



Corporate Responsibility Report

2018



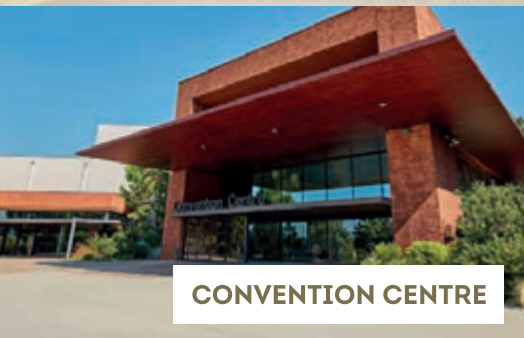
HOTELS



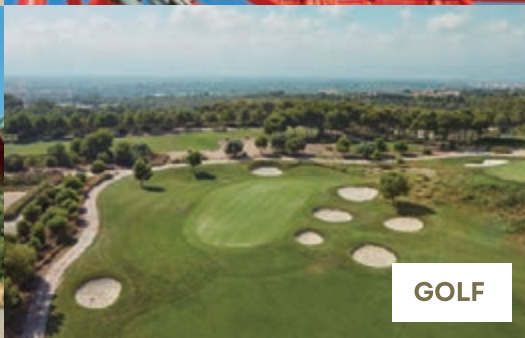
FERRARI LAND



WATER PARK



CONVENTION CENTRE



GOLF



BEACH CLUB





**THE PORTAVENTURA GROUP
2018 CORPORATE
RESPONSIBILITY REPORT**



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PRINCIPLES GOVERNING THE REPORT

On 29 December, Law 11/2018, of 28 December, was published in the Official State Gazette, amending the Commercial Code, the consolidating text of the Capital Company Act, approved by Legislative Royal Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on Auditing, regarding non-financial information and diversity (hereinafter, Law 11/2018) which replaces Royal Decree Law 18/2017, of 24 November, by means of which Directive 2014/95/EU of the European Parliament and of the European Council was transposed into the Spanish legal system, regarding disclosure of non-financial information and information on diversity.

In this context, PAESA ENTERTAINMENT HOLDING, S.L.U. includes the Consolidated Non-Financial Information Report in the 2018 PortAventura Group CR REPORT, as indicated in the table 'CONTENT REQUIRED BY LAW 11/2018' included in this Report.

The key non-financial results indicators included in this Consolidated Non-Financial Information Report have been prepared in accordance with the provisions of applicable corporate regulations and following the criteria of the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards). This is the international framework of reporting referred to in the new Article 49.6 e) of the Commercial Code introduced by Law 11/2018. The information included in the Non-Financial Information Report, which forms part of the Consolidated Management Report and supports the 2018 Consolidated Financial Statements, is verified by KPMG Asesores S.L. in their capacity as independent provider of verification services, in accordance with the new wording provided by Law 11/2018 to Article 49 of the Commercial Code.

In a similar manner, all other non-financial information contained in this *Corporate Responsibility Report* for the year ended 31 December 2018 has been prepared, in all material respects, in accordance with the core requirements of the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards), as detailed in point 102-54 of the 'GRI Content Index' section of the Report, and has also been reviewed by KPMG Asesores S.L. For the material analysis, conducted in 2017, the stakeholders relations AA1000SES (2015) Accountability standard was followed.

The *Corporate Responsibility Report* and the Independent Review Report are available via the following link: <https://www.portaventuraworld.com/en/our-commitment>

The *Corporate Responsibility Report* covers 100% of the turnover, encompassing the business of PAESA Entertainment Holding, S.L.U., the holding company of PortAventura Group, made up of the following companies: PortAventura Entertainment, S.A.U. (theme parks, hotels and convention centre), PortAventura Viajes, S.A.U. (travel agency), Hotel Caribe Resort, S.L. (hotel), PAESA Development, S.L.U. (theme parks, hotels and convention centre) and Fundació PortAventura (independent entity).

If you have any questions regarding the content of this report, please get in touch with us by calling +34 977 779 000.

Choni Fernández,
Corporate Responsibility Director



INTRODUCTION

Letter from the Chair of the Executive Committee

We are pleased to present the tenth edition of the *PortAventura World Corporate Responsibility Report*, which includes the company's corporate responsibility performance and achievements. The use of the GRI framework over these years has allowed us to make significant progress in how we convey this information. Furthermore, the recent introduction of the Law on Non-Financial and Diversity Information information compels large companies to expressly report non-financial information. These requirements now call for aspects which we, at PortAventura World, have been working on for some time. Our corporate responsibility is reflected in this report, but has been developed and applied gradually over time and in parallel with the evolution we have experienced making us what we are today.

For yet another year, we have renewed our commitment to the United Nations Global Compact. An example of this is this report, which shows our will to consolidate, develop and implement good practices that are aligned with our activity and that help us to drive forward our commitment to corporate responsibility.

Here at PortAventura World, we are aware that sustainability requires long-term perspective and commitment that translate into permanent actions, to assure we progress and respond to changing needs. That is why, in 2018, we have developed our corporate responsibility strategy further by defining a roadmap for 2019-2021, made up of three key pillars: environmental, social and good governance. The implementation of this strategy, through a broad set of actions and projects, will enable us to adequately respond to the challenges of the company and our stakeholders. We have also incorporated management and improvement tools for the non-financial aspects of PortAventura World, which have become part of our strategic priorities.

In the environmental pillar, we must highlight this year's actions to reduce our carbon footprint: we are working to become more energy efficient, promote sustainable mobility among employees/customers and suppliers, and reduce the waste we generate via circular and zero plastic economy-aligned policies. It should be noted that, in 2018, PortAventura World renewed the environmental certifications to include all the Resort's activities following the launch of Ferrari Land in 2017.

In the social pillar, in 2018 we continued to increase the number of people hired and we continue to remain the leading job creator in the province of Tarragona. We strive to offer excellent service to our customers and therefore want to have a team of involved people committed to the values of the company.

Year after year, we commit to enriching our customers' experience at the Resort and to meet their needs. Today, PortAventura World is a unique destination where families from all over Europe come to enjoy an outstanding entertainment, accommodation and restaurant offer. In order to extend this offer to little ones, we opened a new children's area in Ferrari Land in 2018 which has five new rides. I would also like to highlight that PortAventura Convention Centre continues to host a huge number of participants every year. These factors combined have contributed to a record number of visits to PortAventura World, a unique space in the Mediterranean, visited this year by almost five million people.

Fundació PortAventura is an important pillar that underpins our commitment to society and it continues working to integrate socially excluded groups, particularly focusing on children and young people. The ultimate expression of this commitment is PortAventura Dreams Village, an unparalleled project in Europe enabling families with chil-

dren suffering from or who have suffered from a serious illness to enjoy the Resort as part of their recovery treatment. The first steps of this venture were taken in 2018. Also thanks to Fundació PortAventura, the new Paediatric Intensive Care Unit of Sant Joan de Déu Hospital was inaugurated this year, an innovative project with state-of-the-art facilities and equipment.

Regarding our economic commitment and good governance, after a successful year at Ferrari Land, our expansion and product diversification strategy for PortAventura World continues. The new children's area at Ferrari Land is part of the Resort's ambitious expansion project, soon to be followed by a new four-star hotel in 2019 and a spectacular new ride at PortAventura Park, the Resort's first Dark Ride.

This brings us to the end of a year of success and accomplished objectives and we look forward to 2019, a year in which, together with our employees, suppliers and customers, we will continue to grow fully committed to our values.



A handwritten signature in blue ink, consisting of several fluid, overlapping strokes that form a stylized representation of the name Sergio Feder.

Sergio Feder
Chair of the Executive Committee



SPOTLIGHT ON 2018



PARKS & RESORT

Ferrari Land celebrates the launch of a new children's area.

PortAventura Dreams is born, so that children and teenagers with serious illnesses can enjoy a free holiday.

PortAventura Park, best theme park in the world according to National Geographic Society.

Definition of the 2019-2021 corporate responsibility strategy based on environmental, social, economic and governance commitments.

PORTAVENTURA WORLD GROUP



5

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



1.1

Millions of room nights in hotels



73,671

Participants at PortAventura Convention Centre



201

Events at PortAventura Convention Centre

FINANCES



230

Millions of euros in equivalent turnover



105

Millions of euros EBITDA

CUSTOMERS



4.2/5

Overall rating for a day at PortAventura Park



82%

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



79%

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



87%

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



53%

International customers at the Resort hotels



1,025

Thousands of followers on social media

HUMAN RESOURCES



2,954

Employees in August (own staff)¹



2,063

Average annual workforce (Own staff)



987

Average annual workforce (External staff)



76%

Average workforce employed on a permanent basis



66%

Average females in the workforce

SUPPLIERS



1,168

Suppliers



82%

National suppliers



95%

Evaluated suppliers



88%

Positively accredited suppliers

FUNDACIÓ PORTAVENTURA



€1,090

(Thousands of euros) Fundació PortAventura income



€1,072

(Thousands of euros) Subsidies granted by Fundació PortAventura

ENVIRONMENT



645 t

Waste generated by million visits-overnight stays



8.61 MWh

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



59.11 m³

Water used for human consumption per 1,000 visits to PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land



1.14 t CO₂ eq.

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



3.37 t CO₂ eq.

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



100%

Electricity consumed at PortAventura World comes from renewable energy sources without CO₂ emissions

(1) Data corresponding to 15 August



**PORTAVENTURA WORLD
PARKS & RESORT, A UNIQUE
FAMILY DESTINATION IN
EUROPE**

A successful year for Ferrari Land

The success of Ferrari Land, which in 2018 launched a new children's area (Kids's area), positions PortAventura World as a holiday destination for the entire family. The reputation of Ferrari, one of the most prestigious brands in the world, and the exclusivity agreement for Europe and Russia, has consolidated PortAventura World's position as a unique European resort. In 2019, the Resort plans to grow with the inauguration of the new 4-star Hotel Colorado Creek in the Far West and a new Street Mission ride in the SésamoAventura area of Port Aventura Park.

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

Ferrari Land's success positions PortAventura World as a unique holiday destination in Europe.

In 2019, PortAventura Park plans to expand opening a new hotel in Far West and a new ride in SésamoAventura.



PortAventura Park	PortAventura Caribe Aquatic Park	Ferrari Land	PortAventura Hotels	PortAventura Convention Centre
Visitor numbers continue to grow in our parks			There are more than one million overnight stays	201 events held



+5%
Visits to the parks



+4%
Rooms occupied

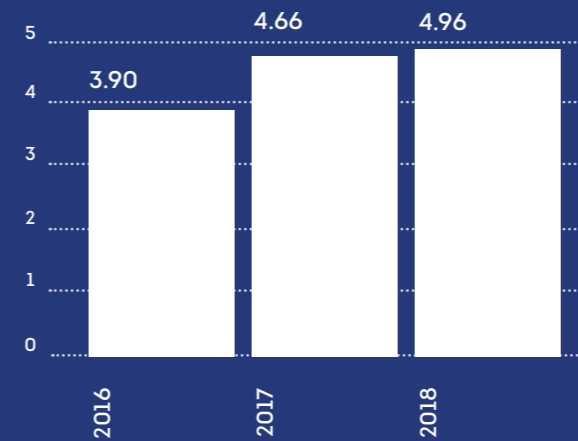


+7%
Participants at events held in PortAventura Convention Centre

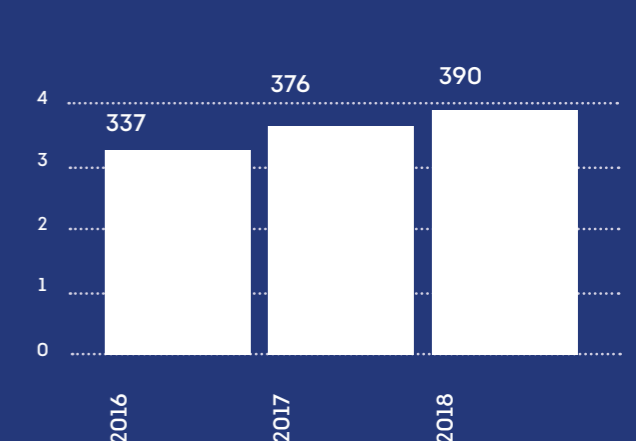


+47%
Visits to Ferrari Land

MILLIONS OF VISITS TO THE PARKS ¹

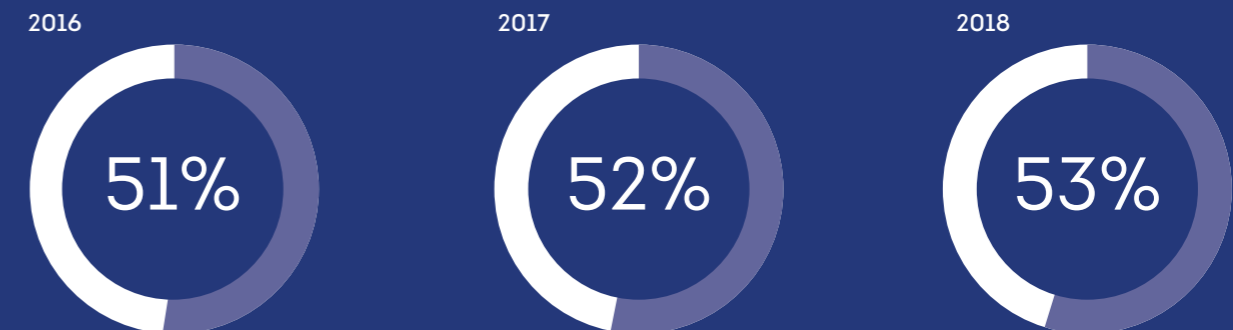


THOUSANDS OF ROOMS OCCUPIED



(1) Includes Cirque du Soleil audience in 2017 and visits to Ferrari Land in 2017 and 2018.

INTERNATIONAL CUSTOMERS IN HOTELS





PortAventura Park, best theme park in the world according to the National Geographic Society

PortAventura Park has been recognised as the best theme park in the world by the prestigious National Geographic Society, as published on their website. PortAventura Park leads the selection of 12 top theme parks in the world thanks to the adrenaline rush of rides such as Shambhala, Furius Baco and Dragon Khan, as well as its show offer.

Ferrari Land is in fifth position. National Geographic Society highlighted this park for its speed, adrenaline, design and Red Force, the fastest and highest rollercoaster in Europe.

Awards and recognition



Best amusement park in Europe, for PortAventura World 2018
European community Worldofparks.eu



Best show at a European amusement park for Dance Revolution 2 2018
European community Worldofparks.eu



1st prize for best steel roller coaster in Europe, for Shambhala
European Star Award 2018 - Kirmes Park



2nd prize for best theme park in Europe, for PortAventura Park
European Star Award 2018 - Kirmes Park



2nd prize for best water park in Europe, for PortAventura Caribe Aquatic Park
European Star Award 2018 - Kirmes Park



2nd prize for best family ride, for Angkor
European Star Award 2018 - Kirmes Park



Award for best practice in coordinating business activities 2018
CTAIMA



e-Health Company award in the Large Company category for PortAventura World
2018 Prevensionar Awards



Star Worldwide Theme Park Or Attraction for PortAventura World
Travel Bulletin Star Awards 2018

Involved with the sector and surroundings

At PortAventura World, we contribute to the economic and social development of the sector and region via our involvement with various associations and organisations.

- Association for Management Progress (APD), global member
- Auditori Josep Carreras Private Foundation, patron
- Autocontrol, member
- Autorite de Regulation Professionnelle de la Publicite (ARPP), member
- Barcelona Convention Bureau (BCB), member
- Barcelona Global, sponsoring corporate member
- Barcelona Marketing Club, member
- Catalan Association of Accounting and Management (ACCID), sponsoring member
- Catalan Association of Travel Agencies (ACAV), member
- Catalan Foundations Coordinator, member
- Catalan Tourism Agency (ACT), member
- Catalonia Convention Bureau (CCB), member
- Club EMAS Catalonia, member
- Consortium for Improving Competitiveness in Tourism and Leisure in the Province of Tarragona (CMCTUR), representative through the Costa Daurada Tourist Studies Foundation (FETCD)
- Costa Daurada Convention Bureau (CDCB), member
- Costa Daurada Tourist Studies Foundation (FETCD), associated company
- European Tour Operators Association (ETOA), member
- Institute of Compliance Officers (IOC), member
- International Association of Attraction and Amusement Parks (IAAPA), member
- International Association of Convention Centres (AIPC), member
- Meeting Professionals International (MPI), personal member representing PortAventura Business & Events
- Salou-Cambrils-La Pineda Hoteliers' Association, associate
- SAP Users' Association Spain (AUSAPE), member
- Science and Technology Park of Tourism and Leisure of Catalonia (PCT), patron
- Spanish Advertisers Association (AEA), member
- Spanish Association of Amusement Parks and Attractions (AEPA), member
- Spanish Association of Managers (AED), individual member
- Spanish Association of Purchasing, Contracting and Procurement Professionals (AERCE), member
- Spanish Association of Social Responsibility Executives (DIRSE), member
- Spanish Confederation of Hotels and Tourist Accommodation (CEHAT), member through the Tarragona Tourism and Hotel Business Federation (FEHT)
- Spanish Foundations Association (AEF), member

- SportCultura, full member
- Tarragona Convention Bureau (TCB), member
- Tarragona Hotel and Tourism Business Federation (FEHT), member
- Tarragona Official Chamber of Commerce, Industry and Shipping, premium member
- Technological Institute for Children's Products and Leisure (AIJU), member
- United Nations Global Compact Network Spain, associated signatory
- World Tourism Organisation Global Code of Ethics for Tourism, commitment to adhere



Current context and outlook

It is our responsibility to understand and remain ahead of national and international trends in the tourism sector, as well as being resilient to the current and future economic circumstances.

