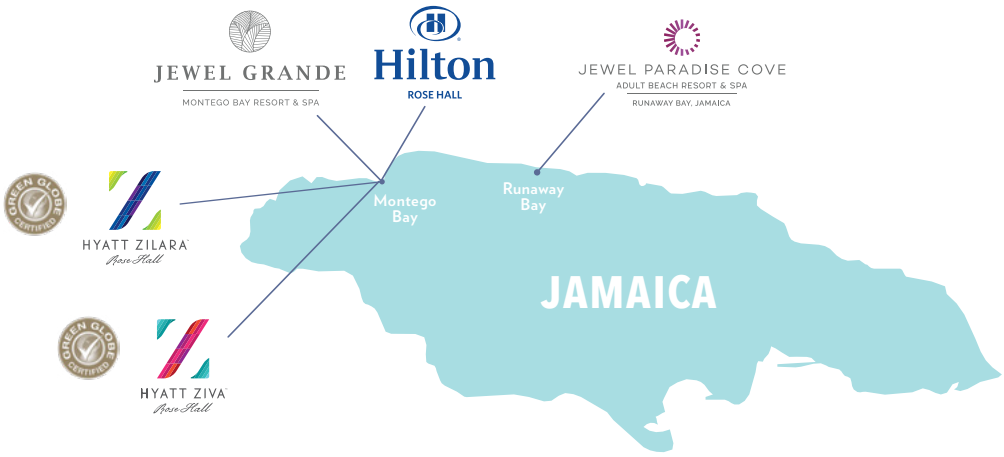
Accreditation as a Blue Flag beach requires adherence to specific criteria related to environmental education and information, water quality, environmental management, and safety and services. This includes but is not limited to beach cleaning and management, coral reef monitoring, educational activities and availability of public information, and emergency plans to cope with pollution safety risks.

In order to achieve Blue Flag, Hilton La Romana partners with Fundemar, the Dominican Foundation for Marine Studies, an organization dedicated to promoting the sustainable use of marine coastal ecosystems and resources through research, education, and supwport for the development of conservation projects. Fundemar monitors the coral reef growth and provides environmental training and resources needed to maintain Blue Flag status. Additionally, the resort works with the Hotel Association of Bayahibe who complete water quality analysis of the seawater along the beach.

Hilton La Romana

MEXICO
Los Cabos
HYATT ZIVA
Los Cabos
Puerto Vallarta
HYATT ZIVA
Puerto Vallarta
HYATT ZIVA
Cancun
WYNDHAM Alltra
ALL-INCLUSIVE RESORTS
CANCUN
HYATT ZILARA
Cancun
Cancun
Playa del Carmen
Hilton
PLAYA DEL CARMEN
WYNDHAM Alltra
ALL-INCLUSIVE ADULTS RESORTS
PLAYA DEL CARMEN

DOMINICAN REPUBLIC
Santo Domingo
Punta Cana
La Romana
HYATT ZILARA
Cap Cana
HYATT ZIVA
Cap Cana
Hilton
LA ROMANA
AN ALL-INCLUSIVE ADULT RESORT
Hilton
LA ROMANA
AN ALL-INCLUSIVE FAMILY RESORT


JEWEL GRANDE
MONTEGO BAY RESORT & SPA
Hilton
ROSE HALL
JEWEL PARADISE COVE
ADULT BEACH RESORT & SPA
RUNAWAY BAY, JAMAICA
HYATT ZILARA
Rose Hall
Montego Bay
Runaway Bay
JAMAICA
HYATT ZIVA
Rose Hall

Gold Level

ENERGY

At our resorts, our teams are consistently looking for opportunities to reduce our energy consumption. We take a comprehensive approach to energy management, pursuing strategies to optimize energy use, demand, and cost within our control through a variety of programs and projects. We track energy performance across our resorts on a minimum monthly basis, ingesting data from a variety of sources including supplier invoices, on-site meters, and utility bills. In 2024, we launched a partnership with Watershed to gain further insights and tracking of energy and GHG performance from both a portfolio and resort level.

Our Operations and Investment & Development teams review opportunities to add renewable energy across our resorts, including reviewing energy supply contracts with electricity providers as well as on-site renewable option where it makes financial and practical sense.

At Hilton La Romana, we have coordinated with the local utility company to install over 1,000 solar modules at the resort, supplying a peak power of 645 kW. The project is expected to be completed by the end of 2024, helping reduce our carbon footprint in the Dominican Republic.

Across Mexico, we plan to deploy large-scale battery energy storage systems (BESS) on-site at multiple resorts. These storage systems can capture grid energy during off-peak hours (and potential future on-site renewable energy) and utilize this captured energy during periods of high demand ("peak hours"). This load-shifting and peak-shaving during "peak hours" to periods of lower demand can reduce utility costs for the resort, as well as potentially reduce the variability and facilitate the continuity of the electricity supply to avoid interruptions due to cuts in the grid or poor energy quality.

Other best practices across our portfolio of owned properties include:

- 100% of our properties reported that more than 50% of their light bulbs are LEDs
- 88% of our properties have implemented energy efficiency measures in the past three years
- 100% of our properties have a preventive maintenance program that verifies, at least quarterly, that their equipment and mechanical, electrical and plumbing systems are operating properly
- 67% of our properties that are located in a hot climate (with a long cooling season) reduce unwanted heat gains by using external shading features to protect vulnerable windows, glass doors and other glazed surfaces from direct sunlight
- 82% of our properties have conducted an energy efficiency assessment within the past 3 years

WATER

Water conservation and stewardship is a core aspect of Playa Green, and policies within our Playa Cares Operations Manual guide our resorts towards proper water management. This includes the measurement and data collection of water, the processes of extraction, treatment, use, and discharge of water to comply with regional/national legislation, and reduction of water consumption through efficient fixtures and fittings.

Over 35% of our resorts utilize large-scale reverse osmosis filtration as the primary supply water for nearly our entire operations via groundwater, helping reduce the burden on local infrastructure and surface water supplies. Water treatment and any reverse osmosis rejection are monitored closely by operational teams and local regulators.

At Hilton Rose Hall in Montego Bay, Jamaica, our team operates an on-site wastewater treatment plant that allows the resort to transform sewage water into irrigation water. In 2023, the resort recycled and reused over 191,000 cubic meters (50 million US gallons) of water for irrigation, nearly two-thirds of the incoming water used by the resort.

Best practices across our portfolio include:

- 88% of our properties have implemented water efficiency measures within the past 3 years, ranging from drought tolerant or native landscaping to cooling tower water management
- 71% of our properties have more than 75% of toilets that conserve water by consuming no more than 1.6 gallons per flush (6 liters per flush)
- 65% of our properties have more than 75% of showers consuming no more than 2 gallons per minute or less to conserve water
- 65% of our properties have water consumption sub-metered in various areas of their properties

WASTE

Waste reduction, recycling, composting, and reuse are all key parts of Playa's approach to reducing our environmental impact as an all-inclusive resort company. Across our resorts, 76% operate an effective recycling program that is able to collect the majority of recyclable items produced in guestrooms and front-of-house areas. When it comes to back-of-house recycling, this increases to 94% of our resorts. Notably, all of our resorts have eliminated plastic straws, replacing them with non-plastic alternatives.

As an all-inclusive resort operator, minimizing food waste makes not only environmental sense, but financial sense as well. Over 90% of our resorts measure the amount of food waste generated, and work to divert their food waste from landfills through composting or partnering with local farms to supply farm feed.

In 2023, our resorts were able to divert over 30% of total waste from landfills.

CLIMATE RISK STRATEGY

We carry out portfolio-wide and property-specific climate risk assessments, covering aspects of sea level rise, storm surges, flood, drought, water scarcity, utility cost increases, wildfire, long term changes in precipitation and temperature, and policy and regulation as part of transitional risks.

Climate risk is integrated into Playa's broader Enterprise Risk Management Program (ERMP), which was established to oversee overall risk management across the Company. The program is managed by the Risk Management Committee (RMC), a cross-functional team comprising of executives and department leaders from Finance, IT, ESG, Legal, Operations, Human Resources, and Investment & Development. The RMC works in conjunction with the ESG Committee (described in the Governance section below) to incorporate and capture climate-related risks in the Company's broader ERMP.

The most significant climate-related risk for our portfolio pertains to extreme weather events (particularly hurricanes), as well as local infrastructure as it relates to water and electricity. We adapt to these risks by investing in property and business interruption insurance policies.

CLIMATE-RELATED RISKS AND OPPORTUNITIES IDENTIFIED OVER THE SHORT, MEDIUM AND LONG-TERM

We use the following time horizons for identified climate risks and opportunities: Short-term (<3 years), Medium term (3-7 years), and Long term (>7 years).

