



**CORPORATE
RESPONSIBILITY
REPORT**

**20
17**



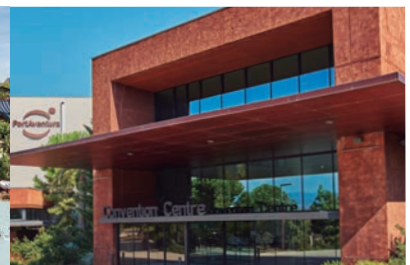
HOTELS



THEME PARK



WATER PARK



CONVENTION CENTRE



GOLF



BEACH CLUB





THE PORTAVENTURA GROUP
2017 CORPORATE
RESPONSIBILITY REPORT



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ABOUT THE REPORT

Scope and coverage

Since 2008, PortAventura World has been annually publishing its Corporate Responsibility Report, through which it presents information on its performance in the economic, environmental, social and good-governance spheres. This edition corresponds to the 2017 financial year, which is from 1 January to 31 December 2017.

This report covers 100% of business turnover, and encompasses the activities of PAESA Entertainment Holding S.L.U., the holding company of the Port Aventura Group, which comprises the following subsidiaries: Port Aventura Entertainment S.A.U. (operator of theme parks, hotels and convention centre), Port Aventura Viajes S.A.U. (travel agent), Hotel Caribe Resort S.L. (hotel operator), PAESA Development S.A.U. (operator of theme parks, hotels and convention centre), which was a new company in 2017, and Fundación PortAventura (independent entity, hereinafter "PortAventura Foundation").

The role of coordinating the report falls directly on Procurement and CSR Director with the direct participation of managers from different management areas, who provide the information needed to produce it.

Reference standards

The report has been produced in accordance with the following reference frameworks: GRI Standards and related supplementary documentation (sectoral specifications for hotels, restaurants, leisure and tourist services from the publication *Sustainability Topics for Sectors: What Do Stakeholders Want to Know?*), the principles of the Global Compact, and the United Nations Sustainable Development Goals. For the materiality analysis, we have followed the AccountAbility Stakeholder Engagement Standard AA1000SES (2015) on Accountability.

External assurance

The auditor selected to conduct external review of the information contained in the report in accordance with the GRI Standards was TÜV Rheinland. The Corporate Responsibility Report and the certificate issued are available at the following link:

<https://www.portaventuraworld.com/en/our-commitment>

For any queries concerning the content of this report, please telephone +34 977 779 000.

Choni Fernández,
Procurement and CSR Director





INTRODUCTION

Letter from the chair of the Executive Committee

This year, it is once again our pleasure to present the PortAventura World Corporate Responsibility Report, where we offer a complete overview of the performance, commitment and values that identify and guide us. For the first time, this edition of the report has been produced in accordance with the GRI Standards, the latest version of the Global Reporting Initiative framework for producing documents of this type.

At PortAventura World Parks & Resort, we remain committed to the 10 principles of the United Nations Global Compact, the leading international initiative for corporate social responsibility, and to achieving the Sustainable Development Goals, which we have incorporated into our business strategy. In 2016, we adhered to the World Tourism Organization Global Code of Ethics for Tourism, and, in 2017, we participated in the International Year of Sustainable Tourism.

We are aware that, without a responsible present, there is no future, which is why we continue to promote initiatives aligned with a firm backing for a sustainable future. It is in this context that we set short-, medium- and long-term corporate responsibility goals, oriented towards our stakeholders. For our customers, we continue to progress in digitalizing the Resort, and are maintaining our efforts to implement the ISO 22000 food safety standard, in addition to organizing actions to reduce food waste. For employees, we aim to be a healthy company, a charitable one, through corporate voluntary work and other initiatives, and one with sustainable mobility. Approving 100% of our suppliers based on environmental and social criteria and increasing the number of food-safety audits are some of the goals that we have set for our supply chain. Increasing the number of par-

ticipants in events organized by the PortAventura Foundation, to increase donations, and starting a project to make use of uneaten food are goals that allow us to perform more social actions in our local area. Finally, at an environmental level, we primarily focussed our efforts on reducing the waste we generate, and the electricity and water we consume.

If 2017 can be summarized in two words, then they are: Ferrari Land. This new park will contribute to internationalizing the Resort even further, by attracting visitors from new markets, in addition to our consolidated ones: the United Kingdom, France and Russia. In its first year, Ferrari Land has already received more than 700,000 visitors and, as a result of its opening, PortAventura World had nearly five million visits in 2017. Regarding this point, it is important to remember that, in recent years, we have developed an expansion plan with an investment of more than 400 million euros, which has allowed us to consolidate the Resort as an internationally renowned tourist destination.

I should also make mention of Cirque du Soleil's return to PortAventura World this year, making us the only European resort that offers a show by this renowned company, which has revolutionized the circus world. Nearly 60,000 people had the chance to enjoy its show *Varekai*, which tells the story of the Greek myth of Icarus.

The PortAventura Foundation remains the driving force behind our social action, promoting charity projects that have a real impact on the quality of life of children and young people with health problems, disabled people, and people with economic needs in risk of exclusion.

Furthermore, we have broadened accessibility to leisure this year, by hosting families with children with serious illnesses in our hotels. This initiative is going to be developed on a much larger scale in 2019 and is set to become the focal project of the PortAventura Foundation. Another important event is that part of the new paediatric ICU at Sant Joan de Déu Hospital is now operational. The unit was partly financed by the PortAventura Foundation, within the framework of the agreement signed in 2015 with the hospital.

So, 2017 was a special year for PortAventura World. We are proud of our growth and that our customers, workforce and suppliers are growing with us. Effort, perseverance and commitment are critical values for achieving big goals. We want to continue with sustainable growth, and are convinced that bringing value to society and our local environment is the best possible reward. But we have no wish to settle for goals already achieved. We are ambitious and want to be prepared to confront the challenges the future holds for us.



A handwritten signature in blue ink, consisting of a stylized 'S' and 'F' followed by a horizontal line extending to the right.

Sergio Feder
Chair of the Executive Committee



HIGHLIGHTS OF 2017



PARKS & RESORT

PortAventura World opens Ferrari Land, the Resort's third theme park.

PortAventura World joins the International Year of Sustainable Tourism for Development, a United Nations initiative.

Part of the new paediatric ICU at Sant Joan de Déu Hospital, financed by the PortAventura Foundation, becomes operational.

We are broadening accessibility to leisure by hosting the families of children with cancer in the PortAventura World hotels.

Cirque du Soleil returns to PortAventura World, with its show *Varekai*.

PORT AVENTURA GROUP



4.7

Millions of visits to the Resort (PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land)



1.1

Millions of overnight stays in hotels



68,782

Attendees at the Convention Centre



259

Events at the Convention Centre

FINANCES



235

Millions of euros in equivalent turnover



109

Millions of euros EBITDA

CUSTOMERS



4.2

Overall rating for a day at PortAventura Park (score out of 5)



82%

Visitors who rate their visit to PortAventura Caribe Aquatic Park as "excellent" or "very good"



85%

Visitors who would definitely or probably recommend a visit to Ferrari Land



52%

International hotel guests



853

Thousands of followers on social networks

THE TEAM



3,007

Workforce in August (own staff)



1,925

Average annual workforce (own staff)



958

Average annual workforce (external staff)



75%

Workforce with permanent contract



66%

Women on the workforce

SUPPLIERS



1,048

Suppliers



81%

National suppliers

PORTAVENTURA FOUNDATION



1.02

Millions of euros in total grants awarded by the PortAventura Foundation

ENVIRONMENT



0.67 t

Waste generated per 1,000 visits-overnight stays



8.40 MWh

Energy consumed (electricity and natural gas) per 1,000 visits-overnight stays



57.31 m³

Consumption of water for human use per 1,000 visits, at PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land



1.27 t CO₂e

Greenhouse gas emissions per 1,000 visits-overnight stays



3,85 t CO₂e

Greenhouse gas emissions per average workforce



**PORTAVENTURA WORLD
PARKS & RESORT, LEADING
EUROPEAN FAMILY
DESTINATION RESORT**

Ferrari Land, a new leading international park

April 2017 saw the opening of Ferrari Land, the Resort's third theme park: seven hectares dedicated to the world of motor sport and the style of the brand created by Enzo Ferrari, with 11 rides that evoke speed and futurism, in addition to five restaurants, two shops and a range of shows and games, like the Pole Position Challenge.

With this new park, PortAventura World Parks & Resort is stepping on the complex's accelerator, to cross the

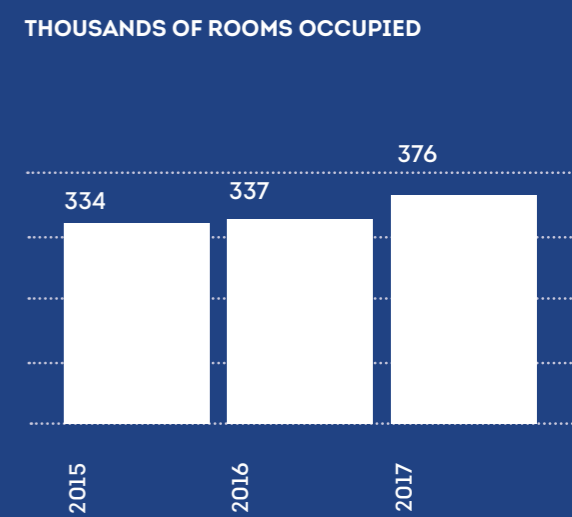
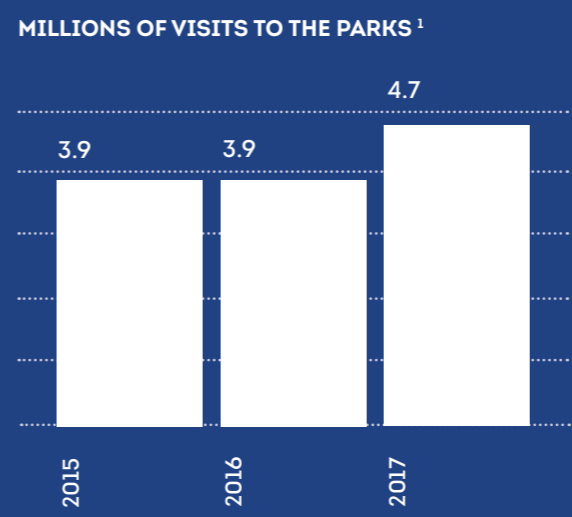
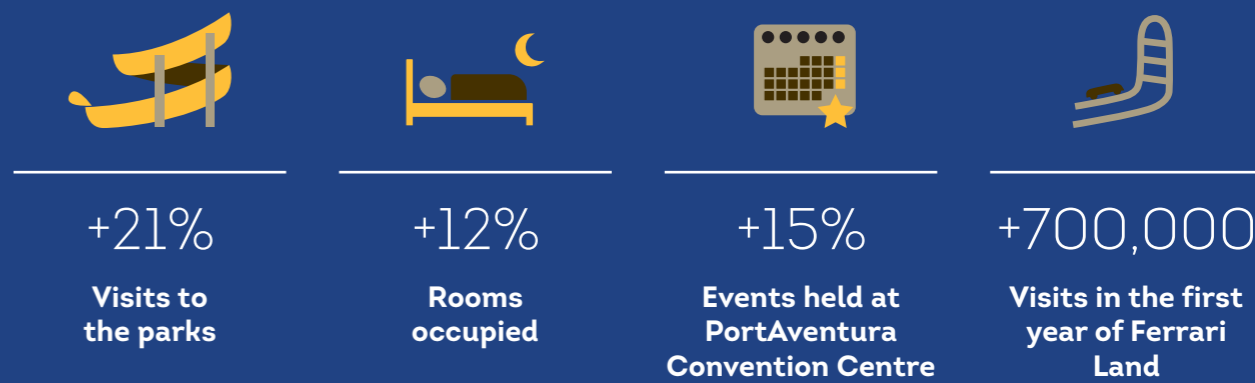
finishing line of global tourism leadership. In a privileged enclave, between Salou and Vila-seca, Tarragona, the Resort currently has two theme parks (PortAventura Park and Ferrari Land), a water park (PortAventura Caribe Aquatic Park), four 4-star hotels and one 5-star hotel (PortAventura Hotels) and a convention centre (PortAventura Convention Centre). Its offering also includes three golf courses and a beach club, with direct access to the sea.

With an investment of more than 100 million euros, Ferrari Land is the biggest project the company has undertaken in its 21-year history

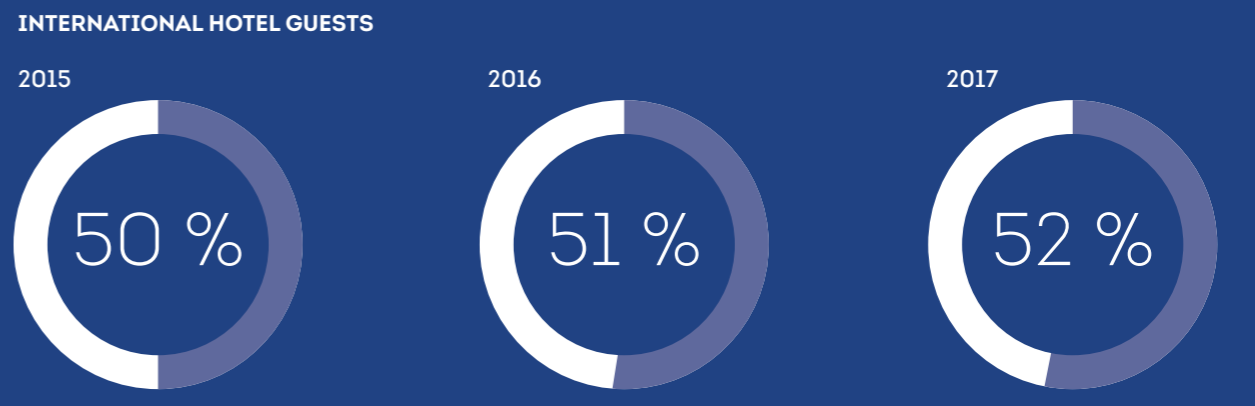
In 2017, Cirque du Soleil returned to PortAventura World, to surprise old and young with its show Varekai



PortAventura Park	PortAventura Caribe Aquatic Park	Ferrari Land	PortAventura Hotels	PortAventura Convention Centre
With the opening of Ferrari Land, the number of visits continues to grow, hitting nearly five million a year			There are more than one million overnight stays	259 events held



(1) Includes Cirque du Soleil audience in 2015 and 2017, and visits to Ferrari Land in 2017.



The Resort is currently a leading destination for holidays and family entertainment



More than 50,000 people have already enjoyed Revolution, a musical that was voted the best show at a European amusement park, for the fourth time running, by European online community Worldofparks.eu

Awards we have received



Best amusement park in Europe, for PortAventura World 2017 and second best new amusement park in Europe, for Ferrari Land 2017
European community Worldofparks.eu



Best show at a European amusement park, for Dance Revolution 2017
European community Worldofparks.eu



1st prize for best new roller coaster in Europe, for Red Force
European Star Award 2017, Kirmes & Park



1st prize for best steel roller coaster in Europe, for Shambhala
European Star Award 2017, Kirmes & Park



2nd prize for best theme park in Europe, for PortAventura Park
European Star Award 2017, Kirmes & Park



2nd prize for best water park in Europe, for PortAventura Caribe Aquatic Park
European Star Award 2017, Kirmes & Park



2nd prize for best family ride, for Angkor
European Star Award 2017, Kirmes & Park



Healthy company award in the Large Company category (more than 149 people on the workforce) for the PortAventura e-Saludable program 2017
Maz Healthy Company awards



Recognition for PortAventura World for commitment to sustainability
Generalitat de Catalunya.
General Direction of Environmental Quality and Climate Change



TSMEDIA special mention for developing the hotel project based on sustainability criteria 2017
Re Think Hotel Awards from the Habitat Futura Group

Ethics and integrity in our behaviour

PortAventura World continues to promote good practices in corporate governance based on ethics and integrity, in accordance with our desire to continually adapt to the highest reference standards on this matter. To this end, we have a Code of Ethics and Professional Conduct, which encompasses all PortAventura World activities and sets out our basic behavioural principles. The mandatory approval procedure for all suppliers includes acceptance of the code, as a result of which, the supply chain joins our commitment to integrity. The code was approved in 2013 and validated by the Internal Control Committee, Management Committee and Board of Directors.

The Board of Directors is the highest governing body of PortAventura World and oversees the Internal Control Committee and Management Committee. The Internal

Control Committee is responsible for supervising and updating important information related to compliance with the Code of Ethics and Professional Conduct, and reports to the holding company's Auditing Committee.

PortAventura World was one of seven companies behind the World Tourism Organization Global Code of Ethics for Tourism, and one of the first to sign it. This organization and the Global Compact Network Spain promote the Responsible Tourism: a Global Commitment initiative, which includes signing of the code of ethics and adherence to the 10 principles of the Global Compact. The initiative advocates responsible tourism that contributes to achieving the Sustainable Development Goals.



There are different procedures and internal regulations in place that directly or indirectly establish control mechanisms for avoiding all types of corruption. Corruption risks are managed through the Criminal Risk Prevention Manual, available to employees and suppliers, and training is given on this if changes arise. Furthermore, a compliance officer has been appointed to: analyze regulatory changes and their impact on PortAventura World; review the risk map; give training sessions; review updates to company procedures; manage the whistle-blowing channel; and process disciplinary procedures.

In the first half of 2017, a training courses were given for managers (levels 2 and 3) and technical staff on compliance, personal data protection regulations and information security.

PortAventura World is registered with the Regional Government of Catalonia as a stakeholder, pursuant to the provisions of the Law on Transparency, Access to Public Information and Good Governance.