2018 Global economic context

The economic scenario of 2018 was characterised most significantly by growth and by the financial markets. On the one hand, GDP shifted from an acceleration profile at the beginning of the year to a profile of moderate slowdown. However, this behaviour has varied greatly in different geographical areas. Confidence continued to fall at the end of the year, especially in developed countries, due to geopolitical risks and commercial tensions.

Source: [BBVA Research](#)

2018 Tourism sector

In 2018, the arrival of international tourists in Spain grew to 82.6 million, a 0.9% increase, according to the year-end estimate based on Turespaña figures. Expenditure by foreign visitors was close to 90,000 million euros, a figure that underlines the robustness of the Spanish tourism sector and the shift towards quality and added value tourism. Similarly, the average expenditure per tourist, between January and November 2018, grew by 2.2% to 1,082 euros per person, according to the EGATUR statistics of the National Institute of Statistics. Regarding employment data, the tourism sector continues as the driver of the reinforced Spanish economy, with an increase of close to 100,000 new jobs. Tourism-related activities account for 12.2% of the total number of contributors to the Social Security scheme.

Source: [Ministerio de Industria, Comercio y Turismo](#)
[Hosteltur](#)

The Spanish economy grew by 2.5% in 2018. Domestic demand explains a significant part of that progress thanks to the boost in national consumption, while foreign demand regained some traction after an initial nine months of negative performance last year.

Source: [BBVA Research](#)

In the tourism sector and in our environment, the data is more optimistic. Catalonia received 19 million foreign tourists in 2018, making this Spanish autonomous community –once again– the leader in Spain. And although the arrivals of international travellers fell by 0.1%, the Catalan tourist board assumes that this is due to cyclical change that tourism is facing. With regard to overnight stays in regulated establishments, last year's stays of Catalan tourists (-2.6%) and foreigners (-1.1%) decreased, whereas the number of travellers from the rest of Spain increased (+0.4%).

Source: [Hosteltur](#)

2019 Global economic outlook

Global growth is expected to adjust slightly, but to be more uncertain due to political risks. The global environment has worsened, both due to economic and financial impairment. This is due in part to transitory factors and to the uncertainty around growth (protectionism, financial conditions, Brexit, etc.) that will disappear throughout the year.

Source: [BBVA Research](#)

Forecasts for the Spanish economy suggest that the slowdown will continue in 2019, against a backdrop of greater uncertainty. Firstly, there are the external risks. In recent months, there has been increasing concern accumulating around the international environment. In the eurozone, after growth of 2.4% in 2017, the deceleration observed in 2018 will continue in 2019, with growth of around 1.5%, nearing its potential.

Source: [BBVA Research](#)





CORPORATE RESPONSIBILITY, A SHARED COMMITMENT



Corporate responsibility is a cornerstone of the management of PortAventura World. Our purpose is to continue to implement actions along our entire value chain to promote sustainable change.



Since 2008, we have been participating in the United Nations Global Compact, which also involves working towards achieving the Sustainable Development Goals, striking a balance between business growth, human progress and respect for the environment.

The Sustainable Development Goals (SDGs) are 17 global challenges laid down in the 2030 Sustainable Development Agenda, agreed in 2015 by the United Nations. At PortAventura World, through our business activity and the Fundació PortAventura social project, we play an active role in contributing to several of the SDG's. In 2018, we identified the goals where we can add most value, considering:

- Linking the SDGs to the business model and the PortAventura World strategy.
- Aligning the SDGs with the initiatives and social programmes developed or promoted by PortAventura World and its Fundació PortAventura..
- Relevant sustainability issues identified in the materiality analysis involving all stakeholders.
- The global context and the local environment in which we operate.

As a result of this analysis, PortAventura World has set the priority eight SDGs on which it has the greatest opportunity to impact:





2019-2021 Corporate responsibility strategy

At PortAventura World, we have defined our 2019-2021 corporate responsibility strategy using an approach based on environmental, social and good governance criteria (ESG). To define this, we have taken into account our business and how it contributes to sustainable development, our values and strategic objectives, our stakeholders' interests and expectations, the United Nations Global Compact principles, our Environmental Policy principles, trends and fundamental issues for the tourism sector, global

challenges (Sustainable Development Goals) and the laws or regulations that apply to us. As a company, we want to incorporate management tools and improve non-financial aspects.

The new strategy, to be deployed from 2019-2021, is structured in three strategic pillars (environmental, social & governance) and is implemented through projects and actions that cover specific objectives.

OBJECTIVES

ENVIRONMENTAL

CIRCULAR ECONOMY (SDG 12)



- Eliminate single-use plastics.
- Zero waste.
- Minimize food waste.
- Reduce the generation of waste, EWC plastic waste and organic waste, and reduce the generation of mixed waste (general and urban solid waste).
- Reduce the purchase of single-use plastic items.
- Increase the percentage of recovery of waste generated.

SUSTAINABLE AND SAFE MOBILITY (SDG 13)



- Employee sustainable mobility.
- Service providers sustainable mobility in the Resort.
- Customer sustainable mobility.
- Reduce fuel energy consumption.
- Reduce CO₂ emissions originating from fuel.

ENERGY TRANSITION (SDG 7, 13)



- Increase use of renewable energy.
- Increase energy efficiency.
- Reduce CO₂ emissions.
- Increase production and consumption of renewable energy.

CLIMATE CHANGE AND WATER (SDG 6, 13)



- Low carbon resort.
- Adapt to future climate scenarios.
- Increase water efficiency.
- Reduce carbon footprint.
- Optimise water consumption and ensure quality of waste water.

ENVIRONMENTAL AWARENESS AND TRAINING (SDG 12)



- Communication and environmental engagement with customers.
- Training and environmental awareness for employees.
- Involve visitors in implementing environmental best practice.
- Publicise environmental initiatives implemented in PortAventura World.
- Promote environmental best practice to visitors.

OBJECTIVES

SOCIAL

EMPLOYEE HEALTH AND SAFETY (SDG 3)



- Accident rate 0.
- 'PortAventura e-Saludable' programme.

- Achieve a zero accident scenario, consolidating a trend of continuous improvement of the workplace accident rate parameters.
- Maintain a proactive attitude to identifying and responding to health and safety risks in the workplace (pre-emptive safety).
- Promote health and healthy lifestyle habits to improve employee well-being.
- Strengthen the current health business plan.

QUALITY OF EMPLOYMENT (SDG 8)



- Social benefits for employees.

- Increase the quality of employment via a value proposition.
- Improve and increase social benefits with a higher value offer.

TRAINING AND DEVELOPMENT (SDG 4)



- Talent management and professional improvement.
- Training offer and employability.

- Identify, develop, recognise and retain internal talent.
- Promote employee development and professional growth, facilitating their progress and promotion by updating and achieving new knowledge and skills.
- Promote employability relevant to PortAventura World.

CULTURE, INTERNAL COMMUNICATION AND PARTICIPATION (SDG 4, 8)



- Corporate culture.
- Employee engagement.

- Disseminate the PortAventura World corporate culture to all employees.
- Enhance internal communication as a tool to promote a good working environment by increasing participation and fostering collaboration.
- Improve employee experience at PortAventura World.

SOCIAL IMPACT OF FUNDACIÓ PORTAVENTURA (SDG 3, 17)



- PortAventura Dreams.
- Help other foundations.
- Volunteer programme.

- Be perceived as a company with social commitment and vocation.
- Manage social projects in a structured and transparent manner.
- Strengthen social action by involving employees.
- Provide families with seriously ill children with a week's vacation as part of their recovery treatment.
- Help other foundations to achieve their objectives.

CUSTOMER SATISFACTION (SDG 8)



- Increase customer satisfaction.
- More accessible for customers with functional diversity.

- Achieve maximum customer satisfaction.
- Make the Resort more accessible for functionally diverse customers.

OBJECTIVES

GOOD GOVERNANCE

SAFETY AND QUALITY EXCELLENCE (SDG 3, 8)



- Accident rate 0.
- Maintenance of certifications and management systems.

- Guarantee maximum safety at the Resort for employees and visitors.
- Set certifications and distinctions that promote continuous improvement in different areas related to safety and quality.
- Identify areas for improvement and evaluate implemented actions to improve customer satisfaction.

NEW INVESTMENTS (SDG 8)



- New facilities.
- Improve the facilities.
- Digitisation.

- Position PortAventura World as a leading family holiday and entertainment destination.
- Provide visitors with an excellent experience via various channels.
- Improve the multichannel offer using new applications and features.

COMPLIANCE (SDG 8)



- Good governance.
- Gender diversity and equality.

- Underpin the actions of PortAventura World with solid ethical behaviour.
- Guarantee legal compliance with the regulations that apply.
- Promote equal opportunities between men and women.

SUPPLIER RELATIONS (SDG 8, 12, 17)



- Communication with suppliers.
- Supplier assessment.

- Reinforce CR in supply chain management.
- Convey CR commitment to the entire supply chain in any of the relationships and communications established by PortAventura World.
- Improve communication channels with suppliers as well as analysing and improving their perception of PortAventura World.

COMMUNICATION AND NOTORIETY OF THE INSTITUTIONAL CR COMMITMENT (SDG 17)



- Institutional presence.
- Internal corporate responsibility (CR) culture.

- Communicate CR topics more prominently.
- Enhance the CR presence, image and activities in fora, institutions and initiatives that aim to increase the relationship of companies via CR in Spain.
- Achieve recognition and position PortAventura World as a socially responsible company.

The Corporate Responsibility Committee (led by Central Services Management and with representatives from different departments in the company that are strategically related to stakeholders of PortAventura World) is the body responsible for proposing these actions and ensuring that corporate responsibility objectives are achieved. This committee also acts as a forum for initiatives and best practice in the matter.



Dialogue with stakeholders, key to value creation

Dialogue with stakeholders is key for any organisation whose objective is responsibility and sustainability. Maintaining a continuous dialogue process enables the concerns of those involved with the company to be understood and improves the management of risks and opportunities.



SHAREHOLDERS

Generate value and profitability via responsible and sustainable management.



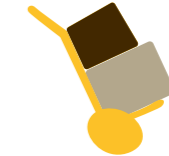
CUSTOMERS

Prioritise service quality via innovation to meet the expectations and needs of our customers and visitors in a safe, healthy entertainment environment.



EMPLOYEES

Invest in employees by offering them a good place to work, fostering equality and diversity.



SUPPLIERS & CONTRACTORS

Promote responsible management of all companies in the supply chain.



SOCIETY

Improve the quality of life of society, thanks to responsible behaviour and working closely with social organisations.

Our values, our raison d'être

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

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

Sustainability-related issues relevant for our stakeholders

The material issues covered in this report were identified as the most relevant action areas for PortAventura World and its stakeholders. This identification was updated in 2017 and, given that there were no significant operational changes in 2018, the results are still considered valid.

Materiality matrix

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

Environmental topics

Topics related to finances and good corporate governance

Topics related to employment practices

Supplier topics

Social topics

Topics related to product/service liability

* Topics that do not correspond to GRI Standards

Material topics shown in bold





ENVIRONMENTAL COMMITMENTS

The environment, a priority



For more detailed information on the environmental performance of PortAventura, consult the *2018 Environmental Declaration* online at www.portaventuraworld.com/medio-ambiente.

Environmental management and periodic audits

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

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

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

- Since 2008, ISO 14001:2015 Environmental Management System certification.

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

Responsibility for environmental management:

- **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 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.

Periodically, and in order to systematically and objectively evaluate the effectiveness of the company and the management system, we conduct seven internal and three external environmental audits.

7

Internal audits

3

External audits

€754,074

Environmental investment

In 2018, we renewed the environmental certifications ISO 14001:2015 and EMAS until 2021. Following the incorporation of Ferrari Land, all the business units in the company already have these certifications.

2018 SIGNIFICANT ENVIRONMENTAL ASPECTS



Consumption of drinking water



Waste paper/ cardboard



Residual debris



Emission of gases into the atmosphere from visitors' vehicles

Circular economy: from waste to resource

Zero waste objective

Waste

The main objectives of waste management at PortAventura World are to minimise the generation of waste and recovery of waste generated. The circular economy and waste as a resource are where we are focusing our efforts. Any investment to improve the facilities that entails renovation –of furniture, computer equipment, etc.– is an opportunity to take advantage of resources and, if necessary, improve energy efficiency.

We centralise the management of waste with a limited number of management companies, with recovery required as the main processing method, as opposed to disposal or landfill. We separate and divide up our waste as much as possible in order to achieve maximum recovering and recycling.

At PortAventura World, we are committed to eliminating single-use plastics at the Resort by 2020. This commitment takes the form of specific actions such as the elimination, as of January 2019, of plastic drinking straws in many of the drinks consumed in the Resort (1.5 million units) and material such as single-use plastic shopping bags that will gradually be replaced by paper bags. During this period, single-use material in the self-service areas will also be replaced by more sustainable alternatives, starting among other catering areas, in 2019 in "Pit Lane", the self-service restaurant in Ferrari Land.

In 2019, the aim is to obtain the Aenor Zero Waste Certification, which recognises companies that prevent the waste they generate from being disposed of in landfills.

Main areas of improvement in 2018

- Minimizing food waste by distributing to soup kitchens in the area; this is a great help socially while reducing organic waste caused by food waste. This project is promoted by Fundació PortAventura in collaboration with the City Council of Reus.
- Installation of new external recycling containers in the areas of Mediterrània, Far West and México, and in the Hotel PortAventura and Hotel El Paso.
- Installation of new recycling containers for customers in La Cocina de Epi in the SésamoAventura area.
- Better waste separation in offices, removing individual bins, promoting shared recycling islands in the central services and operations offices. In 2019, this experience will be implemented throughout the entire 110 building and at the PortAventura Convention Centre.

In absolute terms, in 2018 the generation of waste increased by 1.71% compared to the previous year. This increase is due to the 5% increase in visits-overnight stays in 2017 and, as a result, the tonnes of waste per million visits have decreased versus previous years.

QUANTITY OF WASTE GENERATED (t)

	2016	2017	2018
Non-hazardous waste	3,522	3,869	3,931
Hazardous waste	23	20	24
Total	3,545	3,889	3,955
Waste generated per million visitors (t)	716.60	666.16	645.18



645.18 t

Waste generated per million visits

35

Waste fractions separated

3.1%

Reduction in total waste generated for every 1,000 visits compared to 2017

91%

Recovered waste



WASTE MANAGEMENT METHODS

	2018		2018
Plastic recycling	50.99%	Management through a collection and transfer centre	0.69%
Composting	16.05%	Physicochemical and biological treatment	0.55%
Paper and cardboard recycling	11.42%	Disposal of non-special waste	0.25%
Disposal of inert waste	8.60%	Recycling of textiles	0.09%
Wood recycling and re-use	4.11%	Mineral-oil recovery	0.07%
Recycling and recovery of metal and metal compounds	3.03%	Re-use in construction	0.07%
Glass recycling	1.89%	Cable recovery	0.02%
Foodstuff recovery	0.93%	Solvent recovery	0.01%

Materials

At PortAventura World, we work to optimise and make efficient use of materials, such as chemical cleaning products, the consumption of which has decreased in 2018. This is due, in part to cleaning discs being incorporated into the toilet to cleaning dynamics in toilets that do not need chemical products leaving them clean for longer, which also affects frequency. Another factor that has influenced this decrease is cleaning the windows with osmotized water alone; no product is used. On the other hand, the consumption of luminaires has increased since

some of the existing bulbs have been replaced by longer life and more energy efficient LED bulbs. Regarding shopping bags for items purchased in the Resort shops, their consumption has substantially decreased as a result of the law that obliges customers to pay for bags and due to the launch of reusable bags. Finally, with regard to chemical maintenance products for swimming pools and lakes, we aim to minimise consumption by using and maintaining dosing and calibration.

Some of the materials we consume are recycled products and/or have environmentally-friendly certification: office paper, hand soap, toilet paper, towels and wood for fixtures and trims. In this respect, 86% of the cellulose paper purchased has the Ecolabel certification.

MATERIALS OF NON-RENEWABLE ORIGIN

	2016	2017	2018
Chemical products for swimming pool and lake maintenance (t) ¹	664.93	671.12	679.32
Luminaries (Unit)	19,441	19,917	21,211
Cleaning products (l) ¹	109,088	148,680	99,533
Oils and lubricants (l) ²	12,165	7,815	9,514

MATERIALS OF RENEWABLE ORIGIN

	2016	2017	2018
Bags for selling products in Resort shops (kg)	11,156	19,122	5,540
Office paper (kg)	19,646	20,594	19,532

(1) From 2015, consumption by our service providers for chemical products used to maintain the swimming pools and lakes, and cleaning products are included.
 (2) In 2016, consumption of oils and lubricants at Ferrari Land are included.

Minimize food waste

1.624 kg
Food collected in 2018

In 2018, we continued to implement the food waste minimization project. Excess food (not displayed or served) generated in the hotels, table services and self-service areas are frozen. Taller Baix Camp, in collaboration with the City Council of Reus with which PortAventura World has a partnership agreement, is responsible for collecting food and distributing it to different entities around the city of Reus and to the Food Bank. This process, which scrupulously complies with applicable food safety standards, only includes packaged and labelled products that come from suppliers (fourth and fifth range) to guarantee traceability. PortAventura World and its partner organisations plan to extend this collection service to other facilities in the Resort.



Sustainable and safe mobility

We have launched different projects to promote more sustainable and safer mobility for our employees, service providers operating within the Resort and customers. Our goal is to emphasise the modes of transport that consume less energy and produce less greenhouse gas emissions per kilometre travelled.

Main areas for improvement in 2018

- Free electricity transfer to favour subcontractors who use electric vehicles.
- Launch of the Fesedit shared vehicle platform for employees in order to encourage 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.