TIME FRAME	CLIMATE RISKS	CLIMATE OPPORTUNITIES
Short & Medium Term	**PHYSICAL** • Increased frequency and severity of extreme weather events such as hurricanes • Wildfires and associated poor air quality • Variability in weather patterns • Degradation in ecosystems **TRANSITION** • Changing customer behavior • Increased stakeholder concern • Raw material cost increases • Increased insurance cost	• Building resilience investment measures • Use of more efficient modes of transport • More efficient buildings • Use of recycling • Reduced water consumption • Use of lower-emission sources of energy • Participation in renewable energy programs and adoption of energy efficiency measures • Sustainability practices and certifications to meet consumer preferences • Contingency plans for extreme weather events
Long Term	**PHYSICAL** • Rising mean temperatures • Rising sea levels • Changes in precipitation patterns and extreme variability in weather patterns **TRANSITION** • Increased pricing of GHG emissions • Continued increased cost of raw materials • Costs to transition to lower emissions technology • Mandates on and regulation of existing products and services (e.g. green building requirements) • Enhanced emissions-reporting obligations (e.g. ESG disclosure requirements) • Customer preferences, demands, and expectations for decarbonized travel	• Early warning detection systems • Low emission goods and services • Use of supportive policy incentives • Enhanced long-term asset value from investments in efficiency, resiliency, and low-carbon solutions • Avoiding future cost through early action on forthcoming mandates and regulations • Increase market share through early shift to meet consumer preferences

In 2021, Playa conducted property-specific climate-related risk assessments for our entire portfolio. The assessment covered four main areas: Climate, Water, Biodiversity, and Regulatory Policy risks and opportunities.

The Climate Risk Assessment analyzed both acute (floods, droughts and cyclones) and chronic (change in long term precipitation, temperature and sea level rise) physical climate risks, as well as transition climate risks. The climate risks indicators evaluated are:

- Sea Level Rise
- Precipitation Change
- Temperature Change
- Drought Risk
- Flood Risk
- Cyclone Risk
- Relative Market Carbon Intensity

For overall climate risk, 30% of the portfolio was identified to be at 'very high risk' and 10% at 'high risk'. The most significant climate-related risk for Playa is that of long-term precipitation and temperature change. Cancun, Mexico was identified as a location with very high risk due to its high vulnerability to sea level rise and very high risk of temperature and precipitation change, among others. The risk assessment enables Playa to take targeted, location-specific actions to mitigate climate risks and capitalize on related opportunities.

The Water Risk Assessment analyzed Water Stress and risks related to quantity and availability of water. A key tool used to determine Water Stress was the Aqueduct Water Risk Altas provided by the World Resources Institute.

For overall baseline water stress, one resort within the portfolio was identified to be within a "high risk" area, one within an "arid with low water use" zone, three within a "low to medium risk" zone, and the majority of resorts (54%) being within "low risk" zones. Puerta Vallarta was identified as a location with high risk due to its high baseline water stress level, as well as high seasonal variability in water supply.

Looking at time frames out to 2050 for a 'business as usual" scenario (SSP3 RCP7.0, which represents a middle-of-the-road future where temperatures increase by 2.8°C to 4.6°C by 2100), most of our resorts would be located within "low-to-medium risk" zones.

Understanding property-specific water risk levels enables Playa to better prioritize investments in water efficiency, amongst other measures to minimize water usage and maximize water reuse and recycling across our portfolio.

IMPACT ON BUSINESS, STRATEGY, AND FINANCIAL PLANNING

Through Playa's ERMP, the RMC assesses the associated impact levels of climate-related short-, medium-, and long-term risks.

TIME FRAME	PRIORITY LEVEL	IMPACTS
Short and Medium Term	High	Our resorts are located at beachfronts and extreme weather events, such as floods and hurricanes, can pose significant damage to the properties, disrupt property operations and guest bookings or stays, and endanger the safety and well-being of our guests and employees
	High	Natural features that make coastal tourism attractive may be impacted by climate change (e.g. Sargassum seaweed bloom on beaches, coral bleaching), reducing tourism demand
	Medium	Shift in guest preference toward green lodging attributes have an impact on resort choices
Long Term	High	The rise in sea levels will impact acquisition and disposition strategy, as well as capital investments planning
	High	Market valuation of assets may be positively impacted by thorough resilience planning (e.g., infrastructure, land, buildings) and building efficiency enhancements
	High	Asset valuation can also be negatively impacted as a result of write-offs and early retirement (e.g., damage to property and assets in "high-risk" locations)
	Medium	Increased capital costs may result from damage caused by rising sea levels and extreme weather events to facilities
	Medium	Increased operating costs may result from: • higher costs of compliance with new mandates and regulations to limit carbon emissions; • increased insurance premiums; • increased input prices of resources (e.g. energy, water); • increased output requirements (e.g. waste treatment); and • increased prices of goods and services due to supply chain disruptions
	Low/Medium	Potential for reduced availability of insurance on assets in "high-risk" locations
	Medium	Early investment in efficiency, resiliency, and low-carbon solutions could yield benefits including reduced risk exposure to future fossil fuel price increases and lower sensitivity to increased carbon pricing
	Medium	Investment in green resort attributes and engagement of guests in sustainability programs could offer a competitive edge in gaining guest preference

We review our business strategy and risk management approach to incorporate climate risk considerations. We undertake portfolio-wide risk assessments for our existing portfolio as well as pipeline projects for resort ownership and/or operations. Assessments are used to identify climate-related risks and opportunities for incorporating resiliency in longterm planning of our assets and capital budgeting. We carry substantial insurance protection that covers our entire portfolio against extreme weather events and business interruption as part of our assessment and risk mitigation efforts. Through Playa Green, our emphasis on green certification and property-level sustainability initiatives strengthens the positioning of our resorts in response to increasing customer demand for sustainable lodging options.

Our acquisition and asset portfolio optimization strategy takes into consideration relevant climate-related risks and associated costs for addressing such concerns. We work closely with local governing bodies to share best practices and encourage policy enactment and changes that are aligned with addressing local climate risks.

Some examples of our energy and water efficiency projects implemented to mitigate climate-related risks include:

- Implementation of American Society of Heating, Refrigerating & Air-Conditioning Engineers (ASHRAE) utility efficiency measures based on findings of Mechanical Assessment reports
- Overhaul of lighting to energy-efficient LED lighting
- Installation of light and HVAC sensors to reduce energy usage when rooms are unoccupied
- Investment in reverse osmosis plants so that seawater can be accessed and used as a water source
- Installation of water saving faucets
- Use of native or drought-tolerant landscaping to reduce irrigation needs
- Installation of digital thermostats in guest rooms

INCREASING RESILIENCE AND DECREASING EMISSIONS

At Hilton Rose Hall in Jamaica, we have deployed a microturbine to generate electricity for the resort via natural gas and recover heat from the system, directing it to our boiler system. This has enabled the resort to reduce its consumption of liquefied propane gas, as well as enabled increased resiliency to interruptions of the grid system in the region. By having a steady stream of power, we can reduce negative impacts on equipment during interruptions, as well as ensure a smooth guest experience. Additionally, since the system was activated in early 2024, the resort has seen a reduction of total Scope 1 and Scope 2 greenhouse gas emissions by an average of 17% compared to the previous year. Our Scope 2 emissions reduced nearly 80% as we became less reliant on unpredictable grid electricity, while our Scope 1 emissions increased just over 20%.

CLIMATE SCENARIOS AND STRATEGY

Through the Paris Agreement, countries have committed to limit global warming to well below 2-degree Celsius from pre-industrial levels. The Intergovernmental Panel on Climate Change (IPCC) reports that limiting global warming to 1.5-degree Celsius would be most preferable, but even then, there would be significant climate impacts. Under a 1.5-degree Celsius scenario, transition risks would be greater than under a 2-degree Celsius scenario since a more rapid transition may be accompanied by tough government mandates and regulations. On the other hand, a 2-degree Celsius scenario would involve more significant physical risks, such as more drastic extreme weather events. The Company considers these possible scenarios and evaluates climate-related risks and opportunities across the following timeframes: Short-term (<3 years), Medium-term (3-7 years), and Long-term (>7 years). We will continue to monitor and review the changing circumstances, including the regulatory landscape, and take appropriate actions to continue enhancing our climate resilience.

PROCESSES FOR MANAGING CLIMATE-RELATED RISKS

TIME FRAME	CLIMATE RISKS	CLIMATE OPPORTUNITIES
Short & Medium Term	**PHYSICAL** • Increased frequency and severity of extreme weather events • Variability in weather patterns • Degradation in ecosystems **TRANSITION** • Changing customer behavior • Increased stakeholder concern	• Conduct regular preventive maintenance as part of risk mitigation strategy • Develop emergency response plans and conduct related training for employees • Invest in efficiency, resiliency, and low-carbon solutions • Invest in insurance to mitigate risks from extreme weather events • Engagement of guests and employees in sustainability programs • Integrate of climate-related issues within business strategy reviews and operational meetings
Long Term	**PHYSICAL** • Rising mean temperatures • Rising sea levels • Changes in precipitation patterns and extreme variability in weather patterns **TRANSITION** • Increased pricing of GHG emissions • Increased cost of raw materials • Costs to transition to lower emissions technology • Mandates on and regulation of existing products and services (e.g. green building requirements) • Enhanced emissions-reporting obligations (e.g. ESG disclosure requirements) • Customer preferences, demands, and expectations for decarbonized travel	• Evaluate risk profile of a potential asset, including climate-related risks, prior to acquisition • Monitor risk profile of existing assets, including climate-related risks, and optimize portfolio by identifying and implementing relevant mitigation and adaptation measures, prioritizing "high-risk" locations • Monitor and ensure compliance with climate-related regulations on an ongoing basis • Strengthen partnerships with vendors for sustainability • Partake in local sustainability initiatives to boost destination sustainability

RENOVATIONS AND CONSTRUCTION

Our commitment to sustainability is ingrained in our capital allocation decisions, recognizing the positive impact on asset valuation through cost savings and improved margins. Sustainability is a pivotal consideration in our approach to mergers and acquisitions, as well as property renovations. Throughout each property's regular refresh cycle, our Investment & Development team collaborates with Operations and Sustainability to identify opportunities for capital investments that enhance sustainability.