In 2017, compliance, regulations on personal data protection and information security courses were carried out for managers and technical staff



Organizational chart

Chair of Executive Committee	General Managing Director	Commercial Director	Convention Centre and Events Manager
			E-distribution Manager
			E-commerce Manager
			Sales Manager
			Communications and Press Manager
			Revenue Manager
			Marketing Manager
		Hotels Director	Operations Manager F&B*
		Shows Director	General Shows Manager
		Operations Director	Operations Manager F&B*
			Sales, Shops and Games Manager
			Operations Manager
		Development Director	Architecture and Theming Manager
			Planning and Cost Control Manager
		Technical Services Director	Building and Infrastructures Manager
Maintenance and Attractions Manager			
Finance & IT Director	Technology and Information Systems Manager		
	Investor Relations and Business Development Manager		
	Administration and Finances Manager		
	Financial Controller and Internal Audit Manager		
Human Resources Director	Labour Relations, Staff Administration and Prevention Service Manager		
Procurement and Corporate Social Responsibility Director	Purchasing Manager		
	Legal Services Manager		

PortAventura Foundation

Combining efforts with organizations from the sector and local area

Involvement with different associations and organizations lets PortAventura World combine efforts and contribute to the economic and social development of the sector and region.

- Association for Management Progress (APD), global member
- Barcelona Convention Bureau (BCB), member
- Barcelona Global, sponsoring corporate member
- Barcelona Marketing Club, member
- Catalan Association of Accounting and Management (ACCID), sponsoring member
- Catalan Association of Travel Agencies (ACAV), member
- Catalan Tourism Agency (ACT), member
- Catalonia Convention Bureau (CCB), member
- Club EMAS Catalonia, member
- Consortium for Improving Competitiveness in Tourism and Leisure in the Province of Tarragona (CMCTUR), representative through the Costa Daurada Tourist Studies Foundation (FETCD)
- Costa Daurada Convention Bureau (CDCB), member
- Costa Daurada Tourist Studies Foundation (FETCD), associate company
- International Association of Amusement Parks and Attractions (IAAPA), member
- International Association of Convention Centres (AIPC), member
- Josep Carreras Private Foundation, patron
- Meeting Professionals International (MPI), personal member representing PortAventura Business & Events
- Salou-Cambrils-La Pineda Hoteliers' Association, associate
- SAP Users' Association Spain (AUSAPE), member
- Science and Technology Park of Tourism and Leisure of Catalonia, patron
- Spanish Association of Amusement Parks and Attractions (AEPA), member
- Spanish Association of Managers (AED), individual member
- Spanish Association of Purchasing, Contracting and Procurement Professionals (AERCE), member
- Spanish Confederation of Hotels and Tourist Accommodation (CEHAT), member through the Tarragona Tourism Business Federation (FEHT)
- SportCultura, full member
- Tarragona Chamber of Commerce, premium member
- Tarragona Convention Bureau (TCB), member
- Tarragona Tourism Business Federation (FEHT), member
- Technological Institute for Children's Products and Leisure (AIJU), member
- United Nations Global Compact Network Spain - associated signatory
- World Tourism Organization Global Code of Ethics for Tourism, adhered





CORPORATE RESPONSIBILITY, A LONG-TERM COMMITMENT

Our corporate responsibility



SOCIAL COMMITMENTS

PortAventura Foundation, emotion and charity

Our Essence: Our **Team**

A unique value proposal for the **customer**

ENVIRONMENTAL COMMITMENTS

Taking action to protect the **environment**

ECONOMIC COMMITMENTS

A consistent **investment policy** for a successful model

Suppliers aligned with our strategy



GLOBAL COMPACT PRINCIPLES

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
2. Businesses should make sure that they are not complicit in human rights abuse.

Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

We include the Sustainable Development Goals of the United Nations in our business strategy and, since 2008, we have participated in its main initiative for corporate social responsibility: the Global Compact



A model for responsible and sustainable management

PortAventura World wants its behaviour to be based on responsible criteria, to reinforce its relations with its stakeholders and make this a differentiating factor. To strengthen its positive impact all along the value chain and progress towards a more sustainable company model, its business strategy includes the 10 principles of the Global Compact and the 17 UN Sustainable Development Goals, in addition to the WTO Global Code of Ethics for Tourism.

Year after year, the Resort promotes actions aimed at contributing to fulfilling the commitments set out in these international initiatives. The Corporate Responsibility Committee led by Central Services Management and with representatives from different departments in the company that are strategically related to stakeholders is the body responsible for proposing these actions and ensuring compliance with goals related to corporate responsibility.

Corporate responsibility goals oriented towards stakeholders

- Customer health and safety
- Occupational health and safety
- Food safety and healthy eating habits
- Innovation
- Communications and customer satisfaction
- Employment
- Emissions
- Diversity and equal opportunities
- Non-discrimination
- Supplier environmental assessment
- Supplier social assessment
- Local communities
- Materials
- Energy
- Water
- Effluents and waste
- Environmental criteria in the design and construction of facilities
- Environmental awareness

	2018	2019	2020	Related material topics
For customers				
Achieve zero security incidents at the Resort.	●	●	●	
Obtain the ISO 9001:2015 certificate for Ride Maintenance Management.	●			
Implement the ISO 22000 food-safety standard in three phases throughout the Resort.	●	●	●	
Broaden the range of rides and services at the Resort (2018, Ferrari Land extension; 2019, extension to Hotel Gold River and the Convention Centre, and a new ride in the Sésamo Aventura area).	●	●		
Implement a QR code in the PortAventura World app for accessing the parks.	●			
Implement geolocation functionality in the PortAventura World app.	●			
Launch an online store with merchandising products for sale in the Resort.	●			

	2018	2019	2020	Related material topics
For our employees				
Increase the number of participants in PortAventura e-Saludable by 0.7%, and the number of participants in scheduled activities by 1.02%.	●			🍏 🏗️
Provide our workers with a platform to make car-sharing easier.	●			👜 ☁️ 💡
Launch the PortAventura World Team app.	●			👜
Review the equality plan and harassment protocol.	●			☰ ✕
Establish the diversity policy.	●			☰ ✕
Refurbish the rest areas for PortAventura Park employees, the general offices and the general services building for employees.	●			🏗️
For suppliers				
Recognize best practices among our suppliers regarding managing occupational risk prevention, service excellence, innovation and corporate responsibility during the Dialogue with Suppliers event.	●	●	●	💡 🙌 🤝
Implement the system for assessing the technical performance and service of key suppliers.	●			🙌 🤝
For society				
Opening of "Village PortAventura Dreams" and developing the volunteer plan for the PortAventura Foundation.		●		📍
Increase the number of participants in annual events by 5% to increase funds raised for the PortAventura Foundation.	●	●	●	📍
Increase the participation of the workforce in the Teaming project by 3%.	●	●	●	📍
Seek new sponsors for the PortAventura Foundation (10% new sponsors each year).	●	●	●	📍
Increase the number of families admitted to the PortAventura Dreams pilot project.	●			📍
For the environment				
EMAS and ISO 14001:2015 recertification including Ferrari Land.	●			🏠 🙌 💧 ☁️ 🗑️ 🏗️ 🌍
Renewal of the Environmental Quality Guarantee Certificate issued by the Regional Government of Catalonia for Hotel Mansión de Lucy.		●		🏠 🙌 💧 ☁️ 🗑️ 🏗️ 🌍
Reduce both the fraction of solid urban waste and the quantity of waste generated per year by 0.5% compared to the preceding year, across all facilities.	●	●	●	🗑️
Reduce energy consumption: electrical energy by -1.13% and gas by -3.13% compared to 2017, per 1,000 visits-overnight stays per year.	●	●	●	🙌 ☁️ 🏗️
Implement a project to make better use of food throughout the Resort.	●	●	●	🗑️ 📍
Launch the collaborative solution Cisco WebEx to enable online meetings while sharing content in real time.	●			💡 ☁️
Progressively eliminate single-use plastics in the Resort.		●	●	🗑️



PortAventura World joins the International Year of Sustainable Tourism



This international initiative is organized by the United Nations World Tourism Organization. In the context of the 2030 Agenda for Sustainable Development and the Sustainable Development Goals, the International Year of Sustainable Tourism aims to drive change in policies, business practices and consumer behaviour, with the goal of making the tourism sector more sustainable.

The purpose is to strengthen the role of tourism in the following key areas: inclusive and sustainable economic growth; social inclusion, employment and the reduction of poverty; resource efficiency, environmental protection and climate change; cultural values, diversity and heritage; and mutual understanding, peace and safety.



Generating value for stakeholders

Each of our stakeholders plays an important role within the objectives we set for ourselves. We seek to maintain trusting relationships with each of them, to find solutions to common challenges.



SHAREHOLDERS

Generate value and profitability through responsible and sustainable management.



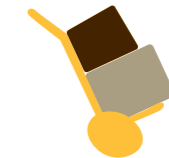
CUSTOMERS

Prioritize quality in customer service through innovation, to respond to the expectations and needs of customers and visitors, in a safe environment with healthy entertainment.



WORKFORCE

Invest in the workforce, offer its members a good place to work, and promote equality and diversity.



SUPPLIERS AND CONTRACTORS

Promote responsible management of all companies regarding their supply chains.



SOCIETY

Improve quality of life in society, through responsible behaviour and close collaboration with social organizations.

The values that define us

MISSION

PortAventura World's mission is to be the best International Destination Resort, a leader in Europe, providing families and young people with unforgettable experiences in a unique setting characterized by adventure, excitement and imagination.

CORPORATE VALUES

- Safety
- Passion for the visitor
- Quality
- Excellence
- Social commitment
- Respect for the environment
- Dedication
- Teamwork and cohesion
- Family fun

Updating our sustainability priorities

For the 2017 edition of the Corporate Responsibility Report, we have performed a new materiality analysis to replace the one performed in 2015, which was used for the 2014, 2015 and 2016 reports.

Topics relevant to the sector where PortAventura World operates have been identified through a benchmarking study and by analyzing the reference standards produced by the Global Reporting Initiative and Governance & Accountability.

To prioritize the topics identified, an online survey was used to consult all our stakeholders (shareholders, cus-

tomers—i.e. agencies and tour operators—, staff, suppliers, entities representing society and, for the first time, visitors, in addition to the Management Committee).

To make sure that the materiality study provides a reasonable and balanced reflection of topics that are important to ensure the sustainable performance of PortAventura World, the results obtained were analyzed. Importance was placed on topics that are highly significant for one of the perspectives (stakeholders or PortAventura World), in addition to local communities.

Materiality matrix

Importance for stakeholders	High	Training and learning	Materials Employment Worker-company relations Diversity and equal opportunities Non-discrimination	Energy Water Emissions Effluents and waste Occupational health and safety Innovation* Customer health and safety Communications and customer satisfaction*
	Medium	Procurement practices Biodiversity Marketing and labelling Universal design*	Indirect economic impacts Environmental criteria in facility design and construction* Environmental awareness* Animal well-being* Food safety and healthy eating habits*	Supplier environmental assessment Supplier social assessment Anti-corruption
	Low	Local communities Promoting cultural and natural heritage* Customer privacy	Environmental investment*	Economic performance Safety of merchandise*
		Low	Medium	High
Importance for PortAventura World				

Environmental topics

Topics related to finances and good corporate governance

Topics related to employment practices

Supplier topics

Social topics

Topics related to product/service liability

Material topics are shown in bold.

* Topics that do not correspond to GRI Standards.





SOCIAL COMMITMENTS

PortAventura Foundation, emotion and charity



The PortAventura Foundation continues to strengthen its commitment to charity projects that have a real impact on the quality of life of people who have a higher risk of social exclusion, particularly children and young people. It assists these groups by providing resources and support, so different charity initiatives can be organized, such as days providing accessibility to leisure, events to raise awareness in society, and fundraising campaigns.

The activities of the PortAventura Foundation are channelled through the following routes:

1. **Charity days at PortAventura Park**, to raise awareness among visitors and collect funds for other organizations.
2. **Own fundraising events**, to support charity projects.
3. **Accessibility to leisure**.
4. **Direct contributions to projects**.

Each year, PortAventura World donates 0.7% of its profits to the PortAventura Foundation, an amount that plays a key role in equipping it with the resources it needs to perform its activities.

PORTAVENTURA FOUNDATION INCOME (THOUSANDS OF EUROS)

	2017
PortAventura World's contribution to the Foundation	962
Fundraising for organising charity events	184
Donations from other foundations, partner companies and private individuals	212
Total income	1,358

GRANTS AWARDED AND DISTRIBUTION BY BENEFICIARY GROUP (THOUSANDS OF EUROS)

	2017
Diseases	721
Special needs	167
Social exclusion	134
Total grants	1,022



75.28%
Income allocated to Foundation projects



1. Charity days at PortAventura Park



Posa't la Gorra. The PortAventura Foundation and the Association of Family and Friends of Children with Cancer (AFANOC) (15th edition)

Nearly 7,000 people wore the baseball cap at the 15th edition of this festival, to support children and adolescents with cancer. The money raised by selling charity entry tickets will be used to maintain the services offered by the Tarragona branch of AFANOC, and for new projects to improve La Casa de los Xuklis, a house that provides accommodation for families who have to travel to receive treatment from the leading hospitals in Barcelona.



Fent Amics. PortAventura Foundation and Down Catalonia (9th edition)

Some 4,300 people took part in the charity festival to raise funds for Down Catalonia and the seven organizations that comprise it. Down Catalonia's collaboration with the PortAventura Foundation began in 2009. Since then, the festival has become consolidated as a special date on the calendar of many families, who visit the theme park and, at the same time, contribute to this cause.



Somriu per la infància. Federation of Organizations for the Care and Education of Children and Adolescents (FEDAIA) (5th edition)

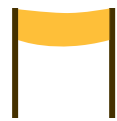
With the participation of some 5,000 children, this annual event seeks to raise awareness in society about the need to ensure equal opportunities for all children, particularly the most vulnerable ones. With a special price for entry tickets, the funds raised went to social projects supported by the federation.



2. Own fundraising events

Charity race. PortAventura Foundation (6th edition)

Charity day packed with activities for the whole family and where all funds raised go to supporting the activities of Pallapupas, an organization focused on improving the daily life of children and adults in hospitals, through smiling and theatre. Before the race, young and old took part in a Zumba masterclass, organized by the Salou Amadeu Pelegr Oncological Association.



+2,000
Runners

Golf Tournament. PortAventura Foundation (3rd edition)

The funds raised will be used to enable three charity organizations to continue to perform their projects: Red Cross, to continue promoting its child-nutrition campaign during the school holidays; Dr. Amadeu Pelegrí Oncological Association, for its project to improve the quality of life of women with breast cancer through physical exercise; and the Obrim Somriures Mn. Frederic Bara i Cortiela Foundation, for its project Centre Obert, in Reus town centre, for children and adolescents, which seeks to reduce the effects of social and educational impairments through activities and professional support.



€20,500
Donation

7th PortAventura Foundation Charity Dinner

Over 1,200 diners attended the charity dinner, which is now consolidated as the region's main charity event. All funds raised are donated to two regional organizations: Down Tarragona, Reus, and the Agafa't al 21 project, a social/employment integration service that promotes equal opportunities, fair treatment and non-discrimination for people with Down Syndrome; and APPC La Muntanyeta, which will use the donation to help build the new Bonavista cerebral palsy centre, Tarragona.



€87,170
Donation

3. Accessibility to leisure

Further to the events that take place at the park, the PortAventura Foundation also facilitates accessibility to leisure. It does this directly at centres that work to help and improve the quality of life of children and adolescents, mostly in its local area. Special focus is placed on centres with programs that support children with serious diseases or who are at risk of social exclusion.

This year we have also provided four stays for different families with a child with a serious illness. These families come completely free of charge to spend a few days at PortAventura, where a customised

stay adapted to their needs awaits them. This project is going to be developed on a much larger scale and is going to become the main project of the PortAventura Foundation in 2019.

13,940
beneficiaries
in 2017



4. Direct contributions to projects

New paediatric ICU at Sant Joan de Déu Hospital

The PortAventura Foundation and Sant Joan de Déu Hospital signed an agreement in 2015 to finance the construction of the hospital's new paediatric ICU. The facilities, which are scheduled for completion in 2018, will be four times larger than the current area dedicated to critically ill patients.

In November 2017, 10 of the planned 24 cubicles became operational, in response to increased demand during the winter period. Completion of the works is planned for the end of March 2018.

Construction of the new intensive care unit aims to improve the stay of hospitalized children and their families, equip the new unit with state-of-the-art technology, and improve the work space for the hospital's professionals. The cubicles in the new ICU are closed, to preserve privacy, and the children can be accompanied 24 hours a day. The technology installed minimizes bother to the patient, through monitoring and motion alarms. The project includes a Simulation Cubicle, so professionals can gain work experience without leaving the unit.



Other projects

Teaming 2017. PortAventura World offers existing and new members of its workforce the opportunity to suggest charity projects and to voluntarily donate one euro of their salary to this program. For every euro donated, the PortAventura Foundation donates two further euros. In the 2017 edition, the funds raised were donated to the two organizations that received the most votes from the volunteer employees: the SAMS Association, for patients and families with arrhythmic syndromes related to unexpected death; and the El Somni dels Nens Foundation and its project, Humanization of Paediatric Environments, for the Paediatric Emergency Unit of Joan XXIII Hospital, Tarragona.

El Somni dels Nens. The PortAventura Foundation has collaborated with the Somni dels Nens Foundation, by financing its project to humanize the paediatric unit of Joan XXIII Hospital, Tarragona. The aim is to help reduce the level of stress the child and their family experience during hospitalization. The project was based on creating a "sea floor", where each glazed area or cubicle takes the form of an aquarium.

