

# 2019

## Corporate Responsibility Report





2019 CORPORATE  
RESPONSIBILITY  
REPORT  
OF THE PORT AVENTURA GROUP



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## PRINCIPLES THAT GOVERN THE REPORT

### Scope and coverage

In December 2018, the Official Gazette published Law 11/2018, of 28 December, which modifies the Commercial Code, the revised text of the Capital Companies Law approved by the Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on Audits of Accounts, regarding non-financial information and diversity (hereinafter, Law 11/2018), which substitutes Royal Decree Law 18/2017, of 24 November, transposing to the Spanish legal system Directive 2014/95/EU of the European Parliament and of the Council, in relation to non-financial information and information about diversity.

In this context, PAESA Entertainment Holding, SLU, includes the consolidated non-financial information statement in the 2019 *Corporate Responsibility Report* of the Port Aventura Group, in accordance with the content in the table 'Content index required by Law 11/2018'.

The key indicators of non-financial results in this consolidated non-financial information statement were prepared in accordance with the content gathered in the current commercial regulations and following the standards for preparing sustainability reports of the Global Reporting Initiative (GRI standards), international reporting framework provided for in the new Article 49.6.e) of the Commercial Code introduced by Law 11/2018. The information included in the non-financial information statement, which forms part of the consolidated management report and which will accompany the consolidated annual accounts corresponding to the 2019 financial year, is verified by KPMG Asesores in their capacity as independent provider of verification services, in accordance with the new wording given by Law 11/2018 to Article 49 of the Commercial Code.

Furthermore, the rest of the non-financial information contained in this *Corporate Responsibility Report*, for the financial year closed on 31 December 2019, has been prepared, in all significant aspects, in line with GRI standards, in the core option, according to the details of point 102-54 of section "GRI Table of Contents" of the report, and has also been reviewed by KPMG Asesores. For the material analysis, conducted in 2017, the stakeholders relations AA1000SES (2015) Accountability standard was followed.

The annual corporate responsibility reports and the independent review report are available at the following link: <http://www.portaventuraworld.com/nuestro-compromiso>

The *Corporate Responsibility Report* covers 100% of business turnover, which encompasses the activities of PAESA Entertainment Holding SLU, the holding company of the Port Aventura Group, which comprises the following subsidiaries: Port Aventura Entertainment, SAU (theme parks, hotels and convention centre), Port Aventura Viajes, SAU (travel agency), Hotel Caribe Resort, SL (hotel), PAESA Development, SLU (theme parks, hotels and convention centre) and PortAventura Foundation (independent entity).

For any issues related to the content of this report, please call 977 779 000.

**Choni Fernández**  
Manager of Central Services



# INTRODUCTION

# Letter from the Chair of the Executive Committee

Once again, it is my pleasure to present and share the Corporate Responsibility Report of PortAventura World. This document, prepared in line with the Standards of the Global Reporting Initiative, is also our non-financial information statement which complies with the requirements of Law 11/2018 on non-financial information and diversity, fulfilling the two demands: regulatory and corporate. As an exercise of transparency, this report provides an integral view of the company's performance and achievements in the three areas that guide our corporate responsibility strategy: environmental, social and governance.

This has been a year of challenges, challenges that we have shared with our team, customers, suppliers, company and shareholders, key pieces in our business without whom we could not be the Resort we are today. We close this year satisfied with what we have achieved, looking forward even more readily to the future, if that's possible.

In 2019, we launched and activated our corporate responsibility strategy for the years 2019-2021, a roadmap with the fundamental pillars of the Global Compact principles, United Nations Sustainable Development Goals and the World Tourism Organisation Global Code of Ethics for Tourism. With this strategy, we aspire to continue being a model of sustainability among the tourist destinations at our level. In this line, we continue with our firm commitment to the United Nations Global Compact to implement the ten principles encompassed by this international initiative in our company.

Our commitments in circular economy issues have been recognised after obtaining the AENOR Zero Waste Certification for all the activities involved in managing the Resort. This distinction recognises us as an organisation with a traceability system for waste management based on recovery. Accordingly, we are aiming towards the model of making use of the resources and circular economy that we have marked as a goal in PortAventura World.

Furthermore, with the aim of contributing to the global objective of a new energy model that is renewable, clean,

decentralised and directed at decarbonisation, we have opened Hotel Colorado Creek as the first carbon neutral establishment in PortAventura World, an act that indicates the path to be followed by the rest of the facilities. And with the same purpose, we have announced the project to install the largest photovoltaic plant in a Resort in Europe, planned for 2020. The plant will mean that a third of the energy used will be solar energy. Challenges that we are looking forward to taking on to meet the environmental commitments made.

People are at the centre of the social aspect of our corporate responsibility strategy. In fact, the driving force of PortAventura World is the workforce. In 2019, approximately 2,000 people of 48 different nationalities of the average workforce worked according to criteria of quality and excellence.

Quality and excellence which can be seen in all the areas of PortAventura World and which our customers value and recognise when assessing their satisfaction. And to continue enhancing their experience and offering the most attractive new features, in 2019 we opened the Resort's first dark ride -Street Mission- the only one dedicated to Sesame Street® in Europe. The new ride offers an interactive adventure in the theme area of SésamoAventura. With an investment of €15 million, the project was created in collaboration with Sesame Workshop®, the non-profit organisation that manages the Sesame Street® iconic brand, with its famous characters. Following the customer-oriented premise and in order to strengthen our events business, we increased the capacity of PortAventura Convention Centre, which is now a leading international venue of tourism for congresses, conventions and incentives.

It gives me particular pleasure to mention the opening of PortAventura Dreams Village, the PortAventura Foundation project located inside the Resort. In 2019, it opened its doors to the first families with children and teenagers who have suffered or are still suffering from serious illnesses and offers them a unique experience, at no cost,

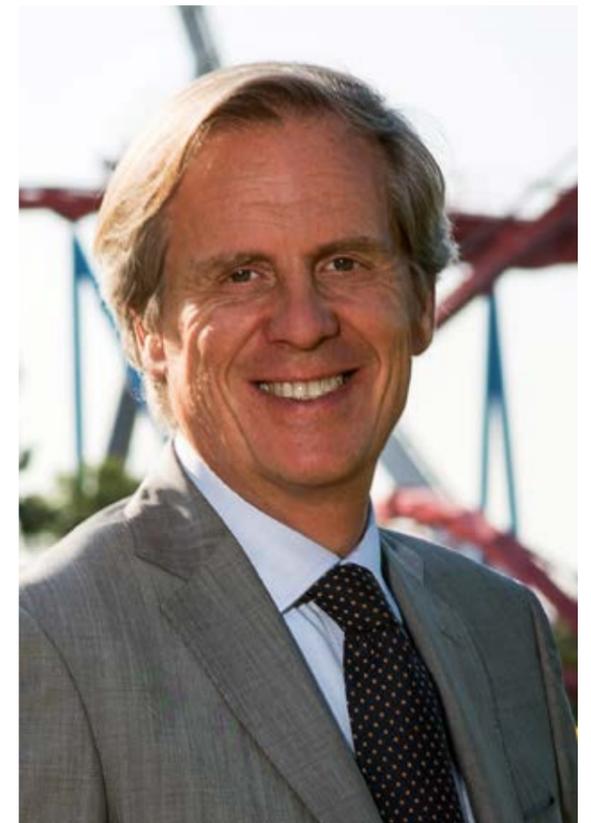
in an environment designed to have a positive effect during their recovery treatment.

A space made up of 6 villas of 135 m<sup>2</sup>, plus the common areas like the restaurant, multi-purpose hall and sports court. It covers 9,000 m<sup>2</sup> in total. We are very grateful for all the support received from the founding donors of this project and the collaborating hospitals.

This project, which is exemplary in Europe, is the result of the evolution of the Foundation after nine years of commitment, and it confirms the firm objective to help these vulnerable groups.

Lastly, I wish to highlight our commitment to good governance, which is based on ethical behaviour and the assumption of safety as a priority inside the Resort. In this regard, in 2019, we reinforced our responsibility to people with the highest level of digital safety measures. The economic performance continues to be solid and sustainable.

In 2020 we will celebrate 25 years of this magnificent and magical adventure. We would never have come this far without our excellent workforce, without our suppliers and without our customers. Let's continue on this path together, accompanied by our values and corporate responsibility, to celebrate another 25 years.



A handwritten signature in blue ink, consisting of several overlapping loops and lines, positioned above the name and title.

**Sergio Feder**  
Chair of the Executive Committee



## A GLANCE AT 2019



PortAventura World obtains the AENOR Zero Waste Certification for all the activities involved in managing the Resort.

Colorado Creek opens, the Resort's first zero-emissions hotel to offset its GHG emissions.

PortAventura Dreams opens its doors to the first families.

In 2020, the Resort will have the largest photovoltaic plant in Europe.

We are reinforcing digital responsibility with cyber-security measures.

PORTAVENTURA GROUP



5.1

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



1.1

Millions of overnight stays in hotels



69,549

Participants at PortAventura Convention Centre



208

Events at PortAventura Convention Centre

ENVIRONMENTAL COMMITMENTS



638 t

Waste generated by million visits-overnight stays



7.68 MWh

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



85.76 m<sup>3</sup>

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



1.23 t CO<sub>2</sub> eq.

Greenhouse gas emissions (scopes 1, 2 and 3) per 1,000 visits-overnight stays



4.04 t CO<sub>2</sub> eq.

Greenhouse gas emissions (scopes 1, 2 and 3) per average workforce



100%

Electricity consumed in PortAventura World coming from renewable energy sources without CO<sub>2</sub> emissions

SOCIAL COMMITMENTS

TEAM



3,005

Workforce in August (own staff)<sup>1</sup>



1,941

Annual average workforce (own staff)



1,027

Annual average workforce (external staff)



75%

Average workforce employed on a permanent basis



65%

Average females in the workforce

PORTAVENTURA FOUNDATION



1,442

PortAventura Foundation income (thousands of euros)



1,142

Subsidies granted by PortAventura Foundation (thousands of euros)

CUSTOMERS



4.17/5

Overall rating for a day in PortAventura Park



75%

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



98%

Customers who will definitely or probably repeat an event at PortAventura Convention Centre



85%

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



48%

International customers at the Resort hotels



1,265

Thousands of followers on social networks

GOVERNANCE COMMITMENTS

SUPPLIERS



1,263

Suppliers



82%

National suppliers



94%

Active suppliers that have passed an approval process based on criteria related to the environment, employment practices and human rights



86%

Active approved suppliers with a favourable result

FINANCES



242

Millions of euros in equivalent turnover



112

Millions of euros EBITDA

(1) Data corresponding to 15 August.



**PORTAVENTURA WORLD  
PARKS & RESORT, EUROPE'S  
BEST LEISURE EXPERIENCE**

# Family entertainment offers that keep increasing

The 2019 season in PortAventura World was developed with significant new features, thereby continuing to increase its offer of family entertainment and positioning the Resort as the perfect destination for a complete leisure experience. The new Street Mission ride, the opening of the themed Hotel Colorado Creek and the extension of the PortAventura Convention Centre are the main new features.

Street Mission is the first dark ride of PortAventura World and the only one dedicated to Sesame Street® in Europe. The new themed Hotel Colorado Creek, a superior 4-star hotel, is inspired by the gold-fever age of the Far West and continues to explore the story of the hotel complex

formed by Hotel Gold River, The Callaghan's and Hotel Mansión de Lucy. Furthermore, the infrastructure of PortAventura Convention Centre was greatly extended in 2019 by more than 6,000 m², reaching 20,000 m², with the aim of reinforcing its capacity to hold simultaneous and larger events.

The Resort currently has two theme parks (PortAventura Park and Ferrari Land), a water park (PortAventura Caribe Aquatic Park), six four- and five-star themed hotels, an extensive and varied cuisine, and a convention centre (PortAventura Convention Centre) that holds up to 6,000 people.

**On the verge of its 25<sup>th</sup> anniversary, PortAventura World has become a unique destination with complete experiential and leisure offerings for the entire family.**

**The new Hotel Colorado Creek, with an investment of €25 million, reinforces the hotel offerings of PortAventura World with more than 2,200 rooms.**



PortAventura Park	PortAventura Caribe Aquatic Park	Ferrari Land	PortAventura Hotels	PortAventura Convention Centre
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We exceed five million visits to the parks

More than 1 million overnight stays

208 events held



+4.4%

Visits to the parks



+4.1%

Overnight stays



+3.5%

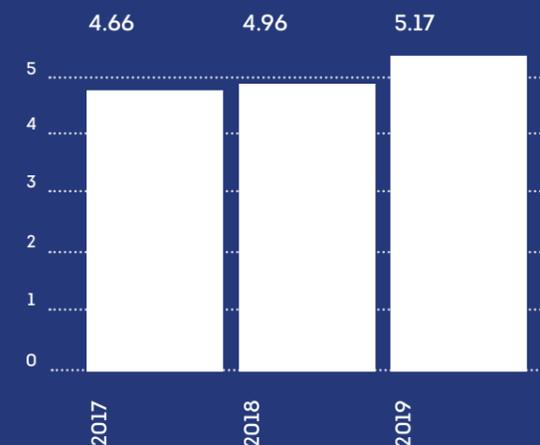
Events held at PortAventura Convention Centre



+3.6%

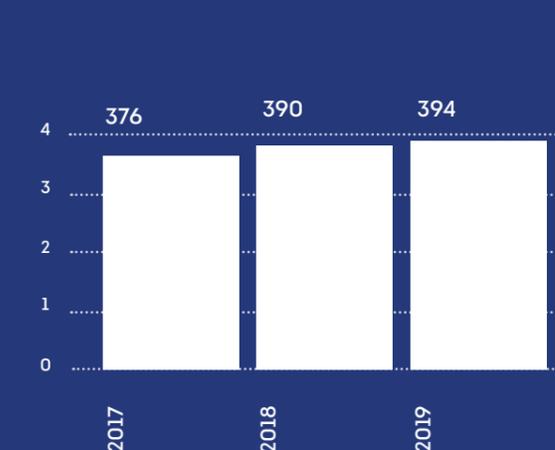
Visits to Ferrari Land.

MILLIONS OF VISITS TO THE PARKS <sup>1</sup>



(1) Includes Cirque du Soleil spectators in 2017.

THOUSANDS OF ROOMS OCCUPIED



INTERNATIONAL CUSTOMERS IN HOTELS





## Awards and recognition in Europe



**Best theme park in Europe**  
European community Worldofparks.eu



**Best show produced in a European theme park for We Dance on Movies**  
European community Worldofparks.eu



**Best new ride in Europe for Street Mission**  
European Star Award 2019-  
Kirmes & Park International



**Best steel roller coaster in Europe, for Shambhala**  
European Star Award 2019-  
Kirmes & Park International



**Finalist, in the co-responsible communication category, for "Best ad in written press" for the advertising creativity of PortAventura World intended to drive the circular economy**  
X Corresponsables Awards  
Corresponsables Foundation



**Family ride of the year for Street Mission**  
Park World Excellence Award 2019

# Involved with the sector organisations and surroundings

Identifying challenges and opportunities for economic and social development is part of the essence of PortAventura World and the driving force behind its involvement with different associations and organisations, aligned with its strategy and values.

- Tourist Apartments Association Costa Dorada and Tierras del Ebro (ATT) - Member
- Catalan Tourism Agency (ACT) - Member
- Catalan Association of Travel Agencies (ACAV) - Member
- Catalan Association of Accounting and Management (ACCID)- Sponsoring member
- Association of Barcelona Tourist Apartments (APARTUR) - Member
- Association of Tour Operators in Russia (ATOR) - Member
- Spanish Association of Purchasing, Contracting and Procurement Professionals (AERCE) - Member
- SAP Users' Association Spain (AUSAPE) - Member
- Spanish Advertisers Association (AEA) - Member
- Spanish Association of Managers (AED) - Individual member
- Spanish Association of Social Responsibility Executives (DIRSE) - Member
- Spanish Foundations Association (AEF) - Member
- Spanish Association of Amusement Parks and Attractions (AEPA) - Member
- European Tour Operators Association (ETOA) - Member
- Salou-Cambrils-La Pineda Hoteliers' Association - Member
- International Association of Amusement Parks and Attractions (IAAPA) - Member
- International Association of Convention Centres (AIPC) - Member
- Association for Management Progress (APD) - Global member
- Costa Brava - Girona Pyrenees Tourist Apartments Association (ATA) - Member
- Self-monitoring - Member
- Autorité de Régulation Professionnelle de la Publicité (ARPP) - Member
- Barcelona Convention Bureau (BCB) - Member
- Barcelona Global - Sponsoring corporate member
- Tarragona Official Chamber of Commerce, Industry and Shipping - Premium member
- Catalonia Convention Bureau (CCB) - Member
- Barcelona Marketing Club - Member
- Club EMAS Catalonia - Member
- World Tourism Organisation Global Code of Ethics for Tourism - Commitment to adhere
- Catalan Foundations Coordinator - Member
- Costa Dorada Convention Bureau (CDCB) - Member
- Tarragona Hotel and Tourism Business Federation (FEHT) - Member
- Costa Dorada Tourist Studies Foundation (FETCD) - Associated company
- Josep Carreras Private Foundation - Patron

- Compliance Officers Institute (IOC) - Member
- Technological Institute for Children's Products and Leisure (AIJU) - Member
- Institute of Compliance Officers (IOC) - Member
- Technological Institute for Children's Products and Leisure (AIJU) - Member
- Meeting Professionals International (MPI) - Personal member representing PortAventura Business & Events
- Science and Technology Park of Tourism and Leisure of Catalonia (PCT) - Patron
- United Nations Global Compact Network Spain - Associated signatory
- SportCultura - full member
- Tarragona Convention Bureau (TCB) - Member

In 2019, PortAventura World's contribution to sectoral associations amounted to €106,541. These associations act in benefit of the company by providing education, training, information, collaboration, networking, promotion and support.



# Present and future of the economy and the tourism sector

Adapting to the current and future global economic context and knowing the trends that mark the tourism sector form part of our responsibility as a company.

## 2019 global economic context

During 2019, the two recurring topics that determined the course of the global economy and were the most significant sources of uncertainty were the protectionism tensions and the threat of a no-deal Brexit. Hardly a week went by without news about the British saga, while the US protectionism pressure on China continued to rise throughout the entire year. This two-fold threat has had a palpable effect on industrial production and international trade, and has put a halt on the investment plans of many companies.

Source: [BBVA Research](#)

## Tourism sector in 2019

Spain closed 2019 with the arrival of 83.7 million international tourists, 1.1% more than in 2018, while spending increased by 2.8%, reaching €92,278 million. These are the highest levels ever recorded. In 2019, the main incoming tourism markets were the United Kingdom, with more than 18 million international tourists, 2.4% less than the previous year; Germany, with nearly 11.2 million (-2.1%), and France, with 11.1 million tourists, (-1.2%). Regarding national destinations, Catalonia was the region that received most tourists, nearly 19.4 million, which was an increase of 0.8%.

Sources: [Ministry of Industry, Trade and Tourism](#)

The GDP growth appeared to have stabilised during the second half of 2019. In particular, it is estimated that the GDP growth could have been maintained by 0.4% t/t during the last quarter of the year, in line with the observations of the first nine months of 2019. Similarly, the trend of the data known to date indicates that this rhythm of expansion would be sustained for the first few months of 2020. The slowdown in the domestic spending could have reached a turning point during the second half of the year, while the export sector was sustained.

Source: [BBVA Research](#)

Catalonia received 19.3 million foreign tourists in 2018, 0.8% more than the previous year, who spent for the first time ever more than €21,000 million, 4.3% more than in 2018. The daily average spending per person also increased compared to 2018, specifically by 5.3%, and amounted to €195. By market, the growth in the spending of tourists coming from the United States is notable and, for the first time, it is the country with the highest spending in Catalonia, with a total of €2,500 million, 8% more than in 2018. The four main incoming tourism markets of Catalonia, i.e. France, United Kingdom, United States and Germany, registered increases in spending, even though the highest increases were in countries in the rest of Europe, with an increase of 26% compared to 2018. France continues to be the top incoming tourism market per number of tourists, although last year it decreased by 1.9%, followed by Britain, which also decreased, by 2.9%, while the United States increased by 10% and Germany by 3%.

Source: [Hosteltur](#)

## Global economic outlook for 2020

2020 will be a year with its evolution marked by policies of demand which will continue trying to tear down the veil of uncertainty with the most lax financial conditions possible, increasing the demand with public support where this is feasible (and there is political intent), and in which it would be necessary to have a governance of the international economic relations that goes from bilateralism to multilateralism with rules.

Source: [BBVA Research](#)

Recent data have been relatively positive and indicate a certain amount of stabilisation. Contraction in the manufacturing sector has moderated, but confidence remains at a very low level or in a region of contraction in the advanced economies. Exports appear to have stabilised at a moderate pace, while the contagion to the services sector and internal demand continue to be contained.

Source: [BBVA Research](#)

It has been found that the uncertainty of economic policy has increased over the past year, and a breakdown of its sources shows that most of this increase comes from the deterioration in the international context. In any case, the domestic issues have started to gain importance. The negative impact that the environment of heightened uncertainty may have on activity during the coming quarters encourages us to make an effort to provide clarity and predictability to the economic policy.

Source: [BBVA Research](#)

## Subsequent Events

On 11 March 2020, the World Health Organization declared the outbreak of Coronavirus COVID-19 a pandemic, due to its rapid spread throughout the world, having affected more than 150 countries. Most governments are taking restrictive measures to contain the spread, including isolation, confinement, quarantine and restriction on the free movement of people, closure of public and private premises -except for essential services and health care facilities- closure of borders and a drastic reduction in air, sea, rail and land transport. In Spain, the Government adopted Royal Decree 463/2020, of 14 March, declaring a state of alarm for the management of the health crisis situation caused by COVID-19, for a period of 15 calendar days. On 25 March 2020, a new Royal Decree was approved, which extended this initial period by another 15 days.

This situation is significantly affecting the global economy, due to the interruption or slowing down of supply chains and the significant increase in economic uncertainty, evidenced by an increase in the volatility of asset prices, exchange rates and decreased long-term interest rates.

In order to mitigate the economic impacts of this crisis, on Wednesday 18 March, in Spain, the Royal Decree-Law 8/2020 of 17 March on extraordinary urgent measures to cope with the economic and social impact of COVID-19 was published.

The consequences of COVID-19 are considered a subsequent event that do not require an adjustment in the consolidated annual accounts for the 2019 financial year, but they must be recognised in the consolidated annual accounts for the 2020 financial year.

Although at the date of preparation of the consolidated annual accounts it is not possible to estimate the present and future impacts derived from this crisis on the Group, the consequences have been as follows:

- The start of the 2020 season, scheduled for 27 March, has been postponed until the health authorities allow the restart of activities.
- The Group has sustained cancellations of reservations for the next season, which will have a negative impact on the net amount of turnover and profit before taxes during the year 2020 due to the current high volatility and uncertainty.

The Group will evaluate during the 2020 financial year the impact of the aforementioned events and those that may occur in the future on the equity and financial situation as of 31 December 2020 and on the results of its operations and the corresponding cash flows for the financial year ending on that date. Moreover, it is worth mentioning that for now the company is complying promptly with all payments to its suppliers.



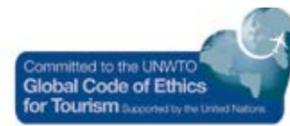
# OUR CORPORATE RESPONSIBILITY: VALUE COMMITMENTS

Our way of doing things has been, is and will be what primarily sets us apart from others. In 2019, we launched our corporate responsibility strategy, a roadmap with the fundamental pillars of the Global Compact principles, United Nations Sustainable Development Goals and the World Tourism Organisation Global Code of Ethics for Tourism.



This is our **Communication on the Progress** of the application of the **United Nations Global Compact principles**.

We appreciate any comments on its content.



The Sustainable Development Goals (SDGs) are 17 global challenges laid down in the 2030 Agenda Sustainable Development, agreed in 2015 by the United Nations. Through our activity and the PortAventura Foundation social project, we contribute to the achievement of the SDGs, directly or indirectly, with the following considered to be priority:



***We have been participating in the United Nations Global Compact since 2008, and we are working towards achieving the Sustainable Development Goals, in order to guarantee respect for the environment, human development and business sustainability.***

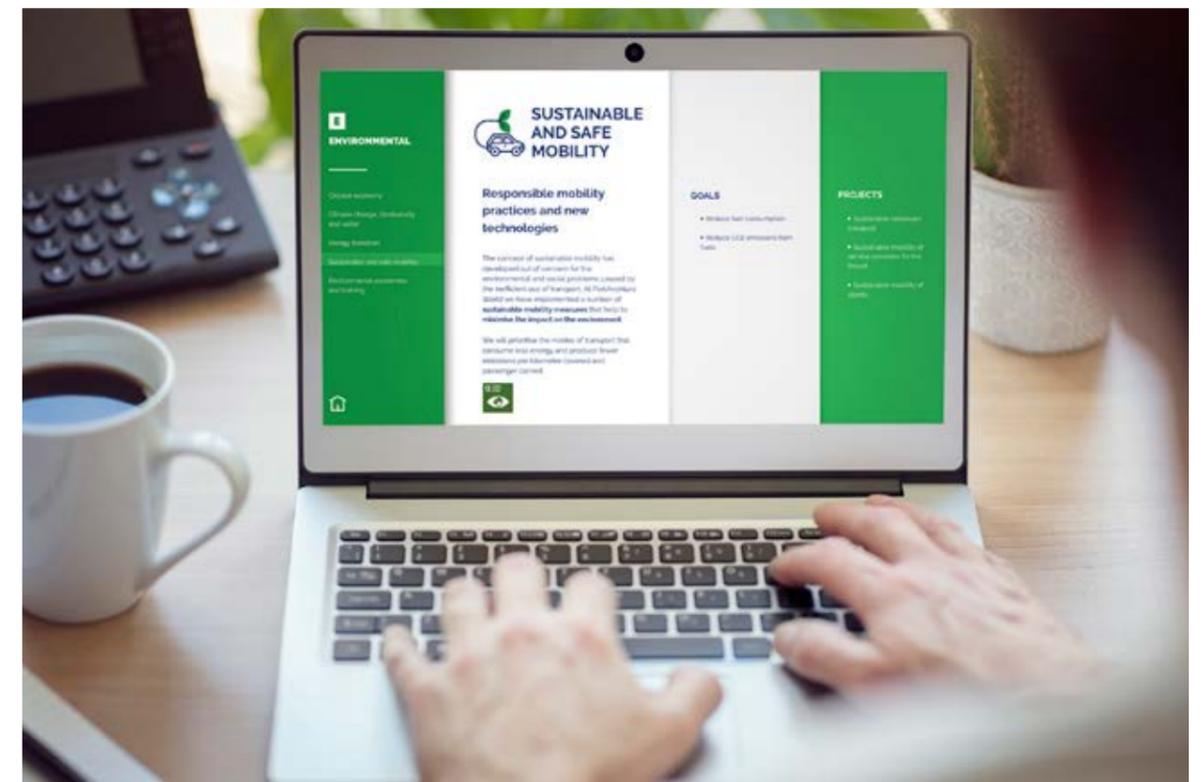
In order to inform about the Sustainable Development Goals of the United Nations, an audiovisual has been broadcast on the TV screen of the main building and the employee services building which explains what the 2030 Agenda and Sustainable Development Goals are, created by UNESCO Etxea, with the support of the City Councils of Vitoria-Gasteiz and Bilbao, and the Basque Agency of Cooperation to Development.