During renovations, our focus extends to improving the sustainability attributes of our properties. Projects, including energy management considerations, that were not previously addressed are incorporated into the intermediate term refresh, aligning with our resorts' regular refresh cycle of 5 - 7 years.

Waste management practices during renovations and construction involved concentrated debris and construction waste areas from project commencement, designated eating areas for personnel with provided garbage containers, and cleaning crews ensuring proper disposal at authorized waste sites. Hazardous materials were carefully designated, and separate deposits for recyclable materials, such as PET, PVC, plastics, aluminum, copper, and steel, were established.

We prioritize the utilization of locally sourced materials in our projects and emphasize the procurement of recycled materials, including fabrics and carpets crafted from repurposed fishing nets. Moreover, we maintain strict oversight of the sourcing of wood from our millwork and furniture suppliers to ensure sustainable and ethical practices.

Addressing sustainability and health-related risks during construction or renovation projects remained a key focus in 2023. Our comprehensive approach included hotel audits to identify fire, life, and safety issues, the incorporation of CO and CO2 detectors, replacement or modification of railings to comply with safety requirements, and the use of impact-resistant glass in windows and doors. We eliminated light-gauge construction from resort facades and exterior areas, sanitized indoor air conditioning to prevent legionella risks, and enforced stringent safety policies and procedures during the construction process. Standard procedures were established for anti-vortex bottom suctions, automatic stop devices, and grounding measures in all swimming pools, ensuring a robust approach to safety across our properties. We diligently review the treatment of workers involved in our projects to uphold fair labor practices.

ENVIRONMENTNAL CONSERVATION

In our commitment to reducing environmental impact, we conduct assessments of potential environmental risks as part of the due diligence process before acquiring assets. For owned resorts, we implement monitoring and mitigation measures to address activities that may disturb wildlife and their habitats.

Many of our beachfront properties face challenges from increased sargassum, a seaweed impacting shorelines in Mexico and the Dominican Republic. To address this, Playa properties promptly clean sargassum in alignment with local authorities and destination management organizations, mitigating risks such as beach erosion and tourist dissatisfaction.

Addressing marine and coastal pollution, a number of our resorts engage in beach cleanup activities. Notably, on World Oceans Day 2023, our resorts in Jamaica, including Jewel Grande Montego Bay and Hyatt Ziva and Zilara Rose Hall, partnered to remove 164.5 lbs (75 kg) of plastic and 378 lbs (171 kg) of regular waste from Fisherman Beach in Montego Bay.

International Coastal Cleanup Day is an annual event coordinated by the International Coastal Cleanup Association (ICCA). Volunteers from around the world collect trash and debris from coastal and marine habitats. The Hyatt Ziva and Zilara Rose Hall Green Team participated in this day by joining forces with the local community to clean up an old beach park in Montego Bay.

To further protect our beaches, we conduct environmental studies aimed at mitigating beach erosion across our resorts. These studies are integral to ensuring that any projects undertaken adhere strictly to established codes and regulations, thereby minimizing habitat disruption.

To address concerns regarding light pollution, we implement thoughtful design strategies. This includes the use of low bollard lighting along pathways surrounding the hotel and centralized control of light fixtures on room terraces in multiple properties, ensuring minimal impact on the surrounding environment.

As part of our commitment to sustainable tourism and animal welfare, we strictly adhere to all laws and regulations governing wildlife harvesting and trade. In addition, to support the conservation of sea turtles, some of our properties have implemented a Turtle Program which involves the protection of nesting sites and the release of sea turtle hatchlings. Guests can also observe the safe release of sea turtles by our staff. At Hyatt Ziva Cancun, we had 393 nests and 29,075 hatched turtles, and at Hyatt Puerto Vallarta we had 399 nests with 30,648 hatched turtles.

Playa Partners brings together programs and initiatives in which the positive impact of Playa Cares is multiplied through strategic alliances and joint project management with key organizations and suppliers. We work within our value chain to identify opportunities for reducing environmental impact, protecting the health and wellness of our associates, and supporting our destinations and the communities within them.

PLAYA **PARTNERS**

PARTNERING FOR A SAFER CLEANING PROCESS

The cleaning of our resorts, including laundry, is a massive undertaking to ensure a healthy environment for our guests. Equally important to us is the safety of our employees who handle the cleaning solutions needed to get the job done.

Playa works with key partners, such as ECOLAB in Mexico and the Dominican Republic, to provide not only innovative cleaning programs at our destinations, but also the tools and training to use them effectively, efficiently and safely. Key features of our partnership include:

- Use of biodegradable products approved by EU and US environmental agencies.
- Delivering directly to where automatic dispensers have been installed that can be safely operated by trained personnel. This optimizes their transport while ensuring that they are used as intended on site.
- Training in the safe use of all products in the range, together with signage indicating correct use and safety measures to prevent risks.
- Where possible and safe, containers are reused to reduce container waste.

REDUCING PLASTIC WITH RE-USABLE WATER BOTTLES

At a number of our resorts, such as Hilton La Romana and Hyatt Ziva Cancun, Playa teams have launched programs to reduce the use of single-use plastics, primarily plastic water bottles. At Hilton La Romana, we have worked with partners who have installed reverse osmosis and filtering technology to provide highest quality drinking water to restaurants, bars, and other common areas. This has eliminated the need to have small or large plastic bottled water containers within these areas.

At Hyatt Ziva Cancun, we are taking this a step further by working with suppliers to pilot a large-scale water filtration facility and bottling plant. This will allow the resort to utilize high-strength glass and aluminum bottles to provide bottled drinking water to guests across the resort, including within their rooms, while reducing the use of plastic water bottles. These bottles can be safely sanitized, filled, and sealed all on-site. Furthermore, guests will also have the opportunity to refill their own water bottles (or bottles provided by Playa) at water-refilling stations located on each floor.

SOCIAL

Our associates and communities are at the heart of our company. We strive to foster a culture of inclusive growth and provide a respectful and professional workplace to empower all our associates to express what is important to them and to their communities.

PLAYA **COMMUNITY**

One of the pillars of our Playa Cares program is Playa Community. It brings together all programs and initiatives focused on promoting sustainable development among our stakeholder groups, including our associates and local communities.

OUR **ASSOCIATES**

Playa Community is built upon the dedicated associates that operate our resorts globally, from the front desk to the rear-of-the-house. While our premier beachfront destinations and luxurious inclusions certainly make our hotels shine, it is our genuine Service from the Heart® that truly sets us apart from the rest.

At Playa, we complete an annual associate engagement survey utilizing a third-party to ensure our associates' voices are heard, and to aid us in developing individualized action plans to address any concerns. We call it our "Commitments Program", wherein Human Resources conducts focus groups with each team, reviewing their results. Each manager and/or department leader develops action plans based on areas of opportunity, establishing objectives, taking action, and continuously reviewing progress and meeting with their team.

PLAYA HOTELS AND RESORTS – A GREAT PLACE TO WORK

Playa is proud to have achieved recognition across multiple regions as a great place to work, thanks to the direct feedback from our employees.

In 2024, we were listed as a Fortune Best Medium Workplace™ by Great Place To Work® and Fortune magazine, our first time ranking as a Medium Workplace and achieving a 98% rating. This followed our previous recognitions within the Fortune Best Small Workplaces category in 2020 and 2021.

2023 & 2024 Gold Level Employer of the Year - Hospitality & Leisure - Stevie Awards for Great Employers

2024 South Florida's Top Workplaces (for the 8th year in a row) – SunSentinel Media Group

2023 & 2024 Best Places to Work - Midsize - Virginia Business

Great Place to work – Best Medium Company, Ranked #2 "Top Companies for Women in Mexico 2024" in the category of companies with over 3,000 employees by ExpansionMx magazine and TOP Companies México!

HEALTH AND WELLBEING

At Playa, we strongly believe that caring for our people is the first step in giving back to our communities. Our philosophy at Playa has always been and continues to be "We take care of our employees, and in turn, they take care of our guests."

We provide a competitive benefits package to all full-time employees which includes health and welfare benefits, such as medical, dental, disability insurance, and life insurance benefits. The plans under which these benefits are provided are available to all full-time employees. Onsite medical consultants are conveniently available for resort employees at no extra cost. Additionally, health insurance is offered to all employees in each of our locations, for both permanent and contract positions.

Throughout the year, employees participate in educational health seminars, special events such as Breast Cancer Awareness Month and wellness programs both in-person and online, depending on the employee's location. An emphasis is placed on preventative healthcare with special efforts including a mammogram truck for screenings and onsite flu shot distribution. Further, our corporate employees are recognized for preventative health screenings, reading health-related articles and participating in educational wellness-related challenges that include eating a nutritionally balanced diet and increasing physical activity. Additionally, we implemented the Playa Hotels & Resorts' Annual Mental Health Survey. This survey aims to identify, analyze and prevent psychosocial risk factors within our workplace.