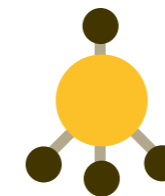
- Three electric buggies purchased for internal transportation at the Caribe, El Paso and Gold River hotels.
- Installation of new charging points for electric vehicles in the customer car parks of PortAventura Convention Centre and Hotel PortAventura.



Towards energy transition

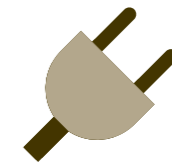
We continue to move towards a new energy model by promoting different measures focused on energy saving and efficiency. (302-4) In this respect, in 2018 we initiated a process of replacement of luminaries that will culminate in 2019. The process began with a study to identify lighting points, inside buildings and in outdoor locations, where luminaires -standard, filament, discharge and fluorescent lamps- are replaced by LED luminaires. With 1 January 2019 taken as a benchmark, energy savings are expected to reach 597,905 kWh versus 2018. Taking into account the useful life of the installed luminaires, total savings achieved will be 4,783,240 kWh.

The Resort has an energy management system controlled by a central computer which centralises programmable automatons responsible for the control of the principle energy consumers distributed throughout the park and hotel facilities. The hotels are also fitted with a connection key for electricity in the bedrooms and switching off the air conditioning when the window is open.



2%

Decrease in electricity consumption per 1,000 visits to the Resort parks versus 2017



100%

Of electricity consumed at PortAventura World in 2018 came exclusively from renewable energy sources without CO₂ emissions (guarantee of origin).



ANNUAL ENERGY CONSUMPTION (MWh)

	2016	2017	2018
Electricity	36,211	41,186	42,789
PortAventura Park / PortAventura Caribe Aquatic Park	22,223	21,840	22,455
Ferrari Land	-	3,625	3,904
Hotels	12,584	13,781	14,379
PortAventura Convention Centre	1,405	1,940	2,051
Natural gas	8,544	7,833	9,978
PortAventura Park / PortAventura Caribe Aquatic Park	1,670	1,528	1,711
Ferrari Land	-	64	72
Hotels	6,849	6,236	8,188
PortAventura Convention Centre	24	5	5
Others	1,116	1,011	1,214
Fuel ¹	1,032	912	1,111
Propane gas	84	99	103
Total	45,871	50,030	53,981

(1) Consumption from August to December 2018 is consumption derived from PortAventura World vehicles and from contractor vehicles. However, an estimate has been made to assess which part corresponds to PortAventura World consumption and the figure shown corresponds to this estimate.

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

	2016	2017	2018
Electricity	7.32	7.06	6.98
PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land	5.70	5.40	5.31
Hotels	12.88	13.08	13.14
PortAventura Convention Centre	19.39	28.21	27.84
Natural gas	1.73	1.34	1.63
PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land	0.43	0.34	0.36
Hotels	7.01	5.92	7.48
PortAventura Convention Centre	0.33	0.07	0.07
Total	9.05	8.40	8.61



Contribution to the fight against climate change and water consumption optimisation

Mitigating the carbon footprint and other emissions

Greenhouse gas emissions

We are aware of the importance of combating climate change and therefore we promote initiatives aimed at minimising our carbon footprint. Commitment to energy efficiency and the use of renewable energy are the main ways we minimise our carbon footprint. Likewise, in order to adapt the Resort to the higher temperatures in summer, in 2018 we improved the comfort operators' cabins by installing air conditioning systems and new shades and enclosures at the Resort facilities.

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 new Hotel Colorado Creek which is planned to open in 2019 shall be carbon neutral.

Since 2008, PortAventura World has been working on calculating its carbon footprint and quantifying its greenhouse gas emissions, expressed in tonnes of CO₂. Calculations are based on the current annual version of *Guia pràctica per el càlcul d'emissions de gasos amb efecte hivernacle (GEH)* [Practical guide to calculating greenhouse gas emissions (GHG)] issued by the Catalan Office for Climate Change.

CARBON FOOTPRINT

	2016	2017	2018
CO₂ Emissions (scopes 1, 2 and 3)	5,565	7,405	6,961
Scope 1	3,979	5,677	5,180
Scope 2 ¹	0	0	0
Scope 3	1,587	1,729	1,781
Greenhouse gas emissions (t/ CO₂ per 1,000 visits-overnight stays and per year)	1,13	1,27	1,14

(1) In 2016, 2017 and 2018, indirect emissions associated with electricity consumption were 0 t CO₂/kWh because 100% of the supply came exclusively from renewable energy sources without CO₂ emissions, Guarantee of Origin (GoO).

Sources: To calculate estimated greenhouse gas emissions expressed in tonnes of CO₂, we have taken into account: fugitive emissions of fluorinated gases from cooling equipment, emissions from transportation via own fleet and fuel combustion (direct emissions, scope 1), electricity consumption (indirect emissions, scope 2), municipal waste treatment and consumption of drinking water for 2015 and 2016 (other indirect emissions, scope 3). March 2018 version of the *Practical Guide to Calculating Greenhouse Gas (GHG) Emissions*.

Other emissions

Regarding other emissions into the atmosphere, these are not relevant and their environmental and air quality impact is limited. However, we pay close attention to controlling them. 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 Templo del Fuego, FiestAventura and for generating hot water and heating.

For the first three, measurements are taken of the emissions into the atmosphere every three years. The last reading was in 2018, and the corresponding results are within legal limits.



6%

Decrease in annual greenhouse gas emissions versus 2017



10%

Decrease in annual greenhouse gas emissions per 1,000 visits versus 2017

The final two are considered diffuse emissions and are managed by controlling consumption. The indicator of total annual emissions into the air of SO₂, NO_x 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.

Finally, in terms of noise emissions, we take noise readings every three years, at the boundaries with the nearest neighbours. The last measurement was taken in the last quarter of 2018. PortAventura World, in compliance with the applicable regulation on light vector, performs the relevant periodic controls in accordance with what is set out in its environmental permit.

Water

Water is a fundamental element for the operation and attractions of the Resort. Correctly managing this resource is one of our greatest challenges. For this we have Ciqua, our own internal laboratory which monitors water quality at PortAventura World.

The quality of the reclaimed water makes it suitable for irrigation. However, thanks to the climatic data obtained by the weather station and the computerisation of irrigation programmes and the monitoring of water consumption, we ensure that the amount of reclaimed water used to irrigate is the minimum necessary to maintain each species. At the Resort, we have important vegetation that is irrigated with reclaimed water, coming from the municipal sewage treatment plant. This is more environmentally sustainable than irrigation with drinking water, a scarce resource.



9%

Decrease in water consumption for human use per 1,000 visits to parks compared to 2017

Waste water

At PortAventura World, waste water and rainwater are separated by a water network, enabling part of the rain to be used. The PortAventura Park's main lake collects almost all the rainfall in the park.

The waste water generated is channelled through a sewer network to the Waste Water Treatment Plant in Vila-seca and Salou. Nearly 100% of the water used for human consumption at PortAventura World becomes waste water.

At the treatment plant, a tertiary treatment is performed, regenerating the water for irrigation in the Resort and in some parks and gardens of the municipality of Vila-seca.

Periodic, voluntary, internal controls are performed on the waste water in the four existing sewer pipes: Vila-seca, General (Salou), Hotel El Paso and Hotel Caribe. These controls provide us with the information to drive improvements, if required.



ANNUAL WATER CONSUMPTION BASED ON ORIGIN AND USE (m³)

	2016	2017	2018
Water coming from the municipal supply	768,652	885,289	932,927
Water for human consumption (used in restaurants, toilets, for personal hygiene, cleaning, etc.)	455,820	550,917	583,484
PortAventura Park / PortAventura Caribe Aquatic Park	275,969	270,213	280,523
Ferrari Land	-	34,900	12,800
Hotels	179,106	244,991	289,864
PortAventura Convention Centre	745	813	297
Water for recreation and for bathing	311,638	331,293	348,824
PortAventura Park / PortAventura Caribe Aquatic Park	206,417	220,998	208,770
Ferrari Land	-	0	0
Hotels	105,221	110,295	140,054
Water for irrigation ¹	1,194	3,079	619
PortAventura Park / PortAventura Caribe Aquatic Park	1,040	1,690	456
Ferrari Land	-	127	34
Hotels	154	1,262	129
Reclaimed water for irrigation, coming from EDAR²	265,396	327,359	363,817
PortAventura Park / PortAventura Caribe Aquatic Park	170,206	185,248	238,713
Ferrari Land	-	13,943	16,412
Hotels	76,049	111,270	93,390
PortAventura Convention Centre	19,141	16,898	15,302
Total	1,034,048	1,212,648	1,296,744
Total consumption of water coming from the municipal supply for bathing, human consumption and recreational use at PortAventura World (m³ per 1,000 visits-overnight stays and year)	196,94	187,10	187,87
Total consumption of water for irrigation at PortAventura World (m³/m² gardens)	0.0019	0.0048	0.0010
Irrigation water coming from the municipal supply	0.0019	0.0048	0.0010
Reclaimed water for irrigation, coming from EDAR	0.43	0.51	0.56

Data taken from direct meter readings.

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

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

Protection of biodiversity, animal welfare and conservation of species

Conserving and protecting species is one of our objectives. We perform dissemination actions to promote the biodiversity of the birds that form part of the Aves del Paraíso show and we collaborate with the Barcelona Zoo Foundation to implement bird conservation projects. In 2018, the project consisted of a ringing station for wild birds at the zoo's facilities, a project that serves to tag and study different wild birds that move freely around the site.

Best practice for animal well-being

At PortAventura World, we have an advanced programme to provide veterinary care to the animals in the zoo, and a protocol to control hygiene in the storage, preparation and supply of their food.

An external company specialising in bird management checks the birds and their health. They receive health care and are subject to different medical checks by accredited veterinarians. The Resort also has a register to log the birds that enter and leave, so we know which animals are onsite at all times. This is supported by a video-surveillance system to monitor intrusions by people or predatory animals, which may affect the comfort and well-being of the animals. We also have a supervisor who is onsite daily at the shows and has personal contact with the bird management company in order to ensure the birds' health and good eating and hygiene habits both for the birds and at the facilities. In the event of a bird dying, the management company performs a necropsy through a veterinarian to find out the reason for death and to foresee possible epidemiological diseases that could affect the other birds.

Finally, we undertake a series of measures to enrich their environment. For example, the birds have perches –in the case of birds of prey, perches with special padding-shaped differently to offer a variety of support options.

There are toys in the cages so that the birds can interact and stimulate their senses and, in very heavy bird enclosures, soft soil is used to mimic the forest floor and thus avoid malformations.

The facilities are cleaned daily and the birds are washed regularly to keep their plumage in perfect condition. 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 they live in, and to keep them fit. All of the birds are kept at an appropriate temperature and the most timid birds are protected by visual barriers. All the birds have an identification document that indicates race and origin.

In order to make visitors aware of different issues, we have video posters and classic posters in the facilities to inform them of the characteristics of each of the animal species. The show also explains the origin of the species and its habits, in an educational way, and makes customers aware of the need to protect and care for these species.

Biodiversity conservation

In 2018, the built area of PortAventura World was 469,373 m² and the landscaped areas amounted to 645,846 m². Regarding management of plant, tree and shrub species found on construction sites, the possibility of transplantation is assessed; If this is viable, they are transplanted into nursery pots and maintained and taken care of using irrigation, treatments, pruning and necessary actions to relocate them in the same area or elsewhere. Two years after having been transplanted, the species recover the appearance they had when they were planted in their initial location, although this always depends on the species and size.



Environmental awareness and training

At PortAventura World, we take a proactive attitude towards raising environmental awareness amongst visitors and employees through the development of environmental training and communication actions targeted at these groups.

Communication and environmental involvement of customers

- Participation in the Sustainable Tourism Day at the Rovira i Virgili University.
- Participation in the day organised by Coca-Cola *Best practice in Hospitality*.
- Enhancement of the External Communication Plan through the following actions: communications to disseminate World Earth Day, World Environment Day and World Tourism Day, external communication on the website about the commitment to eliminate plastic by 2020, external communication via LinkedIn of the suppliers day event, external communication on the website of the Spanish Network of the Global Compact on the launch of the Fesedit vehicle sharing platform.

Employee training and environmental awareness

- On-boarding corporate training *Committed to the Environment* for new staff via the e-learning platform.
- Training in environmental best practice specific to new employees' area of work via the e-learning platform.
- In-person environmental training specific to the business unit of new employees and returning staff.
- Communication of the internal awareness campaign for relevant environment-specific dates (World Recycling Day, World Environment Day and World Sustainable Tourism Day and Sustainable Mobility Week), environmental recognitions or certifications obtained (ISO and EMAS, Environmental Declaration and Corporate Responsibility Report) and Fesedit platform. Other relevant communications have been the publications in the *Acció* magazine on the food waste awareness campaign and 100% green energy consumption.



100%

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

Sustainability criteria for PortAventura Convention Centre events

PortAventura Business & Events has the guide 'Ideas, tips and suggestions to make an event more sustainable and environmentally responsible', available on its website www.portaventuraevents.com.

The guide details all the services that the client can contract if they want an environmentally responsible event. It includes proposals to minimise the consumption of materials, calculate the CO₂ emissions generated and offset the carbon footprint by cooperating in initiatives. It also proposes the use of recycled and/or reusable elements for decoration and the promotion of Team Building environmentally-friendly focused activities.





SOCIAL COMMITMENTS



Our human team², a key asset

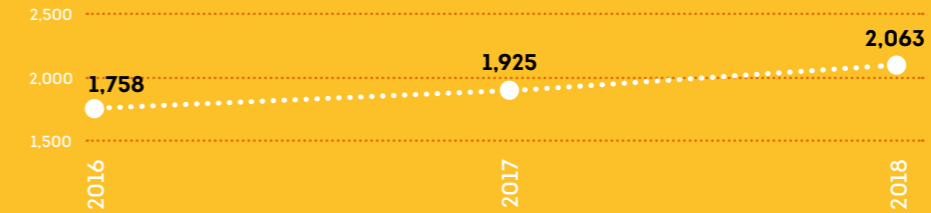
For the fourth consecutive year, the PortAventura World workforce has continued to grow and continues to be one of the leading job creators in the province of Tarragona. The seasonality of the Resort activities underpins the annual trend in the number of workers: in the summer months, peaking in August, numbers are at their highest followed by an upturn in October for the Halloween celebrations.

Three consecutive years of growth in the PortAventura World workforce

(2) The human resources data reported include the staff from Port Aventura Entertainment, S.A.U. This does not include the three people at Port Aventura Viajes, S.A.U., Hotel Caribe Resort, S.L. and Fundació PortAventura. For more details regarding those people, please refer to indicator 102-8 in the GRI Contents Table.

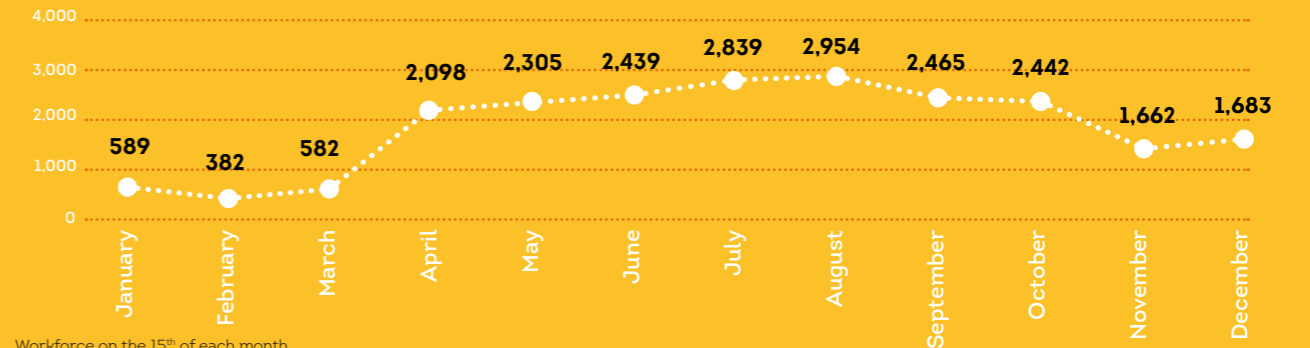


AVERAGE ANNUAL EVOLUTION OF THE WORKFORCE



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

EVOLUTION OF THE WORKFORCE IN 2018



Workforce on the 15th of each month

OWN STAFF

EXTERNAL STAFF WORKING IN THE RESORT FACILITIES

2,954 Employees in August ¹	1,642 Full-time equivalent employees ²	2,063 Average annual workforce ³	987 Average employees ⁴
76% Permanent workforce ⁵	76% Full-time workforce ⁶	68% Operations workforce ⁷	98% Workforce covered by own collective bargaining agreement

(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 workforce in the year.

In order to reduce temporary employment and improve employment stability at PortAventura World, in 2018 we undertook various actions, such as new contracts and conversion to permanent contracts, among others. A total of 350 people have benefitted from these measures. In 2018, a total of 33 dismissals were recorded.



984

New hires in 2018

A multicultural resort



51

Different nationalities



89%

Of the workforce comes from Spain



11%

Of the workforce comes from other countries



WORKFORCE ACCORDING TO NATIONALITY⁽¹⁾

Germany	6	Dominican Republic	4	Mexico	3
Algeria	3	Ecuador	3	Moldavia	2
Argentina	6	Slovakia	1	Nicaragua	1
Belgium	2	Slovenia	2	Nigeria	1
Bolivia	2	Spain	1,830	Panama	1
Brazil	7	France	9	Paraguay	1
Bulgaria	6	Ghana	1	Peru	6
Cameroon	1	Equatorial Guinea	6	Poland	3
Canada	1	India	1	Portugal	6
Czech Republic	1	Holland	1	Romania	25
Chile	4	Hungary	1	Russia	11
Colombia	14	Italy	21	Senegal	11
Democratic Republic of Congo	1	Latvia	1	Ukraine	7
Croatia	1	Lithuania	1	Uruguay	2
Cuba	2	Morocco	40	Venezuela	4



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

Health and safety, a priority

Accident rate 0

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

The strategic lines established as safety and health priorities by the Management Committee and with the advice from the Prevention Service define the annual objectives. Prior to this, the prevention delegates were consulted and participated in defining the objectives, and they were presented to the Safety and Health Committee (peer and 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 produces an annual activity programme that includes all the necessary actions to comply with the goals identified and with the applicable legislation.