# Corporate Responsibility Strategy 2019-2021

The 2019-2021 PortAventura World corporate responsibility strategy is the tool that guides us in our decision-making and the programming of investments, and to continue being a model of sustainability among the tourist destinations at our level.

## Notable projects of 2019

- AENOR Zero Waste Certification for all the activities involved in managing the Resort.
- PortAventura Dreams opens its doors to the first families.
- Drafting of project to install a photovoltaic plant of 89,000 m<sup>2</sup> in 2020 which will supply energy to the Resort.
- We implemented digital responsibility policies related to cybersecurity and data protection.
- The Hotel Colorado Creek becomes the first zero-emissions hotel in the Resort to offset its GHG emissions.



ENVIRONMENTAL GOALS						
		2019	2020	2021	Results 2019	
	Eliminate single-use plastics for use in F&B bought by PortAventura World	Percentage of references of single-use plastics eliminated or substituted	25%	63%	91%	
	Zero waste	Percentage of waste recovered	>90%	>90%	>90%	
	Decrease natural gas consumption throughout the Resort	Natural gas in MWh per 1,000 visitors/overnight stays and year	3.17%	0.25%		
	Decrease electricity consumption throughout the Resort	Electricity in MWh per 1,000 visitors/overnight stays and year	3.33%	0.71%		
	Be a low carbon Resort	CO <sub>2</sub> tonnes per 1,000 visits-overnight stays and year	1.21	1.14		

SOCIAL GOALS						
		2019	2020	2021	Results 2019	
	Increase the number of attendees to the activities of the PortAventura e-Healthy programme compared to the previous year	Number of attendees to the activities of the PortAventura e-Healthy programme compared to the previous year	>21.000 attendees	>22.000 attendees	>22.000 attendees	
	Increase the number of families admitted to the PortAventura Dreams Village	Number of families admitted to the PortAventura Dreams Village	24 families	174 families	200 families	
	Increase customer satisfaction obtained from the surveys carried out	Average score of customer satisfaction (out of 5; weighted results for parks and hotels)	4.16	4.17		

GOVERNANCE GOALS						
		2019	2020	2021	Results 2019	
	Implement the investment plan for new facilities and improvement of the existing facilities	Percentage of implementation of the investment plan	Opening of Hotel Colorado Creek	Adaptation of the Resort to celebrate the 25 <sup>th</sup> anniversary	Extension of the Hotel Colorado Creek	
	Maintain the existing certifications and management systems	Certifications	100%	100%	100%	
	Implement ISO 22000 on food safety in hotels and Convention Centre	Sites with the certification ISO 22000	Hotel Gold River	Hotel Mansión de Lucy	Hotel Colorado Creek	
	Evaluate the Top 100 suppliers based on management of service and supply, billing, Occupational Risk Prevention, industrial safety and environmental policy	Percentage of Top 100 suppliers evaluated (on the results of the previous year)	100%	100%	100%	
	Implement cybersecurity tools	Actions planned / actions implemented	Implementation of a persistent vulnerability analysis tool	Cybersecurity training/ awareness programme for the users of the corporation	Certification ISO 27000	
			Implementation of a SIEM tool (Security information and event management)	Development of a Response Plan to cybersecurity incidents	PCI (payment card industry) policy gaps analysis	

Achieved  
 Partially achieved (10% margin of achievement)  
 Not achieved



## Tandem with our stakeholders

Permanent dialogue with our stakeholders, key in a model of responsible and sustainable management, allows us to maintain relations of trust, find solutions to common challenges and create shared value.



### SHAREHOLDERS

Generate value and profitability through responsible and sustainable management.



### CUSTOMERS

Prioritise 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 work team, offer them a good place to work, and promote equality and diversity among them.



### 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 organisations.

## The values of a leading Resort

### 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 characterised 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

# Relevant topics for our performance regarding sustainability

The aim of the Report is to offer an integral vision of our environmental, social and governance performance, addressing the issues of concern to the groups with whom we relate. To determine what these topics are and to focus the content on what is relevant to our company, in 2017 we updated our materiality analysis and, given that there have been no significant operational changes in 2019, the results are still considered valid.

## Materiality matrix

Relevance for stakeholders	High	<b>Training and learning</b>	<b>Materials</b> <b>Employment</b> <b>Staff/management relations</b> <b>Diversity and equal opportunities</b> <b>Non-discrimination</b>	<b>Energy</b> <b>Water</b> <b>Emissions</b> <b>Effluents and waste</b> <b>Occupational health and safety</b> <b>Innovation*</b> <b>Customer health and safety</b> <b>A high communication and customer satisfaction*</b>
	Medium	Procurement practices Biodiversity Marketing and labelling Universal architectural accessibility*	<b>Indirect economic impacts</b> <b>Environmental criteria in the design and construction of facilities*</b> <b>Environmental awareness*</b> <b>Animal well-being*</b> <b>Food safety and healthy eating habits*</b>	<b>Environmental evaluation of suppliers</b> <b>Supplier social assessment</b> <b>Anti-Corruption</b>
	Low	<b>Local communities</b> Promoting cultural and natural heritage* Customer privacy	Environmental investment*	<b>Economic performance</b> <b>Merchandise safety*</b>
		Low	Medium	High
Relevance for PortAventura World				

Topics related to the environment

Topics related to finances and good corporate governance

Topics related to labour practices

Topics related to suppliers

Topics related to the company

Topics related to product responsibility/service

\* Topics that do not correspond to GRI Standards.

**Material topics shown in bold.**





# ENVIRONMENTAL COMMITMENTS

- 6** CLEAN WATER AND SANITATION 
- 7** AFFORDABLE AND CLEAN ENERGY 
- 12** RESPONSIBLE CONSUMPTION AND PRODUCTION 
- 13** CLIMATE ACTION 
- 17** PARTNERSHIPS FOR THE GOALS 

# Environmental commitments

For more detailed information on the environmental performance of PortAventura World, consult the 2019 environmental declaration online at [www.portaventuraworld.com/medio-ambiente](http://www.portaventuraworld.com/medio-ambiente).

## A cross-cutting environmental management system

In PortAventura World, the environmental activity is organised through the environmental policy and the *General Environmental Practices Manual*. This manual was updated in 2019 and includes the guidelines related to the management of waste, water, discharges, leaks, emissions, resource consumption, etc. We have the following certifications and standards:

- Since 2001, registration with EMAS (Eco Management and Audit Scheme), and since 2008, member of the EMAS Club of 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 Mansión de Lucy hotels.

- Since 2008, ISO 14001:2015 certificate.
- Since 2009, Travelife sustainability system: sustainable tourism in hotels.
- Since 2019, AENOR Zero Waste Certification for all the activities involved in managing the Resort.

The environmental management system in PortAventura World, thanks to its cross-cutting character, is overseen by different bodies:

- **Management Committee, managers and area supervisors**, who approve proposals from the Environmental Management System (EMS) representative, regarding environmental management of the complex. The Management signs the Environmental Policy.
- **Environmental Management System (EMS) representative**, an executive responsible for monitoring the overall application and maintenance of the environmental management system and who acts as an 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.

In 2019, we implemented a new environmental objective in the manager's variable pay system in order to involve the whole workforce.

In order to systematically and objectively evaluate the environmental management system, we conduct periodic internal and external environmental audits.

6

Internal audits

4

External audits

€753,770

Environmental investments

*In 2019, we obtained the Zero Waste Certification, indicating that PortAventura World has an assessment-oriented waste management traceability system.*

### SIGNIFICANT ENVIRONMENTAL ASPECTS 2019



Consumption of drinking water



Waste paper or cardboard



Debris



Emission of gases into the atmosphere from visitors' vehicles

# Circular economy

## Reduction and recovery of waste

### Waste

The lines of work in the area of waste are focused on the circular economy and on how to collaborate in transforming the waste into a resource. The recycling of waste generated and its minimisation are PortAventura World's waste management objectives. In this sense, we take advantage of all the opportunities to participate in a model to make use of resources.

Since the resort opened in 1995, PortAventura World has progressively increased the quantities of fractions of wastes segregated at source. We have a waste management area that contracts companies specialising in the sector, with recovery always required as the main processing method.

### Certificates such as Zero Waste



In 2019, PortAventura World obtained the AENOR Zero Waste certification for all the activities involved in managing the Resort. This categorisation encompasses the three theme parks – PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land, the hotels – Hotel PortAventura, Hotel El Paso, Hotel Caribe, Hotel Gold River, Hotel Mansión de Lucy and Hotel Colorado Creek, and PortAventura Convention Centre.

The AENOR Zero Waste certification gives recognition to organisations with a 90-100% assessment-oriented waste management traceability system, i.e.

which guarantees the assessment of the waste they generate, avoiding management by depositing it in the landfill the while at the same time contributing to promoting sustainability through the circular economy.

In this regard, the evolution towards a system that uses waste and the circular system is one of the main areas of action of PortAventura World's corporate responsibility strategy in terms of the environment. This system is based on the idea that all the elements fulfil a continuous function and are reused for its different stages.

### Main actions to improve in 2019

- Green Future pilot project in Ferrari Land for the total elimination of plastic and throw-away packaging managed by PortAventura World. Some of the actions highlighted in the project are the introduction of reusable cups and the implementation of three areas of recycling formed by a reverse vending machine to collect PET and four different fractions of waste. For 2020, it is planned to introduce reusable cups in the entire Resort, 100% eliminate plastic in the self-service and table service, implement a new container to collect compost waste, and install three new reverse vending machines in the PortAventura Park.
- Remove individual bins from the offices of PortAventura World and set up recycling areas in the different departments.
- The coffee vending machines used by the employees have been enabled with the function to extract the product using the employee's own mug.
- Replace plastic products with others of recycled or sustainable material: use of brown paper bags in shops, use of recycled paper to protect items (replacing bubble wrap), reusable or sustainable commercial gifts (bags, pens, sprout pencils, etc.), implement hotel amenities made with wheat straw and packaging in FSC-certified paper, change the packaged plastic cup in the hotel rooms for a compostable paper cup, eliminate plastic in the employee canteens, etc. We have also started a project of replacing plastic straws for biodegradable or paper ones.
- Install new filtered water machines with glasses in the staff canteens with the aim of reducing the use of single-use plastic.

In absolute terms, in 2019 the generation of waste increased by 3.03% compared to the previous year. This increase is due to the increase in visits-overnight stays in the park compared to 2018 and the remodelling and improvement of the facilities. As a result, the tonnes of waste per million visits have decreased compared to previous years.

### AMOUNT OF WASTE GENERATED (t)

	2017	2018	2019
Non-hazardous waste	3,869	3,931	4,026
Hazardous waste	20	24	49
<b>Total</b>	<b>3,889</b>	<b>3,955</b>	<b>4,075</b>
<b>Waste generated per million visitors (t)</b>	<b>666</b>	<b>645</b>	<b>638</b>



WASTE MANAGEMENT METHODS

	2019		2019
Management through a collection and transfer centre	0.79%	Solvent recovery	0.01%
Composting	15.37%	Food recovery	0.85%
Paper and cardboard recycling	11.17%	Disposal of non-special waste	0.55%
Recycling and recovery of metal and metal compounds	3.67%	Physico-chemical and biological treatment	1.40%
Glass recycling	1.88%	Mineral-oil recovery	0.04%
Plastic recycling	50.27%	Recycling of textiles	0.27%
Disposal of inert waste	7.62%	Tyre recovery	0.07%
Wood recycling and re-use	4.46%	Other	1.59%

Materials

Optimising the consumption of materials and working with the goal of maximum efficiency in this consumption are challenges of PortAventura World. In this regard, we aim to minimise the consumption of chemical products for the maintenance of swimming pools and lakes through the use of dosing, calibration and their maintenance, which has resulted in a progressive and notable decrease in the use of these products.

We also promote the use of recycled products and/or with environmentally-friendly certification: such as office paper, hand soap, toilet paper, towels and wood for fixtures and trims. 86% of the cellulose paper purchased has the Ecolabel certification.

MATERIALS OF NON-RENEWABLE ORIGIN

	2017	2018	2019
Chemical products for swimming pool and lake maintenance (kg)	790,728	813,599	673,928
Luminaries (units)	19,917	21,211	18,413
Cleaning products (kg)	162,345	104,467	99,312
Oils and lubricants (kg)	6,862	8,612	7,806

MATERIALS OF RENEWABLE ORIGIN

	2017	2018	2019
Bags for selling products in Resort shops (units)	1,978,201	478,192	572,966
Office paper (kg)	20,594	19,532	19,231



Maximise food use

2,439 kg  
Of food collected, equivalent to 6,970 portions, in 2019

In PortAventura World, we have implemented a project to make use of excess food (not displayed), generated in the hotels, table services and self-service areas. The food is collected by Taller Baix Camp, in collaboration with the City Council of Reus, responsible for distributing it to the Food Bank and different entities around the city of Reus.

This procedure scrupulously complies with applicable food safety standards and, to guarantee traceability, it only includes packaged and labelled products that come from suppliers (fourth and fifth range).

# Low-emission mobility

We are implementing measures to create and consolidate a mobility model based on low energy consumption and the reduction of greenhouse gas emissions per kilometre travelled. In this regard, we have launched different projects focusing on the transport of our employees, service providers operating within the Resort and customers.

**Main actions to improve in 2019**

- Consolidation of the Fes e-Dit platform, a resource aimed at company staff in order to facilitate the workforce to share vehicles when commuting to and from work. Users of the platform have special advantages such as priority parking places and are entered into a draw for hotel nights or tickets. The number of people registered on the platform compared to 2018 increased by 52%.

- Activation of a space for electrical recharging in a technical services zone for suppliers. Our contractors have increased the number of electric vehicles.

- Acquisition of new electric vehicles and installation of new recharging points.

Honda and PortAventura World have signed a collaboration agreement through which the low-emissions CR-V Hybrid model is the new official vehicle of the Resort. The incorporation of hybrid vehicles into the PortAventura World fleet is integrated in the sustainable and safe mobility area of the company's corporate responsibility plan, which frames its action in minimising the environmental impact of transport.



# Efficient energy consumption

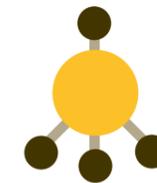
The saving, energy efficiency and orientation towards clean and renewable energies have made the Resort lean towards a new energy model, in accordance with our environmental objectives.

PortAventura World has an energy management system controlled by a central computer which centralises programmable automations responsible for the control of the principle energy consumers distributed throughout the Resort's facilities.

We are also equipped with energy-saving resources - low consumption light bulbs/LED, computerised control of electrical consumption, etc. - thereby reducing our carbon footprint. Our hotels include a connection key for electricity in the bedrooms and a switch-off of the air conditioning when the window is opened.

**Main actions to improve in 2019**

- Conducting a lighting energy-saving study for 2020.
- Replacing the air conditioning equipment in the rooms of Hotel PortAventura.
- New automatic doors in the reception of Hotel Mansión de Lucy to improve the interior comfort and to optimise the use of air conditioning.
- Replacement of gas heaters for electric heaters.
- Change the wood silo for more energy-efficient equipment.



11%

Decrease in electricity consumption per 1,000 visits to the entire Resort compared to 2018



100%

Of electricity consumed at PortAventura World in 2019 came exclusively from renewable energy sources without CO<sub>2</sub> emissions (guarantee of origin).



## PortAventura World, the Resort with the largest photovoltaic plant in Europe

PortAventura World will install a photovoltaic plant of 89,000 m<sup>2</sup> which will have 18,816 photovoltaic modules of 400 Wp that will provide energy to the Resort. The project will be started up over the last quarter of 2020 and will be the largest self-consumption photovoltaic plant in a Resort in Europe. A third of electricity consumption in the Resort will come from solar energy.

The plant, whose size is the equivalent of 14 football pitches, will have an installed power of 8.5 MWp. The photovoltaic installation will prevent the emission of 4,000 tonnes of CO<sub>2</sub> being released into atmosphere every year, equivalent to the CO<sub>2</sub> absorbed by 930,000 trees.

With an investment of €6 million, this project strengthens PortAventura World's leadership in sustainability in the tourism sector and is encompassed in the company's corporate responsibility strategy. It is one of the Resort's initiatives to advance towards a new energy model, clean and decentralised, oriented towards the decarbonisation of the energy sector.



### ANNUAL ENERGY CONSUMPTION (MWh)

	2017	2018	2019
<b>Electricity</b>	<b>41,186</b>	<b>42,789</b>	<b>40,859</b>
PortAventura Park / PortAventura Caribe Aquatic Park	21,840	22,455	22,032
Ferrari Land	3,625	3,904	3,535
Hotels	13,781	14,379	13,587
PortAventura Convention Centre	1,940	2,051	1,705
<b>Natural gas</b>	<b>7,833</b>	<b>9,978</b>	<b>8,227<sup>1</sup></b>
PortAventura Park / PortAventura Caribe Aquatic Park	1,528	1,711	1,524
Ferrari Land	64	72	65
Hotels	6,236	8,188	6,634
PortAventura Convention Centre	5	5	4
<b>Other</b>	<b>1,011</b>	<b>1,214</b>	<b>1,136</b>
Fuel	912	1,111 <sup>2</sup>	1,016 <sup>3</sup>
Propane gas	99	103	119
<b>Total</b>	<b>50,030</b>	<b>53,981</b>	<b>50,222</b>

(1) Natural gas consumption for the month of December is calculated from meter readings.

(2) In 2018, fuel consumption from the months of August to December has been calculated based on an estimate, since there is no data on actual consumption due to a fault in the meter at the internal service station.

(3) The 2019 data include fuel consumption from external service stations, in addition to fuel consumption from the internal service station. Diesel and petrol from external service stations are transported with a fleet of vehicles and distributed by regional government, type and fuel, year 2018, published by the General Directorate of Traffic (DGT), Government of Spain, Spanish Ministry of Home Affairs. The data for 2017 and 2018 only include data on fuel consumption from internal petrol stations. In 2019 it should be taken into account that one of the internal service stations was closed from 27/12/2018 to 23/04/2019, from 07/08/2019 to 14/08/2019 and from 11/12/2019 to 16/12/2019, and during its closure there were restrictions on its use by certain users.

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

	2017	2018	2019
<b>Electricity</b>	<b>7.06</b>	<b>6.98</b>	<b>6.40</b>
PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land	5.40	5.31	4.94
Hotels	13.08	13.14	11.93
PortAventura Convention Centre	28.21	27.84	24.52
<b>Natural gas</b>	<b>1.34</b>	<b>1.63</b>	<b>1.29</b>
PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land	0.34	0.36	0.31
Hotels	5.92	7.48	5.82
PortAventura Convention Centre	0.07	0.07	0.06
<b>Total</b>	<b>8.40</b>	<b>8.61</b>	<b>7.68</b>

# Fight against climate change, preservation of biodiversity and lower consumption of water

We are driving initiatives aimed at minimising the carbon footprint of our activities, aware of the importance of fighting against climate change, one of the causes of the loss of biodiversity; this loss is affecting the survival of species incapable of adapting to the new environmen-

tal conditions, which makes their conservation difficult. As well as being a scarce resource, water plays a fundamental role in the operation and theming of the Resort. Correct water management is one of our greatest challenges.

## Towards a carbon-neutral Resort

### Greenhouse gas emissions

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 CO<sub>2</sub>. Calculations are based on the current annual version of "Guia pràctica per el càlcul d'emissions de gasos amb efecte hivernacle" [practical guide to calculating the emissions of greenhouse gases] issued by the Catalan Office for Climate Change. We drive actions – based on energy efficiency and renewable energies – to minimise our carbon footprint by reducing gas emissions which contribute to climate change.



***PortAventura World joins the Hospitality #PorElClima initiative, powered by Coca-Cola, which aims to bring together a community of public and private entities committed to the fight against climate change in the hospitality sector.***

## The activity of the new Hotel Colorado Creek, carbon neutral

Colorado Creek is the first zero-emissions hotel in the Resort. This is a strategic line driven by PortAventura World that will extend to other establishments in the Resort to minimise its environmental footprint.

The initiative has taken off by minimising the carbon footprint of the activity and offsetting the associated GHG emissions, making the hotel the first carbon neutral establishment in PortAventura World.

Through the Clean CO<sub>2</sub> certification, PortAventura World has offset the emissions by purchasing VER (Verified Emission Reductions) carbon credits in projects to improve the environment and the social environment, specifically by contributing to the Malawi Borehole project. This project consists of the rehabilitation of wells in local communities in Malawi to supply drinking water to 450,000 people, as practically half of the rural population live without access to drinking water.

**CARBON FOOTPRINT**

	2017	2018	2019
<b>CO<sub>2</sub> emissions (scopes 1, 2 and 3)</b>	7,405	6,961	7,844
Scope 1 <sup>1</sup>	5,677	5,180	6,020 <sup>3</sup>
Scope 2 <sup>2</sup>	0	0	0
Scope 3	1,729	1,781	1,824
<b>Greenhouse gas emissions (t/ CO<sub>2</sub> per 1,000 visits-over-night stays and per year)</b>	1.27	1.14	1.23

(1) In 2018, fuel consumption from the months of August to December has been calculated based on an estimate, since there is no data on actual consumption due to a fault in the meter at the internal service station.

The 2019 data include fuel consumption from external service stations, in addition to fuel consumption from the internal service station. Diesel and petrol from external service stations are transported with a fleet of vehicles and distributed by regional government, type and fuel, year 2018, published by the General Directorate of Traffic (DGT), Government of Spain, Spanish Ministry of Home Affairs. The data for 2017 and 2018 only include data on fuel consumption from internal petrol stations.

In 2019 it should be taken into account that one of the internal service stations was closed from 27/12/2018 to 23/04/2019, from 07/08/2019 to 14/08/2019 and from 11/12/2019 to 16/12/2019, and during its closure there were restrictions on its use by certain users.

(2) In 2017, 2018 and 2019, indirect emissions associated with electricity consumption were 0 t CO<sub>2</sub>/kWh because 100% of the supply came exclusively from renewable energy sources without CO<sub>2</sub> emissions, (guarantee of origin).

(3) Natural gas consumption for the month of December is calculated from meter readings.

Sources:

To calculate the estimation of greenhouse gas emissions expressed in tonnes of CO<sub>2</sub>, 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 (other indirect emissions, scope 3). March 2018 version (2018 data) and 2020 version (2019 data) of the *Practical Guide to Calculating Greenhouse Gas Emissions*.



2%

**Decrease in annual scope 3 greenhouse gas emissions per 1,000 visits compared to 2018**

**Other emissions**

We pay attention and follow the other atmospheric emissions, although they are not significant in our activities and their environmental impact and impact on air quality is limited. We carry out controls of the emission sources every five years according to current regulations. Before Decree 139/2018 became effective, voluntary readings were carried out every three years. The last voluntary measurement was done in 2018, without any need for corrective measures.

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 and for generating sanitary hot water and heating.

The final two are considered diffuse emissions and are managed by controlling consumption. The indicator of total annual emissions into the air of SO<sub>2</sub>, NOx and PM derived from the direct consumption of liquid fuels used for transport are not considered relevant if we take into account the entire PortAventura World activity.

As regards to noise emissions, this vector is controlled through the document for exemption from periodic regulatory controls provided for by Law 20/2009, for companies adhering to EMAS regulations.



## Protection of biodiversity and conservation of species

In order to be involved in the fight against the loss of biodiversity produced by climate change, we are implementing actions to protect and conserve species.

In 2019, the Catalan Ornithological Institute conducted a census and management study of the common house martin (*delichon urbicum*) of PortAventura World. The reproducing population of the common house martin inside the facilities of PortAventura World was estimated at 255 pairs of birds. The common house martin, like all other insectivorous birds, is considered to be a good bioindicator, and its presence indicates a good quality of air and also the water where some of the larvae of the insects that constitute their diet are developed. The study provides initiatives to create awareness to customers about this bird colony and to improve the conservation by the suppliers.

In 2019, the built area of PortAventura World was 488,018 m<sup>2</sup> and the landscaped areas amounted to 671,336 m<sup>2</sup>. In the case of construction sites, the possibility of transplanting plant, tree and shrub species found in the area is assessed; if this is viable, they are transplanted into nursery pots and maintained to relocate them in the same area or elsewhere. While it always depends on the species and their size, usually about two years after being transplanted, they recover the appearance they had in their initial location.

### Good practices for animal well-being

At PortAventura World, we have an advanced program to provide veterinary care to the birds, and a protocol to control hygiene in the storage, preparation and supply

of their food. Furthermore, the didactic show *Aves del Paraíso* is conducted by a biologist.

An external specialised company carries out the control of the birds' health, and the birds are subject to different medical checks by accredited veterinarians. We have a register to log the birds that enter and leave, so we know which animals are on site at all times and we have a video-surveillance system in place to monitor intrusions by people or predatory animals. The show *Aves del Paraíso* has a supervisor who has contact with the bird management company in order to ensure the birds' health, good eating and hygiene habits. The facilities are cleaned daily and the birds are washed regularly to keep their plumage in perfect condition. In the event of a bird dying, a professional veterinarian from the management company performs a necropsy to find out the reason for death and to foresee possible epidemiological diseases.