To support financial well-being, a number of benefits are provided to our associates depending on a number of factors such as region, role, and need. These include retirement plans, housing allowances (on-site and off-site), transportation to/from the resorts, and meals throughout the day, among other benefits.

DIVERSITY AND INCLUSION

At Playa, we embrace and celebrate diversity. We recognize that a diverse workforce and a culture of inclusion helps us compete more effectively, drives productivity, and builds long-term sustainable value. We seek to understand the communities where we work, while developing culture, talent and strategies that cultivate a work environment of inclusiveness.

Playa has adopted a Diversity and Inclusion Policy that sets forth the Company's policies with respect to its efforts to cultivate and preserve a culture of diversity and inclusion. Our diversity and inclusion initiatives, ambitions and objectives apply to its practices and policies on recruitment, selection and retention, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, and the ongoing development of a work environment built on the premise of gender and diversity equality.

We are committed to the ongoing development of a safe working environment throughout all levels of the organization that is free from harassment and discrimination against any individual on the basis of their unique characteristics. The policy reflects our commitment to providing equal opportunities for employees, officers and applicants for employment; respectful communication and cooperation among our employees and officers; treating all our employees and officers with dignity, respect and understanding at all times; teamwork and participation among our employees and officers; contributions to the communities that we serve in order to promote a greater understanding and respect for diversity and inclusion; and protecting against unlawful discrimination or any behavior that creates an offensive, hostile, or intimidating work environment.

We offer training and education on diversity and inclusion to all our employees and officers and expect all such employees and officers to participate in those sessions regularly.

TRAINING AND PROFESSIONAL DEVELOPMENT

Playa offers continuous learning and development with courses on our culture, vision and philosophy, guest satisfaction, performance management for leadership, mentoring and coaching, stress management, emotional intelligence, effective interviewing and talent development, high impact teams, conflict resolution, and quality management. At many of our resorts, our associates are provided English lessons as well to support them both in their role at Playa and throughout their career.

Performance reviews are provided to employees annually, with opportunities for improvement and skills enhancement identified, actions plans developed with supervisors, and promotion when criteria have been met. Mid-year reviews are completed to assess progress, and managers meet with their direct reports regularly to help them achieve their goals and improve the workplace.

With our Leaders Talent Development Plan, we identify individuals demonstrating high potential who can then be prepared for future leadership positions within the organization through hands-on training, mentorship, and education. A plan is developed to improve their skills, knowledge and capabilities required to lead in key strategic positions, and thus achieve an effective succession of the workforce at Playa. This program allows Playa to not only acquire the best talent, but also retain and motivate its existing employees.

PLAYA BUILDS YOUR HOME

One key initiative that embodies this value is the Playa Builds Your Home program. This annual program supports selected associates with the construction or renovation of their home. Associates who meet certain criteria may apply for the program, and applications are reviewed by Human Resources, general managers, and the regional Executive Committee. Criteria reviewed includes associate tenure, performance, living conditions, and financial need, among other characteristics.

In April 2023, our associates delivered a house that we began to construct in October 2022. The home was constructed and furnished by Playa in the community of Benerito, where the selected associate and his family can embark on a new chapter in their lives.

In 2023, four additional associates were selected for the program, representing three resorts with a combined 47 years working with Playa.

The Playa Builds Your Home initiative has proven to be a transformative force. This inspiring program not only provides tangible support to our associates but also fosters a profound sense of community and solidarity. Beyond the construction of physical structures, this initiative embodies the essence of care, demonstrating our commitment to the holistic well-being of our associates. Notably, 100% of our associates that have been selected for the program remain with Playa today.

OUR LOCAL COMMUNITIES

Outside of the workplace, we strive to enrich our communities by partnering with local organizations, volunteering, and creating opportunities like internship programs and youth career initiatives. Collaborating with a diverse group of stakeholders in the tourism industry and surrounding local communities is vital to the success of sustainability initiatives and spreading awareness on environmental and social issues.

DISCOVERY BAY MARINE LABORATORY

Region: Jamaica

Playa was excited to sponsor Discovery Bay Marine Laboratory (DBML) for its Open Day event held in commemoration of World Oceans Day 2023. The DBML is a facility of the University of the West Indies that is dedicated to supporting research and which seeks to apply the knowledge generated to the management of the natural resources in Jamaica's coastal zone.

The Open Day event aimed to inform the public about DBML's past and current research, raise awareness of coastal ecosystems, and highlight the environmental issues affecting Jamaica. The attendees gained a deeper understanding of vital ecosystems such as mangroves, seagrass and coral reefs. In addition, they learned about the importance of various marine invertebrates, including corals, sea urchins, and sea cucumbers. The visit to the mangrove nursery allowed attendees to observe the three species of mangroves found in Jamaica, while the equipment used in marine research provided an insight into the scientific endeavors conducted at DBML.

Playa's sponsorship enabled DBML to host the event free of cost, facilitating 176 attendees from 10 schools, 16 individuals from Discovery Bay Community, 46 DBML/Playa volunteers and 6 exhibitor groups (22 individuals), ensuring that a diverse range of people had the opportunity to participate and benefit from the activities.

SUPPORTING SCHOOLS IN JAMAICA

Region: Jamaica

Jamaica, our resorts and associates have a long-standing relationship with multiple schools, some of which go back nearly 20 years.

- Mount Zion Primary and Basic School

  Since 2019, Jewel Grande Montego Bay has partnered with Mount Zion. After assessment of the school, we realized that the school was in need of substantial help and assistance. The JGM team started by providing the school with a fresh look, painting, planting flowers, and clearing the school grounds. From there on, they have continued to give our support on a regular basis over the years to ensure that they are able to meet students' needs so that they can have a clean and secure environment that is conducive to learning. Events in 2023 included Career Day, Teacher's Day, and World Earth Day, with over 165 total volunteer hours.

- Granville Primary and Infant School

  The team at the Hyatt Ziva and Zilara Rose Hall have worked with Granville for nearly two decades, originally prompted by a letter was submitted by a resort associate requesting assistance for the school. For the past 20 years, the resort staff has supported the school, with many of our associates having come from that area and being past students, or having their own children attending the school. In 2023, associates restored the school grounds and building exteriors, hosted a toy drive to collect over 400 toys, donated sports equipment, and sponsored the Granville Primary and Basic School football competition.

- Rose Hall Basic School

  Hilton Rose Hall has supported Rosa Hall Basic School since the early 2010s, providing financial and volunteer support through infrastructure projects, equipment donations, and activities such as reading to students. For Labor Day 2023, associates painted and rehabilitated the playground, installed new benches, provided landscaping services, completed necessary electrical work, installed a new tile kitchen floor, and repaired kitchen cupboards.

ESCUELA DE CABEZA DE TORO PRIMARY SCHOOL

Region: Dominican Republic

Approximately five years ago, our teams in the Dominican Republic began engaging with Escuela Cabeza de Toro, a primary school located near Jewel Palm Beach in Punta Cana. The school consists of over 150 students ranging in age from six to sixteen and is one of the only schools in the area to service the local community, including our associates.

In 2023, Playa provided our continued support to help enable students to have a good place to learn, study, and grow. Projects included the reconstruction and adaptation of spaces in the classrooms, repair and maintenance of critical electronic equipment, such as fans, refrigerators, drinking fountains, etc., and pest control campaigns and services for the classrooms. At the beginning of the school year, Playa donated over 150 lunch boxes to the students.

BENITO JUÁREZ COMMUNITY

Region: Mexico

Since 2020, Hyatt Ziva Cancun has partnered with the Benito Juárez community, located within the municipality of Lázaro Cárdenas in the state of Quintana Roo, comprised of approximately 90 families. Every 60-90 days, associates from the resort travel to the community with donations of shelf-stable necessities such as rice, beans, sugar, pasta, bread, tuna, oatmeal, cookies, coffee, cereals, juices, and vegetable oil.

In 2023, the resort donated over $16,000 USD of supplies and provided 195 hours volunteer hours to the Benito Juárez community.

HYATT ZIVA LOS CABOS COMMUNITY RECYCLING PROJECT

Region: Mexico

Our Hyatt Ziva Los Cabos associates created the Community Recycling Project to raise awareness and generate positive change in the communities surrounding our resort. This project addresses environmental, social, and cultural aspects, engaging our associates and community members to create a culture of environmental care.

Often, recycling services may not be available in all the locations in which our associates live, resulting in recyclable materials being placed into landfills. To facilitate recycling opportunities within the local region, Hyatt Ziva Los Cabos partnered with a recycling service provider to host recurring events where our associates can collect and bring their recyclable items from their homes and communities to our resort for proper sorting and recycling.

In 2023, the team collected over 3,200 kg of recyclable materials, with an average of 334 associates participating each month.

PLAYA **HEALTH AND SAFETY**

Our Playa Health and Safety line of work brings together all the programs and initiatives focused on guaranteeing the well-being of our stakeholders (associates, families, local communities, guests, visitors, contractors, and suppliers). We have established a company policy that ensures all associates are provided adequate health and safety conditions for the development of their activities, reduces the risk of accidents, increases the quality of life in their work areas, and protects hotel and offices facilities, the community, and environment. With the implementation of Playa Cares in 2023, properties will be required to develop and annually update a risk assessment to identify risks of the personnel and external suppliers that work in the resorts or offices. A plan must be documented and implemented to minimize these risks and protect the safety of our guests, associates, contractors, and the community at large.