In 2018, they conducted a total of 135 emergency drills, 135 risk assessments, 374 technical reports (noise, heat stress, lighting and ergonomics), 15 fire prevention workshops and 81 courses, 25 of which were online, on occupational hazard prevention. In addition to this, the medical service dealt for employees with 1446 medical examinations, 1072 medical consultations, seven vaccinations and 264 queries regarding exemptions.

In order to ensure that the services performed by external entities or personnel meet the safety measures required by law, we extend our commitment to occupational safety through the coordination of business activities to contractor companies.



EXTERNAL STAFF



12.13
Frequency rate¹

OWN STAFF



10.00
Frequency rate¹



2,222
Incident rate²

9.65
Men

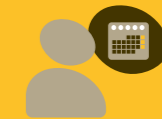
10.23
Women

833.33
Men

1,388.89
Women



0.29
Severity rate³



3.59%
Rate of absenteeism
(126,113 hours)

0.25
Men

0.31
Women

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

(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 World, a healthy company

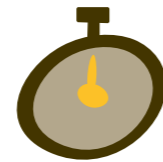
We have fully integrated the healthy company principles, made tangible through the 'PortAventura e-saludable' programme. This programme offers different activities to employees, services and facilities that enable them to develop healthy habits, in order to raise awareness about the importance of taking care of our health. In addition to actions such as the free distribution of fruit ('Healthy Day') or the dental check campaign, in 2018 the programme incorporated new activities:

- **'Looking after our little hearts'**. Activity for employees' children consisting of a healthy breakfast workshop and a Zumba class.
- **Stretching workshops and healthy Yoga workshop.** The latter was given an overall rating 4.9 out of 5 by staff.
- **Workshop Experiences** with the health promoter.
- **Zumba MasterClass** involving 44 participants.
- **Sun protection campaign.** Informative sessions were held on how to adequately protect yourself from the sun.
- **Awareness campaigns** about cardiovascular diseases, diabetes and blood pressure awareness.
- **Road safety campaign.**
- **Talks with experts** about sleep hygiene and stress prevention.
- **Sports Training Room.** In 2018, we included a personal trainer available for all participants.



1,950

Participating employees in the different healthy activities



14,254

Employees taking part in the different healthy activities¹



1,081

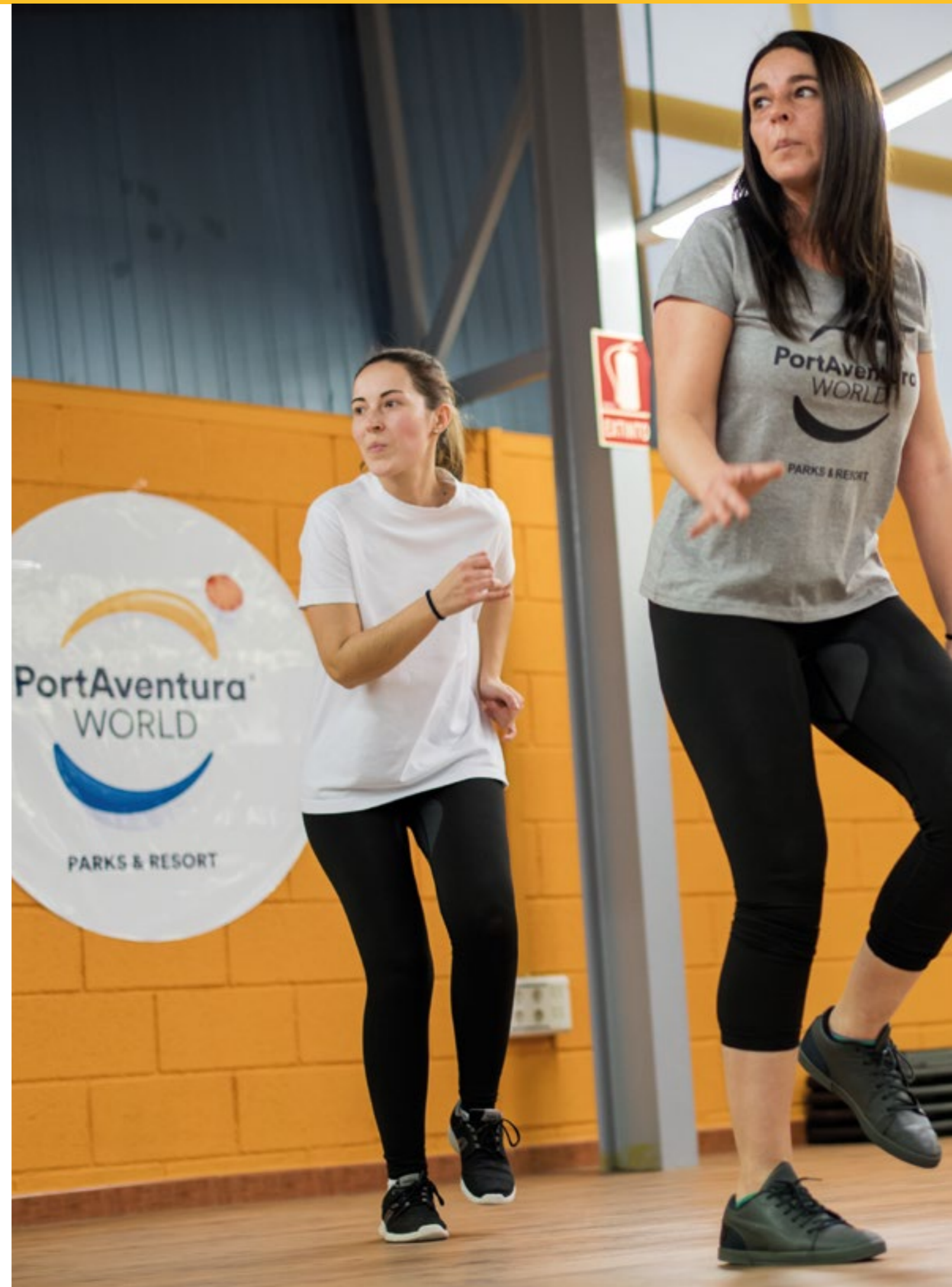
Consultations with the health promoter



248

Participants in Sports Training Room

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



Continuation of health programme: Gain Life, Lose Weight

In 2018, the second edition of the 'Gain life, lose weight' health programme took place, an initiative that is part of the 'PortAventura World, healthy company' action plan. It aims to modify participants' lifestyle habits, improve physical fitness and gain in quality of life.

The programme, which includes lectures and workshops such as 'Basic Principles of Food', 'Mindful Eating' and 'Mindfulness', has a specialist in healthy habits who conducts train-

ing and personalised follow-up and who, as a health promoter, is at the participants' disposal.

To incentivise participants to get results, the programme offers different advantages, such as free access to the Sports Training Room for one year, a monthly draw to win a fruit-and-veg basket, and a massage session at one of the Resort's wellness centres. Every participant who achieves his/her set goals will be rewarded with a night in a hotel.



162

Participants

PortAventura World has won the e-Health Company award, in the Large Company category, of the Prevenir Awards, for its effort in raising employee awareness and promoting healthy habits, emotional health, cardiovascular health and muscular-skeletal health.



PortAventura World, employment quality

Aware that a committed team is key when it comes to offering excellent service, we want to guarantee employee well-being with quality employment.

Further advantages and social benefits

Social benefits

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

- **Unlimited access** to the park and seasonal passes (tax imputation).
- **Free parking.**
- **Discounts** of 20% at the Resort's shops, restaurants at PortAventura Park and PortAventura Caribe Aquatic Park and discounts at hotels and aquatic areas. In 2018, we increased the number of discount tickets available to employees so that family and friends could visit the Resort. Tickets that could be purchased each season went from 17 tickets to 70 tickets, including tickets for 1, 2 and 3 days and 1, 2 and 3 parks. Discounts on hotel reservations, shops, catering, special prices for family celebrations, etc. have been maintained.
- **Special price** for birthday celebrations in the park.
- **Staff canteens** with a set menu at a reduced price.

- Wedding and/or baby **gift**.
- **Christmas hamper.**
- **Lifetime pass** for retired employees.
- **External offer guide.**
- **Sports Training Room** at a reduced price for all staff who want to use the machines in this space and attend classes. In 2018, this space was improved with new machines and equipment installed and a personal trainer service provided for small groups.
- **Flexible remuneration system** and special rates for health insurance with Adeslas, a product that covers spouse and children and offers significant tax advantages. In 2018, the number of employees benefitting from health insurance amounted to 478.
- **End-of-season draw**, for all employees, of tickets to the Aquum Spa and L'Aquàrium, experience packs, weekend stays in various destinations and a Mediterranean cruise.

New services for employees

In 2018, we launched the following services:

- **Correos CityPaq Service**, through which employees can receive parcels of online purchases through the work centre and collect them from the two existing terminals at the Resort.
- **Launch of the Fesedit shared vehicle platform** for employees in order to encourage the workforce to share vehicles when commuting to and from work. Users of the platform have priority parking places and are entered into a draw for hotel nights or tickets.
- **Renovation of the relaxation areas** for the employees of PortAventura Park and PortAventura Caribe Aquatic Park, transforming them into versatile, functional and comfortable spaces. In addition to adding new spaces, improved equipment has been installed. The staff facilities renovation plan continued with the refurbishment of the Hotel Gold River canteen and relaxation area at warehouse 113.



Work-life balance

Work-life balance is a priority for us all. To strike this balance, we promote a work culture that helps us increase people's well-being. In line with this, and detailed in the current collective agreement, work-life balance measures available to employees include:

- Flexible working hours from Monday to Thursday and a shorter working day on Friday for staff with a regular working week.
- Possibility of choosing a local holiday in a 7-month period and two local holidays in a 9-month period

for staff hired on a part-time basis and with reduced working hours.

- Paid leave for death, serious illness and birth.
- Job reserved for a period of three years due to leave of absence for care of a child under 3 or domestic violence.
- Flexibility in the choice of holiday time.

In 2018, a total of 505 employees enjoyed measures that enable co-parenting.



Training and development for current and future talent

Internal talent management and professional improvement

At PortAventura World, we want to continue to develop our talent management model using tools that incentivise continuous improvement and professional development. We promote the development of internal talent by placing employees at the centre.

On the one hand, we have an employee performance management system that aims to promote a culture of goal-oriented continuous improvement. The system enables us to unify criteria and inform people about how they are working and acknowledge work well done. Within the framework of the system, we have identified the common corporate competencies of all employees, the technical competences according to groups, and the competencies for team managers.

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

In addition to the performance management system and the goal-based system, we have two initiatives to reward employees. Firstly, there are 'quality cards', which managers can use to reward people who stand out for putting the values of PortAventura World into practice and who actively contribute to achieving the company's goals. And secondly, there is the Best Unit Prize, designed to incentivise and reward team leaders and employees so they surpass the goals for their units. This is primarily aimed at the sales areas. In the Operations, Shows and Hotel Receptions areas, the Best Employee of the Quarter Prize is awarded.



75%

Of the active workforce underwent a performance appraisal during the season



14%

Average workforce over the year subject to variable remuneration



291

'Quality cards' awarded



193

Awards with cash prizes received by managers and personnel of the winning units



324

Shop and restaurant vouchers



145

Hotel nights given out



Broad training offer and employability

We continue to reinforce the competencies and knowledge of our team, to foster the improvement of professional profiles and support professionals in carrying out their daily tasks to the best of their abilities. The Training Plan includes all training actions required to ensure that employees are prepared to adequately perform their daily tasks. This plan is organised based on the following training areas: corporate, food safety, environment, safety, development and tailor-made training.

Training activities can be in-person, e-learning or *blended-learning* training. In any case, the level of satisfaction and/or the level of acquisition of knowledge is evaluated. Several new features were incorporated into the training platform in 2018: technical training for shops, games and photography, on-the-job training log and a catering school that combines theoretical and practical training.



3,640

Employees received some form of training during the year



94%

Workforce trained¹



40,629

Total training hours



11.16

Average No. of training hours per person





77%

Remote training

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

AVERAGE TRAINING HOURS PER PERSON, BY GENDER AND EMPLOYMENT CATEGORY (HOUR/EMPLOYEE)

		2018
	Executives and area managers	21.26
	Supervisory, technical and admin staff	11.51
	Operations staff	12.17
	Executives and area managers	18.81
	Supervisors, technicians and office workers	11.61
	Operations staff	10.1

In 2018, a customised training programme was launched, accredited by the Rovira i Virgili University, with its own university degree and consisting of three courses: hotel, catering and operation of theme parks.



The commitment to training covers the territory via the annual call for the PortAventura Award for the best academic career in Tourism at the Rovira i Virgili University, a prize which is now in its 13th edition.



The aim of the award for the best academic career in Tourism at the Rovira i Virgili University is to publicly acknowledge student excellence and to enable them, from the University, to carry out a personal development project promoting the values of initiative, competence, leadership, responsibility and commitment.

Employment opportunities for young people

In 2018, at PortAventura World we signed 21 partnership agreements with universities and teaching centres, agreements that enable students to complete work-experience placements at PortAventura World. The universities and teaching centres with which agreements have been signed are: Universitat Rovira i Virgili, Universitat Pompeu Fabra, Universitat Politècnica de Catalunya, Universitat Oberta de Catalunya, ETSEQ – Escola Tècnica Superior de Enginyeria Química, Sant Ignasi, ESHOB – Escola Superior d'Hosteleria de Barcelona, Institut Baix Camp, Escola Hoteleria i Turisme Cambrils, IES Compte de Rius, IES Ramon Barbat i Miracle, IES Jaume I, IES La Mercè, Collège Française de Reus, IDETSA, Escola Elisabeth and Ajuntament de Valls.

Work-experience placements for students at PortAventura World are available in sales, central services, technical services, administration and finance, human resources, F&B, hotels, etc.

In 2018, the first year of the 'Enginy' project was held, an entrepreneurial programme specialised in theme parks and led by Tarragona Provincial Council. Four business projects were presented to improve the sector. The business projects are: a mobile app that enables virtual entry and exit to the hotel, installation of automation in hotels to improve visitor well-being and save energy, wrist bands created and antennae installed in the rides to manage waiting times and an app through which the client can consult the menu, place orders and pay at restaurants.

The 'Enginy' project has offered participants 150 hours of specialised training and 70 hours of tutoring in order to stimulate start-ups and thus generate new business opportunities in this strategic sector. The project is part of the Catalan Government's Catalunya Emprèn Programme with participation from the Parc Científic i Tecnològic de Turisme i Oci i Autoocupació.

77 work-experience placements for students in 2018

Training and employment programme for unemployed youth

In 2018, within the framework of the 'Fem ocupació' project, we ran the 'Catering assistant' training programme, which eight young people from Vila-seca completed. 100 hours of training were provided on the course that took place at the PortAventura World facilities and combined classroom-based learning with practical activities in real units in the park. Subsequently, participants were given a six-month contract as catering assistants.

'Fem ocupació' is aimed at unemployed young people between the ages of 18 and 30 and who have graduated from compulsory secondary or upper high school education and who, as a priority, have previous professional experience; young people who have professional training at an intermediate level can also benefit from it, but they have to redirect to other sectors.

Corporate culture and internal communication

Internal communication is essential for developing corporate culture. We have multiple communication and dialogue channels that guarantee fluid communication with the team and that address this group's topics of interest.