We apply a series of measures to enrich their environment: the birds have perches in various shapes to offer different types of support; there are toys in the cages to stimulate their senses and, in very heavy bird enclosures, soft soil is used to mimic the forest floor and thus avoid malformations in their feet. In addition to the exercise they have in their cages, their trainer takes them out to fly each day, to reinforce their relationship with the environment and to keep them fit. All the birds have an identification document that indicates race and origin (CITES).

In terms of dissemination, we promote the diversity of the birds that form part of the show *Aves del Paraíso*. The show explains the origin of the species and its habits, in an educational way, and makes the spectators aware of the need to protect and care for these species.

**PortAventura World has a partnership agreement with the SEO association/Birdlife to support the citizen science programme for monitoring bird fauna in Spain.**



## Correct water management

Water plays a fundamental role in the operation and theming of our Resort. We are conscious that water is a vital resource for life and represents a key factor for surrounding socio-economic, industrial and tourism development. Correct water management is one of our greatest challenges.

The environmental policy of PortAventura World establishes the challenges and objectives related to water and how our management approach adapts to public policies and the local context.

### Water categorised according to source and use

At PortAventura World, we are able to differentiate between various types of water:

- **Water for human consumption.** Water from the municipal supply which is used, fundamentally, in restaurants, toilets, for personal hygiene, cleaning etc. Its use is largely influenced by the behaviour of our customers, the main consumers of water. Practically 100% becomes waste water.
- **Water for recreation and swimming.** Both from the municipal supply. The water for recreational use in water attractions, and also in ornamental fountains, is maintained at suitable residual disinfectant levels according to the Resort's internal criteria. Water for swimming, however, is maintained by filtering and treatment, and only a small percentage is disposed of as waste water, after washing the filters. The water is renewed in accordance with the specific regulations.
- **Reclaimed water for irrigation.** Purified waste water that has undergone an additional or supplementary treatment process, allowing it to be used for certain purposes, in this case irrigation. The reclaimed water reused in PortAventura World comes from tertiary



17%

**Decrease in water consumption for human use per 1,000 overnight stays and year in hotels compared to 2018**

20%

**Decrease in the consumption of water used for recreation and swimming per 1,000 visitors in PortAventura Park and Caribe Aquatic Park compared to 2018**

treatment at the Waste Water Treatment Plant (WWTP) in Vila-seca and Salou since 1996, and is used exclusively to water the vegetation.

- **Other water for irrigation.** On occasions, the water coming from the WWTP is not suitable for irrigating gardens, either due to conductivity (salt concentration), microbiological contamination or high turbidity. In these situations, the smallest amount possible for water for human consumption is added to reach the mix that complies with the legal and agronomic requirements for the parameters that guarantee the survival of the plant species.



**ANNUAL WATER CONSUMPTION BY SOURCE AND USE (m<sup>3</sup>)**

	2017	2018	2019
<b>Water coming from the municipal supply</b>	<b>885,289</b>	<b>932,927</b>	<b>1,025,731</b>
Water for human consumption (used in restaurants, toilets, for personal hygiene, cleaning etc.)	550,917	583,484	694,148
PortAventura Park / PortAventura Caribe Aquatic Park	270,213	280,523	420,231
Ferrari Land	34,900	12,800	23,925
Hotels	244,991	289,864	249,343
PortAventura Convention Centre	813	297	649
Water for recreation and swimming	331,293	348,824	329,448
PortAventura Park / PortAventura Caribe Aquatic Park	220,998	208,770	174,294
Ferrari Land	0	0	0
Hotels	110,295	140,054	155,154
Water for irrigation <sup>1</sup>	3,079	619	2,135
PortAventura Park / PortAventura Caribe Aquatic Park	1,690	456	1,650
Ferrari Land	127	34	124
Hotels	1,262	129	360
<b>Reclaimed water for irrigation, coming from the WWTP<sup>2</sup></b>	<b>327,359</b>	<b>363,817</b>	<b>353,397</b>
PortAventura Park / PortAventura Caribe Aquatic Park	185,248	238,713	217,944
Ferrari Land	13,943	16,412	14,649
Hotels	111,270	93,390	106,701
PortAventura Convention Centre	16,898	15,302	14,103
<b>Total</b>	<b>1,212,648</b>	<b>1,296,744</b>	<b>1,379,128</b>
<b>Total water consumption coming from the municipal supply for swimming, for the use of human consumption and recreational use at PortAventura World (m<sup>3</sup> per 1,000 visits/overnight stays and year)</b>	<b>151.13</b>	<b>152.08</b>	<b>160.25</b>
<b>Total consumption of water for irrigation at PortAventura World (m<sup>3</sup>/1,000 m<sup>2</sup> gardens)</b>	<b>4.78</b>	<b>0.96</b>	<b>3.18</b>
Irrigation water coming from the municipal supply	4.78	0.96	3.18
Reclaimed water for irrigation, coming from the WWTP	508.18	563.32	526.41

Data taken from direct meter readings.  
 (1) 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 the WWTP of Vila-seca and Salou.  
 (2) This type of purified waste water has undergone a treatment process that allows it to be used for certain purposes, such as irrigation. The reclaimed water reused in PortAventura World comes from tertiary treatment at the WWTP of Vila-seca and Salou.

**Water categorised by destination**

The entire PortAventura World Resort is built on a network that makes it possible to direct the different types of water to the most appropriate end destination:

- **Waste water.** 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.

The discharge limits are marked by Decree 130/2003 which approves Public Sanitation Service Regulations. In addition, for each water attraction, a desired level of

residual disinfectant, transparency and turbidity are defined based on the criticality of each point - according to the amount of contact with the user - and the treatment possibilities of each facility.

Every year, via telematic means, the Catalan Water Board is sent a report on the maintenance and operation conditions of PortAventura World's waste water disposal facilities.

In 2019, the limits were not exceeded in any of the four collectors in the controls carried out.

- **Stormwater.** Stormwater represents a token gesture towards helping to manage water consumption, given the heavy rain in the Mediterranean. However, thanks to the water network within the Resort that separates waste and stormwater, we are able to benefit from some of the rain. PortAventura Park's main lake collects almost all of the rainfall in the park.



# Environmental awareness and training

Part of our environmental and social responsibility commitments is to raise awareness amongst visitors and employees through the development of environmental training and communication actions targeted at these groups.

## Informed and involved customers

- Implementation of the External environmental communication plan. Amongst other actions, we have carried out a campaign on networks with specific sustainability and corporate responsibility content.
- Development and communication of the Green Future Ferrari Land pilot test.
- In regard to the use of water, all hotels are reminded of the need to preserve this natural resource with the document "Every gesture counts".

## Trained and informed staff

- Update of the environmental training content to staff and the General Environmental Practices Manual, including topics related to biodiversity, for its implementation in 2020.
  - Promotion of employee participation in contributing to environmental proposals.
- The General Environmental Practices Manual informs suppliers and employees.

### PortAventura Convention Centre promotes sustainable events

PortAventura Business & Events promotes the holding of environmentally responsible events, with proposals to minimise the consumption of materials, use recycled or reusable elements for décor, calculate the CO<sub>2</sub> emissions generated, offset the carbon footprint by cooperating in initiatives and promote team-building activities that nurture respect for the environment.

The guide *Ideas, tips and suggestions to make an event more sustainable and environmentally responsible*, is available on the webpage [www.portaventuraevents.com](http://www.portaventuraevents.com).



100%

**Of the employees who have completed their specific workplace training have received environmental training**





# SOCIAL COMMITMENTS

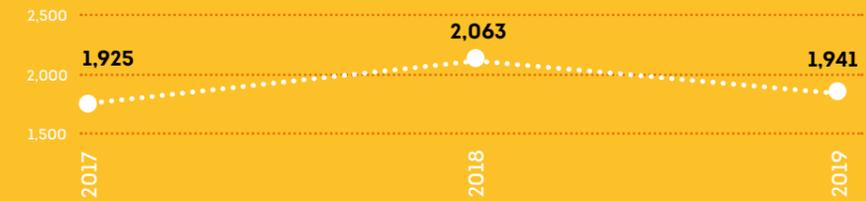
<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>
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# Generating quality employment<sup>1</sup>

In 2019, a total of 139 people benefited from the measures taken in PortAventura World to reduce temporary employment and improve employment stability. Amongst other actions, 95 new fixed-discontinuous contracts were made as well as 44 conversions to permanent contracts. PortAventura World continues to be one of the leading employment generators in the province of Tarragona. In the summer months, numbers are at their highest followed by an upturn in October for the Halloween celebrations.

(1) The workforce data reported include the staff from PortAventura Entertainment, SAU. This does not include the six people at Port Aventura Viajes, SAU, Hotel Caribe Resort, SL and PortAventura Foundation. For more details regarding those people, please refer to indicator 102-8 in the GRI contents table.

## EVOLUTION OF THE WORKFORCE (ANNUAL AVERAGE)



Average number of employees over the year (calculation based on the workforce on the last day of each month)

## EVOLUTION OF THE WORKFORCE IN 2019



The data regarding the Workforce on the 15<sup>th</sup> of each month have been taken into account.



## EXTERNAL STAFF WORKING IN THE RESORT FACILITIES

### OWN STAFF



1. Data corresponding to 15 August.

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

3. Calculation based on the workforce on the last day of each month.

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

5. 6. 7. Calculation based on the average number of employees in the year.

*The current collective bargaining agreement (2015-2019) expired this year and, during 2020, the new agreement will be negotiated.*



1,021

New hires in 2019

### Diversity and multiculturalism in the workforce



54

Different nationalities



88%

Of the workforce comes from Spain



12%

Of the workforce comes from other countries



#### WORKFORCE ACCORDING TO NATIONALITY<sup>1</sup> 2019

Germany	7	Ecuador	3	Nigeria	2
Algeria	2	Slovakia	1	Panama	1
Argentina	9	Slovenia	1	Paraguay	1
Belgium	1	Spain	1,705	Peru	6
Bolivia	4	France	10	Poland	3
Brazil	8	Ghana	1	Portugal	6
Bulgaria	6	Equatorial Guinea	6	Romania	26
Canada	1	Holland	1	Russia	13
Czech Republic	1	Honduras	1	Senegal	11
Chile	3	Hungary	0	Switzerland	1
Colombia	17	Italy	24	Ukraine	4
Democratic Republic of Congo	1	Latvia	1	Uruguay	1
Croatia	1	Morocco	37	Venezuela	4
Cuba	2	Mexico	3		
Dominican Republic	3	Moldova	1		



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

# Promoting prevention culture

## Safety as a priority

The prevention culture, applied to all levels and areas of business, is the basis of the occupational safety in PortAventura World. In this regard, we have a prevention plan whose occupational risk prevention policy includes the goals, resources and organisational structure needed to implement it.

The Management Committee, with the guidance of the Prevention Service, define the annual health and safety goals according to the priority strategic guidelines. The prevention delegates have been previously consulted and have presented the goals to the Health and Safety Committee. This committee is a collegial body made up of seven prevention delegates and seven representatives of the company appointed by the management; 100% of the workforce is represented by this committee.

The Prevention Service performs a monthly follow-up on accidents in the workplace and develops an annual activity programme to comply with the identified goals and the applicable legislation.

At PortAventura World, we extend our commitment to occupational safety through the coordination of business activities. The aim is to ensure that the services performed by external entities or personnel meet the safety measures required by law.

In 2019, we conducted a total of 143 emergency drills, 135 risk assessments, 213 technical reports (noise, heat stress, lighting, ergonomics and psychosocial), seven fire prevention workshops and 43 courses on occupational hazard prevention. The medical service for the workforce has dealt with 986 medical examinations, 1,081 medical consultations, 1 vaccination and 402 queries regarding exemptions.



### EXTERNAL STAFF



5.71

Frequency index<sup>1</sup>

### OWN STAFF



9.47

Frequency index<sup>1</sup>



2,208

Incidence index<sup>2</sup>

5.55

Men

13.1

Women

622.88

Men

1,585.50

Women



0.20

Severity index<sup>3</sup>



3.3%

Rate of absenteeism (122,575 hours)

0.12

Men

0.27

Women

**The accident rates of PortAventura World are below the sector average. For the sixth year running, the company does not appear on the Regional Government of Catalonia's list of companies considered to have high accident rates.**

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.

## “PortAventura e-Healthy” Programme

The “PortAventura e-Healthy” programme is the tool with which we implement and make tangible the principles of a healthy company, with the aim of making people aware of the importance of looking after their health, and offering different activities, services and facilities that enable them to develop healthy habits.

In 2019, different activities took place as part of the programme:

- **“Healthy day”**. Free distribution of fruit, dried fruit, vegetables, etc.
- **Blood donor campaigns** by company employees. The 371 employees who took part in the campaign received a free pass to PortAventura Park.
- **Sun protection campaign**. Informative sessions with recommendations were held on how to adequately

protect yourself from the sun, and sun cream was given out to the attendees.

- **“Promoting habits from a young age”**. Programme of activities for the staff’s children with: healthy breakfast workshop, cardiopulmonary resuscitation (CPR) workshop, Kids zumba class, dental hygiene workshop and yoga workshop (two sessions in the season).
- **Stretching workshops, healthy yoga and pilates.**
- **Workshop Experiences** with the health promoter.
- **Zumba classes.**
- **Awareness campaigns** on cardiovascular diseases, diabetes and blood pressure.
- **Road safety campaign.**
- **Talks with experts** on “Cardiovascular risk” and “Nutrition and Mediterranean diet”.



2,876

Participants in the “PortAventura e-Healthy” programme.



1,442

Consultations with the health promoter



21,212

Employees taking part in the different activities<sup>1</sup>



349

Participants in Sports Training Room

1. The same person can take part in various activities.



## Continuation of health programme: “Gain Life, Lose Weight”

The second edition of the health programme “Gain Life, Lose Weight” programme continued in 2019 and the third one started. The programme includes:

- Talks or workshops such as “Basic Eating Principles”, “Mindful Eating” and “Mindfulness”.
- Advantages for the participants such as free access to Sports Training Room for one year, a monthly prize-draw to win a fruit-and-veg basket, and a massage session at one of the Resort’s wellness centres.
- Medical specialist in healthy habits who, as a health promoter, conducts training and a personalised follow-up.
- Overnight hotel stay for all participants who reach the goals set.



# 105

Participants



# Well-being and benefits for the workforce

## Social benefits

PortAventura World has a social benefits policy defined according to organisational levels. The following benefits are provided for all staff and are regulated by the collective bargaining agreement:

- **Offers on all types of products and services** using a digital platform that all employees can access.
- **Outlet shop** for employees, which offers outlet products from the PortAventura World shops at very attractive prices.
- **Flexible pay system** and special tariffs for taking out health insurance with Adeslas. In 2019, the number of employees benefiting from health insurance amounted to 550.
- **Various prize-draws:** end-of-season prize-draw (with tickets and stays in different places for all employees who have worked during the season in the company), product packs, invitations for two people for the Aquum and weekend stay in Valencia for the users of the PortAventura Team App to maximise its use.
- **Other benefits:** the Correos CityPaq Service, through which employees can receive parcels of online purchases at the work centre and collect them from the two existing terminals at the Resort and the Fes e-Dit shared vehicle platform, whose users have priority parking places and are entered into a prize-draw for hotel nights or tickets.
- **Unlimited entry** to the park and seasonal passes (tax imputation).
- **Free parking.**
- **Staff canteens** with a set menu at a reduced price.
- Wedding or baby **gift.**
- **Christmas hamper.**
- **Lifetime pass** for retired employees.
- **Sports Training Room** at a reduced price for all staff who want to use the machines in this space and attend classes.
- **Discounts** on the purchase of tickets, hotel reservations, shops and restaurants, special prices for family celebrations, etc.

## Conciliation measures

In PortAventura World, we are committed to favouring measures for the conciliation of work, family and personal life, and we promote a work culture that increases people’s well-being. In accordance with the current collective bargaining agreement, we apply different measures:

- Job reserved for a period of three years due to leave of absence for care of a child under three, care of the elderly or domestic violence.
- Possibility of choosing a regional bank holiday in a 7-month period and two regional bank holidays in a 9-month period, as detailed in the current collective bargaining agreement, for staff hired on a part-time basis and with reduced working hours.
- Paid leave for death, serious illness and birth.
- Flexible working hours from Monday to Thursday and shorter working day on Friday for staff with regular working week.
- Flexibility in the choice of vacation time.

**340 people benefited from the measures for the conciliation of family life in 2019**

# Talent management and training for development

## Recognition of internal talent

The talent management model of PortAventura World is focussed on maximising internal talent, incentivising continuous improvement and promoting professional development. We have various tools to ensure that the model is effective.

The performance management system allows us to help develop the performance of all employees, in order to implement a culture of continuous improvement. The system unifies criteria, facilitates communication and serves for the good development of the work, to participate in future internal selection processes and promotion and detect new training needs.

The management system has enabled us to identify staff competencies, which we classify into:

- **Corporate competencies**, based on the company's values: teamwork, customer-orientation, resolution, responsibility, flexibility, respect for the environment, etc.
- **Technical competencies** (according to collectives): sales service, customer care and service, management and negotiation and decision-making.
- **Team manager competencies**: development, leadership, planning and coordination, health, safety and environment.

The goal-based management system makes it possible to obtain the information needed to be able to apply personalised variable remuneration. The system sets out functional (operational and service) and productivity goals. The employees receive compensation for achieving these goals.

Furthermore, we have two other initiatives for recognising staff performance:

- **Quality cards**. The aim of these is that managers can use them to reward people who stand out for putting the values of PortAventura World into practice and actively contribute to achieving the company's goals. They are given according to the criteria of the various team managers themselves.
- **Best unit award**. This is designed to incentivise and reward team leaders and employees that surpass the goals for their units. They are aimed mainly at the sales areas - Shops, Games and Restaurants - where ratios of productivity, satisfaction and customer service and results of Mystery Shopping are evaluated. In the areas of operations - Shows and Hotel Receptions - the Best Employee of the Quarter Prize is awarded.



16%

Of the average workforce over the year, subject to variable remuneration



78%

Of the active workforce underwent a performance appraisal during the season



290

Quality cards awarded



295

Cash prizes awarded to managers and staff from the winning units



466

Shop and restaurant vouchers



213

Hotel nights

# Open and dynamic training plan

Training is one of the tools provided by PortAventura World to offer added value to its workers. The company's training plan, which is annual, includes all training actions required to ensure that employees are prepared to adequately perform the duties and tasks of their job position, and to extend their knowledge and reinforce their skills and competencies. The training plan is open and dynamic, as the needs are always changing too.

The Human Resources Management is responsible for managing the company's training policy, defining together with the General Management the criteria and

priorities for each season, and assigning the resources necessary for their application. The training plan is organised into training areas:

- Corporate training
- Food safety training
- Environment training
- Safety training
- Development training
- Customised training



3,789

Workers who have received some form of training during the year



96%

Of workforce trained<sup>1</sup>



50,052

Total training hours



13.21

Average no. of training hours per person



85%

Distance training<sup>2</sup>

In 2019, new training activities took place:

- Design and production of two online training courses of **Events Catering**: Basic Catering Service Operations at Events and Basic Kitchen Operations at Events.
- Cooperation agreement with the Rovira i Virgili University to carry out the **modular training programme "Training Middle Management of the Tourism Sector"**. The programme was designed to be studied as complete courses of 270 hours, as a postgraduate with 30 ECTS or through one of the three planned training itineraries of 130 hours: Managing middle management in Hotel and Catering, Managing middle management in the Catering Sector, and Managing management in leisure and shows.
- Leadership **training for directors and managers**. Given the name LeaderFit, it has been aimed at about 100 people to train them in the skills necessary to exercise the role of leader and, at the same time, offer the team management the vision of the leadership model driven by PortAventura World. The programme works on aspects like empathy, active listening, team motivation and emotional self-management. It also offers strategies to give constructive or positive feedback, to master tools that facilitate team development and to understand what a conflict is and how to address it to solve it. It is intended for this training to be extended to supervisors and managers in the next season.

*In 2019, leadership training aimed at directors and area managers was carried out.*

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

		2019
	Executives and area managers	35.53
	Supervisors, technicians and office workers	13.13
	Operations staff	12.75
	Executives and area managers	33.69
	Supervisors, technicians and office workers	16.47
	Operations staff	11.38

1. Percentage calculated based on the total number of active members of the workforce.  
 2. This includes 477 people that have done "Induction Training" on the training platform but have not joined the company.

*The PortAventura Award for the Best Academic Career in Tourism at the Rovira i Virgili University, which celebrated its 14<sup>th</sup> edition in 2019, is to extend the commitment to training to the region.*



The aim of the award is to publicly acknowledge the excellence of students in the URV Diploma in Tourism and to enable them to carry out a personal development project promoting the values of initiative, competence, leadership, responsibility and commitment.



## Training and opportunities for young people

In 2019 25 cooperation agreements were made between PortAventura World and universities and education centres to take on students for work experience. Work-experience placements for students at the Resort are available in sales, central services, technical services, administration and finance, human resources, F&B, hotels, etc.

The universities and education centres with which agreements were signed are: Rovira i Virgili University, Pompeu

Fabra University, La Rioja International University, University of Lleida, CETT - University vocational training, CEU Cardenal Herrera University, CETT - Middle grade and higher grade vocational training, IES Jaume I, IES Ramon de la Torre, IES Pere Martell, IES Ramon Barbat i Miracle, Cambrils Hotel and Tourism School, IES Vidal i Barraquer, Open Institute of Catalonia, Higher Open Studies in Catering of San Valero Group, SEAS Higher Open Studies, Escola Elisabeth, Centre Català Comercial and Novatècnica Training Centre.

**61 work-experience placements for students in 2019**

## Dialogue and internal communication

*More than 1,000 users connect to the PortAventura World Team App every month to carry out admin procedures, register for activities or find out about the company's latest features. In 2020, the App will be updated with new functions.*

Establishing internal communication channels facilitates and promotes permanent dialogue with the human team and promotes the corporate culture.

- **Annual welcome forum 2019.** This event serves to present the previous year's results, new features for the coming season and welcome employees. At this event, the money raised by employees in Teaming charity activities the previous year was presented. The two beneficiary associations of this money are also chosen by the staff.
- **PortAventura World Team,** exclusive application for the staff with corporate information, benefits programme, events agenda, admin procedure portal with the Human Resources Department, job offers and

training platform, among other services.

- **Acció, a bimonthly internal magazine** that includes corporate information, articles on various topics related to the performance of the business and interviews with employees.
- **Employee Helpdesk** with mailbox for queries and printed suggestions and complaints.
- **Intranet and internal communications.**
- **Videos, information boards,** informative posters, flyers, leaflets and other printed material.

*This season offered an open day in PortAventura Dreams so that the staff could discover the PortAventura Foundation project at first hand.*

### Solidarity and recreational activities

From PortAventura World, we promote a range of activities to involve the workforce, foster the sense of belonging and channel solidarity initiatives.

- **Sant Jordi roses** given to the entire workforce.
- **Children's drawing contest** "Christmas in PortAventura World" for employees' children, grandchildren and nieces and nephews. A gift is given to each of the winners of the three categories and one of the winning drawings is used as the cover for the Acció magazine in the month of December.
- **Delivery of letters to the royal page** exclusively for staff family members. A total of 46 families enjoyed this activity.
- **Sports day** in H<sub>2</sub>O Tennis Salou so that the staff and their families could enjoy its facilities.
- **Participation of volunteers in the solidary football tournament "We are one"** organised by the Invest for Children Foundation on the RCD Espanyol pitch.
- **Participation in the toy collection campaign** organised by the Spanish Red Cross.
- **Blood donor campaigns** by company employees. The 372 employees who took part received a pass to PortAventura Park.
- **Special price for signing up to the PortAventura Foundation Charity Run and Fun Ride.**
- **Special price to attend the PortAventura Foundation charity dinner.**



# Commitment to solidarity through the PortAventura Foundation

The PortAventura Foundation aims to contribute to the welfare of society and to improve the quality of life of people at risk of social exclusion, especially children and young people, working with them directly or together with their families and indirectly by supporting other foundations and institutions. The maximum expression of this commitment is PortAventura Dreams, the project which, since 2019, enables children and young people with serious illnesses to access and enjoy the Resort.

## PORTAVENTURA FOUNDATION INCOME (THOUSANDS OF EUROS)

	2019
PortAventura World's contribution to the Foundation	756
Fundraising for the organisation of fundraising events	207
Donations from other foundations, partner companies	667
Essential business activity expenses	-188
<b>Total net income</b>	<b>1,442</b>

## AID GRANTED AND DISTRIBUTION BY BENEFICIARY GROUP AND EVENTS (THOUSANDS OF EUROS)

	2019
Diseases	827
Special needs	106
Social exclusion	209
<b>Total aid</b>	<b>1,142</b>

*Every 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.*



**79%**  
Of income used for the Foundation's projects



## PortAventura Dreams, a dream come true

In 2019, PortAventura Foundation took another step forward to make its project more ambitious and innovative: PortAventura Dreams.

### Introduction

At the halfway point of the building phase, in May 2019, PortAventura Foundation presented the PortAventura Dreams project, a *village* located inside the Resort which offers a unique experience to families with children and teenagers who have suffered or are suffering from serious illnesses. The project, pioneer in Europe and with an investment of more than €4 million, consolidated the commitment of the PortAventura Foundation to improve the life of these collectives through entertainment and fun.