GOVERNANCE

Establishing a robust ESG foundation commences with solid governance structures and practices. We are committed to operating with accountability and uphold the utmost integrity and ethical standards in our business activities and transactions. Our Code of Business Conduct and Ethics promotes honest and ethical conduct, ensuring transparent and accurate public communications, complying with governmental laws and regulations, promptly reporting code violations internally, and accountability for adherence to the code.

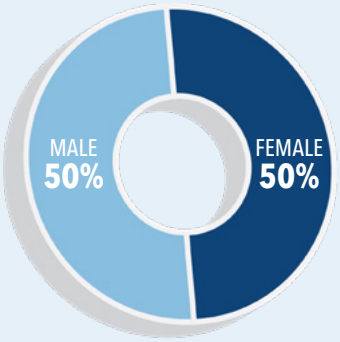
We also execute such policies and procedures around risk management, risk assessments, and stakeholder engagement to continually enhance the ESG program and manage climate-related risks and exposures across our portfolio.

BOARD OF **DIRECTORS**

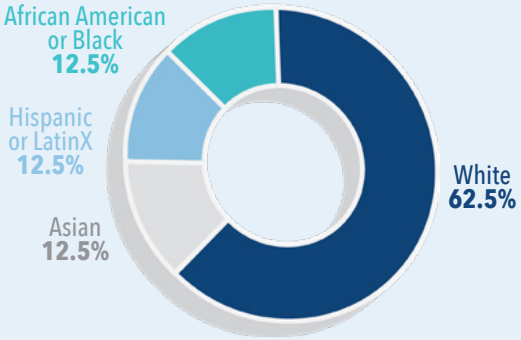
The Board of Directors (the "Board") sets high standards for the Company's employees, officers and directors. Implicit in this philosophy is the importance of sound corporate governance. It is the duty of the Board to serve as a prudent fiduciary for stakeholders and to oversee the management of the Company's business.

We have a single-tier board that currently consists of eight directors: one executive director (our CEO, Bruce Wardinski) and seven non-executive directors. In accordance with Dutch Law, we also have a Lead Independent Director, who serves as a liaison between the Company's senior management and the non-executive directors.

BOARD OF DIRECTORS **GENDER IDENTITY**



BOARD OF DIRECTORS **DEMOGRAPHIC BACKGROUND**



Our corporate governance has been structured in a manner intended to closely align our interests with those of our stakeholders. Notable features of our corporate governance structure include the following:

- Our Board is not staggered and each of our directors is elected for a term of one year following a binding nomination of our Board;
- 88% (seven of eight) of our nominees are independent under Nasdaq listing standards;
- Four of our eight nominees were appointed to the Board in the last three years, evidencing our commitment to Board refreshment;
- We do not have a poison pill;
- Our Articles of Association and Dutch law provide that resolutions of our Board concerning a material change in our identity, character or business are subject to the approval of the general meeting; and
- Our Board has established three standing committees: (i) the Audit Committee, (ii) the Compensation Committee and (iii) the Nominating and Governance Committee, all of which are comprised solely of independent directors under the Nasdaq rules.

At least annually, our Board and each of the Audit Committee, Compensation Committee and Nominating and Governance Committee perform self-evaluations under the direction of the Nominating and Governance Committee and the Lead Independent Director.

Further information on our board composition can be found in our Proxy Statement and Notice of 2024 Annual Meeting of Shareholders.

ESG COMMITTEE

In 2020, we formed our ESG Committee (ESGC) to enhance the centralization and coordination of our sustainability endeavors. Our ESGC, which includes our Chief Operating Officer, General Counsel, Chief People Officer, Senior Vice President of Investor Relations & Strategy, Director of ESG, and Assistant Corporate Controller, is overseen by the Nominating and Governance Committee (NGC) of our Board. It is an organization-wide task force with representation from multiple areas of Playa dedicated to obtaining a broader reach for idea generation and effectively promoting best practices and cross-collaboration related to corporate social responsibility and sustainability.

Our ESGC oversees Playa's commitment to incorporating environmental sustainability, social responsibility, and governance into our daily operations at all levels with an emphasis on reducing our environmental impact, mitigating risks, developing our human capital, improving our communities, and driving value for all our stakeholders.

The ESGC reports directly to the NGC regarding Playa's activities over corporate social responsibility and sustainability matters and the external reporting thereof (including matters relating to diversity and inclusion). The NGC regularly updates the Board on the activities of the ESGC. The ESGC also updates the Board on its activities directly, at least annually.

STAKEHOLDER ENGAGEMENT

Gaining feedback and perspective from key stakeholders helps formulate our ESG strategy, identify meaningful goals, and better understand company impact. As a hospitality company, key stakeholders include our investors, guests, team members, senior leadership, vendors and suppliers, consultants, and our local communities and municipalities (including governments and organizations). This report features multiple sections on stakeholder engagement, with a brief summary below.

Guests: We have several initiatives that improve the guest's sustainability experience within our properties. We request guests at participating resorts to take part in several initiatives, such as the reduction of single use of plastics (i.e., straws, plastic bags), saving water by using water dispensers, and promoting local culture through food, festivities, and folklore.

Employees: Our team members are critical to our success. We regularly engage team members through company-wide town hall meetings, and complete individual sustainability site visits. Each resort works with its Playa Cares Committee and the regional Sustainability Manager to ensure information and training is available. Refer to sections Playa Health and Safety and Playa Community for more information on how we build lasting relationships with and enhance the lives of our associates and the communities in which we operate.

Senior leadership: Our senior leaders serve as ambassadors to their respective departments and areas of focus. Our company-wide ESGC consists of members of our Executive Team.

Board of Directors: We provide ESG updates to the Board throughout the year, enabling them to share insights and prior experience within the program.

Investors: We engage with individual investors around ESG metrics and strategy and include ESG-related information in our annual proxy statement and investor updates. To increase investor access to data and performance, we publish this annual sustainability report, aligned with the Sustainability Accounting Standard Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD), and the Global Reporting Initiative (GRI).

Suppliers, vendors, and consultants: Corporate and on-site teams engage with our supplier and vendors on sustainability-related aspects, including policies and best practices. Additionally, we hire consultants to support our sustainability efforts, such as reporting compliance, risk assessments, and data collection.

Local communities and municipalities: We routinely engage with groups, including government agencies and local nonprofits. Our regional teams interact with local municipalities to ensure compliance with local legislation (and updates to legislation), and coordinate with nonprofits to support meaningful local initiatives and charities throughout the year.

CODE OF CONDUCT, ETHICS, **AND HUMAN RIGHTS**

CODE OF BUSINESS CONDUCT AND ETHICS

Playa has adopted a Code of Business Conduct and Ethics that applies to its executive officers, directors, and employees. Among other matters, this code is designed to deter wrongdoing and to promote:

- Honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
- Full, fair, accurate, timely and understandable disclosure in our SEC reports and other public communications;
- Compliance with applicable governmental laws, rules and regulations;
- Prompt internal reporting of violations of the code to appropriate persons identified in the code; and
- Accountability for adherence to the code

Our Code of Business Conduct and Ethics also includes a whistleblower policy.

ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

Our Anti-Bribery and Anti-Corruption Policy establishes the obligations of Playa, and of those working for and on behalf of Playa, in observing and upholding our position against bribery and corruption, and to provide guidance on how to recognize and deal with bribery and corruption issues.

HUMAN RIGHTS POLICY

Our Human Rights Policy is informed by the Universal Declaration of Human Rights and International Labor Organization's Declaration on Fundamental Principles and Rights at Work. The Company complies with all applicable laws and regulations protecting human and labor rights.

The policy addresses prohibition of forced labor, child labor, and other exploitation; freedom of association and collective bargaining; working hours and compensation; prohibition of discrimination and harassment; health and safety; and land, water, and property rights.

POLITICAL CONTRIBUTIONS

Our Nominating and Governance Committee oversees the Company's policy regarding political and charitable contributions, which is set forth in the Company's Code of Business Conduct and Ethics. In the United States, the Company's funds or assets may not be contributed, directly or indirectly, to (i) candidates or political parties; (ii) political action committees (PACs) and other political committees; (iii) ballot initiatives; (iv) industry and trade associations to the extent such contributions are designated or directed to be used for political purposes; or (v) organizations, firms, or persons engaged in lobbying activities on behalf of the Company, in each case, without the prior approval of the Nominating and Governance Committee.

VENDOR CODE OF CONDUCT

At Playa we are committed to ethical business conduct and respect for human rights, and we expect the same of those with whom we do business. Our Vendor Code of Conduct sets forth our expectations and applies to all of our vendors, suppliers, and other contractors that provide labor, goods, or services used in our operations. We endeavor to do business with reputable vendors that share our commitment to these fundamental principles, including honesty and integrity, fair treatment of workers, safe and healthy workplaces, respect for the environment, and compliance with the law.