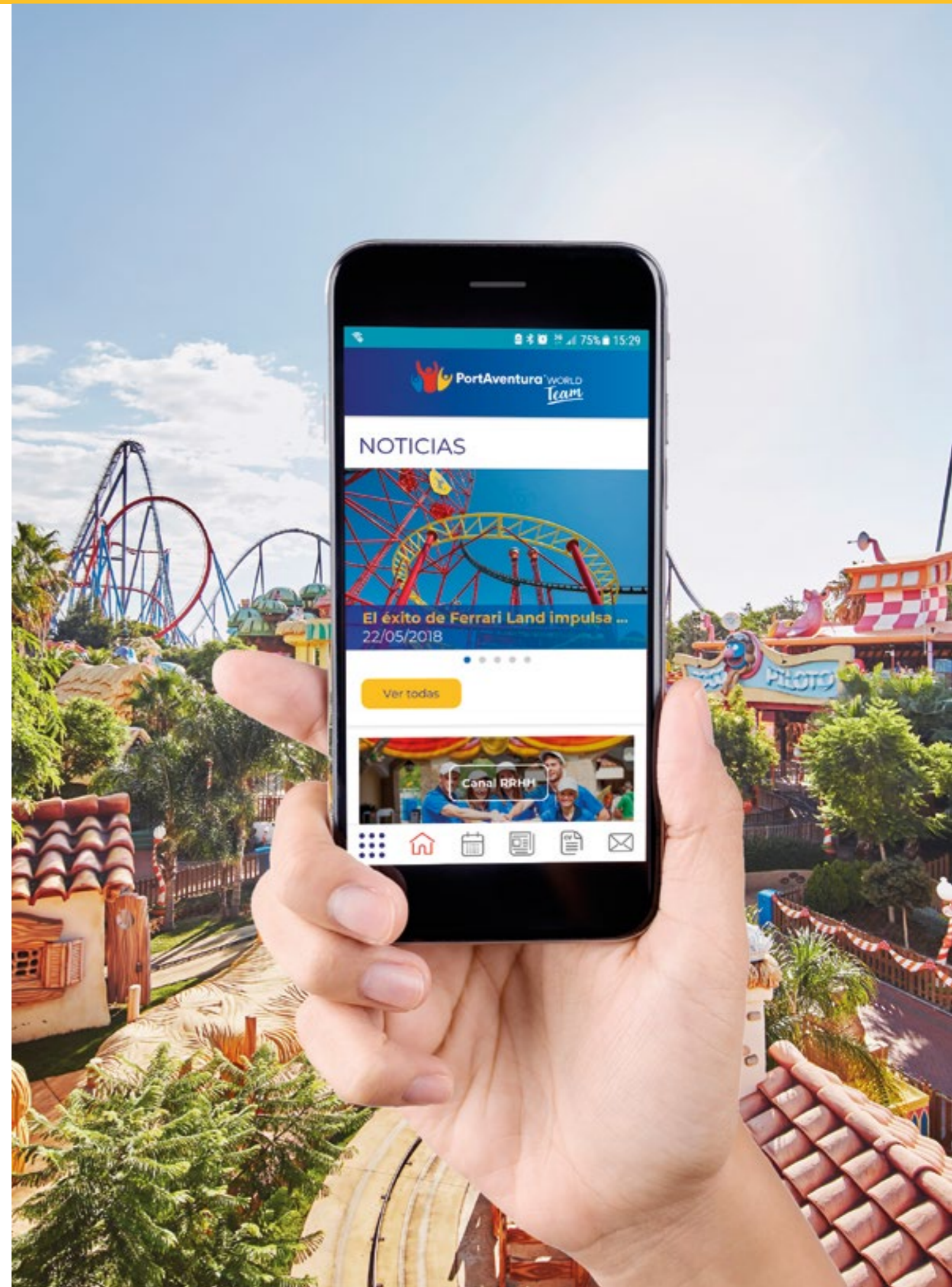
- **PortAventura Team, a mobile app** exclusively for employees. It includes company information and regarding the calendar of events and links to the Human Resources department. It has become a point of access for employees to all online services; new job offers, the benefits programme and the training platform can all be accessed. To encourage people to sign up to the *app*, we organised several prize draws: tickets to Aquum spa and l'Aquàrium in Barcelona, a weekend stay in a rural hotel, a trip to London and a trip to Rome.
- **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.
- **Annual Welcome Forum** to present the previous year's results, new features for the coming season and to welcome employees. At the forum, the previous year's money raised by employees in Teaming charity activities is given to the associations. These associations are also chosen by the employees themselves.

Recreational activities and charity initiatives

Year after year, we promote different initiatives to involve the team and encourage their support.

- **Invitation to the presentation of the Resort's new character,** Tadeo Jones, with the screening of the film 'Tadeo Jones and King Midas' and invitation to all employees to the premiere of the new character show at La Cantina restaurant.
- **Sant Jordi roses** given to all employees.
- **Christmas drawing contest for employees' children and grandchildren.** 66 boys and girls took part winning prizes including a bicycle, a scooter, a tablet and a family meal at the Resort.
- **Delivery of letters to the Royal page** exclusively for family members of employees. About 180 people took part in this family event.
- **Blood donor campaigns** by company employees. The 366 employees who took part received a free pass to PortAventura Park.
- **Special price for signing up for the Fundació PortAventura Charity Run and Fun Ride.**
- **Special price to attend the Fundació PortAventura Charity Dinner.**



Fundació PortAventura, the value of solidarity

Fundació PortAventura works to integrate socially excluded groups, particularly focusing on children and young people. It aims to contribute to the well-being of society and to improve the quality of life of these groups. The Foundation's new project, PortAventura Dreams, is the maximum expression of this commitment, since it will enable children and young people with serious illnesses to access and enjoy the Resort.

PortAventura Dreams supports, together with the volunteer programme, Fundació PortAventura's action points:

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

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

FUNDACIÓ PORTAVENTURA INCOME (THOUSANDS OF EUROS)

	2018
PortAventura World's contribution to the Foundation	749
Fundraising for the organisation of fundraising events	200
Donations from other foundations, partnership companies	252
Essential business expenses	-111
Total net income	1,090

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

	2018
Diseases	728
Special needs	117
Social exclusion	228
Total aid	1,073



98%
Income used for the Foundation's projects



PortAventura Dreams, a village for sick children and their families

In 2018, Fundació PortAventura started to build the PortAventura Dreams Village, a specific space within the Resort, where families with children suffering from or who have suffered a serious illness can come and enjoy an all-inclusive stay at the Resort. It will occupy a space of 8,850 m² within PortAventura World and will have six fully adapted houses. The project expresses the Foundation's firm commitment to these people, a commitment that is the cornerstone of its social project.

The stay is intended to boost the spirits of the patients and their families, to help them with their recovery and to provide a friendly and playful environment to share experiences with other families in similar situations.

In 2018, a pilot test was carried out in our hotels with five families users of La Casa de los Xuklis, which belongs to the Catalan Association of Family and Friends of Children with Cancer (AFANOC).



Help other foundations

1. Charity days at PortAventura Park



'Posa't la Gorra!'. Fundació PortAventura and the Association of Family and Friends of Children with Cancer (AFANOC) (16th edition)

Nearly 6,000 people wore the baseball cap at the 16th edition of this festival, to support children and adolescents with cancer. The money raised by selling charity entry tickets will be used to maintain the services offered by the Tarragona branch of AFANOC, and for new projects to improve La Casa de los Xuklis, a house that provides accommodation for families who have to travel to receive treatment from the leading hospitals in Barcelona.

This was the first event in which the new Fundació PortAventura volunteer group took part, actively supporting the activities prepared for this charity party.



'Fent Amics'. Fundació PortAventura and Down Catalunya (10th edition)

Some 5,000 people took part in the charity festival to raise funds for Down Catalonia and the nine organisations that comprise it. Down Catalonia's collaboration with Fundació PortAventura began in 2009. Since then, the festival has become firmly rooted as a special date on the calendar of many families, who visit the theme park and, at the same time, contribute to this cause.



'Somriu per la infància'. Fundació PortAventura and Federation of Care and Educational Entities for Children and Adolescents (FEDAIA) (6th edition)

With the participation of more than 4,000 children, adolescents and young people, the objective of this party is to make society aware of the need to guarantee equal opportunities for all and to promote the existence in Catalonia of social entities that work with vulnerable groups of children. Entry tickets were offered at a special price and the funds raised went to social projects supported by the federation.



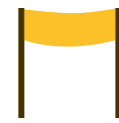
'Festa del Cor'. Fundació PortAventura, Asociación AACIC CorAvant and Fundación SHE (5th edition)

Around 1,500 people attended this event that aims to continue working on raising societal awareness about the daily life of young people, girls and boys born with heart problems. The party once again conveyed a message of joy and positivity to all participants.

2. Own fundraising events

Fun run. Charity run. Fundació PortAventura (7th edition)

A sport-filled day, support and activities for the whole family intended to benefit and strengthen Pallapupas projects, an association that seeks to humanise the hospital stay of children and adults through positivity and theatre. The race achieved a record number of participants this year. On the same day, the participants were able to purchase charity tickets to PortAventura Park, which contributed to increasing the final amount handed over to Pallapupas.



+2,200
Runners



€20,300
Donation



€90,145
Donation

Golf Tournament. Fundació PortAventura (4th edition)

The proceeds will go to support the initiatives of the Taller Baix Camp Foundation, which helps people with mental disabilities to maximise their employment skills and improve their emotional well-being, and Associació La Muralla, working to improve the daily lives of people with mental illnesses. New this year is the Children's Tournament organised at Campo Lumine Ruins.

Charity Dinner. Fundació PortAventura (8th edition)

The dinner, held at the PortAventura Convention Centre, was attended by more than 1,200 guests who raised record funds that will be used to support the projects of three organisations focused on the fight against cancer, especially for children. The Josep Carreras Foundation will use the funds for researching treatment for a type of leukaemia that affects children in their first year of life; the Catalan Association of Family and Friends of Children with Cancer (AFANOC) will boost their projects for families with children or adolescents diagnosed with cancer; and the Spanish Association Against Cancer (AECC) will allocate the funds to its 15 projects dedicated to childhood cancer.

The Fun Ride is here, Fundació PortAventura's new MTB endurance charity ride

A total of 100 teams with 300 riders participated in this first edition of a competition that combines sports, family fun and support. Fun Ride is a relay ride on MTB where riders aim to complete the maximum number of laps of the circuit in the park La Torre d'en Dolça, in Vila-seca, in a set time. The challenge included two types of teams: Open (male, female, mixed and child) and Family, open to parents and children who wished to participate as a team. The proceeds will be used to continue strengthening the projects of Fundació PortAventura.



€10,760
Funds raised



3. Accessibility to leisure

Fundació PortAventura 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.



12,567

Beneficiaries in 2018

4. Direct contributions to projects

New paediatric ICU at Sant Joan de Déu Hospital

The new Paediatric Intensive Care Unit (UCIP) is a space designed to provide patients and their families with comprehensive care and to provide healthcare professionals with facilities that allow them to carry out their work in the best conditions and with the latest technology.

This project began in 2015, when Fundació PortAventura and the Sant Joan de Déu Hospital signed an agreement whereby the entity would finance the construction of the new ICU. The facility has quadrupled the size of the previous space.

The facility has 24 cubicles where patient and family privacy are prioritised and they are equipped with a bed for the family member. The most progressive aspect: children admitted to the unit may be accompanied 24 hours a day.



OTHER PROJECTS

Teaming 2018.

At PortAventura World, employees can present charity projects and then, each year, two are selected by vote. To contribute to the selected projects, the employees voluntarily donate one euro from their salary and, for each Euro contributed, Fundació PortAventura contributes two further euros. In November 2018, the humanisation project of the Paediatric Emergency Department of the Joan XXIII Hospital in Tarragona was launched. This project, proposed by Fundació El Somni dels Nens, was chosen by the employees of PortAventura World in 2017. The Teaming project celebrated its tenth anniversary in 2018, the year in which it raised record funds.

Christmas visit to children in hospital in Tarragona and Reus.

The traditional visit to Joan XXIII Hospital, Tarragona, and Sant Joan de Reus Hospital, took place on the eve of Three Kings' Day. The Sesame Street® characters, Cookie Monster and Elmo, accompanied by 10 volunteers from Fundació PortAventura, went along to surprise the children hospitalised in the maternity and paediatric wards.

#GivingTuesday campaign to support Cruz Roja Jovenut Tarragona.

#GivingTuesday is a global movement dedicating a day around the world to celebrate the action of giving food, money, time (volunteering), toys, etc. Fundació PortAventura joined the initiative with a toy collection organised by the Red Cross, within the 'Your rights at stake' campaign. For two weeks, PortAventura World employees joined in the campaign by donating new toys that were neither war-related nor sexist.



Volunteer programme

In 2018, the Fundació PortAventura Volunteer Programme, open to all PortAventura World employees, was formalised, under the Catalan Law on Volunteering and Promotion of Association.

The volunteers were able to participate in several training sessions, where they became aware of social needs and were involved in improving them. The employees' relationship was formalised through a Commitment Document, emphasising the voluntary and altruistic nature of the relationship, the functions and tasks agreed upon.

During the year, volunteers participated in various events organised by Fundació PortAventura including, 'Posa't la Gorral' and 'Somriu per la infància', switching on the Christmas lights at Sant Joan de Déu Hospital and supporting families on the PortAventura Dreams programme.

This programme will become widespread when the PortAventura Dreams Village opens with volunteers performing different activities for the families.

In 2019, the plan is to also open up volunteering to the relatives of PortAventura World employees.

41 employees from PortAventura World team have participated as volunteers of the Fundació PortAventura programme.

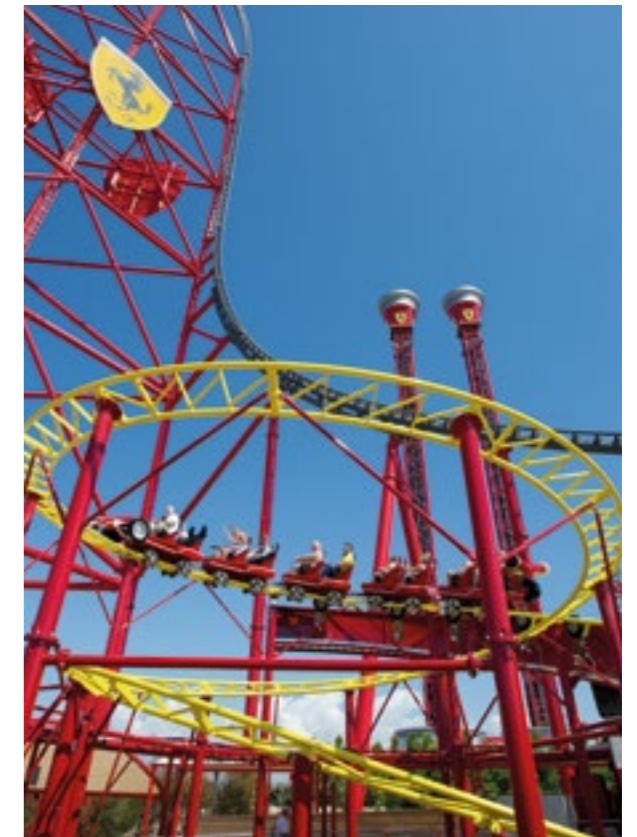


Enriching the customer experience

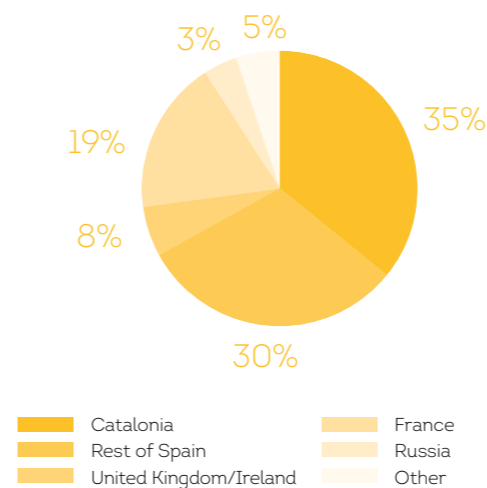
PortAventura World, a unique destination for leisure and events

PortAventura World is a unique destination where families from all over Europe come to enjoy a full-range entertainment, accommodation and restaurant offer at its three parks and five hotels. Year after year, we strive to enrich our customers' experience at the Resort and to meet their needs.

In 2018, we extended our offer to all ages opening up a new children's area in Ferrari Land, which has five new rides. We added the famous explorer, Tadeo Jones. The exclusivity agreement signed between PortAventura World and Mediaset Spain for Europe allows the characters of the successful saga movie to join the PortAventura World family experience. We also opened the Woody House to the public, coinciding with the celebration of the 20th anniversary of the park's most beloved character, Woody Woodpecker. Finally, we renewed our offer of shows, among other novelties, Dance Revolution 2, in Gran Teatro Imperial of China.



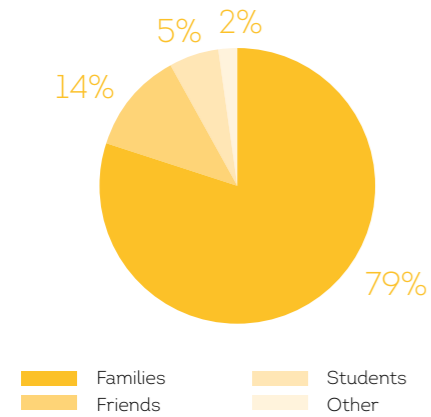
ORIGIN OF VISITS TO PORTAVENTURA WORLD 2018



36%

International visits to PortAventura World

PORTAVENTURA WORLD CUSTOMER PROFILE 2018



79%
Family 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.



MOST-ATTENDED EVENTS AT PORTAVENTURA CONVENTION CENTRE

Many large companies, particularly international ones, chose PortAventura Business & Events in 2018. Companies such as Coca-Cola, MARS Iberia, Baringa, Quandoo, AmRest catering company and the Australian company, Capricorn held their events at our facilities. 66 sales activities for the international market and 46 for the domestic market were carried out.

PortAventura Business & Events was also the showcase for two important sporting events: the 54th RallyRACC, which is already in its 14th edition at the PortAventura World facilities, and the XVIII Mediterranean Games. As a

finishing touch, PortAventura Convention Centre hosted, for the third time, SEAT's largest training event, in which more than 4,800 commercial advisers from 35 countries gathered for four weeks to mark the launch of the new SEAT Tarraco.

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.

New for November 2019: extending PortAventura Convention Centre by more than 6,000 m², reaching 20,000 m² in total, with a room, which can be split into 3, of more than 2,000 m² and with capacity for more than 2,000 people.



201
Events held



73,671
Participants



€18.8
Million invoiced



Hosting the athletes of the XVIII Mediterranean Games

The XVIII Mediterranean Games turned the PortAventura Convention Centre & PortAventura Hotels into the sporting event's Mediterranean Village, hosting more than 4,000 athletes during the competition and acting as the logistics hub for all complementary services of the Olympic village.

As in all events organised by the Olympic Committee, athletes are accommodated in a village. On this occasion, three PortAventura World hotels –PortAventura, El Paso and Caribe, closed to the public on the occasion of the meeting– and PortAventura Convention Centre became the village.



Our objective: customer satisfaction

Providing excellent, high quality service is part of PortAventura World's DNA, whose strategic objective is to improve customer satisfaction focusing on the details, detecting areas for improvement and assessing the implemented corrective measures. The results of the multiple satisfaction surveys that we carry out indicate where to focus our effort.