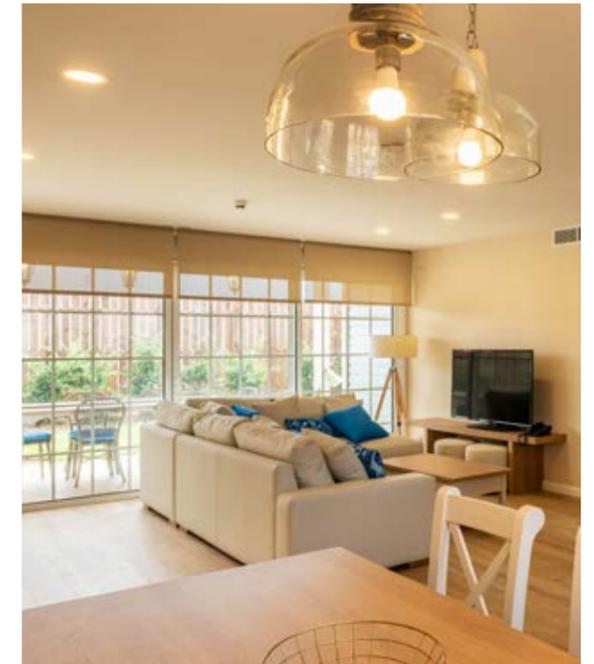
### Project

PortAventura Dreams was conceived as a recreational and interaction space that aims to have a positive effect on recovery from a psychological point of view, while enabling families to share new experiences together.

The project is centred on children and teenagers between the ages of 4 and 17 who have suffered or suffer from serious illnesses mentioned on the list drawn up by the Ministry of Health. The preparation, selection and supervision of the families selected is managed by a Medical

Committee formed by medical teams and social assistants from the different collaborating hospitals. In the initial phase of the project, the hospitals participating in the programme are Hospital Sant Joan de Déu, Hospital Vall d'Hebron and Hospital Infantil Universitario Niño Jesús. The goal is that, over the next few years, other hospitals of reference from the rest of Spain will join the project. The Red Cross is in charge of coordinating and organising the Medical Committee, acting as a liaison between the hospital and the Foundation.

Furthermore, PortAventura Dreams has founding donors whose contribution make this project possible: El Corte Inglés, Barça Foundation, Cruyff Foundation, "la Caixa Foundation, LaLiga Foundation, Probitas Foundation, LG Electronics, Mango and Mediapro. The aim is that the network of collaborators will be expanded in the future.



*The project will be followed up on after the selected families have stayed with a pioneer psychological study, which is planned to take place in Hospital Vall d'Hebron, in order to find scientific evidence of the benefits of leisure on health. The study will consist of weighing up the stimulation the sick child receives at the end of their treatment, when they can go back to their family to the strictest normality, outside the hospital and enjoying holidays all together.*

## The spaces

The *village*, a space of 8,850 m<sup>2</sup>, has six residences of 135 m<sup>2</sup>, a games area, football pitch and surrounding gardens, as well as a restaurant that offers a meal service to the families and a multipurpose room where the PortAventura Foundation volunteers can organise the schedule of activities and workshops for all the families.

In terms of the residences, each one has three bedrooms, a living room, a kitchen and a bathroom. The village is built without architectural barriers and with the equipment and amenities necessary for the children and their fam-

ilies to have an optimum stay. The six residences will be offered for weekly stays simultaneously to six families.

The complex also has common areas such as the recreational areas with games and inclusive swings, and other spaces equipped with entertainment elements and services. The space has been designed with the idea of maximising moments of interaction between people, a factor which is very important for the recovery of an illness, and guaranteeing the children's comfort.



## Opening

The PortAventura Dreams complex was inaugurated on 22 October, when it opened its doors to the first families. The *village* aims to host 170 families every year, a number that will increase over time.

## Families

The families have access to the three parks of PortAventura World, with direct access to the rides and shows without having to queue and with the best locations available. The travel and the accommodation, including the board, is completely free of charge for the families, who may come from anywhere on Spanish territory.

To promote the socialisation and relations between the families, PortAventura Dreams plans activities in common areas, the spaces where the family can relax and interaction as a key part of the experience is encouraged. Furthermore, throughout the week, different special activities are organised for the enjoyment of the children and teenagers.

## Voluntary services

A large number of the PortAventura Dreams activities are carried out by volunteers, who with their supportive collaboration help the families, children and teenagers to have an unforgettable experience.

The volunteers have participated in various informative sessions to organise their duties in the workshops and activities of PortAventura Dreams, as well as various charity events organised by the PortAventura Founda-

*More than 50 people of the PortAventura World team have participated as volunteers in the PortAventura Foundation programme.*

tion, such as "Posa't la Gorral", "Fent amics" and "Somriu per la infància".

In 2019, following the Catalan Law on Volunteering and Promotion of Association, the PortAventura Foundation volunteer programme, open to all PortAventura World employees continued to be developed, with the implementation of the course "Duties and rights of the volunteer", given by the Catalan Volunteering Federation.

**PortAventura Dreams is, for the PortAventura Foundation:**

A door open to fun, excitement and experience.

A place where all barriers, both physical and social, disappear.

A meeting point and a tool for cohesion.

A recreational space that increases the individual and collective self-esteem of children and teenagers who are seriously ill.



## Aid and collaboration with other foundations

We help other foundations and entities to reach their goals by promoting and developing events specially designed for their collectives and in line with the needs of each group. They are charity events that offer the participants a day of entertainment and the opportunity to enjoy the park with family and friends, as well as helping to raise funds for the beneficiary entities.

### Charity days at PortAventura Park

#### "Posa't la gorra". PortAventura Foundation and the Association of Family and Friends of Children with Cancer (AFANOC) (17<sup>th</sup> edition)

More than 7,400 people came together on the day of the event held in PortAventura Park and organised by the Association of Family and Friends of Children with Cancer of Catalonia (AFANOC), which works to improve the life of children and teenagers with cancer and their families, and to give them integral psychosocial support. The money raised will be used to maintain the services offered by the AFANOC Tarragona branch, 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 Catalunya (11<sup>th</sup> edition)

The 11<sup>th</sup> edition of the solidarity day event "Fent Amics", organised annually by Down Catalunya and the PortAventura Foundation, brought together nearly 7,000 people. The event was possible thanks to the involvement of the volunteers provided by the ten entities that make up Down Catalunya and the Volunteer Associations Federation of La Caixa.



#### "Somriu per la infància". PortAventura Foundation and Federation of Care and Educational Entities for Children and Adolescents (FEDAIA) (7<sup>th</sup> edition)

PortAventura World was filled with smiles yet another year with the presence of more than 5,000 children, teenagers and families at this event where, in addition to enjoying the rides, they could participate in various special activities. Everyone in attendance collaborated in creating a large mural of graffiti and they participated in workshops organised to promote Children's Rights, as well as enjoying the performance of the music group Xiula.



*Since its founding in 2011, the PortAventura Foundation has collaborated with 814 similar entities and has granted aid to the value of €6,341,186 through a large number of projects and activities.*

"Posa't la Gorra" 2019



## Own fundraising events

### Fun Run. Charity race. PortAventura Foundation (8<sup>th</sup> edition)

Day event where sport, family fun and solidarity were number one again. The participants in the race ran six kilometres inside the Resort's facilities. On the same day as the race, they could buy special entry tickets to PortAventura Park. These sales contributed to increasing the final amount raised, which this year was allocated to support two projects in Hospital Universitario Joan XXIII of Tarragona centred on humanising the hospital stay of children and adults.

### Golf tournament. PortAventura Foundation (5<sup>th</sup> edition)

This sporting contest has already become one of the most important annual events for the Foundation. With the help of the ACCIC (Catalan Association of Congenital Heart Diseases of Catalonia), children with heart disease are given the opportunity to play their first game of golf, since it is proven that this sport is the perfect recreational activity for people with heart disease. The entire funds raised in the tournament were allocated to CAE Marinada, which cares for people with intellectual disability and mental disorder as a residence and also as a daily centre for specialised care.

This year, the COAATT *Colegio de Aparejadores de Tarragona* joined the Tournament, as co-organiser; in this case, the benefits are allocated to the Rosa María Vivar Foundation, a daily therapeutic centre designed due to the need to provide people with Alzheimer's an excellent space for non-pharmacological treatment, based on the most innovative cognitive stimulation therapies.

### Charity Dinner. PortAventura Foundation (9<sup>th</sup> edition)

The event welcomed more than 1,200 guests, including individuals, companies, public entities and charities, who could enjoy a dinner full of surprises and shows for a good cause, under the motto "A dream made with the head and the heart". The funds raised, which this year reached the highest in the history of the Charity Dinner, was allocated equally to promote the projects of the Congenital Heart Disease Association, the Rosa María Vivar Foundation and the PortAventura Dreams projects of the PortAventura Foundation coordinated in the medical aspect by the Red Cross.

### Fun Ride. PortAventura Foundation (2<sup>th</sup> edition)

290 participants enjoyed the race event, whose profits were allocated to the Red Cross Youth project, "Promotion of School Success", whose aim is to reinforce the skills of children and teenagers with social difficulties at school. In addition to working in the school setting, in a cross-cutting manner the project seeks to foster social and coexistence skills and to promote health eating and hygiene habits.



2,200

Runners



€16,825

Donation



€100,350

Donation



€13,711

Donation

## Accessibility to leisure

The PortAventura Foundation provides access to leisure by donating free tickets to PortAventura Park. This donation is made directly to 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 programmes that support children with serious illnesses or who are at risk of social exclusion.



10,737

Beneficiaries

## Direct contributions to projects

### Teaming project 2019.

The staff of PortAventura World can present charity projects and contribute to their development by voluntarily donating €1 from their salary; for each euro contributed, the PortAventura Foundation contributes another €2. This is how the Teaming project works, which is now in its 11<sup>th</sup> year. The money collected in the project's last edition was shared between the Catalan Williams Syndrome Association and the Catalan Neurofibromatosis Association.

**Christmas visit to children in hospital** in Tarragona and Reus.

**Campaign to collect toys** with Red Cross Youth Tarragona.

**Turning on the lights at Hospital Sant Joan de Déu.**



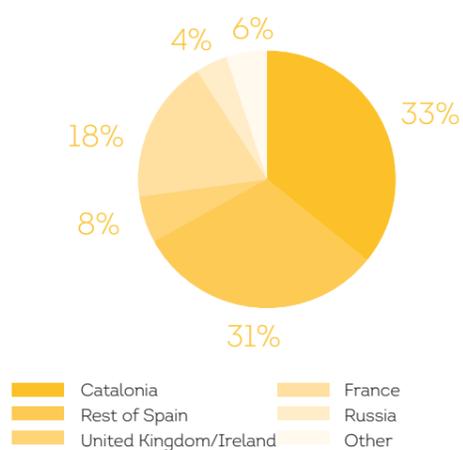
# Resort in evolution to satisfy the customer

## New features for everyone

Families from all over Europe come to enjoy the most comprehensive offer of leisure, accommodation and F&B offered by PortAventura World, and companies and entities organise their events in PortAventura Convention Centre. The Resort is constantly updating and evolving to continue to improve the experience of its customers.

*44% of the visits received during the summer (July and August) are international, a number that increases to 49% in the case of overnight stays in hotels.*

### ORIGIN OF THE VISITS



**36%**  
Of international visits to PortAventura World

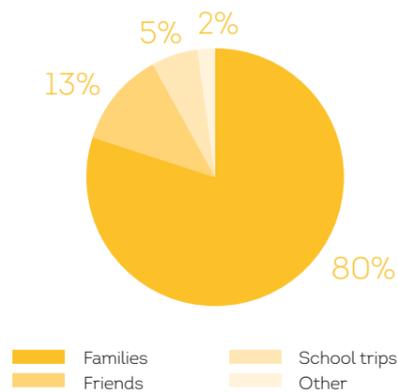


*The “Family Tourism Destination” certificate, awarded by Catalonia Tourism, recognises PortAventura World’s commitment to offering facilities and services adapted to families with children.*



*The celebratory event of the 25<sup>th</sup> anniversary of Mediapro, with 8,500 attendees, was a great logistical challenge that was surpassed with success; all the company’s employees and their families enjoyed a wide range of activities.*

**CUSTOMER PROFILE**



**80%**  
Of family visits to PortAventura World



**208**  
Events held



**69,549**  
Participants



**13.8**  
Millions of euros in turnover

**PORTAVENTURA WORLD, BUSINESS TOURISM DESTINATION**

Since the PortAventura Convention Centre opened in 2009, PortAventura Business & Events has experienced a high and steady growth, with the organisation of more than 2,000 events. In order to position the centre in the sector, 60 sales activities for the international market and 42 for the domestic market were carried out in 2019.

With the aim of continuing to position PortAventura Business & Events as an international reference of tourism for congresses, conventions and incentives, the infrastructure of PortAventura Convention Centre was extended. The new space involves an investment of €11 million and has 24 rooms and a maximum capacity of 6,000 people. The Roma room can be highlighted amongst the new rooms, an extension of the centre which will enable larger events or more groups at the same time. The extension has natural light and is surrounded by terraces and Mediterranean gardens to enable visitors to enjoy unforgettable views of both the sea and golf courses.

PortAventura Convention Centre offers the possibility of hiring people with Down syndrome as support staff for the events, contributing to their professional integration. The centre also has a broad offer for holding sustainable and socially responsible events.

Some of the most significant events of 2019 were:

- At international level: Beckman Coulter, Quandoo, Siemens, Inmociónate national congress of the property sector, Dscoop, B&B Hotels, Berlin Chemie/Menarini, PPI transport Symposium, international congress of forest products and Engie.
- At national level: Roche, Banco Sabadell, Mediapro, Deloitte, Saltoki, SEAT (training event), 55 Rally RACC, etc.

*Saltoki chose PortAventura Convention Centre for the third time running to celebrate an event combining different sports and leisure activities for its best clients.*

# Evaluation of the customer's experience

The strategic goal of PortAventura World is to improve the customer's satisfaction by offering a service of maximum quality and excellence. The results of the satisfaction surveys that we carry out indicate the points of improvement and reflect the work of the entire organisation.

## CUSTOMER SATISFACTION

	2019
Overall rating for a day at the parks	4.17/5
Overall rating of the stay in the Resort hotels	4.15/5
Overall rating for the PortAventura Convention Centre	4.44/5

### PORTAVENTURA PARK

4.17/5

The rides and the service provided by the employees are the best rated aspects

### FERRARI LAND

72%

Of customers who will definitely or probably return to visit Ferrari Land

### PORTAVENTURA CONVENTION CENTRE

55%

Of customers say that their event in PortAventura World was better than expected, with this item increasing by 10 points compared to last year

### PORTAVENTURA CARIBE AQUATIC PARK

93%

Of visitors who would definitely or probably recommend a visit to the water park

### HOTELS

4.15/5

The best overall rating in history

78%

Intention to revisit



\*In 2019, the method of working the evaluation data of PortAventura Convention Centre was modified. The raw data will be weighted so that it is more representative. Taking into account this change in the methodology, only the weighted data of 2018 and 2019 are available.

Complaints and claims at PortAventura World are handled according to the internal procedure, which set out both the initial action with the customer and the closing of each one of the registered claims or complaints. The process followed is: receipt and logging of the claim, search for information about the facts claimed and, if possible, solution to the detected problem. The customer is notified by email of the resolution or response to his/her complaint and it is logged in the complaints and claims database. Improvement actions are proposed internally to avoid incidents.

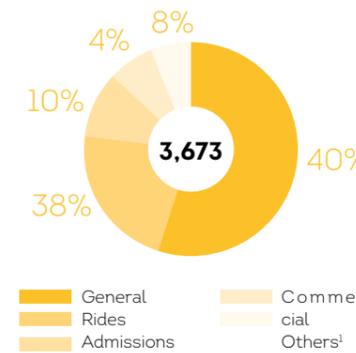
The customer can present complaints and claims at various points in the facilities: in the customer service offices (PortAventura Park, Ferrari Land, PortAventura Caribe Aquatic Park and the special needs customer service office), as well as at the reception of the hotels or the Caravan Parking. The customer can also contact by email, telephone, postal mail and via PortAventura World social media. In 2019, the platform to register complaints was updated to facilitate its operation and communication with the customers.



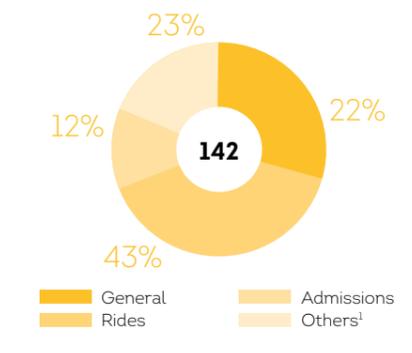
4,184  
Complaints received  
in parks

0.00081  
Complaints/customer  
ratio in parks

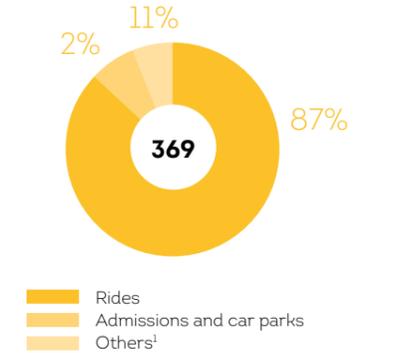
COMPLAINTS PER AREA OF PORTAVENTURA PARK



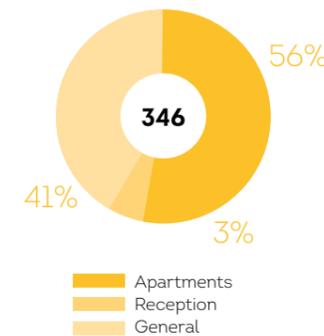
COMPLAINTS PER AREA OF PORTAVENTURA CARIBE PARK



COMPLAINTS PER AREA OF FERRARI LAND



COMPLAINTS PER AREA OF THE RESORT HOTELS



785  
Complaints received in hotels

0.00069  
Complaints/customer ratio in hotels

\*Others: stores and toys, maintenance, catering, shows, customer service, safety, cleaning, transport and medical service.

## Access to leisure for customers with special needs

In accordance with our responsibility policies to people, at PortAventura World we work to continue to improve access to leisure for people with functional diversity. We have a Customer Service Office that provides services for customers with special needs, and has defined a new access policy for discounts and preferential access. At the Office we provide information on attractions, services and facilities suitable for people with functional diversity and we issue passes to access places without architectural barriers. We also make reservations in locations without architectural barriers inside restaurants.

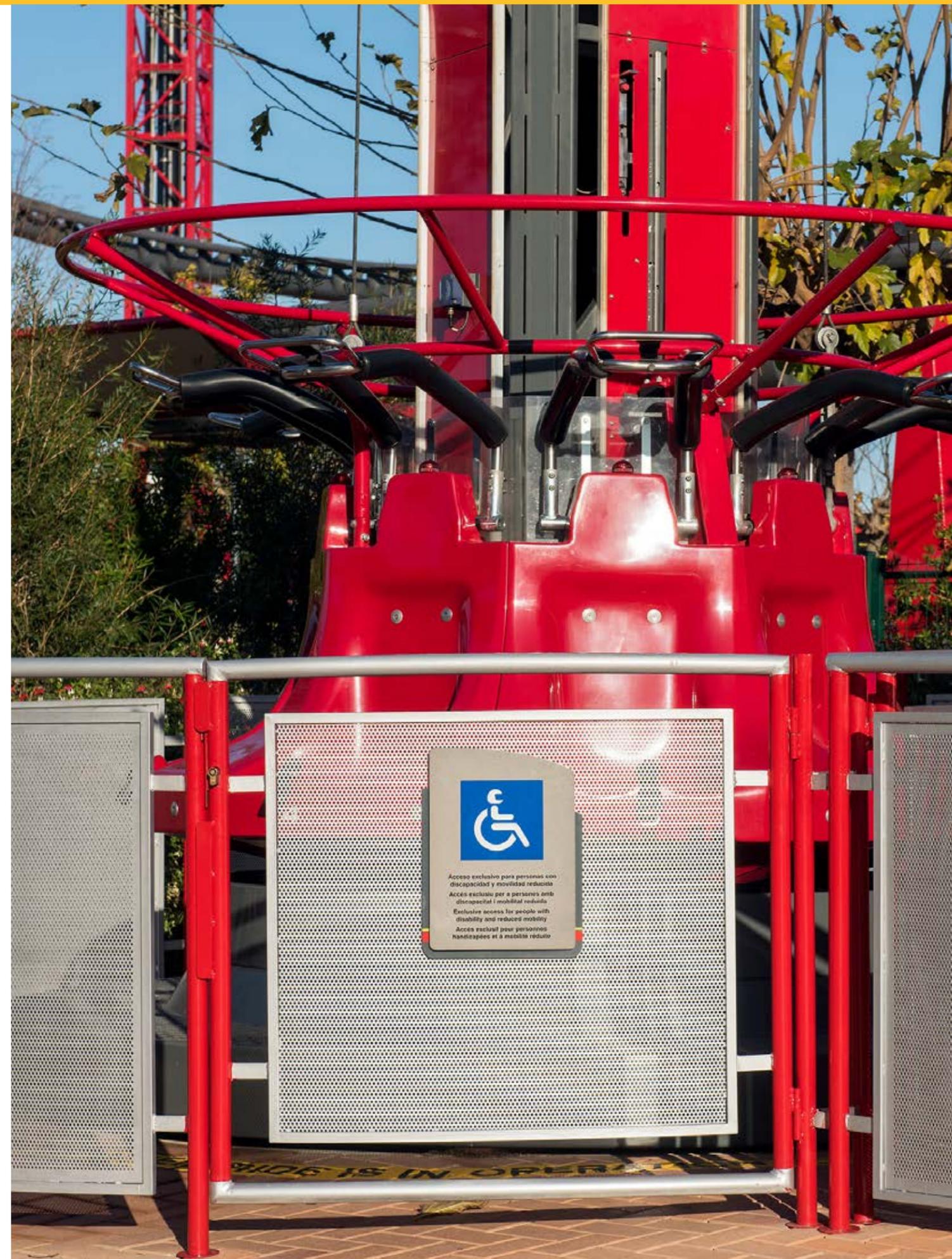
## F&B service for all people

The F&B areas (table service, buffet and self-service) of the Resort where customers can enjoy products suitable for celiacs are shown in the "Eat gluten-free" leaflet.

Visitors to the Resort can also obtain information about the different F&B possibilities for people with special dietary needs, contained in the guide to *Food allergies and intolerances*. In this regard, PortAventura World has established the following procedure: the form for allergies and intolerances is given to customers from the call centre when they request it so that they have the information in advance. The form is also given in the hotels at check-in. The information is sent to the catering department so that they can take it into account in all meal services. For people with food allergies and intolerances who only come to our theme parks, we have a booking form for table services and a special form to enter the park with food, so that people with allergies and complicated intolerances may enter with specific products. This document must always be accompanied with a medical certificate indicating the relevant allergy or intolerance.

To remove architectural barriers, since 2018 we have incorporated a height-adapted washbasin in different bathrooms around the park, which was implemented in different units in 2019. At PortAventura Caribe Aquatic Park, double-height hand basins have been installed since the beginning. The park facilities are designed in line with accessibility regulations not just in terms of the buildings but also rides, parking areas, urban surroundings and hotels.

In all our restaurants, we also promote the Mediterranean diet, with vegetable garnishes and healthy desserts, and we are gradually increasing the vegetarian offer. At our recharge areas, we offer healthy options such as cut fruit and natural juices.





# GOVERNANCE COMMITMENTS



# Safety in all aspects

One of PortAventura World's corporate values is safety, a key element for excellent performance of our business and also for customer satisfaction. Therefore, we have implemented strict measures in all aspects.

## Maximum protection for people

### Ride and facility safety

An essential requirement for the safety of the customers is the safety of the facilities. At PortAventura World, we guarantee:

- Maintenance, inspections and certifications at a higher level than any local, regional or state regulations requirements. We also commit to annual certification by an authorised body or third party.
- A control centre that centralises 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, which minimise or removes the risk of consequences being propagated or elevated.
- Operation of 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 business trade, and to oversee services to make sure they are functioning properly. To monitor 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.

The self-protection plan is reviewed and updated permanently, not only because of the addition of new business units, but as a result of the drills, periodic inspections or partial audits of each unit. This continuous update enables the annual process of maintenance, inspections, certifications and emergency plans to be concluded, guaranteeing the safety of our customers.

### SAFETY MEASURES



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



More than 550 cameras distributed throughout the Resort are controlled by the Control Centre



Team of more than 90 full-time workers, including internal and external staff



143

Emergency drills took place in 2019



0

Safety incidents arose in the 2019 season





**PortAventura World has obtained ISO 9001:2015 certification for ride management and maintenance.**



The corresponding safety inspections and reviews and the functioning inspections of the ride are carried out daily. There is also a weekly review of any incidents (faults) that may have arisen to check and 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 and operational testing on the rides, and issues certificates:

- **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 authorised 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 RAPO (Chemical Product Storage Regulation, by Bureau Veritas ECA), ride structures and slides of 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.





Clear, concise information at the entrance to each ride on restrictions and behaviour for the proper use of the rides is another key aspect to maximum safety. The information is provided by the manufacturer, and reviewed and validated by the independent inspection company. All visitors of the Resort must observe the operating rules of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.

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 safety of staff.



### Facilities control

The safety of the visitors includes all the installations necessary for the correct functioning of the Resort, such as: electrical and lighting equipment, ventilation and air-conditioning systems, production of sanitary hot water and pipe distributions. The installations are checked and certified even more than what is provided for in the technical regulations.

Furthermore, the protection systems for our visitors are checked and certified, complying comprehensively with the regulations in matters of fire detection and protections, emergency and evacuation routes and exits, automatic extinguishers systems, etc.

We guarantee a bacteria-free environment and possible pathogen outbreaks are controlled by periodic programmed disinfection of air and air-conditioning ducts, cleaning inside chimneys and extraction fan and actions on discharge and dirty water lines.

## Certified management system

The certification of management systems helps to foster continuous improvement processes and contributes to improve products and services and their management. Having a certified management system sets us apart which attracts trust.

### Water quality control

The internal laboratory of PortAventura World, Ciqua, monitors the quality of waters for mouth consumption, for bathing and for recreational use (rides, fountains and water effects) and regenerated water used for irrigation. Therefore, compliance with the applicable standards is guaranteed, not only in terms of quality but also in the prevention of water-related risks.

The water quality control is carried out following a quality management system based on the ISO 9001 standard. The Ciqua laboratory has been accredited by the ISO 9001 standard since 2009, in 2015 it was certified by the 2015 version, and in 2019 it passed the follow-up audit. The system allows for objective evaluation and use of continuous improvement indicators in the service thanks to process optimisation, leading to efficiency gains and greater customer satisfaction.