For further information on our policies, refer to
GOVERNANCE DOCUMENTS

RISK ASSESSMENT AND MANAGEMENT

As noted previously in this report, Playa's Enterprise Risk Management Program (ERMP) was established to oversee overall risk management across the Company. The program is managed by the Risk Management Committee (RMC), a cross-functional team of executives and department leaders. In conjunction with the ESGC, the RMC completes a review and strategic planning session of climate-related risk and opportunities. The results of the ERMP risk assessment are reviewed with senior management and presented to the Audit Committee and Board annually. Similar to the process of identifying risks, the ESGC then works with various departments including Operations, Engineering, Legal, Finance, and Investment & Development to manage climate-related risks.

The ESGC conducts recurring meetings and engages functional departments according to our relevant programs such as Playa Green. ESG updates are provided by the ESG Committee to the CEO on a routine basis, to the NGC semi-annually, and to the Board annually. Additional meetings and other forms of engagement are conducted with management, where required, to advance our sustainability objectives. Needs, risks, and considerations are discussed and elevated from the property level to our area directors and top down in the sharing of best practices. Climate-related risks and considerations are factored into our capital allocation and strategic planning on a regular basis as part of our annual budgeting and recurring risk assessments to proactively address these concerns. The ESGC also works in conjunction with the RMC to incorporate and capture climate-related risks in the Company's broader ERMP.

Our risk assessment process incorporates sustainability risks into company strategy and identifies and prioritizes sites that are high risk. Given our footprint across several countries and regions, we aim to incorporate best practices to anticipate regulatory changes and adjust our operations accordingly with emphasis on risks and changes that are estimated to be highly likely in the short-medium term, pose potentially serious consequences if left unaddressed, or provide favorable return on investment characteristics.

IDENTIFICATION AND ASSESSMENT OF CLIMATE-RELATED RISKS

The ESGC is responsible for the oversight of the process to identify, assess, plan and respond to climate-related risks and opportunities that may impact our Company performance, asset preservation, associate health and well-being, and investor engagement. We assess various climate physical and regulatory/transitional risks through a process of data collection, modeling, and analysis.

For more information regarding climate-related risks, see the Climate Risk Strategy section within this report.

CYBERSECURITY

The Company employs a robust system of information technology and cybersecurity controls across its enterprise to assess, identify, and manage material risks from cybersecurity threats. This framework is implemented and overseen by management's information security and compliance department, which is led by the Company's Vice President, IT Security & Compliance. We employ a variety of measures to prevent threats related to privacy, information, technology and security and cybersecurity. Third-party readiness assessments are conducted on a recurring basis and third-party tools are utilized to identify potential vulnerabilities. In addition, regular cybersecurity reviews are conducted with internal audit.

The Audit Committee, consisting solely of independent directors and whose chair has cybersecurity experience, oversees Playa's privacy, information technology, and security and cybersecurity risk exposures. The Audit Committee receives quarterly updates from the Company's Senior Vice President, Information Technology, Vice President, IT, Security & Compliance, internal audit function, and other team members.

Employees receive annual training in regard to cybersecurity and information technology.

2023 ESG PERFORMANCE TABLE

COMPANY PROFILE	2022 (BASELINE[1])	2023[2]
Included Owned Resorts[3]	16	17
Excluded Owned Resorts (due to closure, no operational control, and/or disposition)	2 Jewel Palm Beach, Jewel Punta Cana	1 Jewel Punta Cana
Total Number of Regional Offices[4]	3	3
Total Number of Rooms	6,004	6,504
Gross Floor Area of Resorts (m^2)	646,989	718,869
ECONOMIC PERFORMANCE	**2022**	**2023**
Revenue (USD) (In thousands)[5]	$856,263	$977,504
Occupied Rooms	1,727,702	1,788,728
Occupancy Rate	71.4%	74.6%
SOCIAL AND GOVERNANCE PERFORMANCE[6]	**2022**	**2023**
Total Number of Employees (as of 12/31/2023)	11,576	11,106
Percent Male Employees	61%	58%
Percent Female Employees	39%	42%
Percent under 30 years old	37%	31%
Percent 30 – 50 years old	55%	63%
Percent over 50 years old	8%	6%
Total Number of Board Members	8	8
Percent Board Members who identify as Male	50%	50%
Percent Board Members who identify as Female	50%	50%
Percent of Board Members who identify as Black/African American	12.5%	12.5%
Percent of Board Members who identify as White	62.5%	62.5%

1. Information in this report for CY2022 has been updated to reflect owned resorts only, and excluded managed resorts for reasons noted in this report.
2. All data is as of December 31, 2023, unless noted otherwise.
3. Unless otherwise noted, environmental data accounts for the properties owned by Playa for which operational data was available. The number of properties does not include corporate offices.
4. Stand-alone corporate offices only.
5. Revenue is presented on a consolidated basis in accordance with U.S. GAAP, including Jewel Palm Beach and Jewel Punta Cana. Jewel Punta Cana was excluded in our environmental reporting in both 2022 and 2023, and Jewel Palm Beach was excluded in 2022 only.
6. Social and Governance Performance data accounts for Playa owned properties and corporate offices only.

2023 ESG PERFORMANCE TABLE

Percent of Board Members who identify as Asian	12.5%	12.5%
Percent of Board Members who identify as LatinX	12.5%	12.5%
Total Value of In-Kind Donations	$104,533	$104,423
Total Volunteer Hours	9,269	4,057
Total Volunteers (Number of Events)	2,155 (242)	1,676 (94)
ENVIRONMENTAL PERFORMANCE	**2022**	**2023**
Avg. Floor Area Coverage for Intensity Metrics (m^2) (includes corporate offices)	651,149	699,069
Occupied Rooms for Intensity Metrics	1,727,702	1,788,728
ENERGY[7]	**2022**	**2023**
Total Energy Consumption (MWh)	215,145	233,657
Total Direct Energy Consumption (MWh)	93,321	101,018
Total Indirect Energy Consumption (MWh)	119,930	132,638
% Indirect Energy Consumption from Electric Power (%)	100%	100%
Energy Consumption per square meter (MWh/m^2)	0.330	0.334
GREENHOUSE GAS EMISSIONS[8]	**2022**	**2023**
Total Scope 1+2 Emissions ($MTCO_2e$) [Location-based]	74,752	83,396
Scope 1 Emissions ($MTCO_2e$)	19,977	21,146
Scope 2 Emissions ($MTCO_2e$) [Location-based]	54,775	62,250
Total Scope 1+2 Emissions Intensity ($kgCO_2e/m^2$) [Location-based]	114.8	119.3

7. Energy consumption data includes regional offices.
8. Greenhouse Gas Emissions data includes regional offices.

2023 ESG PERFORMANCE TABLE

WATER[9]	2022	2023
Total Water Withdrawal (Cubic Meters)	5,114,020	6,098,180
Water Withdrawal Intensity (liter/m^2)	7,854	8,723
Water Withdrawal per occupied room (liter)*	2,960	3,409
Total Water Consumption (Cubic Meters)	1,919,717	2,450,567
Water Consumption Intensity (liter/m^2)	2,948	3,505
Water Consumption per occupied room (liter)*	1,111	1,370
WASTE[10]	**2022**	**2023**
Total Waste Generated (MT)	11,418	15,593
Waste Generated per occupied room (kg)	6.61	8.72
Waste Diversion Rate (%)	39%	33%

9. Water data includes regional offices unless otherwise noted by an asterisk.
10. Water data excludes regional offices.

SASB

CODE	METRIC DESCRIPTION	RESPONSE
	ACTIVITY METRICS	
SV-HL-000.A	Number of available room-nights	2,373,960
SV-HL-000.B	Average occupancy rate (%)	74.6%
SV-HL-000.C	Total area of lodging facilities (Square meters)	723,036
SV-HL-000.D	Number of lodging facilities	17
	Percentage of lodging facilities that are managed (%)	0%
	Percentage of lodging facilities that are owned and leased (%)	100%
	Percentage of lodging facilities that are franchised (%)	85%

CODE	METRIC DESCRIPTION	RESPONSE
	ENERGY MANAGEMENT[11]	
SV-HL-130a.1	Total energy consumed (Gigajoules)	841,165
SV-HL-130a.2	Percentage grid electricity (%)	57%
SV-HL-130a.3	Percentage renewable (%)[12]	0%
	WATER MANAGEMENT[13]	
SV-HL-140a.1	Total water withdrawn (Thousand cubic meters)	6,098
SV-HL-140a.1	Total water consumed (Thousand cubic meters)	2,451
SV-HL-140a.1	Percentage withdrawn in regions with High or Extremely High Baseline Water Stress (%)	2.5%
SV-HL-140a.1	Percentage consumed in regions with High or Extremely High Baseline Water Stress (%)	3.1%

11. Standalone offices were included in SASB Energy Management metrics.
12. Renewable energy percentages in this report reflect the SASB definition 3.3.3: "The renewable portion of the electricity grid mix outside the control or influence of the entity is excluded from the scope of renewable energy."
13. Standalone offices were included in SASB Water Management metrics.