CUSTOMER SATISFACTION

	2018
Overall rating for a day at the parks	4.10/5
Overall rating for stays in Resort hotels	4.08/5
Overall rating for the PortAventura Convention Centre	4.15/5

PORTAVENTURA PARK

97%

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

FERRARI LAND

4.8/5

Rating of the Red Force ride which, together with Shambhala at PortAventura Park, are the highest rated rides in the Resort

PORTAVENTURA CARIBE AQUATIC PARK

80%

Visitors who would definitely or probably return to the water park

HOTELS

76%

Visitors who would definitely or probably stay in the Resort hotels again, record high in the past seven years

PORTAVENTURA CONVENTION CENTRE

79%

Customers state that they would definitely or probably repeat an event at PortAventura World, with this item rated 15 points higher than the previous year



At PortAventura World, complaints and claims are handled according to the internal procedure, which set outs both the initial action with the client and the closing of each one of the registered claims or complaints. The procedure indicates the points where the client can present complaints: at any of the Resort's 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 any of the hotels or the Parking Caravaning.

You can also contact the customer service area by email, telephone, postal mail and via PortAventura World social media.

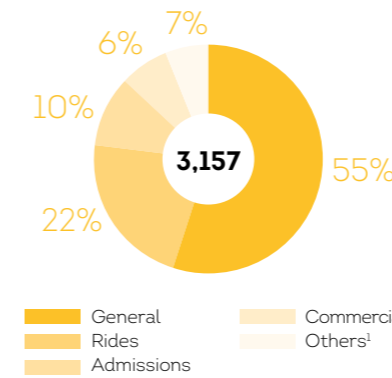
For each of these cases, there is a similar process: receipt and logging of the claim, search for information about the facts claimed and, if possible, solution to the detected problem. The customer is notified of the resolution or response to his/her complaint and any follow-up is logged in the complaints and claims database. Improvement actions are proposed internally -review of procedures, new operations or redesign of tasks- to avoid repetitions of incidents.



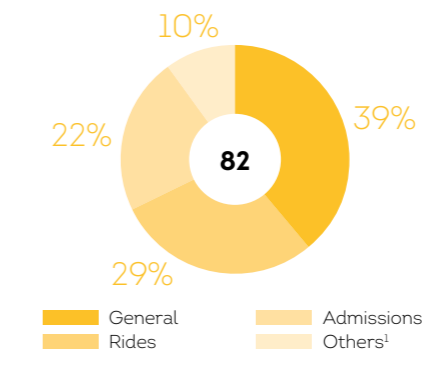
3,592
Complaints received
in the parks in 2018

0.00072
Complaints/customer
ratio in parks

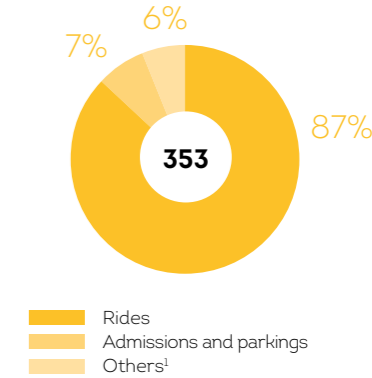
**COMPLAINTS BY AREA
PORTAVENTURA PARK**



**COMPLAINTS BY AREA
PORTAVENTURA CARIBE PARK**



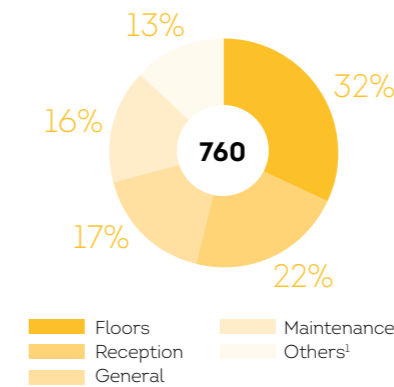
**COMPLAINTS PER AREA
IN FERRARI LAND**



760
Complaints received
in hotels in 2018

0.00069
Complaints/customer
ratio in hotels

**COMPLAINTS PER AREA
IN THE RESORT HOTELS**



13%
Reduction in total
complaints of the
Resort

(1) Others: shops and toys, maintenance, catering, shows, customer service, safety, cleaning, transport and medical service.

Accessibility for customers with functional diversity

At PortAventura World, we want to continue to improve access to leisure for people with functional diversity. We have an access policy regarding discounts and preferential access and a special needs customer service office. This office provides information on attractions, services and facilities suitable for people with functional diversity, identifies accesses without architectural barriers and is reserved in restaurants in a location without architectural barriers.

Catering tailored to different needs

We offer a special menu for celiacs. The catering areas (table service, buffet and self-service) where customers can enjoy products suitable for coeliacs are shown in the 'Eat gluten-free' leaflet. We also have a guide for visitors on 'Allergies and food intolerances' that informs about the different catering options for special dietary needs.

Any customers who request information regarding allergies and intolerances receive a form from the Call Centre in order to be fully informed by the visitors themselves in advance to prepare the menus properly. Customers who do not make allergies known before they arrive at the hotels receive forms at the hotel that they fill out when checking in. All this 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 by the corresponding medical certificate that certifies the allergy or intolerance with the customer being responsible for maintaining the products in good condition until they are consumed.

We also promote the Mediterranean diet in all our restaurants, 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 or natural juices to replace typical snacks.





ECONOMIC & GOVERNANCE COMMITMENTS

Safety and quality excellence

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 this area.



Zero accidents

Ride & facility safety

The safety of our facilities is a critical requirement for the safety of our customers. In this respect, at PortAventura World we guarantee:

- Maintenance, inspections and certifications at a higher level than any local, regional or state regulations require. 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, to minimise or remove 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 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



There is a team of more than 90 full-time employees, including internal and external staff



135
Emergency drills took place in 2018



0
Safety incidents arose in the 2018 season





In 2018, PortAventura World obtained ISO 9001:2015 certification, Ride Management and Maintenance.



The corresponding daily safety and operational inspections take place on the rides in the Resort. There is also a weekly review of any incidents (faults) that may have arisen to ensure that the measures taken were appropriate. In strict adherence to all applicable Spanish and European legislation, PortAventura World uses the services of an independent inspection company, which performs all annual non-destructive testing 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), Angkor and water park, fall protection (lifelines) in accordance with the UNE-EN 795 standard (approved external companies). PortAventura World is also adapting to the forthcoming ISO 17842 international standard, in anticipation of it replacing EN 13814, which is currently in force.



IAAPA International Association of Amusement Parks and Attractions



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

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



Management systems certification

The certification of management systems is a key aspect that helps to foster continuous improvement processes and improve products and services and their management. It is a differentiating element that builds trust among the stakeholders.

Water quality control

In order to ensure compliance with current regulations, not only in terms of quality but also in the prevention of risks associated with water, the internal laboratory of PortAventura World, Ciqua, monitors the quality of waters for drinking mouth consumption, for bathing and for recreational use (rides, fountains and water effects) and regenerated water used for irrigation.

This supervision is carried out following a quality management system based on the ISO 9001 standard. The Ciqua laboratory has been accredited by this standard since 2009 and, in 2018, it was recertified by the new version of the 2015 standard. 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 made 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.

In 2018, Ciqua conducted nearly 38,000 water quality controls, 12% more than the previous year. Since the creation of the computerised system, in 2013, more than 425,000 analyses have been recorded, demonstrating our commitment to water quality and control.



Food safety

At PortAventura World, we adhere strictly to all food quality and safety standards, and we have management systems in place to control and monitor this.

This year, we finalised the implementation project of the digitisation of food safety records, performed on tablets and within the Saphi platform. By 2019, the objective is to also digitise the internal and external audits system, also using the Saphi Audit system, which will allow for better control of non-compliances and responses to them. They will be collected in a single digital document, that can be consulted but not changed. It will also enable us to extract additional information to better assess the evolution of food safety within the Resort.

In order to monitor and measure to what extent the food safety system is implemented at PortAventura World, we carried out the following controls:

- **Hygiene-sanitary** periodic audits of all catering centres to assess the degree of implementation of the system.
305 internal audits
130 external audits
- **Food and surface analytics.** Random product control to ensure microbiological safety. In 2018, we strengthened control of raw materials.
69 microbiological analyses
16 physiochemical analyses
- **Supplier Audits.** In 2018, we increased the number of audits to suppliers, as we had established in the objectives, and we improved the follow-up of the answers.
10 external audits

In 2018, we obtained the ISO 22000 certification Food Safety Management for El Paso and PortAventura hotels; in 2019, the Gold River, Mansión de Lucy and Colorado Creek hotels will be certified.

Child merchandising safety

The safety of merchandising items aimed at children (even when they are not toys) is guaranteed by PortAventura World beyond the current legislation on toys, EC marking and labelling. These products 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.

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





Future investments

New rides and improved facilities

The consistent investment policy enables PortAventura World to consolidate its position as one of the leading family vacations and leisure destinations in Europe. After the opening of Ferrari Land in 2017, a milestone in our product expansion and diversification strategy, we have continued to invest in new rides and to improve facilities.

In 2018, at Ferrari Land we launched five new rides to ensure that the public can continue to enjoy a Ferrari experience tailored to their age. At Hotel PortAventura, we refurbished the kitchens and increased the current capacity of the buffet, meaning that we will be able to use a section exclusively for events. We also remodelled common areas.

The Resort will add a new four-star hotel and a new ride in SesámoAventura, in 2019.

The inauguration of the new children's area in Ferrari Land implies another extension of the Resort offer, which will continue with the arrival of a new four-star hotel, located in the Far West hotel complex, and a new ride at PortAventura Park. This will be the park's first Dark Ride and it will be located in SesámoAventura. The attraction, suitable for all family members, will star the famous Sesame Street® characters.

In 2019, the expansion of the PortAventura Convention Centre is also planned to provide it with more capacity, new rooms for events and several improvements to the facilities, such as a new kitchen.

New rides at Ferrari Land

In April, the new Ferrari Land children's area will be opened to the public. This famous world of motor racing and of Cavallino Rampante setting features five new attractions that embody the spirit of the legendary Italian team:

– **Junior Red Force** is a mini version of the iconic Red Force roller coaster and it will allow children to feel the same speed sensations as experienced on the vertical accelerator.

– **Kids' Tower**, a 9-metre free-fall and bounce-back tower.

– **Crazy Pistona**, a ride inspired by the movement of real Ferrari engine pistons.

– **Champions Race**, a fun opportunity for the whole family to experience what it feels like to drive a legendary Ferrari 250 Testa Rossa.

– **Flying Race**, a ride for budding young pilots.

The Ferrari Land children's area is located alongside Red Force.



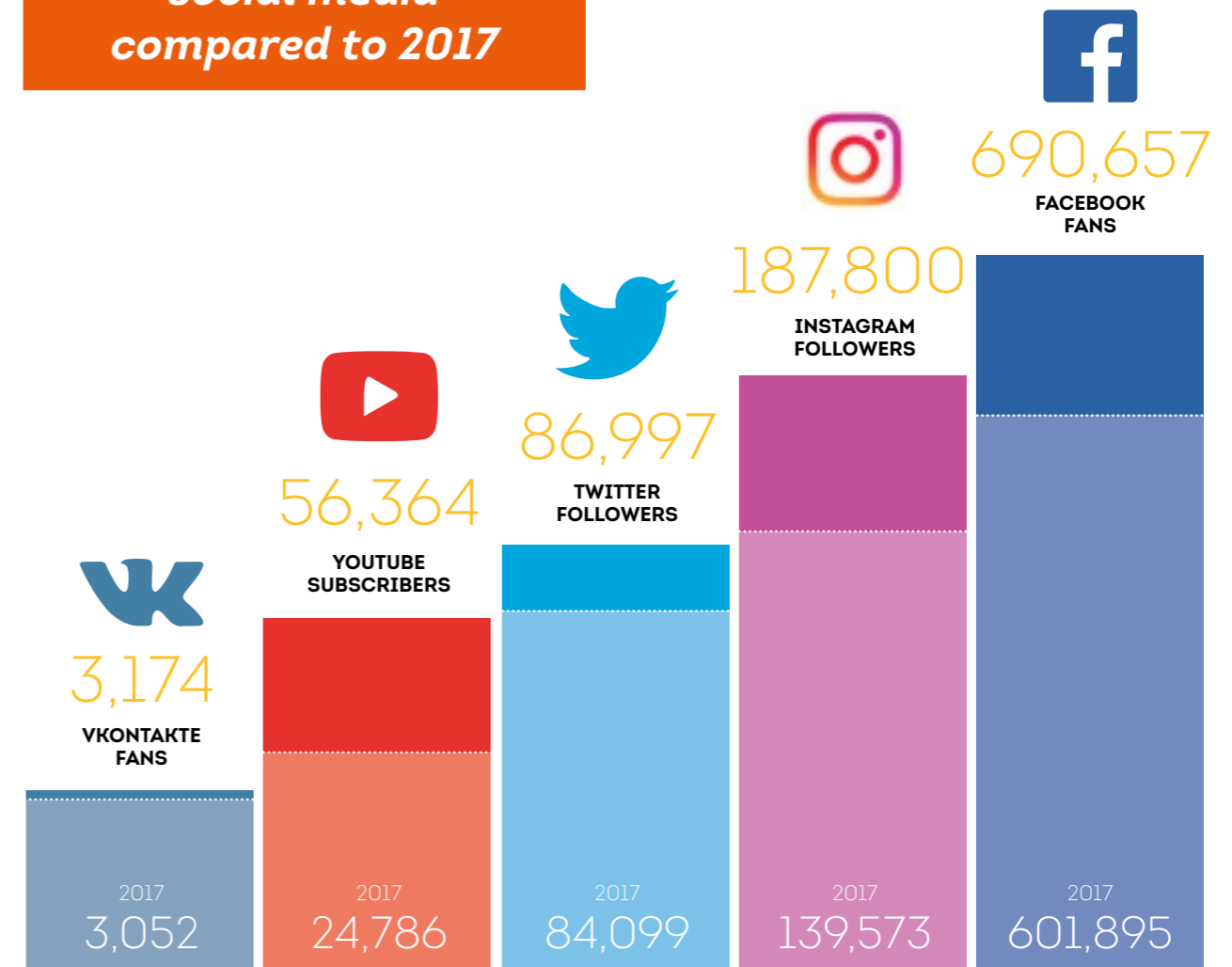
We continue to digitise PortAventura World

The digitisation of services and channels continues to be a strategic element for PortAventura World in 2018, the year in which we launched a customised ticket funnel to our app in order to improve the user experience on mobile devices. Meanwhile, the app's push notifications now have geolocation enabled.

We also initiated the redesign project of the PortAventura World website, which will include a series of improvements that will enhance user usability. The new website will be available in 2019.

Monitoring of and participation in the social conversation is key to offering a service tailored to our customers' needs; content of interest to them can be detected and offered, thus retaining their attention. We continue to grow in number of followers in social networks adding up to more than one million. In 2018, we received 45,783 ratings on opinion portals, mainly on Google and Booking.com; with the volume on the former continuing to increase markedly with 16,970 new scores compared to 2017.

+20%
followers on social media compared to 2017





Socioeconomic impact on our environment

The Resort's activity involves generating economic value that directly affects the promotion of activity in the region (mainly in the province of Tarragona and the Costa Dorada) and its tourism offering.

PortAventura World is a resort which, beyond economic business profit, has a significant impact on its surrounding area, fundamentally in terms of global impact on tourism development, restructuring the region, and fostering new growth, by enriching the regional 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 has led to improvements in tourism in the Costa Daurada, in both qualitative and quantitative terms. In addition to influencing production and consumption, diversification of the tourist product, prolongation of the season and the creation of activity and employment in different sectors, the Resort has a direct effect on the region. Notable effects include restructuring and growth of the regional infrastructure system (for

instance, the road network) and its tourist facilities (e.g. the hotel industry).

Until 2018 and in accordance with the decree of the Catalan Government of 2014, the Catalan tourist municipalities recovered 30% of the tax collected from tourist stays in the municipality, which includes stays in PortAventura World. In 2018, the Catalan Government modified the amount transferred to the municipalities from 30% to 50%. In Salou, this increase is allocated to tourism-related actions and initiatives (urban, services, etc.) within the municipality. The Tarragona Tourism Federation is the entity that manages the 30% of the tax used to promote the municipalities of Salou, Cambrils and La Pineda.

The actual amount collected in 2018 in PortAventura World hotels (corresponding to the periods of October 2017 to September 2018) is €609,928.20. The amount accrued from 1 January to 31 December, 2018 is €632,640.83.

In 2018, PortAventura World activated eleven tourism-related sponsorships, including collaboration with the Cambrils and Salou Tourist Boards.



Legal compliance

Ethics, the essence of good governance

Our activity and decisions are guided, among others, by the values and principles that define us and by our commitment to integrity, ethics, human rights, transparency in management and compliance with applicable laws and regulations. The Management Body, the PortAventura World Management, the Compliance Commission and the Compliance Officer have acquired an ironclad commitment to ensure these values and principles are adhered to at PortAventura World.

We also 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.

The highest governing body of PortAventura World is the Board of Directors, to which the Audit Committee, the Management Committee, the Compliance Commission and the Compliance Officer report. 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.

Our firm commitment to ethics is underlined by our position as one of the seven driving companies, and one of the first to sign it, of the Global Code of Ethics for Tourism promoted by the World Tourism Organisation. This organisation and the Spanish Network of Global Compact promote Responsible Tourism: a Global Commitment initiative, which includes signing of the Code of ethics and adherence to the ten principles of the Global Compact. The initiative advocates responsible tourism

that contributes to the achievement of the Sustainable Development Goals.