Every Step Counts project. PortAventura World employees suggested walking around the world, a total of 40,000 km, in just two months. Through the iWOPI app Every Step Counts project, the PortAventura Foundation delivered 4,000 kg of food to the Tarragona Food Bank.

No Child Without a Moustache. The PortAventura Foundation and Miquel Group gave 3,742 l of milk to the Tarragona Food Bank within the framework of this charity initiative run by Obra Social La Caixa, with the participation of PortAventura World workers.



€13,515

Raised with Teaming
in 2017

Nàstic Genuine: Nàstic Champions Genuine Trophy. Since Nàstic created its Genuine team, made up of people with learning difficulties, and LaLiga Genuine—with the support of the chair of the board of first- and second-division clubs, Javier Tebas—the whole of Tarragona has thrown itself into this project. The PortAventura Foundation collaborated in the first European championship, Nàstic Champions Genuine, by giving the 13 participating teams accommodation and catering services throughout the entire tournament.

Christmas visit to children in hospital in Tarragona and Reus. Woody and Winnie paid their yearly visit to Joan XXIII Hospital, Tarragona, and Sant Joan de Reus Hospital, giving out smiles and gifts, on 5 January, the eve of Three Kings' Day.

The PortAventura Foundation also collaborates with the Red Cross in a toy collection, which takes place at Christmas, at Tarragona municipal market. The plan for 2018 is for this activity to take place at PortAventura World.



Our Essence: Our Team



Generators of employment and responsible towards our workers

PortAventura World is the leading employment generator in the province of Tarragona. In 2017, in continuation of the trend set in preceding years, the workforce grew. The seasonality of Resort activities underlies the annual evolution of the number of workers, with numbers being higher in the summer months, peaking in August, and with an upturn in October, at the Halloween celebrations.

We are aware that a committed team is key to offering excellent service and so PortAventura World works to ensure the well-being of its workforce, offering advantages and benefits, and promoting equality, inclusion and multiculturalism.

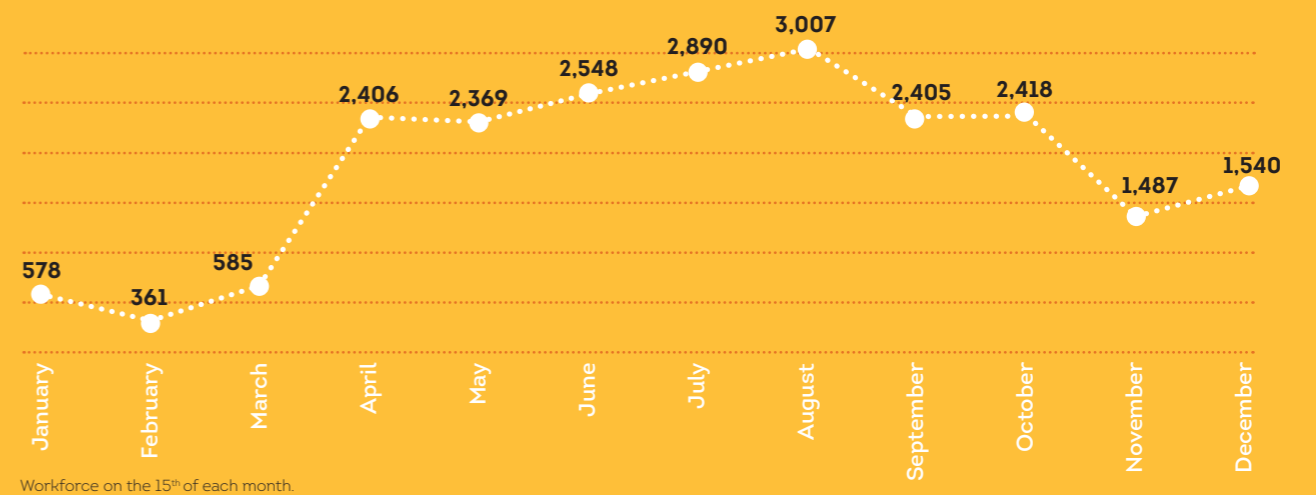
Three consecutive years of growth in the PortAventura World workforce



EVOLUTION OF THE AVERAGE ANNUAL WORKFORCE



EVOLUTION OF THE WORKFORCE IN 2017



OWN STAFF

EXTERNAL STAFF WORKING IN THE RESORT FACILITIES



(1) Data corresponding to 15 August.

(2) Calculation based on the workforce on the last day of each month.

(3) Calculation based on full-time, active workers all year round that are equivalent in contracted hours to those of real contracted workers.

(4) Calculation based on the sum total of people from the first to the last day of the month (cumulative).

Numerous social benefits

The PortAventura World workforce enjoys advantages and benefits, which grew in 2017.

- **La Guia PortAventura app** with information about the company and hundreds of advantages offered by partner companies. The app is available for all workers, and supplements the online platform: www.laguiaportaventuraworld.com. In 2017, an automatic email service (newsletter) was launched for all new content published on the website/app. This service replaces the preceding newsletter and reaches more than double the users of the previous one.
- **Free tickets and invites.** All members of staff were given three invites to discover the new Ferrari Land theme park, and two invites to PortAventura Park, to thank them for their hard work during the season. Invitations were also given to the managers of the different areas and departments in the company so they could attend the Cirque du Soleil show *Varekai*.
- **Discounts** for park entry tickets, hotel bookings, shops and restaurants, and special prices for family celebrations and to see the show *Varekai*.
- **Outlet Shop** with products from the PortAventura World shops at discounted prices.
- **Flexible remuneration system** and special tariffs for taking out health insurance with Adeslas, a product that includes the spouse and children and that offers significant tax advantages. In 2017, 251 workers benefited from medical insurance.
- **Draw** among all workers for 20 sets of tickets for two, to enjoy the Cirque du Soleil show *Varekai*, at PortAventura World.
- **Sala Sports Training** at a discounted price, to use the machines and attend fitness classes. In 2017, new opening hours and more classes were offered.

Recreational activities and charity initiatives

PortAventura World promotes social cohesion between its workforce and the company, and fosters a spirit of charity through different initiatives.

- **2017 Welcome Forum** where the workforce is told about the results from the preceding year and given news about the coming season. Within the framework of this event, the money raised through the Teaming charity activity was donated and the two associations that would benefit from this money were announced.
- **Invitation to the pre-opening of Ferrari Land** for company executives and their families, and the team directly involved in designing and building the new park.
- **Sant Jordi roses** given to all employees.
- **Blood donation campaign**, where the 277 workers who donated were given a free ticket to PortAventura Park.
- **Special price for signing up to the PortAventura Foundation Charity Run** and a draw for the workers who took part, with the chance to win a night in a hotel in Andorra.
- **Special price to attend the PortAventura Foundation Charity Dinner.**



PortAventura World collaborates on launching the PortAventura Foundation volunteer program



The chance to volunteer for the Foundation is now available, in its first phase, to all members of the workforce and their families. Launching the program also involved systematizing processes related to volunteering, by setting up information sessions, creating uniforms and signing the declaration of rights and duties of volunteers. The system establishes the steps to follow for volunteer activities and is based on the recommendations of the Catalan Federation of Social Volunteering, which supervised application of the new Catalan Law on Volunteering.

The first activity the program's volunteers performed involved giving Christmas presents out to the children in the paediatric units of Joan XXIII Hospital, Tarragona, and Sant Joan de Reus Hospital.

Employment opportunities for young people

Throughout 2017, some 25 agreements with educational centres to invite students to PortAventura World to obtain the work experience they need for their studies were put into effect. The universities and teaching centres with which agreements have been signed are: Rovira i Virgili University, Pompeu Fabra University, Ramon Llull University, Open University of Catalonia, Tourism, Hotel Management and Gastronomy Campus, La Rioja University, Valencia University, Baix Camp Institute, Vidal i Barraquer Institute, Pere Martell Institute, Cambrils Hotel and Tourism School, Reus French College, IDETSA, Nova Técnica, Aula 200 and SEAS.

Work-experience placements for students at PortAventura World encompass activity areas such as marketing, technical services, operations, administration and finance, human resources, F&B and hotels.

72 work-experience placements for students in 2017

Employment program for young people in F&B and commerce

The Fem Ocupació per a Joves program, financed by the Catalan Employment Service, is designed for people aged between 18 and 29 years old who are registered unemployed and who hold a certificate of mandatory secondary education, baccalaureate or intermediate professional training. The program is also open to young people who, despite not holding any of these qualifications, hold the corresponding equivalent for employment purposes. The program consists of a training element and an employment contract.

During the 2017 season, two training programs took place: catering assistant, with the participation of 15 young people; and marketing assistant, with 14 young people from the municipalities of Vila-seca and Salou. In both programs, 100 hours of training were given, through courses that took place at the PortAventura World facilities, which combined classroom-based learning with practical activities in real units in the park. Subsequently, participants were given a six-month contract.





Commitment to guarantee respect for equality and diversity



PortAventura World has an Equal Opportunities Plan to ensure equality between men and women. What is more, the Resort has a protocol against occupational harassment and rules on using non-sexist language. It also includes the gender perspective in psychosocial risk assessments.

66%
Of the workforce is female

WOMEN ARE PRESENT IN ALL EMPLOYMENT CATEGORIES:



42%
In executive and area-management positions



63%
In supervisory, technical and administrative roles





67%
In operations



52%
Of the workforce is aged between 26 and 45

WORKFORCE BY AGE GROUP AND SEX

	25 and younger	26-35 years old	36-45 years old	46-55 years old	56-65 years old
	203	139	191	106	23
	276	260	406	218	100



A multicultural resort



51
Different nationalities



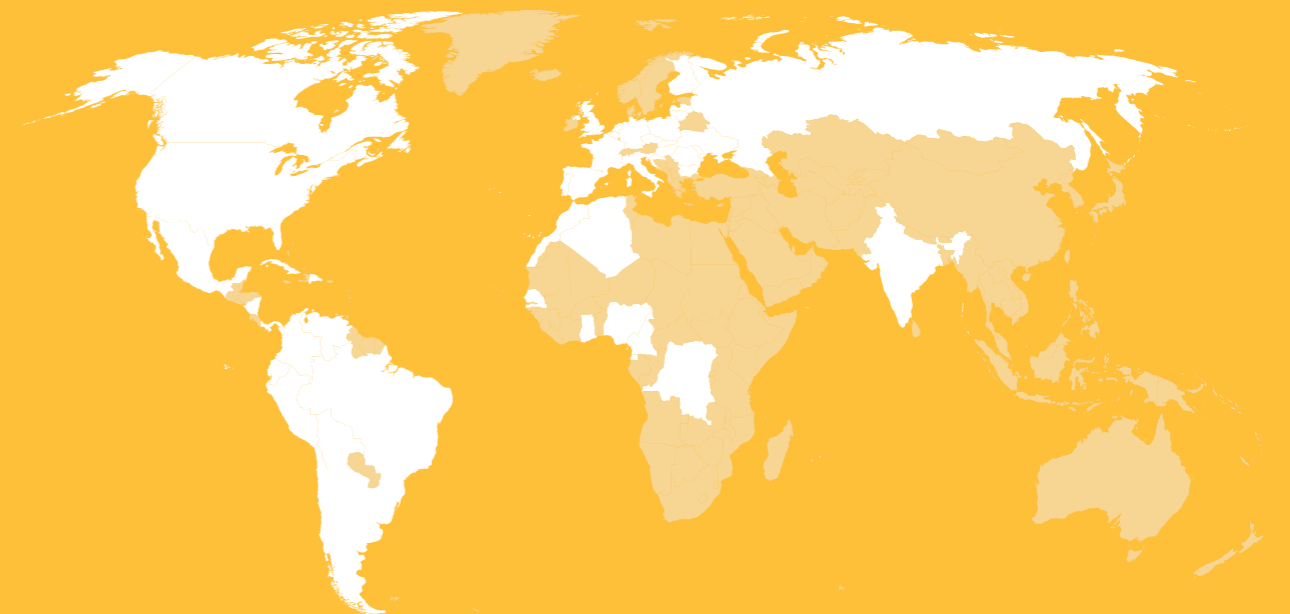
89%
Of the workforce comes from Spain



11%
Of the workforce comes from other countries

WORKFORCE ACCORDING TO NATIONALITY⁽¹⁾

Algeria	3	Equatorial Guinea	6	Nigeria	2
Argentina	7	Finland	1	Panama	1
Belgium	2	France	10	Peru	5
Bolivia	2	Georgia	1	Poland	2
Brazil	4	Germany	5	Portugal	5
Bulgaria	6	Ghana	1	Romania	23
Cameroon	1	Holland	2	Russia	9
Canada	1	Hungary	1	Senegal	11
Chile	4	India	1	Slovakia	1
Colombia	14	Italy	22	Slovenia	2
Croatia	1	Latvia	1	Spain	1706
Cuba	2	Lithuania	1	Ukraine	7
Czech Republic	1	Mexico	2	United Kingdom	1
Democratic Republic of Congo	1	Moldavia	2	United States of America	2
Dominican Republic	2	Morocco	37	Uruguay	2
Ecuador	2	Nicaragua	1	Venezuela	3



(1) Calculation based on the sum total of people from the first to the last day of the month (cumulative).



Favouring occupational integration of people with special needs and at risk of exclusion

PortAventura World has its own method for selecting people with special needs to suit the vacancy in question, and with the skills and competencies required. This methodology involves contacting centres and entities for occupational integration to organize a recruitment process, performing a personalized selection process through an interview for skills and competencies, a specific onboarding and initial-training plan, and joint monitoring of the employee with the collaborating centre and, if necessary, their family, to establish a common communications framework.

In 2017, PortAventura World directly employed an average of 30.7 people with special needs.

The Resort also collaborates annually with different organizations to favour the occupational insertion of people with special needs and in risk of social exclusion. Since 2012, it has been collaborating with the Tarragona Down Association, on the Agafa't al 21 project, to integrate two users with Down Syndrome and other learning disabilities each season. Other organizations and initiatives that it collaborated with in 2017 include: Inserta, Once Foundation; Incorpora, Caixa Foundation; Regional Program Centre, ASJTET Tarragona (Support Area for Youths Who Are Wards or Ex-Wards of Court and the General Directorate of Services for Children and Adolescents). For youths in general, it also collaborates with the Vila-seca, Salou and Mas Carandell job banks.

Continual professional development with training and incentives

At PortAventura World, professional development and talent management are a strategic axis to facilitate and boost the growth of our workers, placing them at the centre of the action. Through this goal, we promote open dynamic training, which can adapt to current needs; we also have incentive programmes and achievement awards for reaching the goals.

This commitment to training is also applied externally, through the annual PortAventura award for the best academic career in tourism at Rovira i Virgili University (12th edition in 2017). The purpose of this award is to publicly acknowledge the excellence of students and achievements by the University in producing a personal-development project to foster the values of initiative, competence, leadership, responsibility and commitment.

A dynamic training plan

Training is a priority for PortAventura World. Each year, it sets up new training programs, to progress and adapt to the current context and the needs of its workforce. Through the training plan, it reinforces the competencies and knowledge of its team, to foster the improvement of professional profiles and support professionals in carrying out their daily tasks to the best of their abilities.

The training plan is based on company strategic policy, skills management, the occupational risk prevention policy and the environmental policy. It is put into effect by scheduling training programs and activities each year. Training activities may take place in person, through e-learning or through blended learning, and they are organized based on the categories described below.



- **Corporate.** Mandatory training given to all staff, in accordance with their duties and responsibilities, and covering concepts developed by the company.

- **Technical training.** Mandatory training given to employees in the Operations Department, specifically in the areas of F&B, Shops and Games, and Operations.
- **On-the-job training.** Mandatory training given in the workplace to all members of staff in the Operations Department.
- **Occupational safety.** Mandatory training given to all members of staff, in accordance with their duties and responsibilities, based on Law 31/1995 on Occupational Risk Prevention.
- **Food safety.** Mandatory training given to all members of staff, in accordance with their duties and responsibilities, based on Regulation (EC) 852/2004 of the Euro-

pean Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs, and on Law 17/2011 of 5 July on food safety and nutrition, among other legislation.

- **Environment.** Training based on the fourth action principle of the company's environmental policy: teach, train and raise awareness among company staff, at all levels.
- **Professional development.** Customized training aimed at improving participants' personal and/or technical skills, designed and taught using in-house or external resources.
- **Training for team leaders.**

AVERAGE TRAINING HOURS PER PERSON, BY SEX AND EMPLOYMENT CATEGORY (H/EMPLOYEE)

		2017
	Executives and area managers	18.46
	Supervisors, technicians and office workers	9.87
	Operations staff	7.81
	Executives and area managers	23.94
	Supervisors, technicians and office workers	14.28
	Operations staff	8.49



3,410

Workers who received some form of training during the year



90%

Workforce trained⁽¹⁾



32,231

Total training hours



9.45

Average no. of training hours per person



90%

Distance training

(1) Percentage calculated based on the total number of active members of the workforce.



Incentives for achieving goals

To nurture a culture of continual improvement aimed at achieving goals, PortAventura World has a system to manage workers' activities that makes it possible to unify criteria, inform workers about how their work is going, and acknowledge a job well done. To this end, corporate competencies are identified based on the company's values and on behaviour that is considered outstanding and that attains the desired quality level. Technical competencies and those of team managers are also identified. The vast majority of workers are assessed based on their competencies.

The goal-based management system makes it possible to obtain the information needed to be able to apply personalized variable remuneration. Besides the company's goals, the system sets out functional and productivity goals. Achieving these goals translates into a salary percentage.