The investments to improve the web-based system for management of analytical data and the use of tablets to digitise information directly from water sampling, performed at all points of the Resort, have led to highly significant increases in efficiency. New improvements were made in this regard in 2019: computerised assignment of a control frequency for each water point according to its criticality and assurance that, without losing traceability, the information of new water points versus obsolete points were conserved in the water installation reforms.

In 2019, Ciqua conducted nearly 42,000 water quality controls, 9.6% more than the previous year.



## 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 2019, we digitised the entire internal and external audit system in the same platform, where the responses to detected non-conformities are also managed.

In 2020, progressive implementation of ISO 22000 is planned in the PortAventura Convention Centre, with the aim to certify it in 2021 along with Hotel Caribe, which would complete the implementation process of this standard in the Resort. In 2020, the audit to renew the certification of ISO 22000 is also planned for Hotel PortAventura and Hotel El Paso, which were certified for the first time in 2017.

To ensure food-safety systems are implemented and to identify possible actions for improvement, controls and various monitoring take place:

- **Hygiene-sanitary** periodic **audits** of all catering centres to assess the degree of implementation of the system.
  - 240 internal audits**
  - 146 external audits**
- **Food and surface analytics.** Random product control to ensure microbiological safety.
  - 955 analyses in food outlets and hotels**
  - 76 analyses of raw materials received by suppliers**
- **Supplier audits.** In 2019, we increased the number of audits to suppliers.
  - 11 external audits**

***In 2019, we obtained the ISO 22000 certification Food Safety Management for the Gold River, Mansión de Lucy and Colorado Creek hotels.***

## Merchandising safety

The safety of all merchandising items is guaranteed by PortAventura World complying with current legislation, CE marking and labelling, and updating to the standard changes when applicable. The advisory body for PortAventura World in relation to merchandise for children (even when these items are not toys is the Technological Institute for Children's Products and Leisure. These undergo safety testing according to 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



## Digital security and data protection

### Cybersecurity

Personal cybersecurity is a common good which should be fostered, looked after and ensured by all parties active in digital development and transformation. An error or deficiency in its administration can lead to serious consequences for the critical infrastructure and for people in general. At PortAventura World, we focus on protecting the confidentiality, integrity and availability of the IT systems, data and their management.

In 2019, we reinforced digital responsibility with cybersecurity measures.

- Development and update of the Resort's cybernet risk analysis.
- Implementation of the persistent vulnerability analysis tool.
- Implementation of a new MobileIron MDM solution and associated mobility equipment.
- Implementation of the LEPIDE tool: analyser of accesses/logon and actions of users on files.
- Implementation of WAFs to protect data exposed on DMZ (page for payments and exchange of bookings between PMS and third-party systems).
- Implementation of Arcsight SIEM with incorporation of the following actors: perimeter firewalls, internal, antivirus and antispam, Domain Controllers and active directory, Network Access Control, web content controller and remote connection management.
- Development of cybersecurity policies following the ISO 27000 standard.
- Implementation of a corporate tool for the secure exchange of information.

### Privacy policy and data protection

PortAventura World and the PortAventura Foundation have a privacy policy with guidelines and basic principles that guarantee compliance with the regulatory framework applicable to the processing of personal data.

In order to guarantee compliance with the principles established in the privacy policy and in the related applicable regulations, PortAventura has appointed a data controller, who has the corresponding qualifications, to oversee and supervise all the data processing processes, from project design to the final stages of processing, guaranteeing that the minimum basic data principles are complied with, restriction in the data storage period and legality in the legitimate processing basis, among others.

This person is included in the Area of Legal Assessment who, together with the department of Information Security, assess and supervise the loyal, legal and secure processing of the personal data of customers, employees and other data subjects.

All processing activities carried out by PortAventura World are recorded in the Activities Register and the corresponding impact evaluations are performed when the processing affects sensitive data.

Furthermore, different protocols and procedures have been established to determine the maximum data storage periods and possible breaches of security, and to guarantee the exercise of rights of the data subjects.

For this purpose, every six months, an external audit for evaluating the regulatory and security content of the information is carried out to test and evaluate regularly the effectiveness of the technical and organisational measures to guarantee compliance with the regulations on personal data processing.





# Investments for economic sustainability



## Improvement and extension of the facilities

PortAventura World has been consolidated as one of the largest family leisure and holiday destination resorts in Europe and of business tourism thanks to its consistent investment policy, guaranteeing present and future economic sustainability. We continue to invest in new facilities and in improving our existing facilities.

With an investment of €15 million, in 2019 Street Mission was opened, the first dark ride in PortAventura World; the project was created in collaboration with Sesame Workshop®, the non-profit organisation that manages the Sesame Street® iconic brand, and Sally Corporation, one of the leading international companies in the development of dark rides and animatronics design.

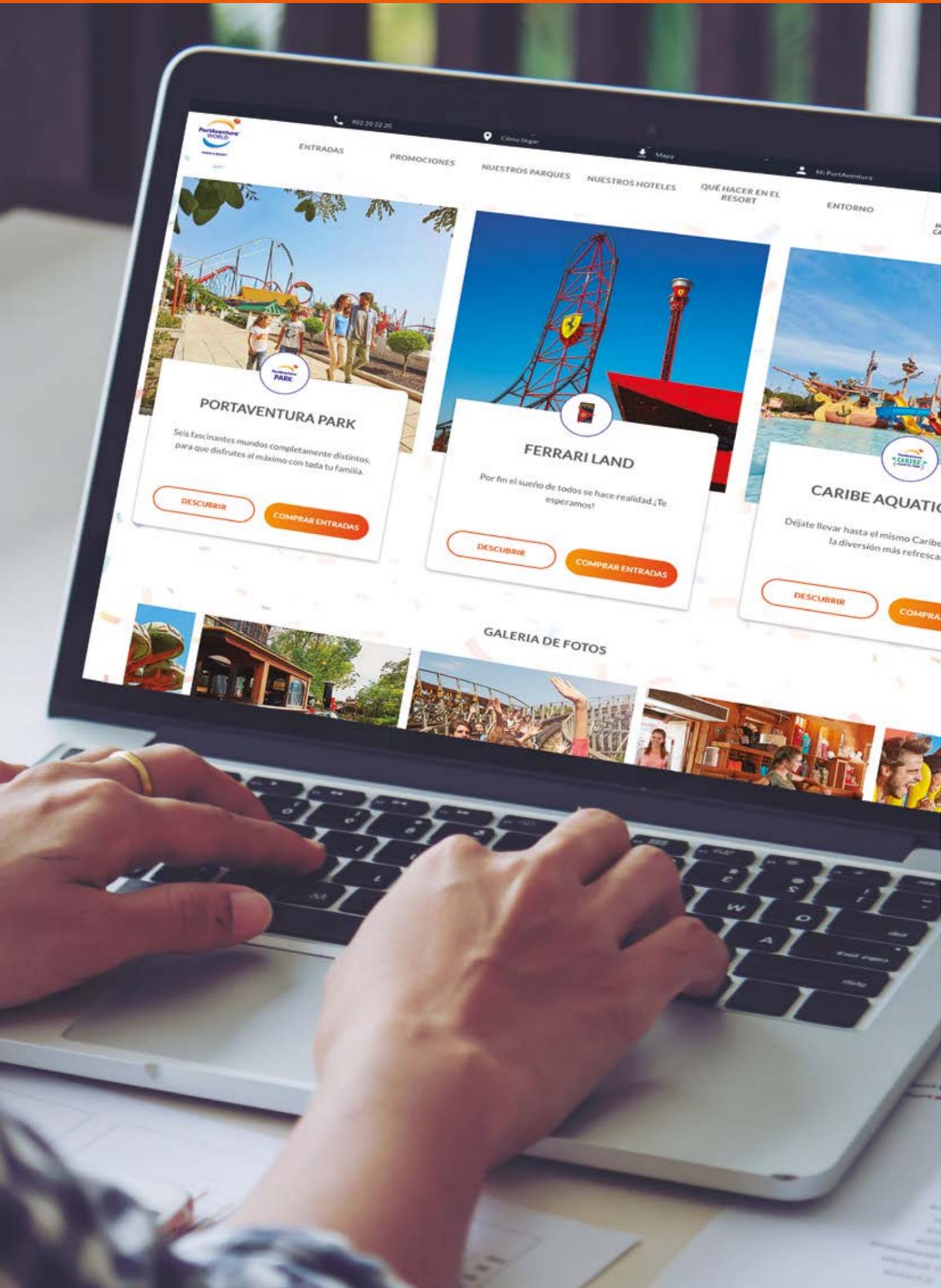
The arrival of Colorado Creek, the Resort's new thematic hotel, involved an investment of €25 million, and forms part of the strategic plan to reinforce the position of PortAventura World as the best family leisure destination in Europe.

The infrastructure of PortAventura Convention Centre was also greatly extended by more than 6,000 m<sup>2</sup>, from 14,000 m<sup>2</sup> to 20,000 m<sup>2</sup>, with the aim of reinforcing its capacity to hold simultaneous and larger events.

Along the same lines, PortAventura World carried out a significant renovation in the Hotel PortAventura with an investment of €12 million. The reform involved a comprehensive renovation of the Hotel, of both the rooms and the corridors, as well as two out of its three restaurants.

## New features in 2020 for the 25<sup>th</sup> anniversary of PortAventura World

- **Shrek will become more significant** in the Resort and will be one of the key figures of PortAventura World. One of the great historic moments will be the arrival of his show to the Temple Màgic, located in the mythical area of China.
- The SésamoAventura family will grow with the **new addition of Oscar The Grouch**, who will join the fun group of characters.
- **The emblematic FiestAventura will incorporate new elements** and special effects. The Day Water Show will be launched in the lake and there will be a show in the Plaza Imperial and a musical of the 25<sup>th</sup> Anniversary in the Gran Teatro Imperial.
- **Ferrari Land will introduce an Acrobatic Show** with BMX and expert acrobats.



## Renovated digital presence

In 2019, we launched the new PortAventura World website, renovating our digital presence. The new website includes a set of improvements designed specially for the user:

- Analysis of usability to apply the elements in the position that allows a good experience for the user and to facilitate the search for content, browsing and interaction with the elements on the page.
- Better SEO positioning, to have more presence in top positions of organic searches in search engines, using a new information structure or creating new content.
- Technological improvements for optimising the page performance.
- Analysis and application of conversion points on the different pages.

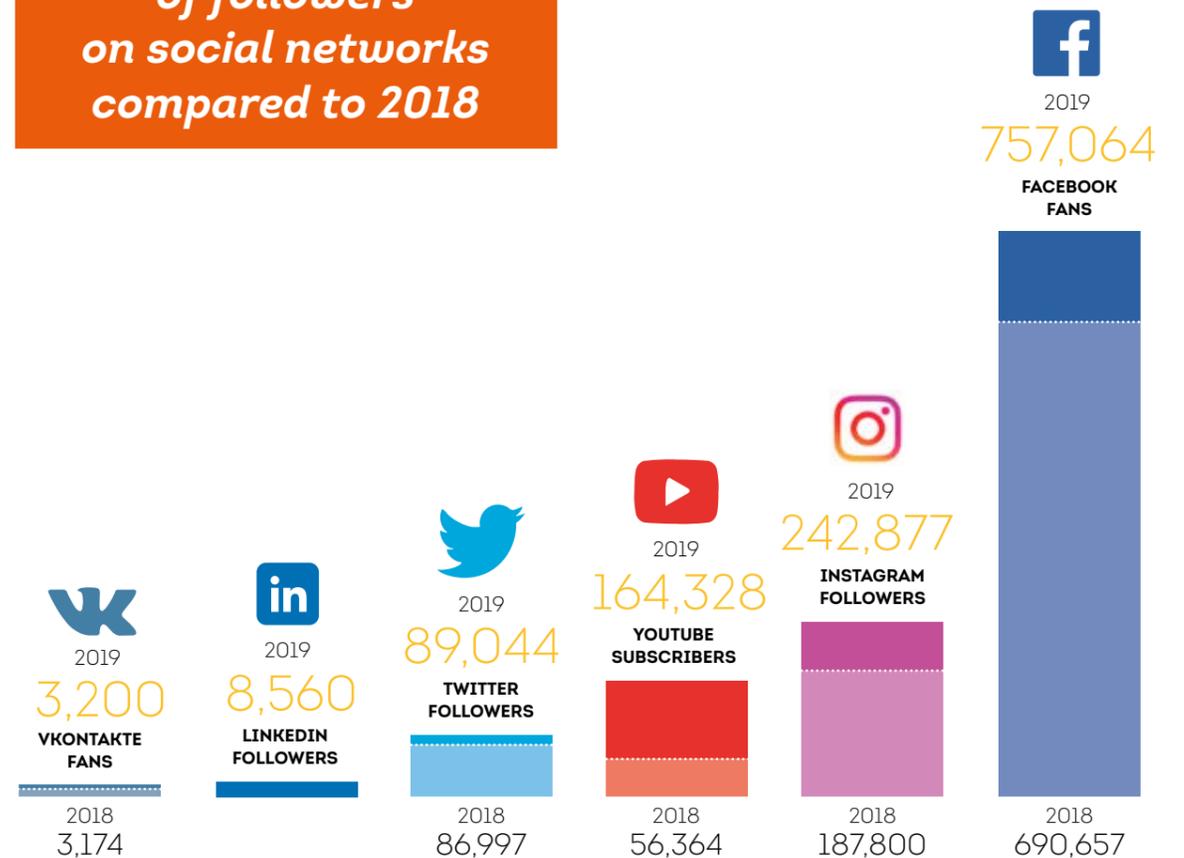
- Optimisation of the entire site to increase the number of visits.

In 2019, several changes were made to the customer management software to improve the sending of information and dialogue.

With regard to presence on social networks, we participate and monitor the social conversation to offer a service tailored to our customers' needs, which enables us to detect and offer content of interest to them, thus retaining their attention. In 2019, we carried out a campaign on networks with specific sustainability and corporate responsibility content.

We received 60,631 ratings on opinion portals, mainly on Google and Booking.com, with the volume of the former continuing to increase markedly with 15,722 new scores compared to 2018.

**+23%**  
*of followers  
on social networks  
compared to 2018*





## Generation of value in the territory

"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, Catalonia", *Journal of Policy Research in Tourism, Leisure and Events*).

PortAventura World's activity involves generating economic value and directly affecting the promotion of activity in the region, mainly in the province of Tarragona and on the Costa Dorada. Since the Resort opened, it has led to an improvement of tourism in the area, as it has diversified the tourist product, extended the season and created business and jobs in different sectors. Restructuring and growth of the regional infrastructure system (for instance, the road network) and its tourist facilities (e.g. the hotel industry) are direct effects on the territory.

The Catalan tourist municipalities regain half of the tax collected from tourist stays in the municipality, which includes stays in PortAventura World. In Salou, these resources are destined mainly to tourist promotion, contributing largely to the "Plan of tourism promotion using the fund to promote tourism" which includes the participation of the Board of Tarragona, the Catalan Tourist Board, the tourism sponsors of Salou, Cambrils and Vila-seca and the Tarragona Hotel and Tourism Business Federation of the province of Tarragona. Improvements in the tourist services and facilities in the municipality have also been carried out from Salou.

The actual amount collected in 2018 in PortAventura World hotels (period of October 2018 to September 2019) is €669,052.80. The amount accrued (which corresponds from the period 1 January to 31 December 2019) is €665,352.07.

In 2019, PortAventura World activated nine tourism-related sponsorships (both financial contributions and donations in kind), including collaboration with the Vila-seca, Cambrils and Salou Tourist Boards.



# Compliance with legal obligations

## Ethics and professional conduct

In PortAventura World, we have marked as our objective to sustain our actions with solid ethical behaviour, in accordance with our commitment to integrity, human rights, transparency in management and compliance with applicable laws and regulations. The bodies in charge of supervising observance of the values and principles of PortAventura World are the Board of Directors, PortAventura World Management, the Compliance Commission and the Compliance Officer.



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.

As part of the *Compliance* system that we have implemented, the anti-corruption control measures and risk have been identified. As a prevention measure against crimes committed by PortAventura World staff and to exercise the due control on our business activity, we have a *Criminal risk prevention manual*, available to the staff and suppliers. This manual was updated in 2019 as a consequence of the entry into force of Organic Law 1/2015, of 30 March, which again modified the Organic Law of reform of the Criminal Code.

We also have the figure of the *compliance officer*, who performs the following functions:

- Analyse the regulatory changes and their effects for PortAventura World
- Revise the risk map
- Promote training sessions
- Promote the update of procedures in the company
- Manage the channel of complaints
- Transfer the disciplinary files to the Human Resources Disciplinary proceedings

In accordance with the provisions of the Law on Transparency, Access to Public Information and Good Governance, PortAventura World is registered in the Local Authority Registry of the Regional Government of Catalonia as a stakeholder.

We have implemented a Programme of regulatory compliance with legal obligations (*Compliance*) which affects different areas of the Resort management. We have a *Code of Ethics and Professional Conduct*, approved in 2013 by the Board of Directors, which encompasses all PortAventura World activities and sets out our basic behavioural principles. This Code, of which the governance bodies and workforce have been informed and is available to the entire organisation, was revised 2019 in line with the new applicable regulations. The mandatory approval procedure for all suppliers also includes acceptance of the code.

The highest governing body of PortAventura World is the Board of Directors, on which the Audit Committee, the Management Committee, the Compliance Commission and the Compliance Officer depend. The Compliance Commission and the compliance officer are responsible for supervising and updating important information related to compliance with the Code of Ethics and Professional Conduct and reporting to the holding company's Audit Committee.

In accordance with our ethical commitment, PortAventura World has been one of the seven driving companies, and one of the first signatories, to the Global Code of Ethics for Tourism of the World Tourism Organization (UNWTO) and which promotes responsible tourism that contributes to the Sustainable Development Goals. The UNWTO and the Spanish Network of Global Compact

## Organisational chart

Chair of the Executive Committee	General Operations and Finance Management	Human Resources Management	Head of RR. LL., Administration of Staff and Prevention Service	
		Shows Management	Head of Shows	
		Operations Management	Head of Operations	
			Head of F&B	
			Head of Shops and Games	
		Development Management	Sub-director of Hotel Operations	Head of Hotels Head of F&B <sup>1</sup>
			Head of Architecture and Theming	
		Technical Services	Head of Planning and Cost Control	
			Head of Building and Infrastructure	
			Head of Ride Maintenance	
		Administration and Finance Management	Head of Environmental Area	
			Head of Technology and IT Systems	
		Management of Central Services	Head of Management Control	
			Head of Administration and Finance	
			Head of Purchasing	
General Commercial Management	Head of Legal Advice			
	Head of Convention Centre			
	Head of Communication and Press			
	Head of Marketing			
	Head of Revenue Management			
		Head of <i>E-commerce</i>		
		Head of Sales		

<sup>1</sup> Double dependence: Hotels and Operations  
On 31 December 2019.

## Respect for Human Rights

At PortAventura World, we endorse the Universal Declaration of Human Rights of 1948 and the United Nations Global Compact principles which promote equality, non-discrimination and well-being in the workplace. The procedure governing the respect of human rights refers to three main areas:

- **Employee rights.** The control tools are the candidate selection and contracting procedures, the Workers' Statute and the collective agreement, occupational risk prevention and work safety procedures, policies aimed at anti-discrimination and gender equality, anti-harassment in the workplace policies, committees with social agents and health-related rights such as a company work accident insurance company, as well as specialist health monitoring. One of the points in the ethical and professional conduct code is the requirement to respect human rights, outlining different types of behaviour in this regard.
- **Customer rights.** Tools for monitoring these are: consumer protection regulations; customer service offices including attending to customers with special requirements; customer service procedures; security

of the rides; stages and other installations; food safety and hygiene; procedures for the security area including modes of collaboration with the State security; the self-protection plan approved by PortAventura World and health service provision for customers.

- **Accountability in procurement contracts and the contracting of services** applied during the supplier certification procedure. Also includes the need for proof and proper documentation of audits carried out on the suppliers (specifically the fulfilment of human and workers' rights such as proof that they do not exploit children either directly or indirectly). In addition, the code of ethics for suppliers and contractors states that they shall respect childhood rights and protect against related economic exploitation of the sort that is forbidden by international bodies, the national legislation of each country and in international rules and conventions on human rights as laid down by the International Labour Organization.

A procedure which is common to all three areas is compliance with personal data protection according to the laws in place.

## Comprehensive risk management

### Risk management system

The purpose of our comprehensive risk management system, which is in line with our strategic goals, is to:

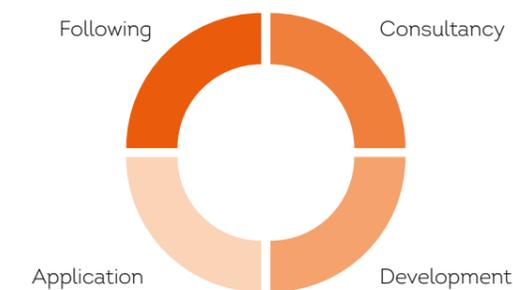
- Identify and manage the risks and threats to the different activities at all levels of the organisation.
- Draft an audit plan focussing on the organisation's main risks.
- Provide the organisation with the information necessary to respond to the risks identified.

In PortAventura World, aware of the importance of the concept of risk in generating value, we identify the risks that may affect us and ensure their mitigation to levels accepted by the organisation using an adequate internal control model. We are guided in this process by market best practices and the reference framework provided by

COSO, the reference standard for the implementation, management and monitoring of a control system.

The strategic tool of PortAventura World for proper risk management is the risk map, which enables the establishment of a common methodology which improves and broadens the management capacity of these by means of assessment, development, implementation, supervision and monitoring. The main objective of the methodology is to create and protect value in an efficient and integrated manner at all levels of the company.

### RISK MANAGEMENT METHODOLOGY



### RISK MAP

1. Definition of risk
2. Risk management framework
3. Roles and responsibilities
4. Transparency of the governing bodies
5. Risk infrastructure
6. Management Responsibility
7. Review and supervision
8. Responsibility of the business units
9. Support of the department and support functions

### BENEFITS

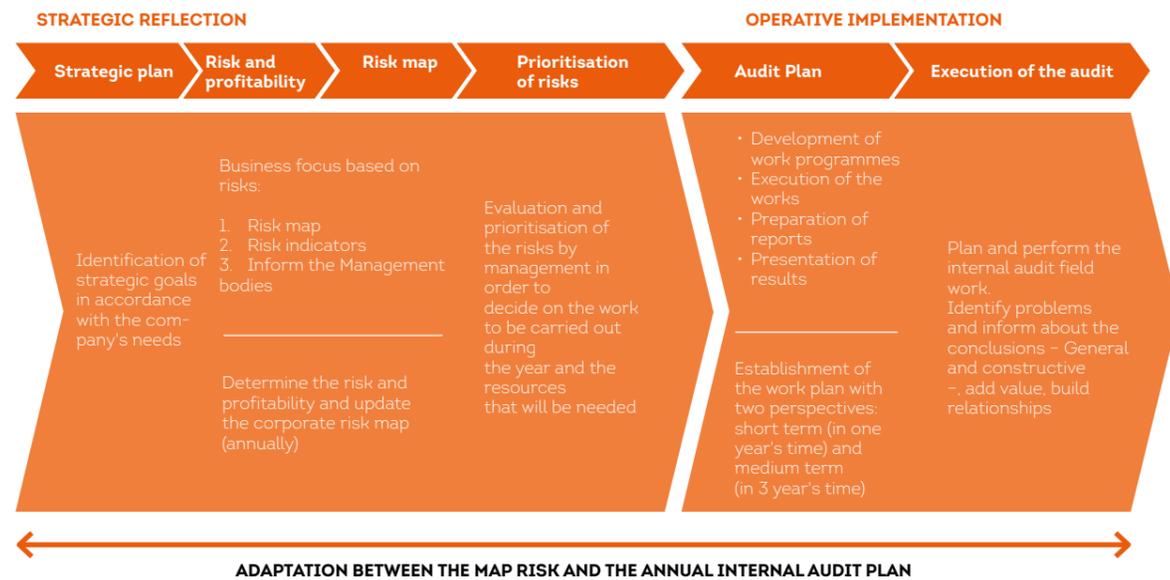
Part of the strategic reflections

Aligns strategic goals with the risk management

Strengthens the organisation's governance structure



In 2010, PortAventura World developed an integral risk management model, enabling alignment of strategic goals, risks, internal control and internal audit. This model has been updated periodically to suit the changing situations and the evolution of PortAventura World, in order to continue to guarantee an effective system.



### Risk map of PortAventura World

We periodically review the risks we are exposed to in order to anticipate and mitigate them and, at the same time, reinforce the internal control culture of PortAventura World. This review includes the aspects relevant to our strategic management such as the risk

governance model, setting appetite and risk tolerance, model for qualitative impact and level of control (residual risk) assessment and risk prioritisation model. In the last review of the risk map, 29 risk events were identified and stem from the following risk areas:

Risk map	Corporate governance	Organisation
	Strategy and planning	External factor
		ESG
		Strategy
	Infrastructure and operations	Purchasing and logistics
		Finance
		HR
		ICT
		File management
	Safety and health	Physical safety
		Public health
	Customer and brand	Commercialisation
		Marketing
		Intellectual property
Compliance	Reputation	
	Regulatory compliance	
	Fraud	

In 2020, we will conclude a new update of the corporate risk map in order to maintain an effective risk management system in line with the standards and principles contained in the Risk Management ISO 31000 to minimise, manage and control any type of obstacle or risk preventing PortAventura World from achieving its objectives.



## Criminal risk prevention model

We have an analysis of the criminal risks to which the company could potentially be exposed and which may involve criminal liability of the legal entity. Made in 2010 and updated under the reform of the Criminal Code which provides for the exemption from criminal liability under the following conditions:

- Establishment of a body with autonomous initiative and control powers.  
→ Compliance Commission.
- Identification of the activities which may lead to crimes being committed that should be prevented.  
→ Definition of the criminal risk prevention model in collaboration with an external professional.
- Establishment of the protocols or procedures that specify the process to express the will of the legal entity, decision making and enforcement of those decisions.  
→ Definition and communication of the *Code of ethics and professional conduct*.
- Having an adequate financial resources management model in place to avoid crimes that must be prevented.  
→ Including a budget line for the management of the Model.
- Enforcement of the obligation to inform about possible risks and non-compliances to the control body.  
→ Set up a whistle blower channel for the communi-

tion and processing of any breaches of the model, and define regulations for its control.