The company's procedures and the Corporate Defence report set out various anti-corruption measures. The basic pillars of this system are approval procedures for suppliers and procurement and the Administration and Finance procedures for payment management.

Corruption risks (corporate compliance) are managed using the Manual for the prevention of criminal risks, available to employees and suppliers, and on which training is provided when new elements are added. Furthermore, a compliance officer has been appointed to: analyse regulatory changes and their impact on PortAventura World; review the risk map; give training sessions; review updates to company procedures; manage the whistle-blowing channel; and refer disciplinary procedures to the Human Resources Department.

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



Organisational Chart

Chair of Executive Committee	General Managing Director	Shows Director	Shows Manager
			Operations Manager
		Operations Director	Food & Beverage Manager
			Shops and Games Manager
		Hotels Director	
		Development Director	Architecture and Theming Manager
			Planning and Cost Control Manager
		Technical Services Director	Building and Infrastructures Manager
			Maintenance and Attractions Manager
			Environmental Area Manager
		Financial Officer Director	Technology and Information Systems Manager
			Controller Manager
			Administration and Finances Manager
Central Services Director	Purchasing Manager		
	Legal Services Manager		
Human Resources Director	Labour Relations, Staff Administration and Prevention Service Manager		
Commercial Director	Sales Manager		
	Convention Centre Manager		
	Marketing Manager		
	Revenue Manager		
	Communications and Social Media Manager		
	E-commerce Manager		

Fundació PortAventura

On 31 December 2018.



Comprehensive risk management

Risk management system

The generation of value in a company and protecting that value are directly associated with the concept of risk. In this respect, we identify the risks that affect or may affect PortAventura World and ensure, through an adequate internal control model, that these risks are mitigated to levels accepted by the organisation, based on our strategic priorities. This is performed in line with market best practice and based on the COSO reference framework for the implementation, management and monitoring of a control system.

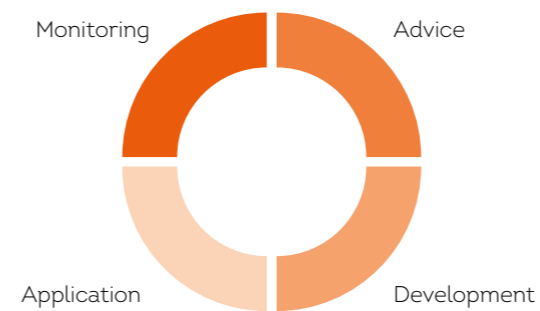
The risk map is a strategic tool for corporate risk management. It establishes a common risk management methodology by means of assessment, development, implementation, supervision and monitoring that improves the capacity to manage risk.

Its main objective is to create and protect value, based on the following key success factors that enable a risk management model to be developed in an efficient and integrated manner at all levels of the company.

All of this combined enables us to (i) identify and manage risks and threats for different activities across all levels of the organisation, (ii) prepare an audit plan focused on the company's main risks and (iii) provide the company with the information required to respond to identified risks.

The map also quantifies how probable these risks are and measures the potential damage in the event that these risks do occur.

RISK MANAGEMENT METHODOLOGY



RISK MAP

1. Risk definition
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. Business Units Responsibility
9. Support departments and support functions

BENEFITS

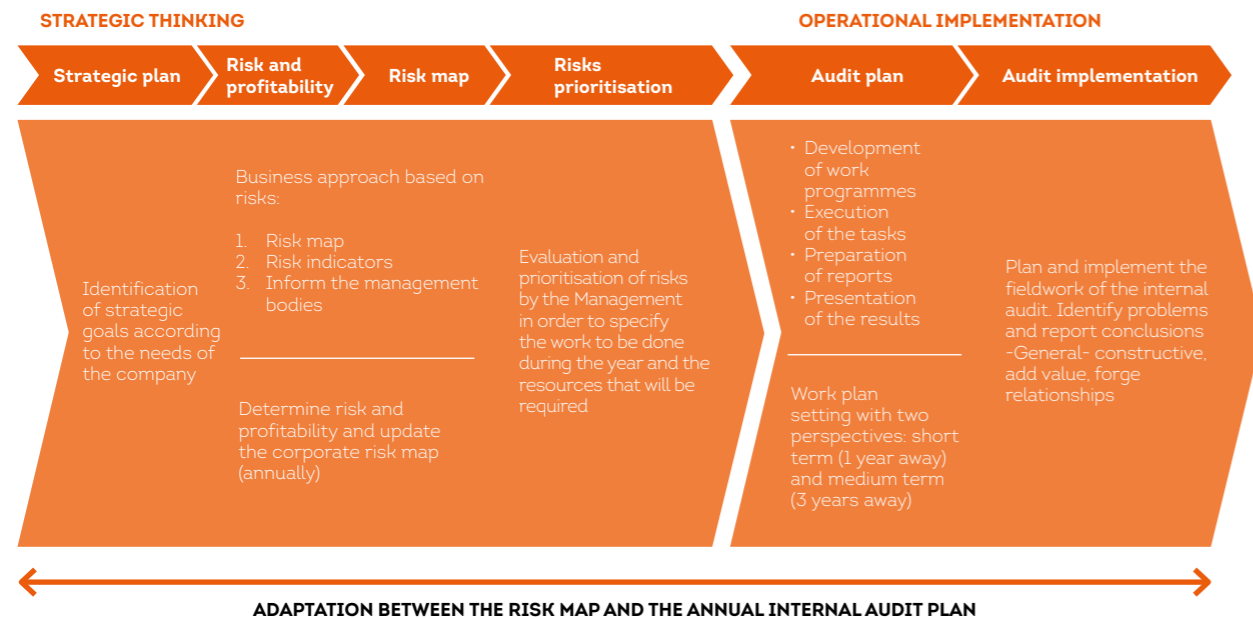
From strategic thinking

Align strategic goals with risk management

Strengthens the governance model of the organisation

In this context, in 2010, PortAventura World approached the development and implementation, efficiently and comprehensively, of an integral risk management model, enabling alignment of strategic objectives, risks, internal control and internal audit. This model has been updated periodically to suit the changing situations of PortAventura World and in line with the corresponding regulatory changes in order to guarantee a control environment and an effective system.

In 2019, we will do 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.



PortAventura World's risk map

In order to formalise the internal control culture of the company, a review of the existing risks and aspects relevant to the strategic management of PortAventura World is carried out periodically. This includes: 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, involving the eight managers in the preparation of the risk maps, a total of 73 risk events were identified, 30 of which were defined as critical, and stem from the following risk areas:

Risk map	Governance	Corporate governance
		Ethics
		Strategy
	External factors	
	Business model	
	Human resources	
	Infrastructure	Finance
		Project development
		Assets
		Quality
		Commercial
	Operations	Finance
		Fraud management
		Marketing
		Operations
		Supply chain
	Security	Personal
		Assets
	Compliance	Health
		Compliance
Reporting	Reporting	

- a) **Governance:** risks related to the organisational structure, corporate culture, corporate policies and attribution in the key decision-making of the governing bodies.
- b) **Strategy and planning:** risks related to the development of the organisational strategy. Planning risks enable the entity to develop a structure to achieve its strategic objectives.
- c) **Infrastructure:** risks related to failures of the operating infrastructure, systems, the use and safeguarding of assets.
- d) **Operations:** risks related to inadequate management of environmental processes/supply chain support (R&D, marketing, pricing, industrial property management, subcontracting and quality).
- e) **Security:** risks related to assuring the physical well-being of both customers and employees, as well as the safeguarding assets and the protecting the business.
- f) **Compliance:** risks related to compliance with the laws, regulations or standards of the market in which the organisation operates. This includes compliance with both internal and external policies.
- g) **Reporting:** risks regarding compilation of relevant and complete information to produce both internal and external reports.



Criminal risk prevention model

Within the framework of criminal risks, in 2010 we conducted an analysis of the risks to which the company could potentially be exposed and which may involve criminal liability of the legal entity. This was updated under the reform of the Spanish Criminal Code of 2015 which provides the exemption from criminal liability under the following conditions:

- Establishment of a body with autonomous initiative and control powers → *Compliance Commission*.
- Identify 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*
- Establish 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*
- Have an adequate financial resources management model in place to prevent crimes that must be prevented → *Include a budget line for the management of the Model*.
- Impose the obligation to report possible risks and non-compliance to the control body → *Set up a Whistle blower Channel for the communication and processing of any breaches of the Model and define regulations for its control*.
- Set up a disciplinary system that adequately sanctions any breaches of the Model → *Refer to Collective Bargaining and Statute of Workers' Rights*.

- Perform a periodic review of the Model and any modifications to it when relevant breaches of its provisions are revealed, or when changes occur in the organisation → *Check the applicability of the identified risks, and oversee and monitor the validity and effectiveness of the associated controls*.

20 crimes were identified to which we are exposed and the probability of occurrence was assessed along with the impact in the event that they were to occur. Additionally, 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 has a tool which enables comprehensive management of the criminal risks. The tool is used to update the criminal risk map and to oversee and monitor the implementation, design and effectiveness of the controls defined to mitigate these risks, with the controls being logged.



Respect for diversity and equality

Both the Code of Ethics and Professional Conduct and a Workplace Harassment Protocol are tools used by PortAventura World to guarantee non-discrimination based on race, colour, gender, religion, age, political opinion, social origin, background and others. We also have an equal opportunities plan for men and women and we incorporate the gender perspective in psycho-social risk assessments. Currently, we are working on the situational diagnostic and a proposal to update the equality plan.



66%
Of the workforce is female¹

WOMEN ARE PRESENT IN ALL EMPLOYMENT CATEGORIES²



44%
Executives and area managers



61%
Supervisory, technical and administrative positions





68%
Operations



50%
Of the workforce is aged between 26 and 45³

WORKFORCE BY AGE GROUP AND GENDER⁴

	25 and younger	26-35 years old	36-45 years old	46-55 years old	56-65 years old	65 and older
	212	144	195	128	28	0
	289	270	428	256	109	4

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

People with functional diversity and at risk of social exclusion have a place at PortAventura World

At PortAventura World, we have a specific procedure for the selection of people with functional diversity; we have links with job centres and integration entities to carry out the recruitment. The selection process is personalised and consists of a skills and competences interview. There is also an on-boarding plan and specific initial training. Follow-up is conducted jointly with the partner centre and, if necessary, with the family, with the ultimate goal of establishing a common communication framework.

In 2018, we carried out awareness-raising activities in order to inform and advise employees about the different recognised disabilities and the possibility of obtaining a disability certificate, with the advantages that it entails. PortAventura World performed the management of the procedures for obtaining the disability certificate by the employee.

We also collaborate annually with different organisations to foster integration of people with functional diversity. Inserta (Fundación Once), Incorpora (Fundación la Caixa), the Sant Rafael Special Education Centre and Down Tarragona, with whom we have been collaborating since 2012, are some examples.



37.4%

People with functional diversity hired directly¹

(1) Average workforce over the year.

Regarding the insertion of people at risk of social exclusion, we work with the ASJTET Tarragona Centre of Regional Programmes (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. For young people in general, we also collaborate with the Vila-seca, Salou and Mas Carandell employment boards.



Winning synergies with suppliers



Diverse and efficient network of suppliers

In order to properly manage the network of suppliers, at PortAventura World we have a Suppliers Portal and a Purchasing Policy that seeks to align suppliers with our corporate responsibility strategy.

The Purchasing Policy aims to build a solid base of suppliers and partners, which supply the Resort with goods and the contracted services, under the best market conditions. Regarding suppliers, we objectively prioritise the following characteristics 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.



138

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

1,168
Suppliers

82%

National suppliers (Spain)

96%

Suppliers from European countries

90%

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

Partnerships with sponsors & partners that make the difference

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



Adeslas

Unilever Food Solutions
Inspiration every day

GOLDCAR





Communication and Dialogue with Suppliers

More than 120 attendees participated in the third edition of the Dialogue with Suppliers event, a day that seeks to be a meeting point and work event for PortAventura World and our suppliers. Our aim is to continue generating positive synergies. We used the meeting as an opportunity to present the main objectives, news and lines of work for the 2018-19 season and to convey how important our suppliers' work is to the Resort's success, striving for the highest quality and efficiency in all processes.

PortAventura World rewards best practice of its suppliers

Within the framework of the last edition of the Dialogue event, awards were given for the first time to suppliers of PortAventura World, in different categories, to acknowledge their performance and work in 2017. Awards were presented for:

- **Best Corporate Responsibility Initiative.**
Winner: Coca-Cola for its 'Hospitality #PorElClima'. Campaign award for an initiative that seeks to reduce carbon footprint impact and consumption of natural resources, with the aim of converting the hotel industry into a more sustainable sector and reduce climate change. It takes the form of a platform for the exchange of environmental initiatives, of which PortAventura World is an active participant.
- **Innovation.**
Winner: Tecmolde. In recognition of innovative 3D scanning techniques, the use of new materials and machining of parts, which leads to a reduction in costs and time to execute thematic processes such as the one carried out at Ferrari Land.
- **Best Occupational Risk Prevention Management**
Winner: Grupo Navec. Recognition of the company's involvement, proactivity and commitment in carrying out occupational risk prevention activities. Navec is one of the companies that performs the mechanical maintenance of the Resort's rides.
- **Service excellence.**
Winner: Café Saula. Award for the capacity to respond to problems, customer-focused and involving all team members in the development of a quality product, accompanied by excellent, sustainable service. Saula has exclusivity in the coffee category throughout the Resort.

Supplier evaluation

Once approved and when a commercial relationship has been established, the performance of suppliers must be evaluated to guarantee the quality levels offered by PortAventura World and to strengthen joint relationships. In 2018, we defined an evaluation system, as the second step after approval through the Suppliers Portal. The new system establishes the mechanisms for evaluating the performance of the TOP 100 suppliers, 90 of which will be evaluated in 2019.

The evaluation is carried out according to the following indicators: service and supply, billing, coordination of business activities, and environmental and industrial safety.

The scoring system is based on a percentage of each indicator that makes up the final percentage. 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.

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 and Professional Conduct for suppliers and contractors.

95%

Of active suppliers evaluated based on criteria related to the environment, employment practices and human rights in 2018

88%

Of active suppliers approved in 2018

91%

Of new suppliers evaluated based on environmental, employment practices and human rights criteria in 2018

Social audits of suppliers from asia

PortAventura World extended its commitment to responsibility and sustainability to its supplier relations of products manufactured in Asia that are sold in the Resort's shops. Since 2016, certificates have been accepted proving mandatory compliance in social audits at suppliers' factories in Asia (China, Thailand, Bangladesh and

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

Accepted certification	Main topics analysed	Number of 2018 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.	9
SEMEX (SMETA social audit)	Management systems and implementation code, freedom to select job, freedom of association, safety and hygiene conditions, child labour, salaries and benefits, discrimination, regular employment, subcontracting and working from home, severe or inhumane treatment, right to work, environment and trading ethics.	7
BSCI	Social management system and knock-on effect, involvement of employees and protection, right to the freedom of association and collective bargaining, non-discrimination, fair salaries, decent working hours, occupational health and safety, child labour, special protection of young staff members, precarious employment, slavery to cover debts, environmental protection, ethical behaviour of the business.	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.	8
SA8000:2008	Child labour, forced or mandatory labour, health and safety, freedom of association and the right to collective bargaining, discrimination, disciplinary practices, working hours, remuneration and management systems.	4
INTERTEK	Employment practices, salaries and working hours, health and safety, management systems and environment.	4
Total		37



Solid and sustained economic performance

Thanks to the impetus of Ferrari Land, the park that has been completed with the addition of a new children's area with five children's rides, the resort achieved a new historical record of visits in 2018 reaching 5 million. This growth is supported firstly, due to the origin of our customers, with an increased number of visits from abroad (36%), mainly from France (19%) followed by the United Kingdom and Russia and the continuous improvement year-on-year from the domestic market led by Catalonia (35%), and secondly, due to the profile of our customers, with families with children accounting for more than 80%, an increasingly loyal customer group who enjoy longer stays with us at the resort. This season's successful figures are underlined by the increase to two visits per visitor, 15% growth resulting in 18.8 million euros of sales in the event busi-

ness driven by the Mediterranean Games and the 390,200 nights occupied in the Resort's five hotels.

During 2018, an intellectual property agreement was signed with Mediaset for the use of Tadeo Jones in PortAventura, with exclusivity in Spain and Russia. Additionally, we celebrated Woody's 20th anniversary in PortAventura; the new Woody house was built and opened in the summer and there were new special shows.

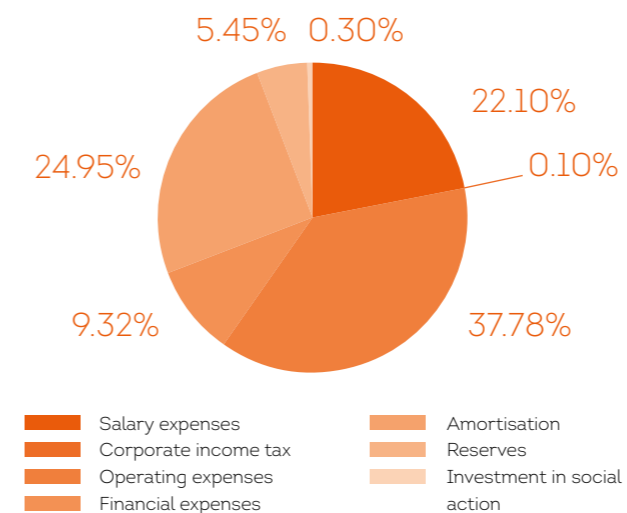
Continuing with the investment policy, the group continues to grow and expand the offer for the entire family in 2019: a new 4D dark ride-style in SésamoAventura lasting more than 15 minutes; opening of Hotel Colorado Creek in the Far West that will have 150 rooms; the Convention Centre

expansion with a new building that will have a covered area of 2,650 m2 and capacity for 1,500 more people; the complete renovation of Hotel PortAventura (restaurants, rooms, bathrooms and corridors); and finally PortAventura Dreams, a village with six fully adapted homes located within the Resort where families with children with a serious illness will be welcomed so that they can enjoy an all-inclusive stay.