15%

Average workforce over the year subject to variable remuneration

74%

Average workforce over the year subject to a performance evaluation

290 "quality cards" awarded

60 shop and restaurant vouchers and 27 hotel nights given out

43 cash prizes awarded to managers and staff from the winning units

Besides the goal-based management system, PortAventura World has implemented two initiatives to motivate and recognize employees. On one hand, there are "quality cards", which managers can use to reward people who stand out for putting the values of PortAventura World into practice and who actively contribute to achieving

the company's goals. On the other, there is the Best Unit Prize, designed to incentivize and reward team leaders and employees so they surpass the goals for their units. This is primarily aimed at the sales areas. Finally, in three other areas (Operations, Shows and Hotel Receptions), a prize is given to the best employee of the quarter.



Prevention, a secure value

The occupational safety policy is based on the prevention culture applied at all levels, and in all business areas, of the company. PortAventura World has a prevention plan that includes the occupational risk prevention policy and the goals, resources and organizational structure needed to implement it.

Annual objectives are defined based on the strategic lines identified as priorities for health and safety by the Management Committee, with the guidance of the Prevention Service, following consultation with, and involvement of, the prevention officers, and presentation to the Health and Safety Committee (a joint, collaborative body comprising seven prevention officers and seven company representatives appointed by the executive staff; 100% of the workforce is represented by this committee). The Prevention Service performs a monthly follow-up on accidents in the workplace and produces an annual activity program that includes all the necessary actions to comply with the goals identified and with the applicable legislation.

In 2017, there was a total of 134 emergency drills, 151 risk assessments, 361 technical reports (noise, heat stress, lighting, ergonomics and psychosocial study), and 92 courses on occupational risk prevention. Additionally, the medical service performed 1,120 medical examinations, 1,180 medical consultations, 1 vaccination and 299 queries regarding exemptions.

We also extend our commitment to occupational safety to our contractors, by organizing business activities aimed at making sure that the services performed by external organizations and staff are executed in accordance with the safety measures established by law.

OWN STAFF



14.12

Frequency index¹



2,405

Incidence index²



0.34

Severity index³



3.21%

Rate of absenteeism

EXTERNAL STAFF



12.72

Frequency index¹

(1) Represents the number of accidents per million hours worked.
 (2) Represents the number of accidents resulting in time off work per 100,000 people exposed.
 (3) Represents the number of working days lost per thousand hours worked.



For the fourth year running, PortAventura World does not appear on the Regional Government of Catalonia's list of companies considered to have high accident rates

PortAventura World, a healthy company

In 2017, PortAventura World once again continued to promote and broaden its range of activities to foster healthy habits among its members of staff, at the same time as promoting health and well-being in the workplace.

- **Final phase of the Fifty-Fifty integral health program.** Organized in collaboration with the SHE Foundation, this program seeks to improve the health of adults by encouraging them to change their habits. It is particularly aimed at people who have one or more cardiovascular risk factors.



1,212

Participating workers

- **New edition of the PortAventura e-Healthy program.** The goals of this program are to: raise awareness about the importance of looking after our health and the benefits of doing this; offer workers different activities, services and facilities to enable them to develop healthy habits; and foster and consolidate healthy habits among members of staff. Further to workshops and giving out free fruit, the 2017 program included new activities, like playing paddle tennis, and campaigns to raise awareness about breast cancer and cardiovascular diseases.



7,929

Workers taking part in the different activities¹

(1) The same worker can take part in various activities.

- **Dental check-up campaign.** Organized with the collaboration of Alba Dental Clinic, whose staff visited the PortAventura World facilities to give workers free check-ups.
- **Sala Sports Training.** A new activity schedule has been designed, to increase the number of classes to two a day, four days a week.



514

Consultations with the health promoter

- **"Every step counts".** Registered participants accumulated 40,000 km on foot and through sports activities. These kilometres were converted into 4,000 kg of food for food banks in the province of Tarragona, with the collaboration of the PortAventura Foundation.



204

Participants in Sala Sports Training

PortAventura World was a prize winner in the Large Company category of the Mutua Maz Healthy Company Awards, in recognition of its efforts to raise awareness among members of staff about healthy habits



New health program: Gain Life, Lose Weight

In late 2017, PortAventura World launched a health program called Gain Life, Lose Weight, an initiative encompassed by the PortAventura World Healthy Company action plan.

The program aims to help participants change their life habits, to improve their physical fitness and gain in quality of life, through talks and workshops such as "Basic Eating Principles", "Mindful Eating" and "Mindfulness". Participants are also offered access to the health promoter, a doctor who specializes

in healthy habits and provides training and personalized follow-up.

To incentivize participants to get results, the program offers different advantages, such as free access to Sala Sport Training for one year, a monthly draw to win a fruit-and-vegetable basket, and a massage session in one of the Resort's wellness centres. At the end of the program, every participant who achieves the goals set will be rewarded with a night in a hotel.



79

Participants

A unique value proposal for the customer

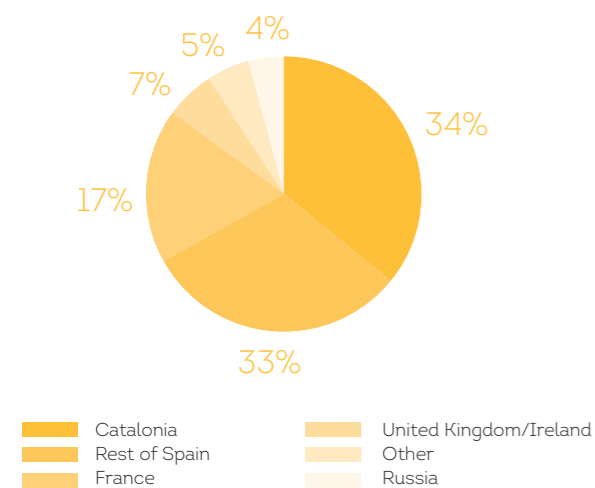


A complete destination for holidays and family entertainment

With the opening of Ferrari Land, PortAventura World had nearly five million annual visits, largely as a result of the power of the Ferrari brand to attract international visitors from our traditional markets, like France, the United Kingdom and Russia, but also from new countries. The launch of the new park has made it possible to improve international competitiveness compared to other destinations, since it has become a global benchmark, with the consequent direct impact on the entire region.

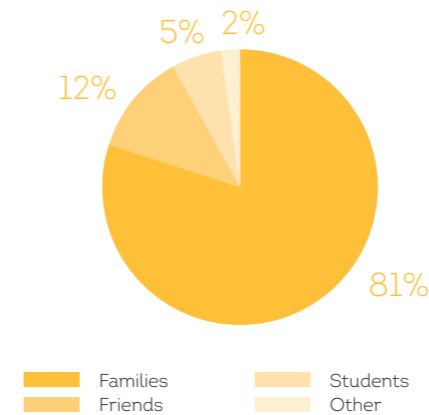
All summer, PortAventura World offered the Cirque du Soleil show *Varekai*, which tells the story of Icarus, a Greek myth that has captivated millions worldwide.

ORIGIN OF VISITS TO PORTAVENTURA WORLD IN 2017



33%
International visits to PortAventura World

PORTAVENTURA WORLD 2017 CUSTOMER PROFILE



81%
Family visits to PortAventura World

The Family Tourism Destination certificate, awarded by Catalonia Tourism, recognizes PortAventura World as being particularly sensitive to this demand segment, in addition to its commitment to offering equipment and services adapted to families with children



Services for customers with special needs

PortAventura World has opened an office that provides services for customers with special needs, and has defined a new access policy for discounts and preferential access. The goals of the new office are to: provide information about the rides, services and facilities that are most suitable; sell entry tickets at a special price; issue ID cards for access without architectural barriers;

and make reservations at restaurants with table service in a location without architectural barriers.

For people with food intolerances, a special guide has been published and information is provided about special menus adapted to their needs, available at restaurants.

More events at the convention centre

Throughout 2017, the Convention Centre has played host to important Spanish companies, like SEAT, which, for the second year running, held the biggest training event in its history, with a total of 5,700 delegates from 50 countries. As far as international companies are concerned, events were held by Nestlé and Nike, which made use of the Convention Centre and whose participants enjoyed exclusive access to a zone in PortAventura Park.

National and international conferences have also taken centre stage over the year. PortAventura Business & Events hosted the 2nd CGA Workshops Conference, with more than 1,200 participants, and the 21st European Symposium on Poultry Nutrition, the leading conference of its type in the world, with more than 1,700 experts accommodated.

The activities of PortAventura Business & Events were completed in 2017 with the 53rd edition of the RACC Catalonia-Costa Daurada Rally, which has already held 13 editions at the PortAventura World facilities.



The 15% growth in events taking place is partly owing to increased marketing activities during 2017, with 69 actions for the international market and 53 for the national one. Furthermore, higher-value events took

place, which made it possible to increase the turnover of PortAventura Business & Events by 73% compared to 2016.



259

Events held



68,782

Participants



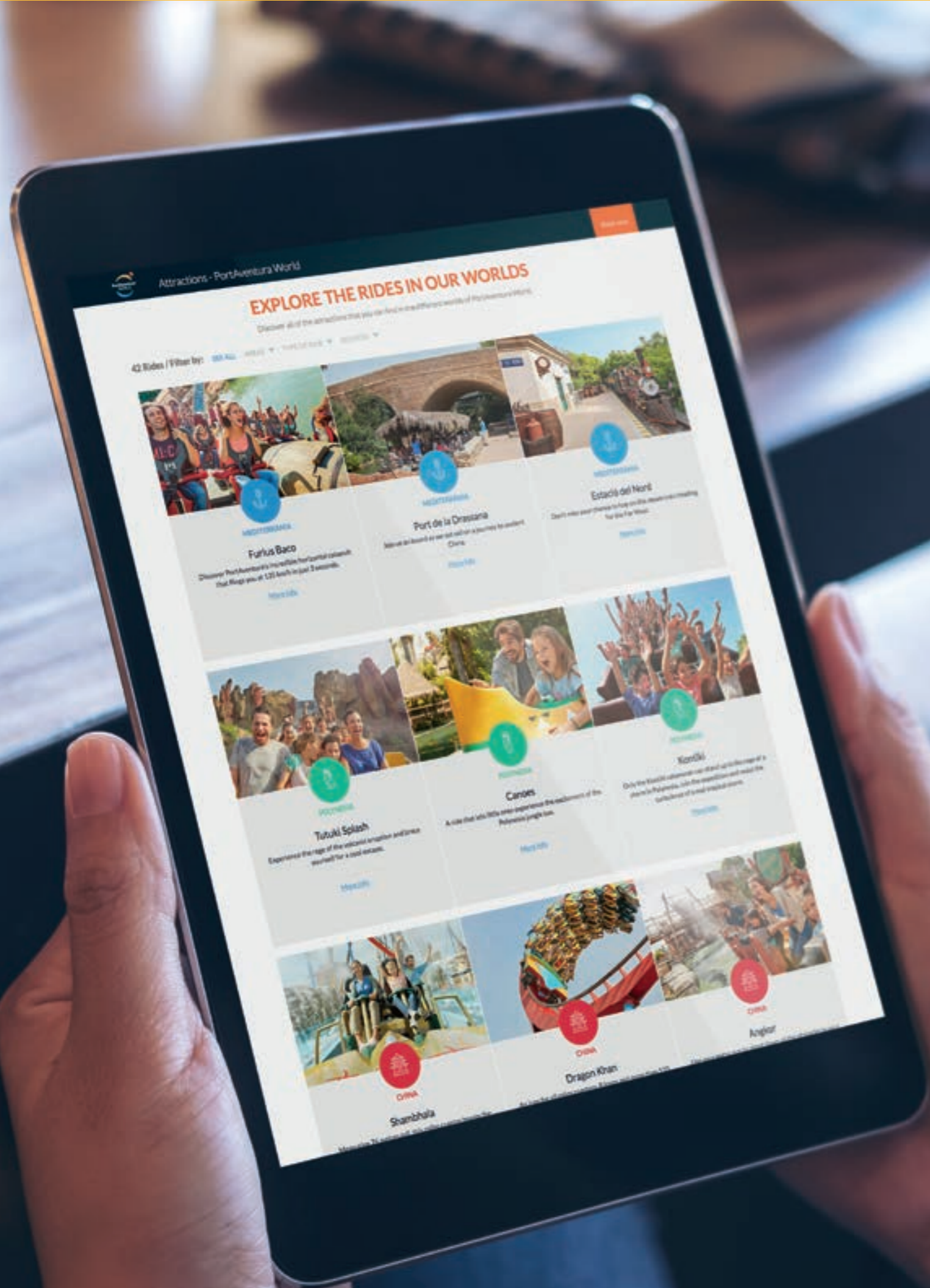
16.4

Millions of euros Turnover

The Convention Centre has a catalogue on how to make events more sustainable and socially responsible. One option available to clients is to contribute to including people with Down Syndrome in the workplace, by engaging them as support staff for their event.

In 2018, PortAventura World will be the Olympic headquarters for the Mediterranean Games. Not only will this be a chance to showcase the outstanding accommodation capacity of the hotels that carry the PortAventura seal, but also the versatility of the Convention Centre to offer every type of support service needed during this major competition.





Oriented towards digital channels

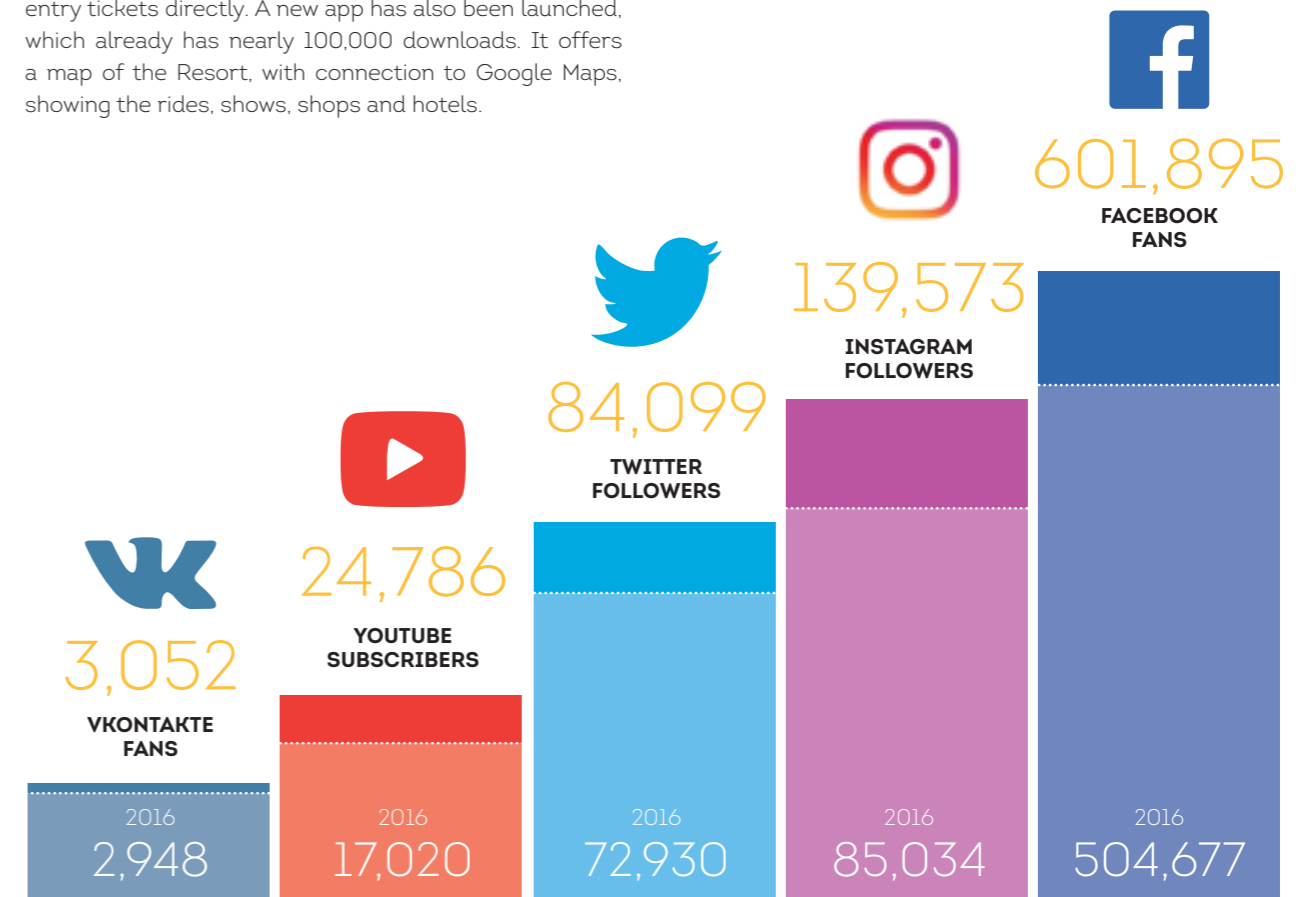
The marketing strategies and other strategies that PortAventura World is putting into effect are aimed at digital channels, including social networks. Technological and digital innovation is important because it tells us what visitors like, what they want to share, and which brand contents and experiences they are interested in, which lets us personalize and contextualize messages through the channel. Maintaining a long-term personalized relationship generates loyalty.

Other digital additions in 2017 were the implementation of contactless payment (where users can pay through their smartphones, smartwatches or RFID credit cards), the option of getting into the park using a mobile, and extension of the Wi-Fi network throughout Ferrari Land. What is more, in the hotels, at park entrances, and in some restaurants, KSS (Kiosk Self Service) systems have been implemented. These are unattended POS systems that offer information about the Resort and let visitors buy tickets and other products using their cards.