- Setting up a disciplinary system that adequately sanctions any breaches of the model.  
→ Referring to Collective Bargaining and Statute of Workers' Rights.
- Carrying out a periodic review of the Model and making any modifications to it when relevant breaches of its provisions are revealed, or when changes occur in the organisation.  
→ Checking the applicability of the identified risks, and oversee and monitor the validity and effectiveness of the associated controls.

The analysis carried out identified 20 crimes that the company is exposed to, assessing the probability of occurrence and their possible impact. For each of the identified criminal risks, control activities have been associated that mitigate or diminish said risks. There are a total of 171 generic or specific controls linked to the crimes.

The compliance officer's tool is used for the integral management of the criminal risks to oversee and monitor the implementation, design and effectiveness of the controls defined to mitigate these risks.

***PortAventura World has a Compliance channel available to the employees to report any possible facts that may constitute as a crime in the company.***

The compliance channel is at the service of all employees to report possible criminal acts within the company, including those related to money laundering. The channel puts employees in direct contact with the Compliance Officer through the following channels: e-mail, postal address and post box located at the reception of building 110. The specific regulation of the channel establishes that any complaint will be treated with the strictest confidentiality and will only be known to those who must investigate the reported facts. Likewise, it guarantees that the complainant will not be subject to any retaliatory action or disciplinary measures for filing complaints, supplying information or assisting in investigations. As a result of the investigation carried out, the Audit Committee will adopt the pertinent measures. In 2019 the compliance channel did not receive any complaints.



## Gender equality and diversity

### Tools for equality

In PortAventura World, we have various tools to guarantee non-discrimination based on race, colour, gender, religion, age, political opinion, social origin, background or others:

- Code of ethics and professional conduct
- Workplace harassment protocol
- Equal opportunities plan for men and women

The recruitment system for people established in the Human Resources Department takes into account the gender perspective, which we also incorporate into psychosocial risk assessments.



65%

Women on the workforce<sup>1</sup>

### WOMEN PRESENT IN EACH EMPLOYMENT CATEGORY<sup>2</sup>



42%

Executives and area managers



61%

Supervisory, technical and administrative positions



67%

Operations



49%

Workforce aged between 26 and 45<sup>3</sup>

### WORKFORCE BY AGE GROUP AND GENDER<sup>4</sup>

	< 25 years	26-35 years	36-45 years	46-55 years	56-65 years	> 65 years
	196	147	179	130	29	1
	257	243	389	260	108	2

(1) (2) (3) (4) Calculation based on the average workforce in the year.

## Integration into the workplace of people with special needs and at risk of social exclusion

For the human resources recruitment procedure, we have a particular methodology for people with special needs. The selection process is personalised and includes contact with centres and entities for integration into the workplace; it consists of a skills and competences interview. There is a common communication framework for the monitoring process.

We collaborate with different organisations to foster integration of people with special needs, such as Down Tarragona (special collaboration), 'Inserta' from the Once Foundation, 'Incorpora' from the la Caixa Foundation and the Sant Rafael Special Education Centre.

For the insertion of people at risk of social exclusion, we work with the ASJTET Tarragona Centre of Regional Programs (Support for young people currently and formally in care and Directorate for child and adolescent care) and with Aula 15 of the City Council of Vila-seca. We also collaborate with the Vila-seca, Salou and Mas Carandell employment boards for young people.



43

People with special needs hired directly<sup>1</sup>

(1) Annual average of employees.



Ana Megia, protagonist of the film documentary "La vida con Williams" [Life with Williams Syndrome]. For more information: <https://www.lavidaconwilliams.com/>



# Committed supply chain



## Solid base of suppliers

The suppliers are an essential piece of PortAventura World's value chain as their contribution and alignment are key to achieving the commitment marked in relation to corporate responsibility.

PortAventura World has a suppliers' portal, to properly manage the supply chain. The portal lists the requirements for approval and to be able to form part of the database of active suppliers to request bids or invitations to tender. In terms of human rights and ethics code, it is not possible to have a score below the approval and be a supplier of the Resort.

We also have a procurement policy that facilitates the Resort's procurement of goods and contract services in the best market conditions due to the construction of a solid base of suppliers and collaborators. We objectively prioritise the following characteristics regarding suppliers according to the service or product concerned: quality, terms and delivery method, solvency and financial responsibility, technical and productive capacity, quality certifications, environmental certifications, occupational risk prevention certifications and price of the product or service.

The PortAventura World supply chain encompasses highly diverse 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 merchandising. The Procurement Department covers the operating needs of the theme parks, hotels and PortAventura Convention Centre by purchasing and contracting products and services.

1,263  
Suppliers



141  
Millions of euros (incl. VAT) of volume of purchases to suppliers

82%  
National suppliers

97%  
Suppliers from European countries

89%  
Invoiced by national suppliers (incl. VAT)

## Prestigious partnerships

PortAventura World has prestigious sponsors and partners, which enables us to also enrich the customer experience through products and services.





## Dialogue and recognition to suppliers

In 2019, the fourth edition of the "Dialogue with Suppliers" day took place, an event which aims to involve, increasingly more proactively, the suppliers in the Resort's business strategy, in which corporate responsibility stands tall as the fundamental pillar.

During the event, with the participation of more than 130 suppliers, PortAventura World presented the main challenges and lines of work for 2020, as well as the importance of their work for the Resort to continue being considered exemplary in the area of tourism.

### PortAventura World recognises the performance of its suppliers

Within the framework of the last edition of the "Dialogue with suppliers" event, awards were given to suppliers of PortAventura World, in different categories, to acknowledge their performance and work in 2018:

- **Best Corporate Responsibility Initiative: Ag Planning Group**
- **Innovation: R of Arce**
- **Best Occupational Risk Prevention Management Winner: Moncobra**
- **Environmental initiative: Soldevila**
- **In-Resort services: Openmet Group**
- **Off-site services: Havas Media**
- **Supplies with In-Resort Logistics: Campofrío**
- **Supplies in general: Massana Barcelona**
- **Digitisation project: Mobaró**

## Evaluation of supply chain

Suppliers wishing to be approved and to participate in the regulated bidding procedures for construction works, services or supplies contracts must accept the PortAventura World Code of Ethics for suppliers and contractors, as well as being aligned with the 10 principles of the United Nations Global Compact.

Once approved, the suppliers are evaluated to guarantee the quality levels offered by PortAventura World and to strengthen joint relationships. The system establishes the mechanisms for evaluating the performance of the company's 100 strategic suppliers, 93 of which were evaluated in 2019.

The evaluation of the suppliers is performed based on the following indicators:

- Service/supply quality
- Invoicing
- Coordination of business activities
- Environmental policy and industrial safety

The scoring system is based on a percentage of each indicator and there are four scoring levels: satisfactory, correct, improvable or poor. A non-compliance document is used, supported by a work instruction that enables all the incidents detected to be documented and forwarded to the Central Services Department.

**77%**  
**New suppliers that, in 2019, were screened and approved and therefore considered suitable for commercial dealings.**

## Social audits of suppliers from Asia

PortAventura World extended its corporate responsibility in supplier relations to encompass products manufactured in Asia. Since 2016, certificates have been accepted proving mandatory compliance in social audits at suppliers' factories in Asia (China, Thailand, Bangladesh and Indonesia). Only auditors and certificates of renowned prestige are allowed, and a high degree of compliance

is required for them to be accepted. 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 analysed	Number of 2019 audits
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.	7
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.	9
BSCI	Social management system and knock-on effect, involvement of work team 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.	5
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.	10
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.	1
INTERTEK	Employment practices, salaries and working hours, health and safety, management systems and environment.	4
Brand certifications	The brand certificate guarantees that in the production process of the products of internationally recognised brands, all the established policies are complied with in regard to ethics, corruption and bribery, human rights, environmental management, occupational health and safety, salaries and benefits, etc.	1
<b>Total</b>		<b>37</b>



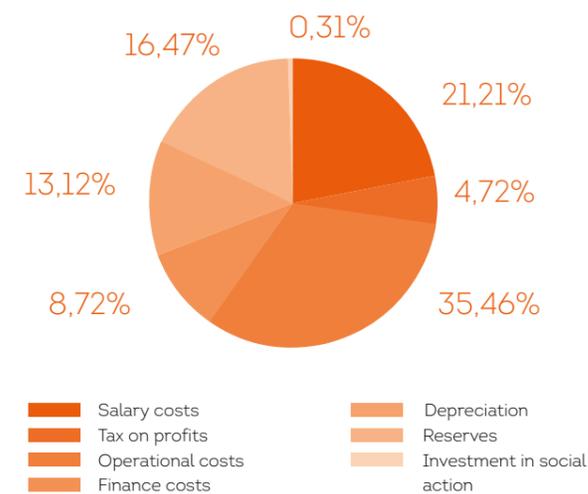
# Solid and sustained economic performance

The extensive offer of the Resort, with its three parks, and the wide range of rides and shows have encouraged customers to stay longer with multi-day tickets and increasingly more customers stay in our six hotels. The opening of the new Colorado Creek is in response to this strategy. In order to continue deseasonalising (increasing visits in low season) the business, we are promoting and increasing the number of events and conventions held, adding to the customers stay. The extension of PortAventura Convention Centre is a result of this vision. We are also working to strongly develop the French market using marketing actions, communication and co-branding campaign. And we are continuing with the IP development of new attractions and shows of Sesame Street® - such as the new Street Mission - Tadeo Jones and Shrek.

Key figures (thousands of Euros)	2017	2018	2019
<b>Balance-sheet figures</b>			
Non-current assets	997,964	988,362	1.031.801
Current assets	44,740	58,822	54.706
Net assets and liabilities	1,042,704	1,047,184	1.086.507
Current and non-current liabilities	548,418	543,028	544.633
<b>Profit and loss account figures</b>			
Equivalent turnover	234,957	230,349	241.521
Profit after tax		13,046	41.335
Total tax on profits paid		-246	-11.838
Public grants received		0	9 <sup>1</sup>

(1) The public subsidy received of 263,000 Euros constitutes the sum of the amounts paid out for the cancellation of the asset that is the object of this subsidy.

## VALUE ADDED STATEMENT 2019



Source: 2019 annual consolidated accounts of PAESA Entertainment Holding SLU and subsidiaries.





# GRI TABLE OF CONTENTS

The following table shows the index of general and specific basic contents of the Global Reporting Initiative (GRI) in line with GRI standards for the core option.

## Foundation and general basic content

GRI standard indicator	Page or direct response	Omissions	External assurance																																																																						
<b>GRI 102 General basic content 2017</b>																																																																									
<b>Organisation profile</b>																																																																									
102-1 Organisation name	5		●																																																																						
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 Property and legal regime applicable	5		●																																																																						
102-6 Markets served	88-90		●																																																																						
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102-7 Scale of the organisation	12-13, 16-17, 134		●																																																
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102-8 Information on employees or other workers	60-61		●																																																
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GRI standard indicator	Page or direct response	Omissions	External assurance
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#### Workforce according to contract type and working day (on 31 December)

		Contract	Working day		
2017	Men	Permanent	476	Full-time	555
	Women		866		863
	Men	Temporary	144	Part-time	65
	Women		206		209
2018	Men	Permanent	500	Full-time	590
	Women		873		931
	Men	Temporary	194	Part-time	53
	Women		286		202
2019	Men	Permanent	521	Full-time	641
	Women		907		964
	Men	Temporary	172	Part-time	52
	Women		272		215

#### Workforce according to job category (on 31 December)

	2017	2018	2019
Executives and area managers	32	31	32
- Male	19	18	19
- Female	13	13	13
Supervisory, technical and administrative roles	570	594	623
- Male	212	234	246
- Female	358	360	377
Operations staff	1,090	1,151	1,217
- Male	389	391	428
- Female	701	760	789

GRI standard indicator	Page or direct response	Omissions	External assurance
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102-9  
Supply chain

128, 132-133

#### Supplier distribution by country of origin 2019

Region	Count	Country	Count
<b>Europe</b>	<b>1,226</b>	Poland	1
Spain	1,035	Ireland	8
Germany	20	Italy	26
Belgium	10	Liechtenstein	2
Denmark	3	Portugal	7
France	39	Czech Rep.	1
Holland	6	Switzerland	9
United Kingdom	50	Malta	1
<b>Asia and Oceania</b>	<b>10</b>	<b>Africa</b>	<b>2</b>
Hong Kong	7	United Arab Emirates	1
Russia	2	Israel	1
Taiwan	1		
		<b>America</b>	<b>25</b>
		Guatemala	1
		United States	19
		Canada	3
		Brazil	1
		Costa Rica	1

#### Main supplier indicators

	2017	2018	2019
Number of suppliers	1,048	1,168	1,263
Volume of purchases from suppliers (millions of euros incl. VAT)	121.93	137.74	140.71
National suppliers	81%	82%	82%
Amount invoiced by national suppliers (incl. VAT)	87%	90%	89%

#### Certificates accepted and number of audits

	2017	2018	2019
Asia Inspection	9	9	7
SEMEX (SMETA social audit)	11	7	9
BSCI	7	5	5
ICTI	15	8	10
SA8000:2008	4	4	1
INTERTEK	3	4	4
Brand certifications	0	0	1
<b>Total</b>	<b>49</b>	<b>37</b>	<b>37</b>

102-10  
Significant changes in the organisation and its supply chain

12

In 2019, there were no significant changes to the organisation and company structure of the Port Aventura Group or to its supply chain.

GRI standard indicator	Page or direct response	Omissions	External assurance	
102-11 Precautionary principle or approach	36-37		●	
102-12 External incentives	26-27, 36, 46, 116		●	
102-13 Participation in associations	20-21		●	
<b>Strategy</b>				
102-14 Statement from senior decision-maker	8-9		●	
<b>Ethics and integrity</b>				
102-16 Behaviour values, principles, standards and norms	31, 116		●	
<b>Governance</b>				
102-18 Governance structure	37, 116-117		●	
<b>Stakeholder participation</b>				
102-40 List of stakeholders	31		●	
102-41 Collective bargaining	61		●	
		2017	2018	2019
	Workforce covered by the agreement	98%	98%	99%
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 standard indicator	Page or direct response	Omissions	External assurance																		
102-43 Focus for the participation of the stakeholders	61-62		●																		
	<table border="1"> <thead> <tr> <th>Stakeholders</th> <th>Main channels of communication and dialogue</th> <th>Main issues identified</th> </tr> </thead> <tbody> <tr> <td>Shareholders</td> <td>Board meetings, management meetings, corporate information published periodically.</td> <td>Site and customer safety, profitability and profits, decision-making in relation to goals set, transparency and accountability, good corporate governance, competitiveness, development of current and future projects, competitive conditions, perception and reputation.</td> </tr> <tr> <td>Customers</td> <td>Corporate website, customer service telephone number, social networks, satisfaction surveys, complaints box, Visitor Services Office, site staff, regular publications, advertisements in the media.</td> <td>Level of satisfaction with the service, safety of facilities and rides, innovation in rides and facilities and new projects, promotions and offers, events, good environmental practices.</td> </tr> <tr> <td>Workforce</td> <td>Internal communications, intranet, newsletter, SMS, videos, fortnightly internal magazine (<i>Revista Acció</i>), bulletin boards and posters, leaflets and other printed materials, letters, personal and direct contact, counter and post box for Employee Services, suggestions and complaints forms, staff contests and draws, online platforms: PortAventura Guide and La Guia app, and E-Nómina (payroll).</td> <td>General information: matters of interest, operations and business, regulation, organisational changes, internal vacancies, benefits and offers, schedules, company adverts and videos, presentations to the media, transport, health and safety, suggestions, complaints, queries, etc.</td> </tr> <tr> <td>Suppliers and contractors</td> <td>Procurement managers, supplier portal, "Dialogue with Suppliers" day.</td> <td>Responsible purchasing plan, recruitment procedures and compliance with contractual commitments, extension of commitment to corporate responsibility, merchandise safety. Social and environmental forms and code of ethics.</td> </tr> <tr> <td>Public administration and social environment</td> <td>PortAventura Foundation website, periodic publication of corporate information, institutional involvement, meetings with representatives of public institutions and social organisations.</td> <td>Compliance with applicable legislation, transparency and accountability, good facilities management, involvement with the local environment, collaboration to develop mutually beneficial projects that promote actions aligned with the goals of PortAventura Foundation.</td> </tr> </tbody> </table>	Stakeholders	Main channels of communication and dialogue	Main issues identified	Shareholders	Board meetings, management meetings, corporate information published periodically.	Site and customer safety, profitability and profits, decision-making in relation to goals set, transparency and accountability, good corporate governance, competitiveness, development of current and future projects, competitive conditions, perception and reputation.	Customers	Corporate website, customer service telephone number, social networks, satisfaction surveys, complaints box, Visitor Services Office, site staff, regular publications, advertisements in the media.	Level of satisfaction with the service, safety of facilities and rides, innovation in rides and facilities and new projects, promotions and offers, events, good environmental practices.	Workforce	Internal communications, intranet, newsletter, SMS, videos, fortnightly internal magazine ( <i>Revista Acció</i> ), bulletin boards and posters, leaflets and other printed materials, letters, personal and direct contact, counter and post box for Employee Services, suggestions and complaints forms, staff contests and draws, online platforms: PortAventura Guide and La Guia app, and E-Nómina (payroll).	General information: matters of interest, operations and business, regulation, organisational changes, internal vacancies, benefits and offers, schedules, company adverts and videos, presentations to the media, transport, health and safety, suggestions, complaints, queries, etc.	Suppliers and contractors	Procurement managers, supplier portal, "Dialogue with Suppliers" day.	Responsible purchasing plan, recruitment procedures and compliance with contractual commitments, extension of commitment to corporate responsibility, merchandise safety. Social and environmental forms and code of ethics.	Public administration and social environment	PortAventura Foundation website, periodic publication of corporate information, institutional involvement, meetings with representatives of public institutions and social organisations.	Compliance with applicable legislation, transparency and accountability, good facilities management, involvement with the local environment, collaboration to develop mutually beneficial projects that promote actions aligned with the goals of PortAventura Foundation.		
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GRI standard indicator	Page or direct response	Omissions	External assurance
102-44 Key issues and concerns mentioned	92, 94-95		●
<b>Practices for producing reports</b>			
102-45 Institutions included in the consolidated financial statements	5		●
102-46 Definition of the contents of the reports and the coverage of the subject	32 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 benefited from the involvement of managers from departments in the organisation and specific areas that are related to the different stakeholders.		●
	<p><b>1. Identification</b> To determine the areas of greatest general interest, topics relevant to the sector where PortAventura World operates have been 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 &amp; Accountability.</p> <p><b>2. Prioritisation</b> To prioritise 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, tour operators, etc.), workers, 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.</p> <p>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.</p> <p><b>3. Review and validation</b> 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 analysed in detail. It was considered important to place relevance on topics that are highly significant for one of the perspectives (stakeholders or PortAventura World), in addition to local communities.</p>		
102-47 List of material topics	32		●
102-48 Re-expression of information	92		●
102-49 Changes in drafting of reports	32		●
102-50 Period covered by the report	5		●

GRI standard indicator	Page or direct response	Omissions	External assurance
102-51 Latest date of report	2018		●
102-52 Report drafting cycle	Annual		●
102-53 Contact point for questions regarding the report	5		●
102-54 Declaration of drafting the report in accordance with GRI Standards	5, 138		●
102-55 GRI Table of Contents	138-163		●
102-56 External assurance	5, 186-188		●

**Economic topics**

GRI standard indicator	Page or direct response	Omissions	External assurance															
<b>GRI 103: Management approach 2016</b> <b>Linked to GRI 201: Economic performance, GRI 203: Indirect economic impacts; GRI 205: Fighting against corruption</b>																		
103-1 Explanation of the material topic and its coverage	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary<sup>1</sup></th> <th>Involvement<sup>2</sup></th> </tr> </thead> <tbody> <tr> <td>GRI 201: Economic performance</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> <tr> <td>GRI 203: Indirect economic impacts</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> <tr> <td>GRI 205: Anti-corruption</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> <tr> <td>Innovation</td> <td>Inside and outside the organisation</td> <td>Direct</td> </tr> </tbody> </table>	Material topic	Boundary <sup>1</sup>	Involvement <sup>2</sup>	GRI 201: Economic performance	Inside and outside the organisation	Direct and indirect	GRI 203: Indirect economic impacts	Inside and outside the organisation	Direct and indirect	GRI 205: Anti-corruption	Inside and outside the organisation	Direct and indirect	Innovation	Inside and outside the organisation	Direct		●
Material topic	Boundary <sup>1</sup>	Involvement <sup>2</sup>																
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GRI 203: Indirect economic impacts	Inside and outside the organisation	Direct and indirect																
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Innovation	Inside and outside the organisation	Direct																
	<p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>																	

GRI standard indicator	Page or direct response	Omissions	External assurance																																																																				
103-2 Management approach and components	29, 111, 115, 116-123, 134-135		●																																																																				
103-3 Evaluation of the management approach	29, 111, 115, 116-123, 134-135		●																																																																				
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201-1 Direct economic value generated and distributed	78, 135		●																																																																				
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201-2 Financial implications and other risks and opportunities derived from climate change	38-44, 46-47, 56																																																																						

GRI standard indicator	Page or direct response	Omissions	External assurance																					
<b>GRI 203: Indirect economic impact 2016</b>																								
203-2 Significant indirect economic impact	75, 115		●																					
<b>GRI 205: Fighting against corruption 2016</b>																								
205-1 Operations evaluated for risks related to corruption	116, 119-123																							
205-2 Communication and training on anti-corruption policies and procedures	<p>The <i>Code of Ethics and Professional Conduct</i> addresses one of the general principles of behaviour for the workforce at PortAventura World: anti-corruption and fraud. It establishes that the company's professionals:</p> <ul style="list-style-type: none"> <li>• must act in accordance with existing internal procedures to avoid situations of fraud, bribery, corruption and crimes against the tax authorities and social security;</li> <li>• 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;</li> <li>• have a duty to internally report any breach of the code of ethics and rules of PortAventura World related to this matter.</li> </ul>		●																					
	<table border="1"> <thead> <tr> <th>Information on anti-corruption policies and procedures by professional category (accumulated on 31 December)</th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Executives and area managers</td> <td>3</td> <td>3</td> </tr> <tr> <td>Proportion of executives and area managers</td> <td>9.7%</td> <td>9.4%</td> </tr> <tr> <td>Supervisory, technical and administrative roles</td> <td>51</td> <td>65</td> </tr> <tr> <td>Proportion of supervisory, technical and administrative roles</td> <td>8.6%</td> <td>10.4%</td> </tr> <tr> <td>Operations staff</td> <td>1,091</td> <td>1,016</td> </tr> <tr> <td>Proportion of operations personnel</td> <td>94.8%</td> <td>83.5%</td> </tr> </tbody> </table> <p>All members of the governing body and employees have been informed about the <i>Code of Ethics and Professional Conduct</i> and the respective anti-corruption policies and procedures.</p>	Information on anti-corruption policies and procedures by professional category (accumulated on 31 December)	2018	2019	Executives and area managers	3	3	Proportion of executives and area managers	9.7%	9.4%	Supervisory, technical and administrative roles	51	65	Proportion of supervisory, technical and administrative roles	8.6%	10.4%	Operations staff	1,091	1,016	Proportion of operations personnel	94.8%	83.5%		
Information on anti-corruption policies and procedures by professional category (accumulated on 31 December)	2018	2019																						
Executives and area managers	3	3																						
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Operations staff	1,091	1,016																						
Proportion of operations personnel	94.8%	83.5%																						
205-3 Confirmed cases of corruption and measures taken	In 2019 no cases of corruption were documented.																							
<b>Innovation</b>																								
New rides, facilities and services	16, 79-83, 90, 111		●																					

### Environmental topics

GRI standard indicator	Page or 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, Animal well-being.

103-1 Explanation of the material topic and its coverage	Material topic	Boundary <sup>1</sup>	Involvement <sup>2</sup>	
	GRI 301: Materials	Inside and outside of the organisation	Direct and indirect	●
	GRI 302: Energy	Inside and outside of the organisation	Direct and indirect	
	GRI 303: Water	Inside and outside of the organisation	Direct and indirect	
	GRI 305: Emissions	Inside and outside of the organisation	Direct and indirect	
	GRI 306: Effluents and waste	Inside and outside of the organisation	Direct and indirect	
	GRI 308: Supplier environmental assessment	Outside the organisation	Direct and indirect	
	Environmental criteria for designing and building facilities	Inside the organisation	Direct	
	Environmental awareness	Inside the organisation	Direct	
	Animal well-being	Inside the organisation	Direct	

(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation.  
 (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).