CODE	METRIC DESCRIPTION	RESPONSE
ECOLOGICAL IMPACTS[14]		
SV-HL-160a.1	Number of lodging facilities in or near areas of protected conservation status or endangered species habitat	10 properties are located within 5km of a recognized conservation protected area.
SV-HL-160a.2	Description of environmental management policies and practices to preserve ecosystem services	Environmental stewardship is vital to the success of Playa's business, and we are committed to collaborating with our stakeholders to make a positive environmental impact. See also **Playa Hotels & Resorts Environmental Policy.** In addition, Playa has created Playa Cares, its own Sustainable Management System, the implementation of which seeks to focus on optimal and efficient resource use, respect and promotion of local communities and cultures, safety and risk mitigation, and long term economic and socioeconomic benefit while complying with local and global regulations. This means that Playa Cares is fully aligned with the Company's strategic plan and its vision as a leading company in the global tourism industry. Furthermore, Playa Cares is built on the 4 strategic pillars of Sustainable Tourism established by the GSTC, which allow us to align each of our programs and initiatives with global efforts to change the tourism industry into a driver of sustainable development.
LABOR PRACTICES		
SV-HL-310a.4	Description of policies and programs to prevent worker harassment	Playa has policy commitments toward equal opportunity employment and prohibition of harassment. We work to create a positive, accepting and inclusive workplace where employees are able to do their jobs without fear of harassment or discrimination and we never tolerate retaliation against employees who report this activity in good faith. See also **Section R of Playa Hotels & Resorts Code of Business Conduct and Ethics.**
CLIMATE CHANGE ADAPTATION		
SV-HL-450a.1	Number of lodging facilities located in 100-year flood zones	N/A (no US properties for this designation)

14. Standalone offices were excluded from SASB Ecological Impacts metrics.

TCFD

GOVERNANCE		
Disclose the organization's governance around climate-related risks and opportunities.		
Describe the board's oversight of climate-related risks and opportunities.	Board oversight of climate-related risks and opportunities is incorporated into Enterprise Risk Management. The Board receives a presentation of written briefing materials on the findings from the ERMP and information provided by the ESGC.	2023 Sustainability Report (Risk Assessment and Strategy, p.31; Climate Risk Strategy, p. 13)
Describe management's role in assessing and managing climate-related risks and opportunities.	Climate Risk is integrated into Playa's broader ERMP, which was established to oversee overall risk management across the Company. The program is managed by the RMC, a cross-functional team comprising of executives from Finance, IT, ESG, Legal, Human Resources, and Development. The RMC works in conjunction with the ESG Committee to incorporate and capture climate-related risks in the Company's broader ERMP.	2023 Sustainability Report (Risk Assessment and Strategy, p.31; ESG Committee, p.28; Climate Risk Strategy, p. 13)
STRATEGY		
Disclose the actual and potential impacts of climatwe-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.		
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Climate-related risks and opportunities identified through our assessment process include severe weather events, flood, sea level rise, heat stress, and water stress and are described in more detail in the Climate Risk section of this report.	2023 Sustainability Report (Climate-related Risks and opportunities Identified over the Short, Medium, and Long-term, p. 14)
Describe the impact of climate-related risks and opportunities on the organization's business, strategy, and financial planning.	The impact of climate-related risks and opportunities to the organization's business strategy and financial planning includes regulatory, market, and reputation implications. These are discussed in more detail in the Climate Risk section of this report.	2023 Sustainability Report (Impact on Business, Strategy, and Financial Planning, p. 13)
Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	The organization's strategy, including the scenarios and time horizons considered, and involvement with jurisdictional activity on climate and energy policy, are discussed in the Climate Risk section of this report.	2023 Sustainability Report (Climate Scenarios and Strategy p. 18)

RISK MANAGEMENT		
Disclose how the organization identifies, assesses, and manages climate-related risks.		
Describe the organization's processes for identifying and assessing climate-related risks.	Playa complete recurring climate risk assessments using third parties across our portfolio, which includes physical and transitional risks. Additionally, the process for identifying and assessing local transitional risks and opportunities involves a collaborative review process among cross-functional teams of regional leaders.	2023 Sustainability Report (Climate Risk Strategy, p. 13-18)
Describe the organization's processes for managing climate-related risks	See "Processes for Managing Climate-related Risks" in Climate Risk Strategy section for lists of processes.	2023 Sustainability Report (Climate Risk Strategy, p. 13-18; Risk Assessment and Strategy, p.31)
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	We integrated all aspects of the climate-risk assessment and management program into our organization-wide Enterprise Risk Management review process, as well as complete recurring assessments.	2023 Sustainability Report (Climate Risk Strategy, p. 13-18; Risk Assessment and Strategy, p.31)

METRICS AND TARGETS		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.		
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Energy consumption and greenhouse gas emissions are the performance metrics most material to climate-related risks and opportunities, included in this report. Additionally, water withdrawal and percentage of the portfolio in regions with High or Extremely High Baseline Water Stress are important metrics in line with our strategy and risk management process.	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34; SASB, p.35)
Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Greenhouse gas emissions (Scope 1 and 2) are included in this report.	2023 Sustainability Report (2023 ESG Performance Table, p. 33; Climate Risk Strategy, p. 13-18)
Describe the targets used by the organization to manage climate-related risks, opportunities, and performance against targets.	Playa does not currently have any targets	N/A

GRI INDEX

#	DESCRIPTION	RESPONSE/DISCLOSURE
2-1	Organizational details	**2023 10-K** (p. 1; Business, p. 6; Properties, p. 33)
2-2	Entities included in the organization's sustainability reporting	2023 Sustainability Report (About This Report, p. 4) **2023 10-K** p. 6, 33 The boundary of the Sustainability Report includes all properties owned by Playa for the entirety of 2023. The properties covered in the Sustainability Report excludes one property noted in the 10-K, Jewel Punta Cana, because the 10-K includes partial year properties. Partial year properties are defined as properties that were not owned by Playa for the entire year of 2023.
2-3	Reporting period, frequency and contact point	2023 Sustainability Report (About This Report, p. 4) **2023 10-K** p. 1 Website: **Contact Us**
2-4	Restatements of information	N/A
2-5	External assurance	Playa did not seek assurance during the reporting period for ESG performance data disclosed.
2-6	Activities, value chain, and other business relationships	2023 Sustainability Report (Who We Are, p. 5) Website: **Playa Resorts** Website: **2023 10-K** p. 6 - 10, 33 Website: **About Us**
2-7	Employees	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34) **2023 10-K** (Human Capital Resources, p. 11-12)
2-8	Workers who are not employees	**2023 10-K** (Human Capital Resources, p. 11-12)
2-9	Governance structure and composition	**2024 Proxy Statement** (Corporate Governance Profile, p.19; Our Board, p. 19; Board Areas of Expertise Matrix, Board Diversity Matrix, Director Independence, p. 20-21; Our Board Designations, p. 21; Board Committees, p. 23-26; Social and Environmental Commitment, p. 29-30) **Playa Committee Composition**, **Board of Directors**, **Committee Composition**

#	DESCRIPTION	RESPONSE/DISCLOSURE
2-10	Nomination and selection of the highest governance body	**2024 Proxy Statement** (Our Board Designations, p. 21) **Playa Documents and Charters** Charter of the Nominating and Corporate Governance Committee of the Board of Directors
2-11	Chair of the highest governance body	**2024 Proxy Statement** (Director Independence, p. 20-21; Our Board Designations, p. 21; Our Board Conflicts of Interest, p. 22)
2-12	Role of the highest governance body in overseeing the management of impacts	**2024 Proxy Statement** (Board Committees, p. 23-26; Risk Oversight, p. 28-29; Social and Environmental Commitment, p. 29-30) 2023 Sustainability Report (TCFD, p. 37-38) **Playa Documents and Charters** Charter of the Nominating and Corporate Governance Committee of the Board of Directors (Committee Powers, Duties and Responsibilities, p. 3-4)
2-13	Delegation of responsibility for managing impacts	**2024 Proxy Statement** (Social and Environmental Commitment, p. 29-30) 2023 Sustainability Report (TCFD, p. 37-38)
2-14	Role of the highest governance body in sustainability reporting	**2024 Proxy Statement** (Social and Environmental Commitment, p. 29-30) **Playa Documents and Charters** Charter of the Nominating and Corporate Governance Committee of the Board of Directors (Corporate Social Responsibility and Sustainability, p. 4)
2-15	Conflicts of interest	**2024 Proxy Statement** (Appointment of Directors, p. 9-12; Our Board Conflicts of Interest, p. 22-23; Service on Other Boards, p, 23; Certain Relationships and Related Transactions, p. 56-59; Review, Approval or Ratification of Transactions with Related Persons, p. 59) **Playa Documents and Charters** Code of Business Conduct and Ethics (Conflicts of Interest, p. 2- 3); Board Rules (Conflicts of Interest and Related Party Transactions, p. 12); Vendor Code of conduct (Anti-Corruption and Business integrity, p. 3); Anti-Bribery and Anti-Corruption Policy
2-16	Communication of critical concerns	**Playa Documents and Charters** Code of Business Conduct and Ethics (Compliance Procedures; Reporting Violations, p. 4-6)
2-17	Collective knowledge of the highest governance body	**2024 Proxy Statement** (Board Areas of Expertise Matrix, p. 20-21; Our Board Designations, p. 21)