In 2016, PortAventura World launched a responsive website that, from 2017, makes it possible for the company to get to know the user better and personalize its offer through CRM. The website currently has 1.2 million registered users.

In 2017, PortAventura World was rated 28,982 times on review websites, mainly TripAdvisor and Google. On Google, there was a notable increase in volume, with 10,769 new ratings compared to 2016.

What is more, this year, new specific Ferrari Land pages have been launched, with information about rides, shops, shows and restaurants, and where it is possible to buy entry tickets directly. A new app has also been launched, which already has nearly 100,000 downloads. It offers a map of the Resort, with connection to Google Maps, showing the rides, shows, shops and hotels.



+25% followers on social networks compared to 2016

Safety, a corporate value

PortAventura World is firmly committed to safety, one of its corporate values. To this end, it has implemented strict measures in this area, which is also a key aspect for customer satisfaction.

Excellence in facility and ride safety

PortAventura World views the safety of its facilities as a critical requirement for the safety of its customers and therefore organizes the following:

- Maintenance, inspections and certifications at a higher level than any local, regional or state regulations require. It commits to annual certification by an authorized body or third party.
- A Control Centre that centralizes 100% of information and events in the Resort facilities, to guarantee an immediate response should there be a malfunction or incident alert.
- 24-hour presence of a sufficient number of qualified staff for immediate, first intervention, to minimize or remove the risk of consequences being propagated or elevated.
- The Security Area, which has a structure that guarantees 24-hour security every day of the year, is responsible for coordinating relations between the company and security forces and bodies. Its Mission is to guarantee the protection of people, first and foremost, in addition to property, assets, real estate and trade, and to monitor services to make sure they are functioning normally. To survey the facilities, the Resort has hired security guards from a company that is duly approved through the Register of Security Companies of the General Directorate of the Police. In addition, active and passive technical means of protection (e.g. against anti-social behaviour, and for fire prevention and protection) are in place.

Finally, ongoing review and updating of the Self-protection Plan, not only in response to the construction of new business units, but also as a result of drills, periodic inspec-

tions and partial audits of existing units, makes it possible to complete an annual process for maintenance, inspections, certification and emergency plans, to guarantee the safety of our customers, including with regard to external agents of any type.



SAFETY MEASURES



The control centre operates 24 hours a day, 365 days a year



More than 400 cameras distributed throughout the Resort are controlled by the Control Centre



There is a team of more than 85 full-time workers, including internal and external staff



134

Emergency drills took place in 2017



0

Safety incidents arose in the 2017 season





A goal for 2018 is to obtain the ISO 9001:2015 Ride Maintenance Management certificate

The corresponding daily safety and functioning inspections take place on the rides in the Resort throughout the time they remain open. There is also a weekly review of any incidents that may have arisen (breakdowns) to ensure that the measures taken were appropriate. In strict adherence to all applicable Spanish and European legislation, PortAventura World uses the services of an independent inspection company, which performs all annual non-destructive testing (NDT) and operational testing on the rides, and issues certificates, as described below.

- **Initial certification of all rides** performed by TÜV SÜD and TÜV NORD before they are opened to the public (EN 13814).
- **Exhaustive annual inspections** certified by SGS, an independent entity authorized by the Government. There is a maintenance procedures manual for each ride, certified by SGS.
- **Daily inspections** are carried out in accordance with the maintenance manual and requirements established

during initial certification. The ride is not opened to the public until all required adjustments, inspections and repairs have been performed.

- **The procedures and maintenance logs for the ride are certified.**
- **Random internal audits** during daily inspections are performed throughout the season.
- **All rides are certified** to EN 13814 for design, construction, installation and maintenance, including: PER (Pressure Equipment Regulation, by Bureau Veritas ECA), LVD (Low-Voltage Electrotechnical Regulation, by Bureau Veritas ECA), UNE-60-620 (Gas Installations Regulation, by Bureau Veritas ECA), annual RAPQ (Chemical Product Storage Regulation, by Bureau Veritas ECA), Angkor and water park, fall protection (lifelines) in accordance with the UNE-EN 795 standard (approved external companies). PortAventura World is also adapting to the forthcoming ISO 17842 international standard, in anticipation of it replacing EN 13814, which is currently in force.



IAAPA European Safety Committee



Making clear, concise information available to park visitors at the entrance to each ride, on proper use of the ride and restrictions on its use, is also a key aspect for ensuring safety. The information provided is issued by the manufacturer, and reviewed and validated by the independent inspection company. All visitors must observe the operating rules of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.

Furthermore, PortAventura World has a safety manager who is a member of the European Safety Committee of the International Association of Amusement Parks and Attractions (IAAPA), whose forums deal with regulatory issues related to ride safety, accident/incident notifications in parks and the corresponding actions, accessibility of facilities, and employee safety.



Traceability to guarantee food safety

PortAventura World scrupulously complies with all reference standards on food quality and safety, and has management systems in place to control and monitor this. In 2017, the phase-one audit of ISO 22000 food safety management took place, with successful results. The phase-two audit is planned for mid-2018, to enable PortAventura and El Paso hotels to obtain certification in accordance with the standard.

As a result of continual improvement efforts, in 2017, tablets were introduced as a means of logging HACCP (hazard analysis and critical control points) records, which makes it possible to keep the records properly classified; and serves as confirmation as to the veracity and credibility of the same. This system has been implemented at Hotel PortAventura, Hotel El Paso, and all self-service and table-service restaurants in PortAventura Park and Ferrari Land. Before the end of the 2018 season, this will also be implemented in the other hotels and units, in all parks.

Controls are performed to ensure food-safety systems are implemented, and monitoring takes place to identify actions for improvement to be put into effect.

– **Health and hygiene audits** are used to supervise and assess the degree of implementation of the hazard analysis and critical control points system.

184 external audits
275 internal audits

To implement ISO 22000 in all Resort centres, the Food Safety Committee has been created

– **Microbial testing** takes place on dishes prepared at the different service points.

– **Supplier audits** are performed when repeat non-conformities are detected or if it is suspected that health and hygiene regulations are being breached. If minimum requirements are not met in the audit, the supplier is struck off the list of approved suppliers.

4 external audits

A goal in 2018 is to continue to increase the number of external audits on suppliers, with a total of 12 having been scheduled, in addition to performing exhaustive follow-up on the resolution of non-conformities. During the supplier approval phase, we also assess whether the supplier has some type of food-safety certificate (ISO 22000, BRC or IFS). Certified suppliers will be exempt from follow-up health and hygiene audits.





A range that includes healthy food

PortAventura World has various dining points where it promotes the healthy Mediterranean diet and offers the following options:

- Brain Food, healthy menu for event attendees;
- vegetarian options;
- assortment of sliced fruit and juices.

The Resort also has a special menu for coeliacs and a leaflet called *Gluten-free Dining*, which contains information about the dining points (table service, buffet and self-service) where customers can enjoy products that

are suitable for coeliacs. Furthermore, for people with other food allergies and intolerances, there is a guide called *Food Allergies and Intolerances*, which contains information about the different dining options that cater for this.

When a booking is made, our hotels send the customer a form, so they can provide advance information about their allergies. A similar form is also available for restaurant reservations, in addition to a further specific form, so people with more complicated allergies will be allowed to bring their own food into the park.

Safe merchandise for kids

Beyond the legislation in force on toys, the CE mark and labelling, PortAventura World guarantees the safety of its merchandise for children, regardless of whether or not these items are toys (optional for items that are not toys), which means that these products are subject to toy-safety tests in accordance with European standard UNE-EN 71 (parts 1-13):

- EN 71, part 1: Mechanical and physical properties.
- EN 71, part 2: Flammability.
- EN 71, part 3: Migration of certain elements.

The Technological Institute for Children's Products and Leisure is the advisory body for PortAventura World regarding this matter.



Customer satisfaction, our motivation to improve

Our commitment to service quality and excellence responds to one of the PortAventura World corporate values: passion for the customer. Achieving the highest possible level of customer satisfaction is a crucial and strategic aspect for PortAventura World.

To be able to identify areas for improvement and assess actions taken, each year, the Resort performs various satisfaction surveys, whose results point us towards the different areas of the company where we need to focus our efforts.

CUSTOMER SATISFACTION

	2017
Overall rating for a day at PortAventura Park (score out of 5)	4.19
Overall rating for a day at PortAventura Caribe Aquatic Park (score out of 5)	4.18
Overall rating for a day at Ferrari Land (score out of 5)	3.78
Overall rating for stays at the Resort hotels (score out of 5)	4.07
Overall rating for the PortAventura Convention Centre (score out of 5)	4.16



PORTAVENTURA PARK

4.2

(score out of 5)

Overall rating for PortAventura Park, the second highest score in the last 15 years

PORTAVENTURA CARIBE AQUATIC PARK

4.2

(score out of 5)

Overall score, the second highest score in the park's history

FERRARI LAND

85%

Visitors who would definitely or probably recommend a visit to Ferrari Land

PORTAVENTURA CONVENTION CENTRE

4.2

(score out of 5)

Overall rating, the third highest score in the last 10 years

4.3

(score out of 5)

The rides, the highest-scoring aspect for visitors

36%

Visitors who say the experience was better than expected

4.8

(score out of 5)

Score for the park's star ride: Red Force

40%

Visitors who say the experience was better than they expected (this item increased by seven points compared to the preceding year)

HOTELS

85%

Visitors who rate their visit to the park as "excellent" or "very good"

82%

Visitors who rate their visit to the park as "excellent" or "very good"

74%

Visitors who would definitely or probably stay in the Resort hotels again



ENVIRONMENTAL COMMITMENTS

Taking action to protect the environment



For more detailed information on the environmental performance of PortAventura, consult the 2017 Environmental Declaration online at www.portaventuraworld.com/medio-ambiente.

Environmental management system, our best tool

PortAventura World, in accordance with its commitment to protect the environment, organizes its environmental activities through its Environmental Policy and General Environmental Practices, which are included in its management system through the following certificates and recognitions:

- Since 2001, EMAS (Eco Management and Audit Scheme) register and, since 2008, member of the EMAS Club, Catalonia.

- Since 2003, environmental quality guarantee certificate from the Department of Environment and Housing of the Regional Government of Catalonia, for PortAventura, El Paso, Caribe, Gold River and Lucy's Mansion hotels.

- Since 2007, ISO 14001:2004 certificate.

- Since 2009, Travelife: sustainable tourism in hotels, sustainability system.

Responsibilities for the PortAventura World environmental management system affect different areas and fall on the bodies described below.

- **Management Committee, managers and area supervisors**, who approve proposals from the Environmental Management System (EMS) representative, regarding environmental management of the complex, with Management signing the Environmental Policy.
- **Environmental Management System (EMS) Representative**, an executive responsible for monitoring application and maintenance of the environmental management system across the board and who acts as interlocutor with the Management Committee.
- **The Green Team or Environmental Committee**, a multi-departmental working group whose goal is to ensure proper, uniform environmental management throughout the Resort. It suggests and presents proposals for improvement, and facilitates and establishes goals based on the Environmental Policy. This committee meets every three months and reports to the Management Committee.

The periodic environmental audits performed at PortAventura World allow systematic, objective assessment of the effectiveness of the organization and management system in protecting the environment. In 2017, internal and external audits were performed to obtain certification based on the 2015 version of the ISO 14001 standard.

27

Internal audits

4

External audits

€758,000

Environmental investment
(+21% compared to 2016)

PortAventura World joined the Hostelería #PorElClima initiative, organized by Coca-Cola, which aims to consolidate a community of public and private actors committed to the fight against climate change in the hospitality sector

In 2018, Ferrari Land will be included in the EMAS and ISO 14001 certifications



SIGNIFICANT ENVIRONMENTAL ASPECTS 2017



Consumption of drinking water



Waste paper/cardboard Construction waste



Emission of gases into the atmosphere from visitors' vehicles

Eat Well Without Waste campaign

PortAventura World organized a campaign to raise awareness about reducing food waste in staff dining areas. The campaign involved weighing food discarded in the La Cantina dining area for a week, to discover and publicize how the quantity evolved.

Workers were also given a series of tips to avoid "eating with their eyes", and asked to tell servers if they wanted a smaller portion and, for bread and salad buffets, to take only the amount they planned to eat.

We raise awareness among our visitors and staff

Protecting the environment requires everyone to get involved, which is why, at PortAventura World, we are working to raise awareness about the environment among visitors and members of staff, through different dissemination and training activities.

Aimed at visitors

- New outdoor recycling bins in the customer drop-off zone and Far West area.
- New bins for separating waste in large customer dining areas: The Old Steak House (Far West), Jeremias' (Far West), La Cantina (Méjico), Cactus Express (Méjico), Sichuan (China) and Pósit (Mediterránea).
- External communications plan to use social networks to promote World Day for Reducing CO₂ Emissions, World Water Day, Earth Day, and World Environment Day.
- Special communication on World Tourism Day publicizing that PortAventura World is adhered to the International Year of Sustainable Tourism.

Aimed at workers

- Communication to publicize PortAventura World's adhesion to the International Year of Sustainable Tourism.
- Publicizing of the review and publication of corporate documents related to the environment: update of the *General Environmental Practices Manual*; review of the 2017 Environmental Policy; Environmental Declaration; and 2016 Corporate Responsibility Report.

- Publicizing of the third edition of the Re Think Hotel Awards, where PortAventura receives special mention.
- Publicizing of renewal of the Environmental Quality Guarantee Certificate in hotels (Hotel PortAventura, Hotel El Paso, Hotel Caribe and Hotel Gold River).
- Corporate training initiative, Committed to the Environment, and specific environmental training for new staff via the e-learning platform.
- In-person environmental training at the unit specific to the post for new staff and some returning staff.
- Communications to raise awareness about important dates for the environment and about food waste.

Sustainable events at the Convention Centre

In 2017, PortAventura Business & Events published a guide entitled *Ideas, Tips and Suggestions to Make an Event More Sustainable and Committed to the Environment*, available online at www.portaventuraevents.com. The guide includes the services that customers can engage if they opt for an environmentally responsible event.

The guide also contains suggestions to: minimize the consumption of materials; calculate the CO₂ emissions generated and compensate for the carbon footprint by cooperating with an initiative; using recycled and/or reusable elements for décor; and promoting team-building activities that nurture respect for the environment.

Responsible resource consumption

Water

Water is a fundamental element in the functioning and theming of the Resort, which means correctly managing this resource is one of our greatest challenges. Water consumption is monitored on a daily basis with the goal of reducing it, through leakage tests, automatic watering in the parks, plumbing equipment fitted with water-saving systems and checking for potential leaks.

Ciqua is our own internal laboratory and it is responsible for monitoring water quality at PortAventura World. Its function is to plan, perform and/or supervise analytical water controls regarding human consumption (for drinking, hygiene and swimming), recreational water (for rides, fountains and ornamental effects), reclaimed water for watering, and waste water. Not only does it apply the different regulations in force on water, but it goes one step further by increasing the frequency of controls beyond what is required, and by performing quality controls on recreational water even though there is no specific legislation, to ensure the safety of visitors. All this takes place under the ISO 9001 quality certificate.

Main actions to improve in 2017

- Replacement of handbasin taps in park toilets with taps with a sensor, to avoid wasting water.
- Replacement of water pipes in the Hotel Gold River buildings, to avoid water leaks caused by deterioration.



9%

Decrease in water consumption for human use per 1,000 visits to parks compared to 2016



ANNUAL WATER CONSUMPTION BASED ON ORIGIN AND USE (m³)

	2015	2016	2017
Water coming from the municipal supply	786,395	768,652	885,289
Water for human consumption (used in restaurants, toilets, for personal hygiene, cleaning etc.)	492,730	455,820	550,917
PortAventura Park/PortAventura Caribe Aquatic Park	324,326	275,969	270,213
Ferrari Land	-	-	34,900
Hotels	167,475	179,106	244,991
PortAventura Convention Centre	929	745	813
Water for recreation and swimming ¹	291,055	311,638	331,293
PortAventura Park/PortAventura Caribe Aquatic Park	159,195	206,417	220,998
Hotels	131,860	105,221	110,295
Water for irrigation ²	2,610	1,194	3,079
PortAventura Park/PortAventura Caribe Aquatic Park	1,856	1,040	1,690
Ferrari Land	-	-	127
Hotels	754	154	1,262
Reclaimed water for irrigation, coming from the WWTP³	187,363	265,396	327,359
PortAventura Park/PortAventura Caribe Aquatic Park	107,928	170,206	185,248
Ferrari Land	-	-	13,943
Hotels	70,293	76,049	111,270
PortAventura Convention Centre	9,142	19,141	16,898
Total	973,758	1,034,048	1,212,648
Total consumption of water coming from the municipal supply for human consumption, recreational use and swimming at PortAventura World (m³ per 1,000 visits-overnight stays and year)	198.91	196.94	187.10
Total consumption of water for irrigation at PortAventura World (m³/m² garden)	0.0042	0.0019	0.0048
Irrigation water coming from the municipal supply	0.0042	0.0019	0.0048
Reclaimed water for irrigation, coming from the WWTP	0.30	0.43	0.51

Data taken from direct meter readings.

(1) Ferrari Land does not use water for recreation or swimming.

(2) When water coming from the WWTP (waste water treatment plant) is unsuitable for watering parks and gardens, either due to microbial contamination or salt concentrations, we have to use alternative sources, to ensure the survival of the plant life. In this case, consumption is totally conditional upon the quality of water sent by Vila-seca WWTP, Salou.