103-2 Management approach and components	28, 36-56, 105, 132-133		●
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103-3 Evaluation of the management approach	28, 36-56, 105, 132-133		●
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**GRI 301: Materials 2016**

301-1 Materials used by weight or volume	41		●
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301-2 Recycled inputs	39,41		
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**GRI 302: Energy 2016**

302-1 Energy consumption inside the organisation	45		●
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302-3 Energy intensity	45		●
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GRI standard indicator	Page or direct response	Omissions	External assurance
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**GRI 303: Water and effluents 2018**

303-1 Interaction with water as a shared resource	52, 55, 105		●
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303-2 Management of impacts related to discharges of water	55		
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Vila-seca sewer	2017	2018	2019
Suspended matter (mg/l)	71	13	383
IM (Equitox/m <sup>3</sup> )	3	<3.0	<3.0
COD (not decanted) (mg O <sub>2</sub> /l)	69	27	720
COD (decanted 2h) (COD) (mg O <sub>2</sub> /l)	10	<10	232
Conductivity at 25 °C (µs/cm)	1382	605	1553
pH at 25 °C (u)	7.5	6.9	6.8
Chlorides (mg/l)	288	95.5	107
Kjeldahl Nitrogen (mg/l)	5.1	4.5	571
Total Phosphorus (mg/l)	0.9	1	7.2
Ammonium (mg/l)	0.5	4.1	18.6
Oils and fats (mg/l)	0.5	0.92	2

General Sewer Salou	2017	2018	2019
Suspended matter (mg/l)	33	54	63
IM (Equitox/m <sup>3</sup> )	4.3	<3.0	<3.0
COD (not decanted) (mg O <sub>2</sub> /l)	272	160	42
COD (decanted 2h) (COD) (mg O <sub>2</sub> /l)	71	90	20
Conductivity at 25 °C (µs/cm)	1225	1879	1446
pH at 25 °C (u)	8.1	7.3	7.1
Chlorides (mg/l)	122	286	232
Kjeldahl Nitrogen (mg/l)	34.9	31.1	26.8
Total Phosphorus (mg/l)	3.6	4.4	2.2
Ammonium (mg/l)	30.3	33.9	26.9
Oils and fats (mg/l)	3.2	<0.50	1.3

Hotel El Paso Sewer	2017	2018	2019
Suspended matter (mg/l)	13	51	291
IM (Equitox/m <sup>3</sup> )	3	<3.0	6.3
COD (not decanted) (mg O <sub>2</sub> /l)	21	43	612
COD (decanted 2h) (COD) (mg O <sub>2</sub> /l)	10	10	304
Conductivity at 25 °C (µs/cm)	1070	1407	1559
pH at 25 °C (u)	7.7	6.8	6.5
Chlorides (mg/l)	133	267	106
Kjeldahl Nitrogen (mg/l)	2.5	4	8.4
Total Phosphorus (mg/l)	0.3	1.5	8.5
Ammonium (mg/l)	0.5	0.9	0.8
Oils and fats (mg/l)	0.5	<0.50	2

GRI standard indicator	Page or direct response	Omissions	External assurance
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Hotel Caribe Sewer	2017	2018	2019
Suspended matter (mg/l)	54	33	195
IM (Equitox/m <sup>3</sup> )	3	<3.0	4.6
COD (not decanted) (mg O2/l)	115	37	552
COD (decanted 2h) (COD) (mg O2/l)	11	10	145
Conductivity at 25 °C (µs/cm)	1724	2260	174.5
pH at 25 °C (u)	8	7.3	6.6
Chlorides (mg/l)	339	501	174.5
Kjeldahl Nitrogen (mg/l)	79	72	6.1
Total Phosphorus (mg/l)	1.7	1.4	5.3
Ammonium (mg/l)	7.6	7.7	3.8
Oils and fats (mg/l)	0.5	<0.5	1.1

Figures rounded to 1 decimal place.

303-3 Water withdrawal by source 54

According to the Aqueduct Water Risk Atlas, PortAventura World is located in an area with a medium-high hydric stress (20% - 40%). All of the Resort's water extraction comes from this area.

**GRI 305: Emissions**

305-1 Direct greenhouse gas (GHG) emissions (scope 1) 48

Greenhouse gas emissions (t)	2017	2018	2019
<b>(305-1) Direct CO<sub>2</sub> emissions (scope 1)</b>	<b>5,677</b>	<b>5,180</b>	<b>6,020</b>
Natural gas	1,426	1,816	1,481
Fuel	229	279	244
Propane gas	23	24	27
Fugitive emissions of fluorinated gases	4,000	3,061	4,268
<b>(305-2) Indirect CO<sub>2</sub> emissions (scope 2)</b>	<b>0</b>	<b>0</b>	<b>0</b>
Electricity	0	0	0
<b>(305-3) Other indirect emissions (scope 3)</b>	<b>1,729</b>	<b>1,781</b>	<b>1,822</b>
Generation of wastes	1,379	1,413	1,416
Water consumption	350	369	405
<b>Total emissions</b>	<b>7,405</b>	<b>6,961</b>	<b>7,841</b>

GRI standard indicator	Page or direct response	Omissions	External assurance
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305-4 GHG emissions intensity 12.48

Greenhouse gas emissions (t)	2017	2018	2019
GHG emissions per 1,000 visits (t CO <sub>2</sub> per every 1,000 visits/overnight stays and year), scope 1, 2 and 3	1.27	1.14	1.23
GHG emissions per 1,000 visits (t CO <sub>2</sub> per every 1,000 visits/overnight stays and year), scope 1 and 2	0.97	0.85	0.94
GHG emissions per 1,000 visits (t CO <sub>2</sub> per every 1,000 visits/overnight stays and year), scope 3	0.30	0.29	0.29
GHG emissions per average workforce (t CO <sub>2</sub> per average workforce and year), scope 1, 2 and 3	3.85	3.38	4.04
GHG emissions per average workforce (t CO <sub>2</sub> per average workforce and year), scope 1 and 2	2.95	2.51	3.10
GHG emissions per average workforce (t CO <sub>2</sub> per average workforce and year), scope 3	0.90	0.87	0.94

305-6 Emissions of ozone-depleting substances (ODS) 48

305-7 Nitrogen oxides (NO<sub>x</sub>), sulphur oxides (SO<sub>x</sub>) and other significant air emissions 48

GRI standard indicator	Page or direct response	Omissions	External assurance
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**GRI 306: Effluents and waste**

306-2 Waste by type and disposal method	39-40	Assessment routes	2017	2018	2019	
Management through a collection and transfer centre		T62	2.08%	0.69%	0.79%	●
Stabilisation		T33	0.00%	0.00%	0.00%	
Specific physical-chemical treatment		T32	0.00%	0.00%	0.00%	
Composting		V83	14.15%	16.05%	15.37%	
Paper and cardboard recycling		V11	11.13%	11.42%	11.17%	
Recycling and recovery of metal and metal compounds		V41	2.70%	3.03%	3.67%	
Glass recycling		V14	2.06%	1.89%	1.88%	
Plastic recycling		V12	50.98%	50.99%	50.27%	
Disposal of inert waste		T11	9.70%	8.60%	7.62%	
Use in construction		V71	0.94%	0.07%	0.00%	
Wood recycling and re-use		V15	4.01%	4.11%	4.46%	
Solvent recovery		V21	0.01%	0.01%	0.01%	
Hydrocarbon recovery		V23	0.00%	0.00%	0.00%	
Food recovery		V33	0.77%	0.93%	0.85%	
Disposal of non-special waste		T12	0.39%	0.25%	0.55%	
Physicochemical and biological treatment		T31	0.97%	0.55%	1.40%	
Cable recovery		V45	0.03%	0.02%	0.00%	
Mineral-oil recovery		V22	0.08%	0.07%	0.04%	
Recycling of textiles		V13		0.09%	0.27%	
Tyre recovery		V52			0.07%	
Other		V99			1.59%	
<b>Percentage of waste recovered</b>			<b>89%</b>	<b>91%</b>	<b>91%</b>	

**GRI 308: Supplier environmental assessment**

308-1 New suppliers that were screened using environmental criteria	132		
		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 PortAventura World; and calculation and publication of the carbon footprint.	●

GRI standard indicator	Page or direct response	Omissions	External assurance
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**Environmental criteria for designing and building facilities**

Environmental criteria considered in the design and construction of 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 legalisation.		●
	Furthermore, PortAventura World has a manual of environmental criteria for contracting services and purchasing materials, which specifies the environmental criteria for contracting 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 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 organised to provide information and raise awareness about the environment aimed at employees and visitors	56	
		●

**Animal well-being**

Actions organised for bird conservation and to guarantee animal well-being	50	
		●

Social topics

GRI standard indicator	Page or direct response	Omissions	External assurance																																							
<b>GRI 103: Management approach 2016</b>																																										
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.																																										
103-1	Explanation of the material topic and its coverage																																									
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103-2	28, 60-96, 100-101, 103-106, 108, 113, 125-126, 132-133																																									
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401-2	69																																									
<b>GRI 402: Worker-company relations 2016</b>																																										
402-1	<p>In 2015, a new collective agreement (2015-2019) between Port Aventura Group (made up of the following companies at the time of signing) came into force: PortAventura Entertainment SAU, Port Aventura Viajes, SAU and Hotel Caribe Resort, SL) and the Port Aventura Entertainment SAU Business Committee, CCOO (Workers' Commissions union) and its union section in the Port Aventura Group.</p> <p>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<sup>th</sup> of the preceding month, through publication of the corresponding schedule on the unit bulletin board.</p>																																									

GRI standard indicator	Page or direct response	Omissions	External assurance																				
<b>GRI 403: Occupational health &amp; safety 2018</b>																							
403-1	64																						
403-2	64																						
403-3	64																						
403-4	64																						
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403-5	64																						
403-6	66, 68																						
403-7	64																						

GRI standard indicator	Page or direct response	Omissions	External assurance
403-8 Workers covered by an occupational health and safety management system	<b>Cover of the occupational safety and health management system</b>	2019	www.por-taventura.com. ●
	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	1,872	
	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	100%	
	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	1,0271	
	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	100%	
	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party	1,872	
	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party	100%	
	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party	1,0272	
	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party	100%	
	(1) Coordination of activities are carried out with the different companies that perform work in our facilities. (2) The coordination of business activities is provided for in the legal audit of the occupational risk management system.		

GRI standard indicator	Page or direct response	Omissions	External assurance		
403-9 Injuries due to accidents in the workplace	<b>Accident indicators for own staff</b>	2017	2018	2019	No gender-based data is available for the rate of absenteeism.
	<b>Number of accidents without leave</b>	147	119	138	
	Men	36	34	49	
	Women	111	85	89	
	<b>Number of accidents with leave</b>	42	40	39	
	Men	12	15	11	
	Women	30	25	28	
	<b>Number of accidents with time off that occurred during the commute to work</b>	20	20	25	
	Men	3	6	6	
	Women	17	14	19	
	<b>Number of working days lost</b>	1,004	1,151	810	
	Men	385	387	228	
	Women	619	764	582	
	<b>Frequency index</b>	14.12	10.00	9.47	
	Men	-	9.65	5.55	
	Women	-	10.23	13.1	
	<b>Incidence index</b>	2.405	2.222	2.208	
	Men	-	833.33	622.88	
	Women	-	1,388.89	1,585.50	
	<b>Severity index</b>	0.34	0.29	0.20	
	Men	-	0.25	0.12	
	Women	-	0.31	0.27	
	Absenteeism rate	3.21%	3.59%	3.30%	
	Absenteeism hours	-	126,113	122,575	
	Rate of fatalities resulting from an injury due to accidents in the workplace	0	0	0	
	Rate of injuries due to accidents in the workplace with serious consequences (not including fatalities)	0	0	0	
	Occupational illnesses	0	0	0	
	<b>Accident indicators for external staff<sup>(1)</sup></b>	2017	2018	2019	
	<b>Frequency index</b>	12.72	12.13	5.71	
	<b>Fatalities due to accidents in the workplace or occupational diseases professional</b>	0	0	0	
	(1) Reference data for the different companies. The main types of accident are overexertion, collisions and blows.				

GRI standard indicator	Page or direct response	Omissions	External assurance
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**GRI 404: Training and education 2016**

404-1 Average no. of training hours per year per employee

72-73

Average no. of training hours per employee by gender and job category (h/employee)	2017	2018	2019
Global (men and women)	9.45	11.16	13.21
Men	8.63	12.44	13.78
- Executives and area managers	18.46	21.26	35.53
- Supervisory, technical and administrative roles	9.87	11.51	13.13
- Operations staff	7.81	12.17	12.75
Women	9.95	10.52	12.87
- Executives and area managers	23.94	18.81	33.69
- Supervisory, technical and administrative roles	14.28	11.61	16.47
- Operations staff	8.49	10.10	11.38

Other training indicators	2017	2018	2019
Training hours	32,231	40,629	50,052
Workforce trained	3,410	3,640	3,789
Workforce that has received some form of training during the year	89.95%	94.01%	96.09%
Workforce participating in distance training	90% <sup>1</sup>	77%	85%

404-2 Programmes to improve employee skills and transition assistance schemes

72-73

GRI standard indicator	Page or direct response	Omissions	External assurance
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404-3 Percentage of employees who receive periodic performance evaluations and professional development

71

Workforce benefits from a system of variable remuneration based on the achievement of individual and group goals according to gender and job category (on 31 December)	2017	2018	2019
Total workforce	17%	17%	17%
Men	20%	20%	20%
- Executives and area managers	100%	100%	100%
- Supervisory, technical and administrative roles	49%	47%	49%
- Operations staff	0%	0%	0%
Women	16%	15%	15%
- Executives and area managers	100%	100%	100%
- Supervisory, technical and administrative roles	43%	43%	44%
- Operations staff	0%	0%	0%

Workforce who have undergone a performance appraisal system (active employees throughout the year)	2017	2018	2019
Total workforce	74%	75%	78%
Men	71%	72%	76%
- Executives and area managers	0%	0%	3%
- Supervisory, technical and administrative roles	45%	49%	50%
- Operations staff	84%	86%	90%
Women	76%	77%	79%
- Executives and area managers	4%	0%	0%
- Supervisory, technical and administrative roles	62%	66%	69%
- Operations staff	85%	85%	87%

GRI standard indicator	Page or direct response	Omissions	External assurance
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**GRI 405: Diversity and equal opportunities 2016:**

405-1  
Diversity in  
Government bodies and  
employees

63, 125-126

Female staff by job category (on 31 December)	2017	2018	2019
Executives and area managers	42%	42%	41%
Supervisory, technical and administrative roles	63%	61%	61%
Operations staff	64%	66%	65%

Workforce by gender and age group (on 31 December)	2017	2018	2019
≤ 25 years old	425	444	417
- Male	181	182	182
- Female	244	262	235
26-35 years old	337	362	395
- Male	127	128	153
- Female	210	234	242
36-45 years old	562	540	564
- Male	192	187	190
- Female	370	353	374
46-55 years old	275	331	371
- Male	100	121	136
- Female	175	210	235
56-65 years old	92	98	123
- Male	20	25	32
- Female	72	73	91
> 65 years old	1	1	2
- Male	0	0	0
- Female	1	1	2

GRI standard indicator	Page or direct response	Omissions	External assurance
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**Workforce by nationality (on 31 December)**

Country	2019		
	Women	Men	Total
Germany	4	2	7
Algeria	1	2	2
Argentina	5	3	9
Belgium	1		1
Bolivia	3	1	4
Brazil	5	2	8
Bulgaria	5	2	6
Canada	1		1
Czech Republic	0	1	1
Chile	2	1	3
Colombia	10	7	17
Democratic Republic of Congo	0	1	1
Croatia		1	1
Cuba	1	1	2
Dominican Republic	3	0	3
Ecuador	3	0	3
Slovakia	1	0	1
Slovenia	1	0	1
Spain	1,110	595	1,705
France	6	4	10
Ghana	0	1	1
Equatorial Guinea	2	4	6
Holland	1	0	1
Honduras	0	0	1
Italy	9	15	24
Latvia	1	0	1
Morocco	20	17	37
Mexico	1	2	3
Moldova	1	1	1
Nigeria	1	1	2
Panama	0	0	1
Paraguay	1	1	1
Peru	6	1	6
Poland	2	1	3
Portugal	4	2	6
Romania	20	6	26
Russia	11	2	13
Senegal	6	5	11
Switzerland	1	0	1
Ukraine	4	0	4
Uruguay	0	1	1
Venezuela	2	1	4

**Own staff with functional diversity by job category<sup>(1)</sup>**

	2017	2018	2019
Executives and area managers	0	0	0
Supervisory, technical and administrative roles	8	3	3
Operations staff	39	53	63
<b>Total</b>	<b>47</b>	<b>56</b>	<b>63</b>
Percentage of workers on the workforce with some kind of disability	1.79%	2.09%	2.43%

(1) The calculation formula for the data is presented with the data for 31 December and 12 months earlier. Regarding the composition of the governing body (Board of Directors) by age group (staff employed as of 31 December), the six members that comprise this body are all men aged over 50 years old.

GRI standard indicator	Page or direct response	Omissions	External assurance
405-2 Ratio between base salary and women's wages as compared to men's wages	172		
<b>GRI 406: Non-discrimination 2016</b>			
406-1 Cases of discrimination and corrective actions taken	PortAventura World applies the principles of honest treatment and respect for human rights provided for in its <i>Code of Ethics and Professional Conduct</i> , so that relations between all professionals and suppliers of the company should be characterised by fair, educated and respectful treatment.  PortAventura World has no recorded incidents of discrimination with regard to its work-force, customers, suppliers, contractors, external staff or society in general for 2019.		●
<b>GRI 413: Local communities 2016</b>			
413-1 Operations with local community participation, impact evaluations and development programmes	21, 75, 77-78, 80-87, 115, 126		●
<b>GRI 414: Social evaluation of suppliers 2016</b>			
414-1 New suppliers that have passed screening and selection filters according to social criteria	132  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: adherence 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 recognised 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 or safety; and extension of the commitment to human rights to encompass the supply chain.		●
<b>GRI 416: Customer health and safety 2016</b>			
416-1 Evaluation of the health and safety impact on the categories of products or services	100-101, 103-106, 108		●

GRI standard indicator	Page or direct response	Omissions	External assurance
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**Communications and customer satisfaction**

Presence on social networks and digital channels 13,113

Customer satisfaction (score out of 5)	2017	2018	2019
Overall rating for PortAventura Park	4.19	4.17	4.17
Overall rating PortAventura Caribe Aquatic Park	4.18	4.14	4.04
Overall rating for Ferrari Land	3.78	3.81	3.79
Overall rating for stays in Resort hotels	4.07	4.08	4.15
Overall rating for the PortAventura Convention Centre	-	4.27	4.44

(1) In 2019, the method of working the evaluation data of PortAventura Convention Centre was modified. The raw data will be weighted so that it is more representative. Taking into account this change in the methodology, only the weighted data of 2018 and 2019 are available.

	2017	2018	2019
Facebook fans	601,895	690,657	757,064
Twitter followers	84,099	86,997	89,044
Instagram followers	139,573	187,800	242,877
YouTube subscribers	24,786	56,364	164,328
Vkontakte fans	3,052	3,174	3,200
LinkedIn followers			<b>8,560</b>
<b>Total</b>	<b>853,405</b>	<b>1,024,992</b>	<b>1,265,073</b>

**Food safety and healthy eating habits**

Number of health and hygiene audits (internal and external) carried out over the year 106

	2017	2018	2019
<b>Health and hygiene audits</b>	459	435	386
External audits	184	130	146
Internal audits	275	305	240

Number of supplier audits (internal and external) carried out throughout the year 106

	2017	2018	2019
<b>Supplier audits</b>	4	10	11
External audits	4	10	11

**Merchandise safety**

Regulations and standards considered to ensure the safety of merchandise 106



# TABLE OF CONTENTS FOR THE LAW ON NON-FINANCIAL AND DIVERSITY INFORMATION

Table of contents for the Law on Non-Financial and Diversity Information

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>General information</b>			
<b>Business model</b>			
Brief description of the Group's business model	16 12-13, 16-17, 134 22-23	102-2 Activities, brands, products and services 102-7 Organisation size Non-GRI-related operational context (economic and sectorial)	●
Geographical presence	138 16 88-90	102-3 Location of headquarters 102-4 Location of operations 102-6 Markets served	●
Company objectives and strategies	8-9	102-14 Statement from decision-making senior executives	●
Main factors and trends that may affect their future trend	119-121, 123	102-15 Key impacts, risks and opportunities	●
<b>General</b>			
Mention in the report of the national, European or international reporting framework used to select key non-financial performance indicators included in each of the sections.	5, 138	102-54 Claims of reporting in accordance with the GRI standards	●
If the company complies with the non-financial information law by issuing a separate report, it must indicate expressly that said information is included in the management report.	The information contained in this Corporate Responsibility Report 2019 is part of the management report.		●
<b>Information on environmental issues</b>			
<b>Management approach</b>			
A description of the <b>policies</b> that the Group has put in place to address such matters. This includes due diligence procedures for identifying, assessing, preventing and lessening the risk of situations with the potential for significant impact including which measures have been adopted.	36-37	103-2 The management approach and its components	●
The <b>results of these policies</b> , which should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparison between societies and sectors, in accordance with the national, European or international reference frameworks used.	28, 36-56, 105, 132-133 28, 36-56, 105, 132-133	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
The <b>main risks</b> related to questions on the group's different activities. Among these questions are the group's commercial relationships (when deemed appropriate and relevant); products and services that could have a negative impact; and how the group goes about mitigating such risks. A full explanation of the <b>procedures</b> in place to <b>spot the risks</b> must be given, as well as methods used to evaluate these risks in the context of national, European and international frameworks as relevant per issue. Information should be included about the <b>effects</b> that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.	119-121, 123	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Environmental management</b>			
Current and foreseeable impact of the company's activities on the environment and where applicable, on health and safety	36-37 132-133	307-1 Non-compliance with environmental legislation and regulations 308-2 Negative environmental impact on the supply chain and measures taken	●
Evaluation procedures or environmental certification	36-37	Non-GRI-related evaluation or environmental certification	●
Resources allocated to prevention of environmental risks	Environmental investment 2017: €758,544 2018: €754,074	Non-GRI-related environmental investment	●
Implementation of precautionary approach	36-37	102-11 Precautionary principle or approach	●
See table on environmental investment	See table on environmental investment	Non-GRI-related environmental investment	●
<b>Pollution</b>			
Measures to prevent, reduce or repair emissions that seriously affect the environment; taking into account any form of air pollution specific to an activity, including noise and light pollution	48 48 48	Non-GRI-related measures to prevent, reduce or repair emissions Non-GRI-related measures to prevent, reduce or repair noise pollution Non-GRI-related measures to prevent, reduce or repair light pollution	●
<b>Circular economy and waste prevention</b>			
Prevention measures, recycling, reuse, other forms of recovery and waste disposal	39, 41 55 39-40	301-2 Recycled inputs 306-1 Disposal of water according to its quality and use 306-2 Waste by type and disposal method	●
Actions to combat food waste	41	Non-GRI-related actions to combat food waste	●
<b>Sustainable use of resources</b>			
Water consumption and water supply in accordance with local constraints	52, 55, 105 55 54	303-1 Water withdrawal by source 303-2 Management of impacts related to discharges of water 303-3 Recycled water	●
Consumption of raw materials and measures taken to improve the efficiency of their use	41	301-1 Materials used by weight or volume	●
Direct and indirect energy consumption	45 Not available 45	302-1 Energy consumption within the organisation 302-2 Energy consumption outside the organization 302-3 Energy intensity	●
Measures taken to improve energy efficiency	43	302-4 Reduction of energy consumption	●
Use of renewable energy	44	302-1 Energy consumption within the organisation	●

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Climate change</b>			
Important elements of greenhouse gas (GHG) emissions generated as a result of the company's activities, including the use of the goods and services it produces	38-44, 46-47, 56 48 48 12, 48	201-2 Financial implications and other risks and opportunities derived from climate change 305-1 Direct GHG emissions (scope 1) 305-2 Indirect GHG emissions from energy generation (scope 2) 305-3 Other indirect GHG emissions (scope 3) 305-4 GHG emissions intensity	●
Measures adopted to adapt to the consequences of climate change	38-44, 46-47, 56	201-2 Financial implications and other risks and opportunities derived from climate change	●
Reduction goals set voluntarily in the medium and long term to reduce greenhouse gas emissions and the measures implemented for that purpose	46-47	305-5 Reduction of emissions	●
<b>Biodiversity protection</b>			
Measures taken to preserve or restore biodiversity	50	Non-GRI-related measures taken to preserve or restore biodiversity	●
Impact caused by the activities or operations in protected areas	NA NA	304-2 Significant impact of activities, products and services in the biodiversity 306-5 Bodies of water affected by water disposal and/or run-off	●
<b>Information on social and staff issues</b>			
<b>Management approach</b>			
A description of the <b>policies</b> that the Group has put in place to address such matters. This includes due diligence procedures for identifying, assessing, preventing and lessening the risk of situations with the potential for significant impact and for verification and control including which measures have been adopted.	60-77, 125-126	103-2 The management approach and its components	●
The <b>results of these policies</b> should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparability between societies and sectors, in accordance with the national, European or international reference frameworks used.	60-77, 125-126 60-77, 125-126	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
<b>The main risks</b> related to questions on the Group's different activities. Among these questions are the group's commercial relationships (when deemed appropriate and relevant); products and services that could have a negative impact; and how the Group goes about mitigating such risks. A full explanation of the <b>procedures</b> in place to <b>spot the risks</b> must be given, as well as methods used to evaluate these risks in the context of national, European and international frameworks as relevant per issue. Information must also be included about the <b>effects</b> that have been observed with a full breakdown of this information and special emphasis being given to outlining the short, medium and long-term risks.	119-121, 123	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Employment</b>			
Total number and distribution of staff employed meeting the diversity criteria (gender, age, country, etc.)	60, 61 63, 125	102-8 Information on employees and other workers 405-1 Diversity of governance bodies and employees	●
Total number and distribution of employment contract types, annual average permanent contracts, temporary contracts and part-time contracts per gender, age and professional category	60, 61	102-8 Information on employees and other workers	●

Workforce per contract type	2019	
	Staff employed as of 31 December	Annual average of staff employed
<b>Contract type per gender</b>		
Permanent	1,428	1,462
- Male	521	491
- Female	907	971
Temporary	444	479
- Male	172	191
- Female	272	288
<b>Contract type per age group</b>		
Permanent	1,428	1,462
- ≤25 years old	130	133
- 26-35 years old	310	304
- 36-45 years old	519	523
- 46-55 years old	347	365
- 56-65 years old	120	134
- >65 years old	2	3
Temporary	444	479
- ≤25 years old	287	319
- 26-35 years old	85	86
- 36-45 years old	45	47
- 46-55 years old	24	25
- 56-65 years old	3	2
- >65 years old	0	0
<b>Contract type per professional category</b>		
Permanent	1,428	1,462
- Executives and area managers	32	31
- Supervisors, technicians and office workers	608	598
- Operations staff	788	833
Temporary	444	479
- Executives and area managers	0	0
- Supervisors, technicians and office workers	15	18
- Operations staff	429	461

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
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Workforce per working day type	2019	
	Staff employed as of 31 December	Annual average of staff employed
<b>Contract type per gender</b>		
Full-time	1,605	1,481
- Male	641	590
- Female	964	891
Part-time	267	460
- Male	52	92
- Female	215	368
<b>Working day type per age group</b>		
Full-time	1,605	1,481
- ≤25 years old	340	313
- 26-35 years old	359	314
- 36-45 years old	457	419
- 46-55 years old	328	315
- 56-65 years old	119	117
- >65 years old	2	3
Part-time	267	460
- ≤25 years old	77	139
- 26-35 years old	36	77
- 36-45 years old	107	150
- 46-55 years old	43	74
- 56-65 years old	4	20
- >65 years old	0	0
<b>Working day type per professional category</b>		
Full-time	1,605	1,481
- Executives and area managers	32	31
- Supervisors, technicians and office workers	545	527
- Operations staff	1,028	923
Part-time	267	460
- Executives and area managers	0	0
- Supervisors, technicians and office workers	78	90
- Operations staff	189	370

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
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Number of dismissals by sex, age and professional category

Non-GRI-related number of dismissals per gender, age and professional category

Dismissals	Accumulated 2019
Dismissals of own staff per gender and age group	14
Men	6
- ≤25 years old	1
- 26-35 years	1
- 36-45 years	0
- 46-55 years	3
- 56-65 years	0
- >65 years old	1
Women	8
- ≤25 years old	2
- 26-35 years	0
- 36-45 years	2
- 46-55 years	2
- 56-65 years	2
- >65 years old	0
Dismissal of own staff per professional category	14
- Executives and area managers	1
- Supervisors, technicians and office workers	4
- Operations staff	9

The average remunerations and their evolution broken down by sex, age and professional category or equal value.