#	DESCRIPTION	RESPONSE/DISCLOSURE
2-18	Evaluation of the performance of the highest governance body	Playa's Nominating and Governance Committee oversees the ESG Committee. The ESG Committee reports directly to the Nominating and Governance Committee regarding Playa's activities over corporate social responsibility and sustainability matters and the external reporting thereof (including matters relating to diversity and inclusion). The Nominating and Governance Committee regularly updates the Board on the activities of the ESG Committee. The ESG Committee also updates the Board on its activities directly, at least annually. **2024 Proxy Statement** (Compensation Committee, p. 24-25; Board and Committee Self-Evaluations, p. 26) **Playa Documents and Charters** Board Rules (CEO Evaluation, p. 12-13); Charter of the Nominating and Corporate Governance Committee of the Board of Directors (Committee Powers, Duties and Responsibilities – Performance Evaluations, p. 4)
2-19	Remuneration policies	**2024 Proxy Statement** (Director Compensation and Summary on Non-Executive Director Compensation," p.31; Compensation Discussion and Analysis," p. 34-43) **Playa Documents and Charters** Charter of the Compensation Committee of the Board of Directors
2-20	Process to determine remuneration	**2024 Proxy Statement** (Our Board Conflicts of Interest, p. 22; Compensation Process, p. 38-39) **Playa Documents and Charters** Charter of the Compensation Committee of the Board of Directors
2-21	Annual total compensation ratio	**2024 Proxy Statement** (Pay Ratio, p. 55) For the year ended December 31, 2023, we estimate that the ratio of the annual total compensation of our CEO to the annual total compensation of our median employee was 900:1.
2-22	Statement on sustainable development strategy	2023 Sustainability Report (CEO Letter, p. 3)
2-23	Policy commitments	2023 Sustainability Report (Code of Conduct, Ethics, and Human Rights, p. 30; Playa Cares - Sustainable Management System, p.6) **Playa Documents and Charters** Code of Business Conduct and Ethics; Human Rights Policy; Environmental Policy; Vendor Code of Conduct
2-24	Embedding policy commitments	**2024 Proxy Statement** (Social and Environmental Commitment, p. 29-30 **Playa Documents and Charters** Human Rights Policy; Code of Business Conduct and Ethics; Vendor Code of Conduct; Environmental Policy

#	DESCRIPTION	RESPONSE/DISCLOSURE
2-25	Processes to remediate negative impacts	For processes to remediate negative impacts, refer to our Code of Business Conduct and Ethics, Human Rights Policy, Environmental Policy, Vendor Code of Conduct, and Anti-Bribery and Anti-Corruption Policy under **Playa Documents and Charters**.
2-26	Mechanisms for seeking advice and raising concerns	**Playa Documents and Charters** (Code of Business Conduct and Ethics, p. 4-5) **Playa Ethics Hotline Website** **EthicsPoint FAQs**
2-29	Approach to stakeholder engagement	2023 Sustainability Report (Stakeholder Engagement, p. 29; Playa Community, p.21-26) **2024 Proxy Statement** Our key stakeholders include shareholders, brand companies, employees, guests, local communities, and suppliers. Stakeholders are determined by their impact on our company and its business activities. Sustainability is vital to the success of Playa's business, and we are committed to collaborating with our stakeholders to make a positive environmental and social impact. We engage our stakeholders on sustainability through various avenues including meetings, surveys and events. We also have feedback channels in place for guest and employee satisfaction.
2-30	Collective bargaining agreements	Approximately 37% of our full-time equivalent work force is unionized. **2023 10-K** p. 19
3-1	Process to determine material topics	2023 Sustainability Report (Playa Cares - Sustainable Management System, p.6; Stakeholder Engagement, p. 29)
3-2	List of material topics	2023 Sustainability Report (Playa Cares - Sustainable Management System, p.6) The list of material topics covered currently aligns with our portfolio of hotels and resorts in this second year of reporting. The material topics covered include water & energy, waste management, climate change, environmental conservation, legal compliance, building & renovation, health & safety, human resources and training, guest involvement, social development, and project management.

#	DESCRIPTION	RESPONSE/DISCLOSURE
3-3	Management of material topics	We disclose our approach towards each of the material topics and progress in our ESG Report. This includes: • PLAYA CARES - SUSTAINABLE MANAGEMENT SYSTEM • PLAYA CARES COMMITTEE • PLAYA GREEN • SUSTAINABILITY CERTIFICATIONS • ENERGY • WATER • WASTE • CLIMATE RISK STRATEGY • RENOVATIONS AND CONSTRUCTION • ENVIRONMENTAL CONSERVATION • PLAYA PARTNERS • PLAYA COMMUNITY • OUR ASSOCIATES • OUR LOCAL COMMUNITIES • PLAYA HEALTH AND SAFETY
201-1	Direct economic value generated and distributed	**2023 10-K** (Financial Statements and Supplementary Data, p. 59-68)
201-2	Financial implications and other risks and opportunities due to climate change	**2023 10-K** (Given the beachfront locations of our resorts, we are particularly vulnerable to extreme weather events, such as hurricanes, which may increase in frequency and severity as a result of climate change and adversely affect our business, p. 4) 2023 Sustainability Report (TCFD, p. 37-38) **Playa Documents and Charters** Environmental Policy
203-1	Infrastructure investments and services supported	**Playa Cares Website** - Social Impact
205	Management approach disclosure	**Playa Documents and Charters** Anti-Bribery and Anti-Corruption Policy; Code of Business Conduct and Ethics (Bribes, Gifts and Gratuities, p. 10-11) **2023 10-K** p.60, 62
205-2	Communication and training about anti-corruption policies and procedures	**Playa Documents and Charters** Anti-Bribery and Anti-Corruption Policy; Code of Business Conduct and Ethics (Bribes, Gifts and Gratuities, p. 1, 10-11); Vendor Code of Conduct (Anti-Corruption and Business Integrity, p. 3) **2023 10-K** (We could be exposed to liabilities under the FCPA and other anti-corruption laws and regulations, including non-U.S. laws, any of which could have a material adverse impact on us, p. 5)
302-1	Energy consumption within the organization	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)

#	DESCRIPTION	RESPONSE/DISCLOSURE
302-3	Energy intensity	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
303-5	Water consumption	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
305-1	Direct (Scope 1) GHG emissions	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34) All gases are included in the emission calculations. The source of emission factors for Mexico: • Diesel and LPG: Calculadora de emisiones para el Registro Nacional de Emisiones V8.1 Mzo. 2023 Jamaica and Dominican Republic: • Natural gas, diesel, LPG (stationary): WRI Stationary Combustion Tool V4.1
305-2	Energy Indirect (Scope 2) GHG emissions	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34) The source of emission factors for Mexico was the Mexico Registro Nacional de Emisiones 2023 (published Feb 29, 2024). Jamaica and the Dominican Republic's source of emission factors sources of electricity were from the International Energy Agency CO2 Emissions from Fuel Combustion 2023. The US corporate offices' sources of emission factors for electricity were from the EPA eGRID 2021 (Updated Jan, 2023).
305-4	GHG Emissions Intensity	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
306-3	Waste generated	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
306-4	Waste diverted from disposal	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
306-5	Waste directed to disposal	2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
307	Management approach disclosure	**Playa Documents and Charters** Environmental Policy
307-1	Non-compliance with environmental laws and regulations	In 2023, Playa did not identify any known material instances of non-compliance with environmental laws and/or regulations at owned resorts.
401-2	Benefits provided to full-time employee that are not provided to temporary or part-time employees	**2024 Proxy Statement** (Health and Welfare Benefits and Retirement Savings Opportunities, p. 37-38)
403-6	Promotion of worker health	**2023 10-K** (Social, Human Capital Resources, p. 11-12)

#	DESCRIPTION	RESPONSE/DISCLOSURE
404-2	Programs for upgrading employee skills and transition assistance programs	**2023 10-K** (Environmental and Social, Human Capital Resources, p. 11-12; Employee Benefit Plan, p. 91)
404-3	Percentage of employees receiving regular performance and career development reviews	**2023 10-K** (Social, p. 11) 100% of our corporate employees receive regular performance and career development reviews.
405	Management approach disclosure	**Playa Documents and Charters** Code of Business Conduct and Ethics (Diversity and Inclusion, p. 11; Equal Opportunity Employment, p. 12) **Human Rights Policy** (Prohibition of Discrimination and Harassment, p.2)
405-1	Diversity of governance bodies and employees	**2024 Proxy Statement** (Appointment of Directors, p. 9-12; Board Diversity Matrix, p. 20) 2023 Sustainability Report (2023 ESG Performance Table, p. 32-34)
413-1	Operations with local community engagement, impact assessments, and development programs	**2023 10-K** (Social, p. 11) 2023 Sustainability Report (Our Local Communities, p. 23-26)
416-1	Assessment of the health and safety impacts of product and service categories	**2023 10-K** (Human Capital Resources p. 11-12) **Human Rights Policy** (Health and Safety, p. 2) 2023 Sustainability Report (Playa Health and Safety, p. 26)
418	Management approach disclosure	**2024 Proxy Statement** (Audit Committee, p. 23-24; Cyber Risk, p. 28-29) **Playa Documents and Charters** Audit Committee Charter (Review of Cybersecurity Risk Exposures, p. 6; Oversight of Risk Assessment and Management, p. 7) **2023 10-K** (Cyber risk and the failure to maintain the integrity of internal or guest data could harm our reputation and result in a loss of business and/or subject us to costs, fines, investigations, enforcement actions or lawsuits, p. 23-24)
418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	There were no substantiated material complaints regarding violations of customer privacy and losses of customer data during the reporting period.

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