(3) This type of waste water has undergone a treatment process that allows it to be used for certain purposes, such as irrigation. The reclaimed water used in PortAventura World comes from tertiary treatment at the Vila-seca WWTP, Salou.

The Resort has a water network that separates waste water from rainwater, meaning it can make use of a certain amount of rain. This is the case with PortAventura Park's main lake, which collects almost all the rainfall in the park.



Energy

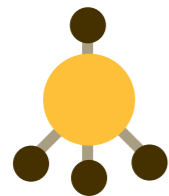
PortAventura World has an energy management system run from a control centre that makes it possible to monitor consumption on a daily basis. This system centralizes programmable automation controllers (PACs), which are responsible for controlling the main energy uses distributed throughout the resort facilities. Examples of the measures implemented to increase energy efficiency are: using energy-saving light bulbs/LEDs, and computerized control of electrical consumption. What is more, electricity in hotel bedrooms is activated via a key card, and the air conditioning switches off automatically when a window is opened.

Main actions to improve in 2017

- Implementation of a scheduled control system in Ferrari Land.
- Improvement of energy efficiency through equipment to automate spotlights in La Cantina restaurant, and luminaires replaced by LEDs.
- Renewal of control equipment to automate park lighting.
- Remodelling of the kitchen at Hotel PortAventura, with installation of LED lighting, better insulation and acquisition of cooling equipment with better energy efficiency.
- Improvement of climate control with installation of doors between the events zone and the kitchen in La Cantina restaurant.

100% of electricity consumed at PortAventura World in 2017 came exclusively from renewable energy sources without CO₂ emissions (Guarantee of Origin)

- Acquisition of seven electric buggies for internal transport use by staff.
- Promotion of the use of electric vehicles by our contractors by rewarding this with a higher tender score.
- Creation of a study plan on electric mobility, fleet and infrastructure. In 2018, we plan to provide the workforce with a platform that promotes car-sharing.



4%

Reduction in electricity consumption for every 1,000 visits in Resort facilities as a whole, including Ferrari Land, compared to 2016



22%

Reduction in consumption of natural gas for every 1,000 visits in Resort facilities as a whole, including Ferrari Land, compared to 2016





ANNUAL ENERGY CONSUMPTION (MWh)

	2015	2016	2017
Electricity	36,682	36,211	41,186
PortAventura Park/PortAventura Caribe Aquatic Park	22,341	22,223	21,840
Ferrari Land	-	-	3,625
Hotels	12,634	12,584	13,781
PortAventura Convention Centre	1,707	1,405	1,940
Natural gas	7,817	8,544	7,833
PortAventura Park/PortAventura Caribe Aquatic Park	1,950	1,670	1,528
Ferrari Land	-	-	64
Hotels	5,844	6,849	6,236
PortAventura Convention Centre	23	24	5
Other	1,354	1,116	1,011
Fuel	1,290	1,032	912
Propane gas	64	84	99
Total	45,853	45,871	50,030

ANNUAL ENERGY CONSUMPTION (MWh per 1,000 visits-overnight stays and year)

	2015	2016	2017
Electricity	7.36	7.32	7.06
PortAventura Park/PortAventura Caribe Aquatic Park/Ferrari Land	5.67	5.70	5.40
Hotels	13.13	12.88	13.08
PortAventura Convention Centre	20.99	19.39	28.21
Natural gas	1.57	1.73	1.34
PortAventura Park/PortAventura Caribe Aquatic Park/Ferrari Land	0.49	0.43	0.34
Hotels	6.07	7.01	5.92
PortAventura Convention Centre	0.28	0.33	0.07
Total	8.93	9.05	8.40

Waste recovery and waste-water quality

Waste

PortAventura World has a waste-management area and it engages companies specializing in this sector to manage its waste. These companies are responsible for installing container bins for the different waste fractions, collecting the waste and transporting it to an authorized agent, for recovery and treatment. The number of waste fractions generated depends on the operations involved in the activity, and recovery is the main way of managing waste, before treatment and disposal.

- Reuse of materials by donating disused materials to social organizations (e.g. materials from renovations in our hotels).

- Improvement of waste separation in internal zones.

In absolute values, in 2017, waste generation increased by 9.71% compared to 2016, owing to PortAventura Park being open for more days, the opening of Ferrari Land, and the return of the Cirque du Soleil, circumstances that have contributed to increasing visits by 18%.

Main actions to improve in 2017

- Positioning of bins to separate waste in large customer dining areas.
- Improvement of waste management at the Convention Centre.
- Installation of new recycling bins in the outdoor areas in the Far West zone, to encourage customers to separate waste.

QUANTITY OF WASTE GENERATED (t)

	2015	2016	2017
Non-hazardous waste	3,557	3,522	3,869
Hazardous waste	49	23	20
Total	3,606	3,545	3,889

WASTE MANAGEMENT METHODS

	2017
Management through a collection and transfer centre	2.08%
Composting	14.15%
Paper and cardboard recycling	11.13%
Recycling and recovery of metal and metal compounds	2.70%
Glass recycling	2.06%
Plastic recycling	50.98%
Disposal of inert waste	9.70%
Re-use in construction	0.94%
Wood recycling and re-use	4.01%
Solvent recovery	0.01%
Foodstuff recovery	0.77%
Disposal of non-special waste	0.39%
Physical-chemical and biological treatment	0.97%
Cable recovery	0.03%
Mineral-oil recovery	0.08%

Project launched to take advantage of uneaten food

In November, the Resort started implementing a project to take advantage of uneaten food, which involves freezing unopened excess food (packaged and labelled), generated in the table-service and self-service restaurants in the hotels, at the close of business on Sunday, so it can be donated. The food collected scrupulously complies with the applicable food-safety standards. The Baix Camp Workshop is responsible for collecting the food and distributing it to different organizations in the town of Reus, and the Tarragona Food Bank, so it can be distributed to families in other towns. PortAventura World and its partner organizations plan to extend this collection service to other facilities in the Resort.

334 kg
Food collected in 2017



0.67 t

Waste generated per 1,000 visits

34

Waste fractions separated

7%

Reduction in total waste generated for every 1,000 visits compared to 2016

14%

Reduction in hazardous waste generated compared to 2016

89%

Waste recovered

Waste water

Nearly 100% of water used for human consumption in PortAventura World becomes waste water. In the case of water for recreational use and swimming, only a small percentage is disposed of as waste water, after washing the filters.

All waste water generated in the resort is taken, via a sewer network, to the Vila-seca and Salou waste water treatment plant (WWTP), where it undergoes tertiary

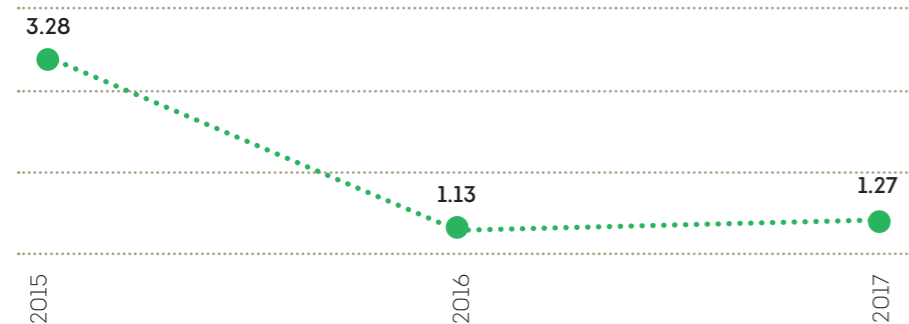
treatment to reclaim it, so it can be used for irrigation in the Resort, and even in some of Vila-seca's municipal parks and gardens. Periodic, voluntary, internal controls are performed on waste water in the four Resort sewer pipes: Vila-seca, General (Salou), Hotel El Paso and Hotel Caribe. These controls provide us with a series of data that we can use to carry out any necessary improvements.

Mitigating the carbon footprint

Atmospheric emissions are not significant in the activities of PortAventura World, though special attention is paid to controlling this aspect. Emission points are the diesel-oil steam trains, natural-gas boilers used for heating and/or hot water, carpentry and painting, motor vehicles, and gas combustion in the Templo del Fuego and FiestAventura. For the first three, emissions into the atmosphere are measured every three years, and the results obtained are within legal limits. The final two are considered diffuse emissions and are managed by controlling consumption.

Since 2008, PortAventura World has been working on calculating the carbon footprint of its activities and quantifying its greenhouse gas emissions, expressed in tonnes of CO₂. The calculations are based on the annual version in force of its *Practical Guide to Calculating Greenhouse Gas (GHG) Emissions*, published by the Catalan Office for Climate Change.

ANNUAL GREENHOUSE GAS EMISSIONS
(t of CO₂ per 1,000 visits-overnight stays and year)¹



(1) In 2016 and 2017, indirect emissions associated with electricity consumption were 0 t CO₂/kWh because 100% of the supply came exclusively from renewable energy sources without CO₂ emissions, Guarantee of Origin (GoO).
Sources: For calculating the estimation of greenhouse gas emissions expressed in tonnes of CO₂, we have taken into account: fugitive emissions of fluorinated gases from

cooling equipment, emissions from transportation via own fleet and fuel combustion (direct emissions, scope 1), electricity consumption (indirect emissions, scope 2), municipal waste treatment and consumption of drinking water for 2015 and 2016 (other indirect emissions, scope 3). March 2017 version of the *Practical Guide to Calculating Greenhouse Gas (GHG) Emissions*.

To reduce its carbon footprint, PortAventura World consumes electricity from renewable energy sources without CO₂ emissions (Guarantee of Origin)



Animal well-being and species conservation

PortAventura World, as a zoo, actively contributes to conserving species. Besides developing activities to publicize the biodiversity of birds that form part of the *Aves del Paraíso* show performed at its facilities, it collaborates with the Barcelona Zoo Foundation to develop bird con-

servation projects. A project to conserve the lesser grey shrike (*Lanius minor*), an endangered migratory bird, is currently under way.

Good practices for animal well-being

PortAventura World has an advanced program to provide veterinary attention for the animals in the zoo, and a protocol to control hygiene in the storage, preparation and supply of their food.

It also applies a series of measures to enrich their environment. For instance, all birds have perches with different shapes, to offer a variety of options for resting, and cages that contain birds of prey have perches with special padding, to prevent spurs forming on their claws.

Different toys are also put in the cages, so the birds can interact, and to help stimulate their senses. In enclosures containing very heavy birds, the floors are soft, to simulate walking on the forest floor, which prevents malformations.

The birds are washed every day, to help keep their plumage in good condition. Further to the exercise they have in their cages, their trainer takes them out to fly each day, to reinforce their relationship with the environment they live in, and to keep them fit. The most timid birds are protected by visual barriers, and all birds are kept at an appropriate temperature.

Finally, the Resort has a register for animals coming in and going out, so we know which animals are on site at all times. A video-surveillance system is in place to monitor intrusions by people or predatory animals, which may affect the comfort and well-being of the animals. Shows are supervised every day, and immediate notice is given of any incidents involving the animals that may affect their health or well-being.





ECONOMIC COMMITMENTS

A consistent investment policy for a successful model



The strength of a sustainable business model

2017 is a further demonstration of the strength of the PortAventura World business model, with sound economic results having been obtained. All business lines have grown, particularly the parks division, with a 16% increase compared to 2016, which is partly fruit of the opening of Ferrari Land. The hotels division has benefited from the good evolution of trade in parks and events, and a new occupancy record was reached in 2017.

The group's sustained growth is supported by the origin of our customers, with a significant number coming from international markets, primarily France, the United Kingdom and Russia, and the continual improvement of the national market.

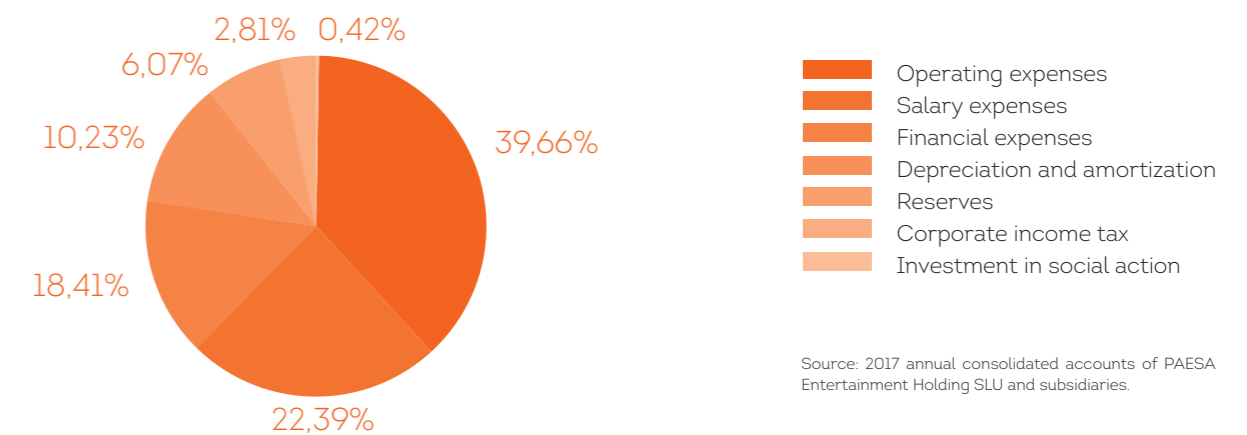
In 2017, PortAventura World increased its turnover by 16% compared to 2016, reaching 235 million euros

+16%	+14%	+73%
Revenue from parks compared to 2016	Revenue from hotels compared to 2016	Events business sales compared to 2016

KEY FIGURES (THOUSANDS OF EUROS)

	2015	2016	2017
Balance-sheet figures			
Non-current assets	934,196	968,483	997,964
Current assets	19,802	27,320	44,740
Net assets and liabilities	953,998	995,803	1,042,704
Current and non-current liabilities	492,577	515,062	548,418
Profit and loss account figures			
Equivalent turnover	191,160	203,055	234,957

VALUE ADDED STATEMENT 2017



Source: 2017 annual consolidated accounts of PAESA Entertainment Holding SLU and subsidiaries.

Ferrari land, our investment in the future

2017 was a special year for the group, which has been applying a consistent investment policy in recent years that has enabled it to develop different business areas related to entertainment, the hotel business and events, in a single tourist destination.

The opening of Ferrari Land has allowed it to take one step further in its strategy to expand its product range and to position PortAventura World as one of the biggest family resort on the Mediterranean. With an investment of nearly 100 million euros, the new Ferrari Land park offers customers a new experience linked to the Cavallino Rampante brand, in an area measuring 70,000 m², with 11 rides.

Ferrari Land will be the only Ferrari-branded theme park in Europe until 2030



Ferrari Land makes PortAventura World a leading global holiday destination

The spirit of Ferrari Land pays homage to Italian artistic heritage and Enzo Ferrari, represented through his iconic cars, symbols of speed, technology and innovation. Ferrari Land has been designed so visitors can experience the true excitement of the Ferrari legend. The new park, which occupies 70,000 m², has 11 rides for the whole family to enjoy, with a hefty dose of technology and adrenaline.

Presiding over the new park is the magnificent Ferrari Experience building, the heart of Ferrari Land, where all the family can experience complete immersion in the two worlds of the Italian brand, GT and F1, through two rides based on highly innovative technology, which have become global benchmarks.

The F1 experience is represented through the Racing Legends ride, an Omnimax-style theatre, with a wraparound dome, where visitors get the chance to feel like real racing

drivers behind the wheel of a Ferrari, travelling through Rome, or on the world's most-renowned circuits. The GT experience, designed by Flying Dreams, is a ride where visitors fly around the world in a Ferrari GT. Both rides are suitable for children. Also inside the Ferrari Experience, visitors will find the Ferrari Gallery, an interactive space.

Crowning the park skyline, Red Force is the highest and fastest vertical accelerator in Europe. Riders experience acceleration of 180 km/h in just five seconds, from a height of 112 m.

Visitors can also enjoy the Maranello Grand Race circuit, an exciting journey of over 500 m in one of the Italian firm's GT racing cars. Next to the circuit are the Thrill Towers, two towers that emulate giant pistons from a Formula 1 racing car. Each tower has individual features and offers its own experience for anyone deciding to try: one is a free-fall, while the other bounces.

Visitors will also find eight semi-professional simulators called Pole Position Challenge, where they can put their driving expertise to the test. In Junior Championship, children get to ride on a miniature reproduction of a Formula 1 car. Ferrari Land has its own Pit Stop Record, where two teams compete to see who can change the wheels of a Formula 1 racing car the fastest. Visitors will also find a Kids' Podium, a play structure for little ones.

The new park has a wide range of restaurants, which immerse the visitor in a truly Italian ambience: from the traditional Trattoria Italiana, inspired by the restaurant in Maranello (home to Ferrari's headquarters), to a themed fast-food restaurant inspired by the legend of Ferrari drivers and offering classic recipes, not to mention wonderful Italian ice-cream shops, which uphold the internationally renowned Italian tradition in ice-cream making.

Visitors can also discover the official Ferrari shop, where they can come away with a souvenir of their experience at the park, and exclusive branded merchandise. What is more, a photo-opportunity point is available, next to the entrance to the vertical accelerator.

Shows are one of the hallmarks of PortAventura World. That is why Ferrari Land has its own shows, too: an acrobatic show with an exclusive BMX exhibition, artistic gymnastics, acrobatic basketball, and varied street entertainment to liven up the walk around the park, with dance and representations of Italian folklore.

The Kid's Area will open in Ferrari Land in 2018, offering rides for children.

Suppliers aligned with our strategy



Suppliers, a key piece in the value chain

The PortAventura World supply chain encompasses very different categories and activity areas: construction; machinery and equipment; furniture and equipment; independent professional services; computing; marketing; advertising and public relations; maintenance services; food and drink; shows and events; supplies; consumables; textiles; and merchandise. The Procurement Department covers the operating needs of the theme parks, hotels and Convention Centre by acquiring and contracting products and services.