Average non-GRI-related wage as determined by gender, age group, professional category or equal value

Average remuneration* (Average salary)	Remuneration by gender	
	Female	Male
Directors, managers and area managers	€48,549	€63,512
Operational and technical staff	€17,670	€17,573

Category	Remuneration by age		
	<30 years old	30-50 years old	>50 years old
Directors, managers and area managers	€29,802	€51,598	€75,235
Operational and technical staff	€15,077	€19,838	€18,678

This excludes the chair of the Executive Committee for being considered top management.

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law																				
Wage gap, wages for positions of employment that are on a par with the social average		405-2 Ratio between base salary and women's wages as compared to men's wages	●																				
<table border="1"> <thead> <tr> <th>Wage gap</th> <th>Gender gap*</th> <th>Total workforce 2019</th> <th>Template</th> <th>Women</th> </tr> </thead> <tbody> <tr> <td>Directors, managers and area managers</td> <td>7.67%</td> <td>117</td> <td>4%</td> <td>47%</td> </tr> <tr> <td>Operational and technical staff</td> <td>-9.87%</td> <td>2,887</td> <td>96%</td> <td>65%</td> </tr> <tr> <td></td> <td></td> <td><b>3,004</b></td> <td><b>100%</b></td> <td></td> </tr> </tbody> </table> <p>*Gender gap is calculated: (average male remuneration - average female remuneration) / average male remuneration. This excludes the chair of the Executive Committee for being considered top management. Active workforce average remuneration 15/08/2019</p>				Wage gap	Gender gap*	Total workforce 2019	Template	Women	Directors, managers and area managers	7.67%	117	4%	47%	Operational and technical staff	-9.87%	2,887	96%	65%			<b>3,004</b>	<b>100%</b>	
Wage gap	Gender gap*	Total workforce 2019	Template	Women																			
Directors, managers and area managers	7.67%	117	4%	47%																			
Operational and technical staff	-9.87%	2,887	96%	65%																			
		<b>3,004</b>	<b>100%</b>																				
The average wage for managers and top management		Average non-GRI-related wage for managers and directors	●																				
<p>In 2019, the average annual remuneration of directors and senior management (male) was €109,444. In order to calculate this indicator, the variation in the number of directors throughout the financial year has been taken into account and the equivalent number of directors has been found, a factor that divides the total accumulated remuneration to obtain the calculation of the average remuneration of directors. There is only one person with variable remuneration. For data protection reasons, the variable remuneration of the President of the Executive Committee is not included.</p>																							
Long-term savings-plan payments and any such related payments, broken down by gender		201-3 Obligations of the defined benefit plan and other retirement plans	●																				
<p>PortAventura World does not offer any official payroll-deduction savings plan.</p>																							
Implementation of policies that support the right to disconnect from work		Non-GRI-related policies regarding the right to disconnect from work	●																				
<p>PortAventura World staff in possession of a Company email address are encouraged to switch on the automated reply option ("Out of Office") when they are on holiday, or at any other time when they are granted permission to do so. This communicates to others that they are out of the office, whether on holiday or unavailable to answer emails. On such occasions they shall supply contact details for a third party who can reply in their absence.</p>																							
Workers with disabilities	126	405-1 Diversity of governance bodies and employees	●																				
<p><b>Work organisation</b></p>																							
Organisation of working hours		Non-GRI-related organisation of working hours	●																				
<p>The 2015-2019 collective agreement stipulates the working days, breaks, working hours and employment calendar.</p> <p>The <b>maximum number</b> of actual working hours per year shall be 1,784 for the duration of the collective agreement. Bearing in mind the Group's activity and the company's needs, the maximum number of hours in any single working day shall be nine. The minimum shall be four, on days that employees are scheduled to work.</p> <p>Regarding <b>daily breaks</b>, staff who work a split shift shall take a break between shifts of no less than one hour and no more than two hours. However, this break can be three hours in the case of table-waiting restaurant staff, as well as service-line and canteen staff when preparing dinners of a certain size. Staff on continuous working days of six or more hours shall be entitled to a 15-minute break. This shall be included as part of actual working time. In instances where the continuous working day is eight hours or more, a 30-minute break shall be granted, 20 minutes of which shall be considered actual working time.</p> <p><b>Weekly days off</b> are also stipulated in the agreement. Each contract type shall indicate the consecutive days off and the days of the week when these days off can be taken. In some cases, an amount will be paid to compensate staff who voluntarily decide to change weekly days off coinciding with weekends to Monday to Friday, and to increase the number of exceptional weeks with only one day off, provided that the employee is in express agreement with the company's request to do so.</p>																							

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law																																											
Given that, due to its nature, the intensity of the Group's activities is variable and unpredictable over the long term, notice of the <b>working hours</b> for each month must be given to the members of staff affected by irregular working hours on the 25 <sup>th</sup> of the preceding month, through publication of the corresponding schedule on the unit's bulletin board. The working schedules and breaks shall be laid out in a single model indicating all staff with irregular working hours. Before it is posted, a copy of the schedule is submitted to the Works Council, stamping it as proof of receipt.																																														
Staff who work a standard working day can opt for <b>flexible hours</b> or reduced hours in August.																																														
The Company shall set up a compulsory <b>clock-in</b> system for all members of staff working in groups G, F, E, C and B, only specialist groups.																																														
The company shall release its <b>working calendar</b> for the forthcoming year prior to the Resort's opening, having previously informed the Board.																																														
The working calendar shall contain the following information.																																														
<ul style="list-style-type: none"> <li>a) The anticipated opening and closing times for each of the Resort's facilities.</li> <li>b) The maximum number of working hours per year, as well as the maximum number of daily working hours for full-time employees.</li> <li>c) A general overview of weekly days off.</li> <li>d) An outline of breaks and time off for employees on split and continuous shifts.</li> </ul>																																														
In 2019, as of 08/07/2019, the Policy of a working time record was implemented. This policy to record the working time was implemented in Port Aventura Entertainment, SAU in order to comply with the provisions of Royal Decree Law 8/2019, of 8 March, on urgent measures for social protection and to fight against precarious work in the working day ("RDL 8/2019"), which, in turn, modified Article 34 of the Workers' Statute.																																														
Total number of hours of absenteeism	157	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	●																																											
Measures designed to facilitate the enjoyment of work/life balance and encourage joint responsibility of these by both parents		Non-GRI-related measures designed to facilitate the enjoyment of work/life balance and encourage joint responsibility of these by both parents	●																																											
<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">2018</th> </tr> <tr> <th>Women</th> <th>Men</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Accumulation of leave for breast-feeding</td> <td>23</td> <td>1</td> <td>24</td> </tr> <tr> <td>Compensation for time off for breast-feeding</td> <td>59</td> <td>0</td> <td>59</td> </tr> <tr> <td>Maternity leave</td> <td>35</td> <td></td> <td>35</td> </tr> <tr> <td>Paternity leave</td> <td></td> <td>10</td> <td>10</td> </tr> <tr> <td>Leave for care of a young child</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>Leave for care of a child</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Reduced working hours for carers</td> <td>19</td> <td>1</td> <td>20</td> </tr> <tr> <td>Reduced working hours for the care of children</td> <td>185</td> <td>5</td> <td>190</td> </tr> <tr> <td>Total</td> <td>323</td> <td>17</td> <td>323</td> </tr> </tbody> </table>					2018			Women	Men	Total	Accumulation of leave for breast-feeding	23	1	24	Compensation for time off for breast-feeding	59	0	59	Maternity leave	35		35	Paternity leave		10	10	Leave for care of a young child	2	0	2	Leave for care of a child	0	0	0	Reduced working hours for carers	19	1	20	Reduced working hours for the care of children	185	5	190	Total	323	17	323
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<p><b>Health and safety</b></p>																																														
Occupational health and safety terms	64	403-1 Occupational safety and health management systems	●																																											
	64	403-2 Hazard identification, risk assessment and investigation																																												
	64	403-3 Health services at work																																												
	64	403-5 Training of workers on health and safety at work																																												
	66, 68	403-6 Promotion of workers' health																																												
	64	403-7 Prevention and mitigation of the impacts on health and security of the workers directly linked through commercial relations																																												
Work accidents, in particular their frequency and severity, as well as occupational diseases, broken down by gender	157	403-9 Work-related injury	●																																											

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law																			
<b>Social relationships</b>																						
Organisation of social dialogue, including procedures for informing and consulting staff and negotiating with them	61, 62	102-43 Approach to stakeholder engagement (workforce)  402-1 Minimum notice periods regarding operational changes	●																			
The collective agreement (2015-2019) establishes notice periods for staff and the company. Given that, due to its nature, the intensity of the Group'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 <sup>th</sup> of the preceding month, through publication of the corresponding schedule on the unit's bulletin board.																						
	64	403-1 Workers representation in formal joint management-worker health and safety committees	●																			
		407 Management approach (policies which may affect the employees' decision to create trade unions or to join them, to negotiate collectively or participate in trade union activities)	●																			
During the union elections on 10 October 2018, there was an employee representation of 45.44%. The results were as follows:																						
	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">2018 Delegates</th> </tr> <tr> <th>Works council</th> <th>Trade unions</th> <th>Total delegates</th> </tr> </thead> <tbody> <tr> <td>UGT</td> <td>17</td> <td>3</td> <td>20</td> </tr> <tr> <td>CCOO</td> <td>8</td> <td>3</td> <td>11</td> </tr> <tr> <td>TOTAL</td> <td>25</td> <td>6</td> <td>31</td> </tr> </tbody> </table>				2018 Delegates			Works council	Trade unions	Total delegates	UGT	17	3	20	CCOO	8	3	11	TOTAL	25	6	31
	2018 Delegates																					
	Works council	Trade unions	Total delegates																			
UGT	17	3	20																			
CCOO	8	3	11																			
TOTAL	25	6	31																			
Percentage of employees covered by collective bargaining agreements per country	61	102-41 Collective bargaining agreements	●																			
The balance of collective agreements, particularly in the field of health and safety at work	64 156	403-4 Health and safety topics covered in formal agreements with trade unions 403-8 Workers covered by an occupational health and safety management system	●																			
<b>Training</b>																						
Policies implemented that focus on training	72-73	404-2 Programs for upgrading employee skills and transition assistance programs	●																			
Total hours training per profession	72-73	404-1 Average hours of training per year per employee	●																			
<b>Universal accessibility for people with disabilities</b>																						
Integration and universal accessibility for people with disabilities	126	405-1 Diversity of governance bodies and employees	●																			

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Equality</b>			
Measures taken to promote equal treatment and opportunities between women and men		Non-GRI-related measures to promote equal opportunities for men and women	●
All commercial texts are reviewed, prior to issue, in order to ensure the use of non-sexist language. Regarding advertising, PortAventura World has signed an agreement with the agency Autocontrol to ensure responsible advertising.			
Gender equality plans (chapter III of the Organic Law 3/2007, of 22 March, for effective equality for women and men), measures adopted to promote employment, protocols to combat sexual and gender-based harassment	125	405-1 Diversity of governance bodies and employees	●
Integration and universal accessibility for people with disabilities	126	Non-GRI integration and universal accessibility for people with disabilities	●
Policy against all types of discrimination and, where appropriate, diversity management	125-126	406-1 Incidents of discrimination and corrective actions taken	●
<b>Information on respect for human rights</b>			
<b>Management approach</b>			
A description of the <b>policies</b> that the group has put in place to address such matters. This includes due diligence procedures for identifying, assessing, preventing and lessening the risk of situations with the potential for significant impact and for verification and control including which measures have been adopted.	118	103-2 The management approach and its components  103-3 Evaluation of the management approach	●
The <b>results of these policies</b> , which should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparability between societies and sectors, in accordance with the national, European or international reference frameworks used.			
<b>The main risks</b> related to questions on the group's different activities. Among these questions are the group's commercial relationships (when deemed appropriate and relevant); products and services that could have a negative impact; and how the group goes about mitigating such risks. A full explanation of the <b>procedures in place to spot</b> the risks must be given, as well as methods used to evaluate these risks in the context of national, European and international frameworks as relevant per issue. Information must also be included about the <b>effects</b> that have been observed, with a report of the breakdown, and special emphasis being given to outlining the short, medium and long-term risks.	119-121, 123	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Applying due diligence procedures</b>			
Applying due diligence procedures related to human rights, preventing the risk of violating human rights and, if necessary, measures to intervene in situations where an abuse has already been made, managing the situation and helping to repair damage.	31, 116 132	102-16 Values, principles, standards and business rules 414-1 New suppliers that were screened using social criteria	●
Complaints about cases of violation of human rights. Fully supporting and fulfilling the requirements of the core conventions related to the respect of freedom of association and the right to collective bargaining outlined by the International Labour Organization. Also supporting and fulfilling the requirements of the ILO's core conventions related to ending workplace discrimination, working under duress and child labour.	In 2019 PortAventura World did not receive any human rights complaints, nor has there been any case of discrimination among the workforce, clients, suppliers and contractors, external personnel or the business in general.	406-1 Incidents of discrimination and corrective actions taken 414-1 New suppliers that were screened using social criteria	●

**Information related to combating corruption and bribery**

**Management approach**

A description of the <b>policies</b> that the group has put in place to address such matters. This includes due diligence procedures for identifying, assessing, preventing and lessening the risk of situations with the potential for significant impact and for verification and control including which measures have been adopted.	116, 123	103-2 The management approach and its components	●
The <b>results of these policies</b> , which should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparability between societies and sectors, in accordance with the national, European or international reference frameworks used.	116, 123	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
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Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Information related to combating corruption and bribery</b>			
Measures adopted to prevent corruption and bribery	31, 116 116, 123 116, 119-123	102-16 Values, principles, standards and business rules 102-17 Advisory mechanisms and ethical concerns 205-1 Operations assessed for corruption-related risks	●
Measures to fight against money laundering		205-2 Communication and training about anti-corruption policies and procedures	●
There are three different instances for combating money laundering: the company's administrative bodies and management; the Compliance Commission as a collective body; and the compliance officer and external audits. The specific controls are based on different policies and procedures which can be split into three functions: procurement procedures; contracting, administration and finance procedures; and payment procedures. None of the following are in place: payments made in cash, gift policy; contract revisions; the double signing of documents related to contracting; an internal audit of management and control procedures; the use of SAP for managing procedures; tax advice given by an external law firm; and an audit of the yearly accounts by an independent party.			
Contributions to foundations and non-profit entities	21, 78	201-1 Direct economic value generated and distributed	●

**Information about the company**

**Management approach**

A description of the <b>policies</b> that the group has put in place to address such matters. This includes due diligence procedures for identifying, assessing, preventing and lessening the risk of situations with the potential for significant impact and for verification and control including which measures have been adopted.	20-21, 28, 75-78, 80-88, 90-92, 94-96, 100-101, 103-106, 108, 115, 126, 128-129, 132-133, 134	103-2 The management approach and its components	●
The <b>results of these policies</b> , which should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparability between societies and sectors, in accordance with the national, European or international reference frameworks used.	20-21, 28, 75-78, 80-88, 90-92, 94-96, 100-101, 103-106, 108, 115, 126, 128-129, 132-133, 134	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
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Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law
<b>Company commitments to sustainable development</b>			
Impact of company activity on employment and local development	75, 77-78, 80-87, 126, 78, 135	413-1 Operations with local community engagement, impact assessments, and development programs 201-1 Direct economic value generated and distributed	●
Impact of company activity on local populations and on the region	NA 75, 77-87, 115, 126	411-1 Cases of violations of indigenous peoples' rights 413-2 Operations with significant, potential or actual, negative impacts on local communities	●
Relations with local community figures and forms of dialogue	92, 94-95	102-43 Approach to stakeholder engagement	●
Association or sponsorship actions	20-21, 21, 115	102-13 Membership of associations 413-1 Operations with local community engagement, impact assessments, and development programmes	●
<b>Sub-contracting and suppliers</b>			
Inclusion of social, gender equality and environmental matters in procurement policy	132 132	308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	●
Consideration of suppliers' and sub-contractors' social and environmental responsibility	132 132	308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	●
Supervision systems and audits and their results	132-133 106, 132-133	308-2 Negative environmental impact on the supply chain and measures taken 414-2 Negative social impact on the supply chain and measures taken	●

Information requested by the law related to non-financial and diversity information	Pages	GRI-related standards and other non-GRI indicators	Verification of the content of the law																												
<b>Consumers</b>																															
Measures for health and safety of consumers	100-101, 103-106, 108, 96, 104	416-1 Assessment of the health and safety impacts of product and service categories 417-1 Information and labelling requirements for products and services	●																												
Claims systems, complaints received and resolution of them		416-2 Cases of non-compliance regarding health and safety impacts of product and service categories	●																												
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<b>Tax information</b>																															
Profits obtained per country, tax on profit paid	78, 135 134	201-1 Direct economic value generated and distributed 207-1 Taxes paid per country	●																												
Information on public subsidies received	134	201-4 Financial assistance received from the Government	●																												



# GLOBAL COMPACT TABLE OF CONTENTS



This is our **Communication on the Progress** of the application of the **United Nations Global Compact principles**.

We appreciate any comments on its content.

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.	21, 75, 77-78, 80-87, 115, 126, 132, 162, 174	GRI 406, GRI 407, GRI 408, GRI 409, GRI 410, GRI 411, GRI 412, GRI 414, GRI 413
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	132, 162, 174	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.	61, 154, 174	102-41, GRI 402, GRI 407
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.	118  The PortAventura World <i>Code of Ethics and Professional Conduct</i> provides for the elimination of all forms of forced work or performed under duress.	GRI 409
Principle 5: Businesses should uphold the effective abolition of child labour.	118  The PortAventura World <i>Code of Ethics and Professional Conduct</i> provides for the eradication of child labour.	GRI 408
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	60-61, 63-64, 66, 68-69, 71-73, 106, 125-126, 132-133, 154, 156-157, 172, 174	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.	12, 36-37, 39-41, 43-48, 52, 54-55, 105, 132-133, 152	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.	12, 36-37, 39-41, 43-48, 52, 54-55, 105, 132-133, 152	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.	12, 36-37, 39-41, 43-48, 52, 54-55, 105, 132-133, 152	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.	116, 119-123, 147, 177	GRI 205, GRI 415



# EXTERNAL VERIFICATION CERTIFICATION

This document is a copy of the original NON-FINANCIAL INFORMATION STATEMENT which forms part of the COMPANY'S MANAGEMENT REPORT and was signed by the directors on 26 March 2020. The data related to the 2019 financial year contained in this report have been verified by KPMG, meeting the requirements provided for in the Law on Non-Financial and Diversity Information, as indicated in the Content Index required by Law 11/2018.



KPMG Asesores, S.L.  
Torre Realia  
Plaça d'Europa, 41-43  
08908 L'Hospitalet de Llobregat  
Barcelona

### **Independent Assurance Report of Corporate Responsibility Report of Paesa Entertainment Holding, S.L.U and subsidiaries for the year 2019**

(Free translation from the original in Spanish.  
In case of discrepancy, the Spanish language version prevails.)

To the one shareholder of Paesa Entertainment Holding, S.L.U.:

We have been engaged by the Board of Directors of Paesa Entertainment Holding, S.L.U to perform a limited assurance of the accompanying Corporate Responsibility Report for the year ended 31 December 2019 of Paesa Entertainment Holding, S.L.U (hereinafter, the Parent Company) and subsidiaries (hereinafter, the Group), prepared in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) in its core option (hereinafter, the Report).

Pursuant to article 49 of the Spanish Code of Commerce, we have performed a limited assurance review to verify that the Consolidated Non-Financial Information Statement (hereinafter NFIS) for the year ended 31 December 2019 of the Group which forms part of the Group's 2019 consolidated Directors' Report, has been prepared in accordance with the contents required by prevailing mercantile legislation.

The Report includes additional information to that required by GRI standards in its core option and prevailing mercantile legislation governing non-financial information that has not been identified inside the scope of our assurance engagement. In this regard, our assurance work was limited only to providing assurance on the information contained in the "GRI Content Index" and "TABLE OF CONTENTS FOR THE LAW ON NON-FINANCIAL AND DIVERSITY INFORMATION" of the accompanying Report.

#### **Directors' responsibilities**

Management of the Parent Company is responsible for the preparation and presentation of the Report in accordance with the GRI Standards in its core option, in accordance with each subject area in the "GRI Content Index" of the aforementioned Report.

The Board of Directors of the Parent Company is responsible for the contents and the authorisation for issue of the Report which has been prepared in accordance with the contents required by prevailing mercantile legislation and selected GRI Standards, in accordance with each subject area in the "TABLE OF CONTENTS FOR THE LAW ON NON-FINANCIAL AND DIVERSITY INFORMATION" of the aforementioned Report.

This responsibility also encompasses the design, implementation and maintenance of internal control deemed necessary to ensure that the Report is free from material misstatement, whether due to fraud or error.

KPMG Asesores S.L., sociedad española de responsabilidad limitada y firma  
miembro de la red KPMG de firmas independientes afiliadas a KPMG International  
Cooperação ("KPMG International"), sociedad suiza  
Paseo de la Castellana, 25A/C - Torre de Cristal - 28046 Madrid

Reg. Mer Madrid, T. 14.072, F. 03, Sec. 8, N. M. 249.488, Inscrp. 1.ª  
N.I.F. B-024988002



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The directors of the Parent Company are also responsible for defining, implementing, adapting and maintaining the management systems from which the information necessary for preparing the Report was obtained.

#### **Our Independence and quality control**

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 (ISQC1) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement team was comprised of professionals specialised in reviews of non-financial information and, specifically, in information on economic, social and environmental performance.

#### **Our responsibility**

Our responsibility is to express our conclusions in an independent limited assurance report based on the work performed.

We conducted our review engagement in accordance with International Standard on Assurance Engagements, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the Performance Guide on assurance engagements on the Non-Financial Information Statement issued by the Spanish Institute of Registered Auditors (ICJCE).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and consequently, the level of assurance provided is also lower.

Our work consisted of making inquiries of Management, as well as of the different units of the Parent Company that participated in the preparation of the Report, in the review of the processes for compiling and validating the information presented in the Report and in the application of certain analytical procedures and sample review testing described below:

- Meetings with the Parent Company personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these questions and to obtain the information necessary for the external review.
- Analysis of the scope, relevance and completeness of the content of the Report based on the materiality analysis performed by the Parent Company and described in the section "Sustainability-related issues relevant for our stakeholders" considering the content required in prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the Report for 2019.



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- - Review of the information relative to the risks, policies and management approaches applied in relation to the material aspects presented in the Report for 2019.
- - Corroboration, through sample testing, of the information relative to the content of the Report for 2019 and whether it has been adequately compiled based on data provided by information sources.
- - Procurement of a representation letter from the Directors and management.

#### Conclusion

Based on the assurance procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that:

- a.) a.) The Corporate Responsibility Report of Paesa Entertainment Holding, S.L.U. and subsidiaries for the year ended 31 December 2019 has not been prepared, in all material respects, in accordance with the GRI Standards, in its core option, as described in point 102-54 of the GRI content index of the Report.
- b.) b.) The NFIS of Paesa Entertainment Holding, S.L.U. and subsidiaries for the year ended 31 December 2019 has not been prepared, in all material respects, in accordance with the contents included in prevailing mercantile legislation and with the GRI Standards selected, in accordance with each subject area in the "TABLE OF CONTENTS FOR THE LAW ON NON-FINANCIAL AND DIVERSITY INFORMATION" of the Report.

#### Use and distribution

In accordance with the terms of our engagement, this Independent Assurance Report has been prepared for Paesa Entertainment Holding, S.L.U. in relation to its Corporate Responsibility Report and for no other purpose or in any other context.

In relation to the Consolidated NFIS, this report has been prepared in response to the requirement established in prevailing mercantile legislation in Spain, and thus may not be suitable for other purposes and jurisdictions.

KPMG Asesores, S.L.

*(Signed on original in Spanish)*

Patricia Reverter Guillot

2<sup>nd</sup> April 2020

This document was prepared solely for informative purposes and considering certain conditions. No part of the information contained herein may be used for any other purpose unless PAESA Entertainment Holding, S.L.U. has provided prior consent in writing. By receiving this document, you acknowledge that you are aware of the restrictions imposed by the laws of various countries regarding the purchase and sale of securities by any person who has received this information and regarding its disclosure to others. We cannot deter-

mine if part of the information contained in this report is considered privileged information according to the legislation of any country. This can only be determined based on the circumstances in which the disclosure took place. No part of this document shall be interpreted as advice to buy or sell securities or an invitation to do so.

# Corporate Responsibility Report 2019

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