PortAventura World has a Suppliers' Portal, to properly manage the supply chain. Suppliers are registered on the portal when they are approved based on the assessment criteria established and explained under the following subject areas:

- Tax and financial information
- Financial and HR management
- Supplier code of ethics and sales techniques
- Quality and environmental management systems
- Corporate responsibility
- Supplier declarations.

We use this portal, which is accessible via the PortAventura World corporate website, to carry out the supplier approval process. Corporate responsibility criteria are included to ensure our suppliers are aligned with the company's sustainability principles.

Acceptance of the Code of Ethics and Professional Conduct by PortAventura World suppliers and contractors is required for the vast majority of suppliers that wish to become approved and to take part in the regulated tender procedures for works, services and supplies, in which we

apply principles similar to those of public procurement, including transparency, fair treatment and free access. Legal Services and Purchasing take part in the approval process and supervise it, and the phases of selecting bidders, awarding contracts, formalizing contracts and paying for the works, services or supplies are distinguished from each other. The Prevention, Food Quality and Corporate Responsibility areas play an indirect role in the supplier approval process.

95%

Active suppliers evaluated based on criteria related to the environment, employment practices and human rights in 2017

83%

Active approved suppliers with a favourable result in 2017

84%

New suppliers assessed in 2017 based on criteria related to the environment, employment practices and human rights¹

(1) Regarding previous editions of the report, the calculation formula for the indicator has changed to bring it closer to the reality experienced at PortAventura World. The calculation included all new suppliers in 2017 with activity and invoicing exceeding €3,000, including approved and non-approved ones, and all of them were submitted to an assessment process.



II Dialogue with Suppliers

Dialogue with Suppliers day took place for the second year running. This event aims to involve this group in the Resort's business strategy. The gathering took place at the Convention Centre, with more than 90 different companies in attendance. During the day, suppliers were told about the company's present and future, its 2017-2020 purchasing calendar, and its assessment system, which is based on equity and sustainability.



122

Volume of purchases from suppliers (millions of euros, incl. VAT)

81%

National suppliers (Spain)

97%

Suppliers from European countries

87%

Amount invoiced by national suppliers (Spain, incl. VAT)

1,048

Suppliers



Strategic alliances with sponsors and partners

PortAventura World has prestigious official sponsors and partners, to make sure its visitors enjoy the best possible experience in products and services.



Social audits on Asian manufacturers

PortAventura World extended its commitment to sustainability in supplier relations to encompass products manufactured in Asia that are sold in its shops. Since 2016, certificates have been accepted proving mandatory compliance in social audits at suppliers' factories in Asia (China, Thailand, Bangladesh and Indonesia). Only audi-

tors and certificates of renowned prestige are allowed, and a high degree of compliance is required for suppliers to be accepted. Furthermore, a trade relationship has not been established with suppliers whose factories do not achieve the minimum score required, or those that have refused performance of this audit.

Accepted certification	Main topics analyzed	Number of audits 2017
Asia Inspection	Hygiene, health and safety, waste management, child and juvenile labour, employment practices (including forced labour, worker representation, disciplinary practices and discrimination), working hours and salaries.	9
SEMEX (SMETA social audit)	Management systems and implementation code, freedom to select job, freedom of association, safety and hygiene conditions, child labour, salaries and benefits, discrimination, regular employment, subcontracting and working from home, severe or inhumane treatment, right to work, environment and trading ethics.	11
BSCI	Social management system and knock-on effect, involvement of employees and protection, right to the freedom of association and collective bargaining, non-discrimination, fair salaries, decent working hours, occupational health and safety, child labour, special protection of young staff members, precarious employment, slavery to cover debts, environmental protection, ethical behaviour of the business.	7
ICTI	Working hours, salaries and compensation, child workers, forced labour and prison labour, disciplinary practices, discrimination, worker representation, facilities, fire and environmental protection, health and safety.	15
SA8000:2008	Child labour, forced or mandatory labour, health and safety, freedom of association and the right to collective bargaining, discrimination, disciplinary practices, working hours, remuneration and management systems.	4
INTERTEK	Employment practices, salaries and working hours, health and safety, management systems and environment.	3
Total		49

PortAventura World with the Coca-Cola Hostelería #PorElClima initiative

The initiative translates to a website aimed at the hospitality sector, with recommendations in six spheres: water, energy, responsible consumption, waste, mobility and carbon footprint. It aims to help hotel establishments apply actions to make them into more sustainable spaces and reduce their environmental footprint, thereby contributing to slowing down climate change.

Hostelería #PorElClima is a sequel to Compromiso #PorElClima and Comunidad #PorElClima, all initiatives led by Coca-Cola.





GRI CONTENT INDEX

The following table shows the index of general and specific basic content of the Global Reporting Initiative (GRI), in accordance with the GRI Standards, for the option: "In accordance, Core". The table shows the year of publication of the GRI Standard used.

Foundation and general basic content

GRI Standards indicator	Page/direct response	Omissions	External assurance																																								
GRI 102 General basic content 2016																																											
Organization profile																																											
102-1 Name of the organization	5, 16		●																																								
102-2 Activities, brands, products and services	16		●																																								
102-3 Location of headquarters	Avda. Alcalde Pere Molas, km 2, 43480, Vila-seca, Tarragona		●																																								
102-4 Location of operations	16		●																																								
102-5 Ownership and legal form	5		●																																								
102-6 Markets served	68-69		●																																								
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102-7 Scale of the organization	12-13, 17, 105		●																																																
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102-8 Information on employees and other workers	49		●																																																
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	<p>NB: The PortAventura Foundation, a separate entity to PortAventura World, has one worker on its workforce. This person has a managerial role, with a permanent, full-time employment contract. The data presented in the following tables do not include the Foundation worker.</p>																																																		

GRI Standards indicator	Page/direct response	Omissions	External assurance
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Workforce according to contract type and working day (on 31 December)

		Contract	Working day	
2015	Men	Permanent	351	452
	Women		732	742
	Men	Temporary	148	47
	Women		208	198
2016	Men	Permanent	383	464
	Women		737	741
	Men	Temporary	136	55
	Women		234	230
2017	Men	Permanent	476	555
	Women		866	863
	Men	Temporary	144	65
	Women		206	209

Workforce according to employment category (on 31 December)

	2015	2016	2017
Executives and area managers	33	35	32
Men	18	20	19
Women	15	15	13
Supervisory, technical and administrative roles	482	495	570
Men	167	176	212
Women	315	319	358
Operations staff	924	960	1,090
Men	314	322	389
Women	610	638	701

GRI Standards indicator	Page/direct response	Omissions	External assurance
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102-9
Supply chain

108-113

Supplier distribution by country of origin 2017

Europe	1,015	Asia and Oceania	8	Africa	1
Spain	845	China	2	United Arab Emirates	1
Germany	24	Hong Kong	4	America	24
Belgium	8	Russia	2	Mexico	1
Denmark	1			United States	21
France	25			Canada	1
Holland	6			Guatemala	1
United Kingdom	53				
Ireland	8				
Italy	33				
Liechtenstein	2				
Portugal	2				
Czech Republic	1				
Switzerland	6				
Andorra	1				

Main supplier indicators

	2015	2016	2017
Number of suppliers	1,053	1,076	1,048
Volume of purchases from suppliers (millions of euros incl. VAT)	118.3	121.33	121.93
National suppliers (Spain)	86%	79%	81%
Amount invoiced by national suppliers (Spain incl. VAT)	91%	91%	87%

Certificates accepted and number of audits

	2016	2017
Asia Inspection	8	9
SEMEX (SMETA social audit)	7	11
BSCI	5	7
ICTI	11	15
SA8000:2008	3	4
INTERTEK	3	3
Brand certificates (specify brands)	6	0

GRI Standards indicator	Page/direct response	Omissions	External assurance								
102-10 Significant changes to the organization and its supply chain	5, 12, 106-107 The shareholders of PortAventura World, Italian investment group Investindustrial (50.1%) and US fund KKR (49.9%), have created a new investment fund to prolong their presence in the company, making it the most profitable theme park in Europe. Investindustrial and KKR are still backing tourism in southern Europe and offering a combination of quality and diverse hotel ranges and family entertainment. Following creation of the new fund, PortAventura World is consolidated as a long-term investment.		●								
102-11 Precautionary principle or approach	86		●								
102-12 External initiatives	20, 29, 31, 33, 86		●								
102-13 Membership of associations	24		●								
Strategy											
102-14 Statement from senior decision-maker	8-9		●								
Ethics and integrity											
102-16 Values, principles, standards and norms of behaviour	20, 35		●								
Governance											
102-18 Governance structure	20, 23, 86		●								
Stakeholder participation											
102-40 List of stakeholder groups	35		●								
102-41 Collective-bargaining agreements	49	<table border="1"> <thead> <tr> <th></th> <th>2015</th> <th>2016</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>Workforce covered by the agreement</td> <td>98%</td> <td>98%</td> <td>98%</td> </tr> </tbody> </table>		2015	2016	2017	Workforce covered by the agreement	98%	98%	98%	●
	2015	2016	2017								
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102-42 Identifying and selecting stakeholders	PortAventura World has identified its stakeholders based on criteria such as: dependence (those who depend on its activities, products or services, or those it depends on, to continue its activities); liability (commercial, legal, operational, social, etc.); proximity (those who are within the local area); and influence (those who can have an impact on strategy or trade).		●								

GRI Standards indicator	Page/direct response	Omissions	External assurance																		
102-43 Approach to stakeholder engagement	82-83		●																		
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GRI Standards indicator	Page/direct response	Omissions	External assurance
Customer satisfaction (score out of 5)			
	2015	2016	2017
Overall rating for PortAventura Park	4.16	4.22	4.19
Overall rating for PortAventura Caribe Aquatic Park	4.13	4.09	4.18
Overall rating for Ferrari Land	-	-	3.78
Overall rating for stays in Resort hotels	4.10	4.14	4.07
Overall rating for the Convention Centre	4.03	3.98	4.16
102-44 Key topics and concerns raised	82-83		●
Practices for producing reports			
102-45 Entities included in the consolidated financial statements	5		●
102-46 Defining report content and topic boundaries	36 For the 2017 edition of the report, we performed a new materiality analysis to replace the one performed in 2015, which was used for the 2014, 2015 and 2016 reports. The current analysis is based on the indicators in the GRI Standards. The process, as was the case in the previous study, was led by the Corporate Responsibility Area, and has benefited from the involvement of managers from departments in the organization and specific areas that are related to the different stakeholders.		●
	1. Identification. To determine the areas of greatest general interest, topics relevant to the sector where PortAventura World operates were identified. This exercise was performed by developing a sectoral benchmarking study that included other theme parks and resorts. This phase was completed with the analysis of reference standards developed by the Global Reporting Initiative and Governance & Accountability.		
	2. Prioritization. To prioritize the topics identified above, targeted research was carried out by asking stakeholders to complete an online survey. Participating in the internal assessment were the shareholders and members of the Management Committee and, for the external assessment: customers (travel agencies and tour operators), employees, suppliers, representative entities from society and, for the first time, visitors were also included as a stakeholder. Based on the responses received, the results obtained are considered to be representative of the stakeholders of PortAventura World. For statistical analysis, the responses are weighted depending on the stakeholder, to provide a more coherent and consistent overview of the reality of PortAventura World, so that the weight of each group is directly proportional to its degree of importance to the Group as a whole.		
	As a result of the process, the priority topics for PortAventura World and its stakeholders were identified. They are reflected in the materiality matrix, which classifies these topics based on their internal and external relevance.		
	3. Review and validation. To make sure that the materiality study provides a reasonable and balanced reflection of topics that are relevant to ensuring the sustainable performance of PortAventura World, the results obtained were analyzed in detail. Importance was placed on topics that are highly significant for one of the perspectives (stakeholders or PortAventura World), in addition to local communities.		

GRI Standards indicator	Page/direct response	Omissions	External assurance
102-47 List of material topics	36		●
102-48 Restatements of information	108		●
102-49 Changes in reporting	36		●
102-50 Reporting period	5		●
102-51 Date of most recent report	2016		●
102-52 Reporting cycle	Annual		●
102-53 Contact point for questions regarding the report	5		●
102-54 Claims of reporting in accordance with the GRI standards	5, 116		●
102-55 GRI content index	116-137		●
102-56 External assurance	5		●

Material topics

Indicadores	Página o respuesta directa	Omissiones	Verificación															
Economic topics																		
GRI 103: Management approach 2016 Linked to GRI 201: Economic performance, GRI 203: Indirect economic impacts and GRI 205: Anti-corruption																		
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>GRI 201: Economic performance</td> <td>Inside and outside the organization</td> <td>Direct and indirect</td> </tr> <tr> <td>GRI 203: Indirect economic impacts</td> <td>Inside and outside the organization</td> <td>Direct and indirect</td> </tr> <tr> <td>GRI 205: Anti-corruption</td> <td>Inside and outside the organization</td> <td>Direct and indirect</td> </tr> <tr> <td>Innovation</td> <td>Inside and outside the organization</td> <td>Direct</td> </tr> </tbody> </table>	Material topic	Boundary ¹	Involvement ²	GRI 201: Economic performance	Inside and outside the organization	Direct and indirect	GRI 203: Indirect economic impacts	Inside and outside the organization	Direct and indirect	GRI 205: Anti-corruption	Inside and outside the organization	Direct and indirect	Innovation	Inside and outside the organization	Direct		●
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GRI Standards indicator	Page/direct response	Omissions	External assurance
103-2 The management approach and its components	20, 22, 52, 73, 104, 107		●
103-3 Evaluation of the management approach	20, 22, 52, 73, 104, 107		●

GRI 201: Economic performance

GRI Standards indicator	Page/direct response	Omissions	External assurance
201-1 Direct economic value generated and distributed	41, 105		●

In thousands of euros	2015	2016	2017
Economic value created	199,307.00	210,280.00	242,387.00
Turnover	191,160	203,055	234,957
Financial revenue	115	46	63
Stock variation	770	794	752
Other revenue	7,258	6,381	6,611
Subsidies	4	4	4
Distributed economic value	162,005.00	168,435.00	202,868.00
Operating costs	75,699	77,990	96,142
Salary costs	43,208	47,968	54,275
Income taxes	10,732	10,737	6,807
Finance costs	31,447	30,761	44,632
Investment in social action	919	979	1,012
Retained economic value	37,302.00	41,845.00	39,519.00
Depreciation	20,752	22,259	24,805
Reserves	16,550	19,586	14,714
Distributed and retained economic value	199,307.00	210,280.00	242,387.00

GRI 203: Indirect economic impacts

GRI Standards indicator	Page/direct response	Omissions	External assurance
203-2 Significant indirect economic impacts	52		●

PortAventura World is a resort that, beyond economic profits for business, has a significant impact on its surrounding area, fundamentally in terms of global impact on tourism development, restructuring the region, and fostering new growth, through enriching the region as a product and generating synergies with the rest of the productive offer (Source: Antón Clavé, S. (2010): "Leisure Parks and Destination Redevelopment: the Role of PortAventura", *Journal of Policy Research in Tourism, Leisure and Events*).

PortAventura World has created improvements in tourism in Catalonia, in both qualitative and quantitative terms. In addition to influencing production and consumption, diversifying the tourism product, prolonging the season and creating activity and employment in different sectors, the Resort has a direct effect on the region. Notable effects include restructuring and growth of the regional infrastructure system (for instance, the road network) and its tourist facilities (e.g. the hotel industry).

GRI Standards indicator	Page/direct response	Omissions	External assurance
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GRI 205: Anti-corruption

GRI Standards indicator	Page/direct response	Omissions	External assurance
205-2 Communication and training about anti-corruption policies and procedures	The Code of Ethics and Professional Conduct addresses one of the general principles of behaviour for professionals at PortAventura World: anti-corruption and fraud. It establishes that PortAventura World professionals: <ul style="list-style-type: none"> • must act in accordance with existing internal procedures to avoid situations of fraud, bribery, corruption and crimes against the tax authorities and social security; • must inform their managers in advance of all negotiations and contracting on behalf of PortAventura World and refrain from making any type of offer to authorities, agencies, public authorities and any other institutions, and decline and internally report any offers that may arise of remuneration of any type; • have a duty to internally report any breach of the code of ethics and rules of PortAventura World related to this matter. 		●

In June 2013, all executives and area managers received training on the Code of Ethics and Professional Conduct. There have been no changes to these documents or in relation to the principles they contain, so in 2016, no such training was given. However, in 2017, the Compliance Officer received 40 hours of training on this subject (specialist course in regulatory compliance), which includes anti-corruption training.

Training on anti-corruption policies and procedures by professional category (Workforce on 31 December)

	2017
Executives and area managers	13
% Executives and area managers	41%
Supervisory, technical and administrative roles	173
% Supervisory, technical and administrative roles	30%
Operations staff	0
% Operations staff	0%

In 2015 and 2016 no training was given.

All members of the governing body and employees have been informed about the Code of Ethics and Professional Conduct and the respective anti-corruption policies and procedures.

Innovation

GRI Standards indicator	Page/direct response	Omissions	External assurance
New rides, facilities and services	73, 104-107		●

Environmental topics

GRI Standards indicator	Page/direct response	Omissions	External assurance
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GRI 103: Management approach 2016
 Linked to GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 305: Emissions, GRI 306: Effluents and waste, GRI 308: Supplier environmental assessment, Environmental criteria in the design and construction of facilities, Environmental awareness, and Animal well-being.

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 301: Materials	Inside and outside the organization	Direct and indirect	●
	GRI 302: Energy	Inside and outside the organization	Direct and indirect	
	GRI 303: Water	Inside and outside the organization	Direct and indirect	
	GRI 305: Emissions	Inside and outside the organization	Direct and indirect	
	GRI 306: Effluents and waste	Inside and outside the organization	Direct and indirect	
	GRI 308: Supplier environmental assessment	Outside the organization	Direct and indirect	
	Environmental criteria in the design and building of facilities	Inside the organization	Direct	
	Environmental awareness	Inside the organization	Direct	
	Animal well-being	Inside the organization	Direct	

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103-2 The management approach and its components	86-100		●
103-3 Evaluation of the management approach	86-100		●

GRI 301: Materials

301-1 Materials used by weight or volume	2015	2016	2017	
Materials of non-renewable origin				
Chemical products for swimming pool and lake maintenance (t) ¹	770.68	664.93	671.12	
Luminaries (Unit)	17,534	19,441	19,917	
Cleaning products (l)	94,695	109,088	148,680	
Oils and lubricants (l)	9,831	12,165	7,815	
Materials of renewable origin				
Bags for selling products in Resort shops (kg)	10,618	11,156	19,122	
Office paper (kg) ²		19,646	20,594	

(1) From 2015, consumption by our service providers for chemical products used to maintain the swimming pools and lakes, and cleaning products are included.
 (2) The data from 2016 have been re-expressed and now include all paper consumed in Resort offices; previously, only one type of paper was included.

GRI Standards indicator	Page/direct response	Omissions	External assurance
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GRI 302: Energy

302-1 Energy consumption within the organization	92, 95		●
302-3 Energy intensity	92, 95		●

GRI 303: Water

303-1 Water withdrawal by source	89-90		●
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GRI 305: Emissions

305-4 GHG emissions intensity	98	2015	2016	2017	
Greenhouse gas emissions (t)					
GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 1, 2 and 3		3.28	1.13	1.27	
GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 1 and 2		2.95	0.80	0.97	
GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 3		0.36	0.32	0.30	
GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 1, 2 and 3		9.47	3.17	3.85	
GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 1 and 2		8.50	2.26	2.95	
GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 3		1.04	0.90	0.90	

GRI Standards indicator	Page/direct response	Omissions	External assurance
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GRI 306: Effluents and waste

306-2
Waste by type and disposal method

	Recovery route	2015	2016	2017
Management through a collection and transfer centre	T62	2.04%	1.85%	2.08%
Stabilization	T33	2.45%	0.00%	0.00%
Specific physicochemical treatment	T32	0.00%	0.00%	0.00%
Composting	V83	15.45%	15.04%	14.15%
Paper and cardboard recycling	V11	11.43%	11.52%	11.13%
Recycling and recovery of metal and metal compounds	V41	2.97%	2.62%	2.70%
Glass recycling	V14	2.13%	2.16%	2.06%
Plastic recycling	V12	51.29%	52.05%	50.98%
Disposal of inert waste	T11	3.42%	4.53%	9.70%
Use in construction	V71	3.52%	4.42%	0.94%
Wood recycling and re-use	V15	3.55%	2.95%	4.01%
Solvent recovery	V21	0.01%	0.02%	0.01%
Hydrocarbon recovery	V23	0.00%	0.00%	0.00%
Foodstuff recovery	V33	0.75%	0.75%	0.77%
Disposal of non-special waste	T12	0.23%	1.35%	0.39%
Physicochemical and biological treatment	T31	0.76%	0.54%	0.97%
Cable recovery	V45	0.00%	0.16%	0.03%
Mineral-oil recovery	V22		0.05%	0.08%
Percentage of waste recovered		93%	93%	89%

GRI 308: Supplier environmental assessment

308-1
New suppliers that were screened using environmental criteria

108
The environmental aspects considered when evaluating suppliers are as follows: existence of a precautionary approach that favours the environment; development of initiatives that promote environmental responsibility and measures to reduce consumption of natural resources (correct waste management, efficient water use and energy saving); use of technologies that respect the environment; extension of the environmental commitment to encompass suppliers of products and services contracted and requiring improvements in environmental protection; availability of an environmental policy that is also applicable to suppliers; development of environmental training and awareness-raising initiatives for the workforce; compliance with the legislation in force on the environment; availability of an environmental management system that is documented and/or certified by a third party; consideration of specific environmental criteria when providing services to the PortAventura Group; and calculation and publication of the carbon footprint.

Suppliers assessed according to environmental criteria	2015	2016	2017
% new suppliers assessed according to environmental criteria	55%	73%	84%

GRI Standards indicator	Page/direct response	Omissions	External assurance
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Environmental criteria for designing and building facilities

Environmental criteria considered when designing and building facilities

When executing a new project, PortAventura World identifies its environmental aspects by considering the following categories: consumption, chemical products, emissions, outdoor lighting, noise, waste, discharge and potential aspects (incidental and accidental). Once identified, the elements needed to control these aspects are detailed, in addition to the equipment and facilities that require legalization.

Furthermore, PortAventura World has a manual of environmental criteria for contracting services and purchasing materials, which specifies the environmental criteria for engaging an engineering service to construct and design spaces. Two types of environmental criteria related to procurement are identified. On one hand, specific criteria for building materials, for instance: use of prefabricated elements, use of certified wood elements or recycled materials, use of natural gypsum and chalk, use of bio-concrete, use of paint with an ecolabel or paint whose components have been selected for their low or zero toxicity, use of polypropylene, polybutylene and polyethylene in plumbing, sanitation and electric installations, and whether or not the materials have ecolabels. On the other hand, specific criteria for space design: class B or above energy efficiency for the building in project phase, taking maximum advantage of natural light, artificial lighting with class A or above energy efficiency, lighting with movement detectors in spaces that will not be used by the public, bioclimatic architectural solutions, class A or above climate control equipment, class A or above boilers for hot water and/or heating, class A or above cooling equipment (cooling installations), double-glazed glass on outer windows, openings in roofs and façades with external elements or situated between two windows, reduction of heat islands, separation of rain and waste water, collection of rainwater to be put to other compatible uses, inclusion of water-saving devices on taps/showers, inclusion of water saving devices on toilets and urinals, inclusion of water-saving devices on irrigation systems, inclusion of fat separators (restaurants) and hydrocarbon separators (workshops) before connection to waste-water systems, inclusion in the car parks of recharge points for electric vehicles, and making sure that people with reduced mobility have accessibility to spaces.

Environmental awareness

Actions organized to provide information and raise awareness about the environment aimed at employees and visitors 88

Animal well-being

Actions organized for bird conservation and to guarantee animal well-being 100

Social topics

GRI Standards indicator	Page/direct response	Omissions	External assurance																																							
GRI 103: Management approach 2016																																										
Linked to GRI 401: Employment, GRI 402: Labour/management relations, GRI 403: Occupational health and safety, GRI 404: Training and education, GRI 405: Diversity and equal opportunities, GRI 406: Non-discrimination, GRI 413: Local communities, GRI 414: Supplier social assessment, GRI 416: Customer health and safety, Communications and customer satisfaction, Food safety and healthy eating habits, and Merchandise safety.																																										
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401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	50		●																																							
GRI 402: Labour/management relations																																										
402-1 Minimum notice periods regarding operational changes	In 2015, a new collective agreement came into force (2015-2019) entered into between the Port Aventura Group (comprising the following companies, at signing: Port Aventura Entertainment S.A.U., Port Aventura Viajes S.A.U., and Hotel Caribe Resort S.L.), the Port Aventura Entertainment S.A.U. Business Committee, and the CC.OO. (Workers' Commissions union) and its union section in the Port Aventura Group. The collective agreement (2015-2019) establishes notice periods for employees and the company. Given that, due to its nature, the intensity of PortAventura World's activities is variable and unpredictable over the long term, notice of the working hours for each month must be given to the members of staff affected by irregular working hours on the 25 th of the preceding month, through publication of the corresponding schedule on the unit bulletin board.		●																																							

GRI Standards indicator	Page/direct response	Omissions	External assurance																																																																								
GRI 403: Occupational health and safety																																																																											
403-1 Workers representation in formal joint management-worker health and safety committees	64		●																																																																								
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403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	64		●																																																																								
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GRI Standards indicator	Page/direct response	Omissions	External assurance
GRI 404: Training and education			
404-1 Average hours of training per year per employee	60		
Average training hours per employee, by sex and employee category (h/employee)			
	2015	2016	2017
Global (men and women)	9.53	9.37	9.45
<i>Men</i>	10.03	10.32	8.63
Executives and area managers	41.89	25.30	18.46
Supervisory, technical and administrative roles	10.35	16.54	9.87
Operations staff	7.79	7.93	7.81
<i>Women</i>	9.26	8.85	9.95
Executives and area managers	36.09	21.54	23.94
Supervisors, technicians and office workers	13.35	15.42	14.28
Operations staff	6.51	6.97	8.49
Other training indicators			
	2015	2016	2017
Training hours	28,595	25,319	32,231
Workforce trained	3,002	2,702	3,410
Workforce that has received some form of training during the year	89.51%	80.34%	89.95%
Workforce participating in distance training	-	19%	90% ⁽¹⁾
(1) The increase in distance-training hours compared to 2016 is due to the fact that a large proportion of the training –both on-boarding training for new staff and training to bring staff up to date on occupational risk and food safety– has been carried out using this method.			
404-2 Programs for upgrading employee skills and transition assistance programs	59-60		

GRI Standards indicator	Page/direct response	Omissions	External assurance
404-3 Percentage of employees receiving regular performance and career development reviews	62		
Average number of employees over the year subject to variable remuneration (on 31 December)			
	2015	2016	2017
Average number of employees over the year subject to variable remuneration (on 31 December)	14%	17%	17%
Average number of employees over the year subject to variable remuneration by sex and job category (on 31 December)			
	2016	2017	
<i>Men</i>	22%	20%	
Executives and area managers	100%	100%	
Supervisory, technical and administrative roles	52%	49%	
Operations staff	0%	0%	
<i>Women</i>	15%	16%	
Executives and area managers	100%	100%	
Supervisory, technical and administrative roles	42%	43%	
Operations staff	0%	0%	
Average employees over the year subject to a performance evaluation (on 31 December)			
	2016	2017	
<i>Men</i>	73%	71%	
Executives and area managers	0%	0%	
Supervisory, technical and administrative roles	59%	45%	
Operations staff	82%	84%	
<i>Women</i>	75%	76%	
Executives and area managers	0%	4%	
Supervisory, technical and administrative roles	63%	62%	
Operations staff	84%	85%	
Note: No data for 2016 is available.			

GRI Standards indicator	Page/direct response	Omissions	External assurance
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GRI 405: Diversity and equal opportunities

405-1
Diversity of governance
bodies and employees

55, 57, 59

Female staff by employment category (on 31 December)	2015	2016	2017
Executives and area managers	45%	43%	42%
Supervisory, technical and administrative roles	65%	64%	63%
Operations staff	66%	66%	64%

Workforce by sex and age group (on 31 December)	2015	2016	2017
≤25 years old	292	327	425
Men	119	131	181
Women	173	196	244
26-35 years old	348	320	337
Men	124	111	127
Women	224	209	210
36-45 years old	488	518	562
Men	162	179	192
Women	326	339	370
46-55 years old	227	229	275
Men	80	81	100
Women	147	148	175
56-65 years old	81	95	92
Men	14	17	20
Women	67	78	72
+65 years old	3	1	1
Men	0	0	0
Women	3	1	1

Regarding the composition of the governing body (Board of Directors) by age group (employees on 31 December), the seven members that comprise this body are all men aged over 50 years old.

GRI Standards indicator	Page/direct response	Omissions	External assurance
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Workforce by nationality (on 31 December)

Country	2017		
	Women	Men	Total
Germany	1	4	5
United States of America	0	1	1
Algeria	1	0	1
Argentina	4	4	8
Belgium	2	0	2
Bolivia	1	0	1
Brazil	2	1	3
Bulgaria	1	0	1
Cameroon	1	0	1
Czech Republic	0	1	1
Chile	1	2	3
Colombia	4	5	9
Democratic Republic of Congo	0	1	1
Croatia	0	1	1
Cuba	0	1	1
Dominican Republic	1	0	1
Ecuador	1	0	1
Slovakia	1	0	1
Slovenia	1	1	2
Spain	983	546	1,529
France	6	2	8
Georgia	0	1	1
Equatorial Guinea	1	4	5
India	1	0	1
Holland	1	0	1
Italy	5	9	14
Kirghiz Soviet Socialist Republic	1	0	1
Latvia	1	0	1
Lithuania	0	1	1
Morocco	11	19	30
Mexico	0	1	1
Moldavia	3	1	4
Panama	0	1	1
Peru	5	0	5
Poland	1	0	1
Portugal	2	2	4
Romania	13	4	17
Russia	5	2	7
Senegal	4	2	6
Ukraine	4	0	4
Uruguay	0	2	2
Venezuela	3	1	4
Total	1,072	620	1,692

GRI Standards indicator	Page/direct response	Omissions	External assurance
Own staff with special needs by employment category (on 31 December and 12 months earlier)⁽¹⁾			
	2015	2016	2017
Executives and area managers	1	1	0
Supervisory, technical and administrative roles	9	8	8
Operations staff	35	36	39
Total	45	45	47
Percentage of workers on the workforce with some kind of disability	1.93%	1.90%	1.79%
(1) The calculation formula for the data is presented with the data for 31 December and 12 months earlier.			
GRI 406: Non-discrimination			
406-1 Incidents of discrimination and corrective actions taken	PortAventura World applies the principles of honest treatment and respect for human rights as established in its Code of Ethics and Professional Conduct, so that relations between all the company's professionals and suppliers should be characterized by fair, polite and respectful treatment. PortAventura World has no recorded incidents of discrimination with regard to its workforce, customers, suppliers, contractors, external staff or society in general for 2017.		●
GRI 413: Local communities			
413-1 Operations with local community engagement, impact assessments, and development programs	40-46, 50-52, 59		●
GRI 414: Supplier social assessment			
414-1 New suppliers that were screened using social criteria	108 The social aspects considered when assessing suppliers are as follows: level of employment practices; compliance with local health and safety regulations; availability of a third-party certified occupational risk prevention system; availability of the occupational risk prevention certificate and certificate of the medical aptitude of all workers; and the existence of a civil liability policy for professional risks with the corresponding receipt of payment. Regarding human rights: adhesion to the United Nations Global Compact; support for freedom of association and effective recognition of the right to collective bargaining; compliance with local labour regulations, including workers' rights regarding contracting, working hours, salary, etc.; support for the protection and respect of internationally recognized basic human rights; respect for the rights of children to be protected against economic exploitation; support for the elimination of all types of forced and compulsory labour and abuses of authority; respect for equal opportunities and rejection of discriminatory practices in the workplace; compliance with the legislation in force on workers' rights; occupational health and/or safety; and extension of the commitment to human rights to encompass the supply chain.		●
Suppliers assessed based on social criteria	2015	2016	2017
% new suppliers assessed based on social criteria	55%	73%	84%

GRI Standards indicator	Page/direct response	Omissions	External assurance	
GRI 416: Customer health and safety				
416-1 Assessment of the health and safety impacts of product and service categories	74-81		●	
Communications and customer satisfaction				
Presence on social networks and digital channels	73		●	
		2015	2016	2017
Facebook fans		324,483	504,677	601,895
Twitter followers		57,032	72,930	84,099
Instagram followers		29,422	85,034	139,573
YouTube subscribers		9,593	17,020	24,786
Vkontakte fans		2,929	2,948	3,052
Total		423,459	682,609	853,405
Food safety and healthy eating habits				
Number of health and hygiene audits (internal and external) carried out over the year	79			●
		2015	2016	2017
Health and hygiene audits		280	420	459
External audits		66	133	184
Internal audits		214	287	275
Number of supplier audits (internal and external) carried out over the year	79			●
		2015	2016	2017
Supplier audits		2	2	4
External audits		2	2	4
Merchandise safety				
Regulations and standards considered to ensure the safety of merchandise	81			●



GLOBAL COMPACT TABLE OF CONTENTS

Global Compact table of contents

Principles of the United Nations Global Compact	Pages or direct response	GRI Standards
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.	20, 55-59, 108, 113	GRI 406, GRI 407, GRI 408, GRI 409, GRI 410, GRI 411, GRI 412, GRI 413, GRI 414
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	20, 55-59, 108, 113	GRI 406, GRI 407, GRI 408, GRI 409, GRI 410, GRI 411, GRI 412, GRI 414
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	49	102-41, GRI 402, GRI 407
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.	20, 108, 113 The Code of Ethics and Professional Conduct at PortAventura World works towards the elimination of all forms of forced or compulsory labour.	GRI 409
Principle 5: Businesses should uphold the effective abolition of child labour.	20, 108, 113 The Code of Ethics and Professional Conduct at PortAventura World works towards the eradication of child labour.	GRI 408
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	55-59, 108	102-8, GRI 401, GRI 402, GRI 403, GRI 404, GRI 405, GRI 414, GRI 103, GRI 406
Principle 7: Businesses should support a precautionary approach to environmental challenges.	86-100, 108	GRI 301, GRI 302, GRI 303, GRI 304, GRI 305, GRI 306, GRI 307, GRI 308
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.	86-100, 108	GRI 301, GRI 302, GRI 303, GRI 304, GRI 305, GRI 306, GRI 307, GRI 308
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	86-100, 113	GRI 301, GRI 302, GRI 303, GRI 304, GRI 305, GRI 306, GRI 307, GRI 308
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	20-22, 108	GRI 205, GRI 415

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