Key figures (thousands of euros)	2016	2017	2018
Balance-sheet figures			
Non-current assets	968,483	997,964	988,362
Current assets	27,320	44,740	58,822
Equity and liabilities	995,803	1,042,704	1,047,184
Current and non-current liabilities	515,062	548,418	543,028
Profit and loss account figures			
Equivalent turnover	203,055	234,957	230,349
Profit after tax			13,046
Total tax on profits paid			-246

+15%
PortAventura Convention Centre Invoicing vs. 2017

VALUE ADDED STATEMENT 2018



Source: 2017 annual consolidated accounts of PAESA Entertainment Holding S.L.U. and subsidiaries.





GRI CONTENT INDEX

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

Foundation and general basic content

GRI Standards indicator	Page/direct response	Omissions	External verification
GRI 102 General basic content 2016			
Organisation profile			
102-1 Name of the organisation	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 Ownership and legal form	5		●
102-6 Markets served	87-88		●
Origin of visits to PortAventura World			
	2016	2017	2018
Catalonia	1,404,277 35%	1,573,282 34%	1,720,876 35%
Rest of Spain	1,208,831 30%	1,532,843 33%	1,470,295 30%
United Kingdom/Ireland	281,667 7%	335,289 7%	377,159 8%
France	670,528 17%	805,074 17%	962,479 19%
Russia	141,100 4%	168,903 4%	155,910 3%
Others	320,459 8%	246,534 5%	275,793 5%
Total	4,026,862 100%	4,661,925 100%	4,962,512 100%
International visits to PortAventura World	1,413,754 33%	1,555,800 33%	1,771,341 36%
Profile of visits to PortAventura World			
	2016	2017	2018
Families	3,134,439 80%	3,778,168 81%	3,935,785 79%
Friends	452,669 12%	567,072 12%	712,007 14%
School trips	239,212 6%	232,319 5%	239,647 5%
Rest	70,582 2%	79,150 2%	75,073 2%
- Retired people	3,672 -	3,132 -	5,158 -
- Companies	58,450 -	61,295 -	59,689 -
- Lone visitors	8,461 -	14,723 -	10,226 -
Total	3,896,901 100%	4,656,709 100%	4,962,512 100%
Visits to PortAventura World by families	3,134,439 80%	3,778,168 81%	3,935,785 79%

GRI Standards indicator	Page/direct response	Omissions	External verification
102-7 Scale of the organisation	12-13, 17, 132		●
Scale of the organisation			
	2016	2017	2018
Millions of visits to parks	3,896,901	4,715,088	4,962,512
- PortAventura Park	3,528,908	3,607,937	3,589,918
- PortAventura Caribe Aquatic Park	367,993	335,351	326,611
- Ferrari Land	-	713,421	1,045,983
- Cirque du Soleil	-	58,379	-
International visits	33%	33%	36%
Rooms occupied	337,219	376,026	390,200
PortAventura Convention Centre			
- Participants	72,461	68,782	73,671
- Events held	226	259	201
Total visits (parks, hotels and PortAventura Convention Centre)	4,946,389	5,837,509	6,130,308
102-8 Information on employees and other workers	59, 61		●
Size of the workforce (on 31 December)			
	2016	2017	2018
Own staff	1,490	1,692	1,776
- Men	519	620	643
- Women	971	1,072	1,133
External staff working in the Resort facilities	319	299	399
NB: The data presented in the following tables do not include the employee from Fundació PortAventura (Head of the Foundation, male, full time), employee from Port Aventura Viajes, S.A.U. (Senior Sales Executive PAVISA, male, full time) and employee from Hotel Caribe Resort, S.L. (General Accounting Expert HCR, female, reduced hours due to children).			

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

		Contract		Working day	
2016	Men	Permanent	383	Full-time	464
	Women				
	Men	Temporary	136	Part-time	55
	Women				
2017	Men	Permanent	476	Full-time	555
	Women				
	Men	Temporary	144	Part-time	65
	Women				
2018	Men	Permanent	500	Full-time	590
	Women				
	Men	Temporary	194	Part-time	53
	Women				

Workforce according to employment category (on 31 December)

	2016	2017	2018
Executives and area managers	35	32	31
- Men	20	19	18
- Women	15	13	13
Supervisory, technical and administrative roles	495	570	594
- Men	176	212	234
- Women	319	358	360
Operations staff	960	1,090	1,151
- Men	322	389	391
- Women	638	701	760

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

126, 134-135

Distribution of suppliers based on country of origin 2018

Europe		1,127	
Spain	955	Ireland	10
Germany	19	Italy	19
Belgium	12	Liechtenstein	2
Denmark	1	Portugal	3
France	40	Czech Republic	2
Holland	9	Switzerland	9
United Kingdom	39	Malta	1
Poland	2	Sweden	1
Jersey	0	Andorra	1
Serbia	2		
Asia and Oceania		13	
China	2	United Arab Emirates	1
Hong Kong	8		
Indonesia	1		
Russia	1		
Taiwan	1		
Africa		1	
America		27	
		Guatemala	1
		México	1
		United States	24
		Canada	1

Main supplier indicators

	2016	2017	2018
Number of suppliers	1,076	1,048	1,168
Volume of purchases from suppliers (millions of euros incl. VAT)	121.33	121.93	137.74
National suppliers (Spain)	79%	81%	82%
Amount invoiced by national suppliers (Spain, incl. VAT)	91%	87%	90%

Certificates accepted and number of audits

	2016	2017	2018
Asia Inspection	8	9	9
SEMEX (SMETA social audit)	7	11	7
BSCI	5	7	5
ICTI	11	15	8
SA8000:2008	3	4	4
INTERTEK	3	3	4
Brand certifications	6	0	0
Total	37	49	37

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

12

In 2018, there were no significant changes to the corporate and organisational structure of the PortAventura World group or to its supply chain.

GRI Standards indicator	Page/direct response	Omissions	External verification								
102-11 Precautionary principle or approach	38-39		●								
102-12 External initiatives	27, 29-31, 38, 48, 114		●								
102-13 Membership of associations	20-21		●								
Strategy											
102-14 Statement from senior decision-maker	8-9		●								
Ethics and integrity											
102-16 Values, principles, standards and business rules	33, 114		●								
Governance											
102-18 Governance structure	39, 114-115		●								
Stakeholder participation											
102-40 List of stakeholder groups	33		●								
102-41 Collective-bargaining agreements	59		●								
		<table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Workforce covered by the agreement</td> <td>98%</td> <td>98%</td> <td>98%</td> </tr> </tbody> </table>		2016	2017	2018	Workforce covered by the agreement	98%	98%	98%	
	2016	2017	2018								
Workforce covered by the agreement	98%	98%	98%								
102-42 Identifying and selecting stakeholders	PortAventura World has identified its stakeholders based on criteria such as: dependence (those who depend on its activities, products or services, or those it depends on, to continue its activities); liability (commercial, legal, operational, social, etc.); proximity (those who are within the local area); and influence (those who can have an impact on strategy or trade).		●								

GRI Standards indicator	Page/direct response	Omissions	External verification																		
102-43 Approach to stakeholder engagement	92, 94-95		●																		
	<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, Guest Service, 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>Employees</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, employee 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>Fundació PortAventura 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 Fundació PortAventura.</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, Guest Service, 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.	Employees	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, employee 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	Fundació PortAventura 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 Fundació PortAventura.		
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GRI Standards indicator	Page/direct response	Omissions	External verification
Customer satisfaction (score out of 5)			●
	2016	2017	2018
Overall rating PortAventura Park	4.22	4.19	4.17
Overall rating PortAventura Caribe Aquatic Park	4.09	4.18	4.14
Overall rating for Ferrari Land	-	3.78	3.81
Overall rating for stays in Resort hotels	4.14	4.07	4.08
Overall rating for the PortAventura Convention Centre	3.98	4.16	4.15

102-44 Key topics and concerns raised 92, 94-95 ●

Practices for producing reports

102-45 Entities included in the consolidated financial statements	5		●
102-46 Defining report content and topic boundaries	34	For the 2017 edition of the report, we performed a new materiality analysis to replace the one performed in 2015, which was used for the 2014, 2015 and 2016 reports. The current analysis is based on the indicators in the GRI Standards. The process, as was the case in the previous study, was led by the Corporate Responsibility Area, and has benefitted from the involvement of managers from departments in the organisation and specific areas that are related to the different stakeholders.	●

1. Identification

To determine the areas of greatest general interest, topics relevant to the sector where PortAventura World operates 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 & Accountability.

2. Prioritisation

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 and tour operators), employees, suppliers, representative entities from society and, for the first time, visitors were also included as a stakeholder. Based on the responses received, the results obtained are considered to be representative of the stakeholders of PortAventura World. For statistical analysis, the responses are weighted depending on the stakeholder to provide a more coherent and consistent overview of the reality of PortAventura World, so that the weight of each group is directly proportional to its degree of importance to the Group as a whole.

As a result of the process, the priority topics for PortAventura World and its stakeholders were identified. They are reflected in the materiality matrix, which classifies these topics based on their internal and external relevance.

3. Review and validation

To make sure that the materiality study provides a reasonable and balanced reflection of topics that are relevant to ensuring the sustainable performance of PortAventura World, the results obtained were 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.

GRI Standards indicator	Page/direct response	Omissions	External verification
102-47 List of material topics	34		●
102-48 Restatements of information	There has been no restatement of the information provided in previous reports.		●
102-49 Changes in reporting	34		●
102-50 Reporting period	5		●
102-51 Date of most recent report	2017		●
102-52 Reporting cycle	Annual		●
102-53 Contact point for questions regarding the report	5		●
102-54 Claims of reporting in accordance with the GRI standards	5, 136		●
102-55 GRI content index	136-161		●
102-56 External verification	5, 180-82		●

Economic topics

GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 103: 2016 Management approach
Linked to GRI 201: Economic performance, GRI 203: Indirect economic impacts and GRI 205 Anti-corruption

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	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	

(1) State where the impact takes place: inside the organisation, outside the organisation, or inside and outside the organisation.
 (2) State 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).

GRI Standards indicator	Page/direct response	Omissions	External verification
103-2 Management approach and its components	109, 111, 113-115, 132-133		●
103-3 Evaluation of the management approach	109, 111, 113-115, 132-133		●

GRI 201: Economic performance

201-1 Direct economic value generated and distributed	78, 133				●
<i>In thousands of euros</i>					
Economic value created	210,280	242,387	239,445		
- Turnover	203,055	234,957	230,349		
- Financial revenue	46	63	80		
- Stock variation	794	752	830		
- Other revenue	6,381	6,611	8,182		
- Subsidies	4	4	4		
Distributed economic value	168,435	202,868	166,666		
- Operating costs	77,990	96,142	90,468		
- Salary costs	47,968	54,275	52,915		
- Tax on profits	10,737	6,807	246		
- Finance costs	30,761	44,632	22,323		
- Investment in social action	979	1,012	714		
Retained economic value	41,845	39,519	72,779		
- Depreciation	22,259	24,805	59,733		
- Bookings	19,586	14,714	13,046		
Distributed and retained economic value	210,280	242,387	239,445		

GRI 203: Indirect economic impacts

203-2 Significant indirect economic impacts	74-75, 113		●
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GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 205: Anti-corruption

205-2 Communication and training about anti-corruption policies and procedures	The <i>Code of Ethics and Professional Conduct</i> addresses one of the general principles of behaviour for professionals at PortAventura World: anti-corruption and fraud. It establishes that PortAventura World professionals: <ul style="list-style-type: none"> • Must act in accordance with existing internal procedures to avoid situations of fraud, bribery, corruption and crimes against the tax authorities and social security. • Must inform their managers in advance of all negotiations and contracting on behalf of PortAventura World and refrain from making any type of offer to authorities, agencies, public authorities and any other institutions, and decline and internally report any offers that may arise of remuneration of any type. • Have a duty to internally report any breach of the code of ethics and rules of PortAventura World related to this matter. 		●
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Training on anti-corruption policies and procedures by professional category (accumulated on 31 December)	2018
Executives and area managers	3
% Executives and area managers	9.7%
Supervisory, technical and administrative roles	51
% Supervisory, technical and administrative roles	8.6%
Operations staff	1,091
% Operations staff	94.8%

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

Innovation

New rides, facilities and services	109, 111		●
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Environmental topics

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

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 301: Materials	Inside and outside the organisation	Direct and indirect	●
	GRI 302: Energy	Inside and outside the organisation	Direct and indirect	
	GRI 303: Water	Inside and outside the organisation	Direct and indirect	
	GRI 305: Emissions	Inside and outside the organisation	Direct and indirect	
	GRI 306: Effluents and waste	Inside and outside 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) State where the impact takes place: inside the organisation, outside the organisation, or inside and outside the organisation.
 (2) State 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 its components	38-55, 130-131			●
103-3 Evaluation of the management approach	38-55, 130-131			●
GRI 301: Materials				
301-1 Materials used by weight or volume	43			●
GRI 302: Energy				
302-1 Energy consumption within the organisation	45-46			●
302-3 Energy intensity	46			●
GRI 303: Water				
303-1 Water withdrawal by source	50-51			●

GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 305: Emissions

305-1 Direct GHG emissions (scope 1)	48-49							●
		Greenhouse gas emissions (t)			2016	2017	2018	
		(305-1) Direct CO₂ emissions (scope 1)			3,979	5,677	5,180	
		Natural gas	1,554	1,426	1,816			
		Fuel	260	229	279			
		Propane gas	19	23	24			
		Fugitive emissions of fluorinated gases	2,145	4,000	3,061			
		(305-2) Indirect CO₂ emissions (scope 2)			0	0	0	
		Electricity	0	0	0			
		(305-3) Other indirect emissions (scope 3)			1,587	1,729	1,781	
		Generation of waste	1,283	1,379	1,413			
		Water consumption	304	350	369			
		Total emissions	5,565	7,405	6,961			
<hr/>								
305-4 GHG emissions intensity	13, 49							●
		Greenhouse gas emissions (t)			2016	2017	2018	
		GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 1, 2 and 3	1.13	1.27	1.14			
		GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 1 and 2	0.80	0.97	0.84			
		GHG emissions per every 1,000 visits (t CO ₂ per every 1,000 visits-overnight stays and year), Scope 3	0.32	0.30	0.29			
		GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 1, 2 and 3	3.17	3.85	3.37			
		GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 1 and 2	2.26	2.95	2.51			
		GHG emissions per average workforce (t CO ₂ per average workforce and year), Scope 3	0.90	0.90	0.86			
<hr/>								
305-6 Emissions of ozone-depleting substances (ODS)	49							●
<hr/>								
305-7 Nitrogen oxide (NO _x), sulphuric oxide (SO _x) and other significant emissions in the air	49							●

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

306-2
Waste by type and disposal method

	Recovery route	2016	2017	2018
Management through a collection and transfer centre	T62	1.85%	2.08%	0.69%
Stabilisation	T33	0.00%	0.00%	0.00%
Specific physicochemical treatment	T32	0.00%	0.00%	0.00%
Composting	V83	15.04%	14.15%	16.05%
Paper and cardboard recycling	V11	11.52%	11.13%	11.42%
Recycling and recovery of metal and metal compounds	V41	2.62%	2.70%	3.03%
Glass recycling	V14	2.16%	2.06%	1.89%
Plastic recycling	V12	52.05%	50.98%	50.99%
Disposal of inert waste	T11	4.53%	9.70%	8.60%
Use in construction	V71	4.42%	0.94%	0.07%
Wood recycling and re-use	V15	2.95%	4.01%	4.11%
Solvent recovery	V21	0.02%	0.01%	0.01%
Hydrocarbon recovery	V23	0.00%	0.00%	0.00%
Foodstuff recovery	V33	0.75%	0.77%	0.93%
Disposal of non-special waste	T12	1.35%	0.39%	0.25%
Physicochemical and biological treatment	T31	0.54%	0.97%	0.55%
Cable recovery	V45	0.16%	0.03%	0.02%
Mineral-oil recovery	V22	0.05%	0.08%	0.07%
Recycling of textiles				0.09%
Percentage of waste recovered		93%	89%	91%



GRI 308: Supplier assessment

308-1
New suppliers that were screened using environmental criteria

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

Suppliers assessed according to environmental criteria	2016	2017	2018
% new suppliers assessed according to environmental criteria	73%	84%	91%



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

Environmental criteria considered when designing and building facilities

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

Furthermore, PortAventura World has a manual of environmental criteria for contracting services and purchasing materials, which specifies the environmental criteria for engaging an engineering service to construct and design spaces. Two types of environmental criteria related to procurement are identified. On one hand, specific criteria for building materials, for instance: use of prefabricated elements, use of certified wood elements or recycled materials, use of natural gypsum and chalk, use of bio-concrete, use of paint with an ecolabel or paint whose components have been selected for their low or zero toxicity, use of polypropylene, polybutylene and polyethylene in plumbing, sanitation and electric installations, and whether or not the materials have ecolabels. On the other hand, specific criteria for space design: class B or above energy efficiency for the building in project phase, taking maximum advantage of natural light, artificial lighting with class A or above energy efficiency, lighting with movement detectors in spaces that will not be used by the public, bioclimatic architectural solutions, class A or above climate control equipment, class A or above boilers for hot water and/or heating.

Class A or above cooling equipment (cooling installations), double-glazed glass on outer windows, openings in roofs and façades with external elements or situated between two windows, reduction of heat islands, separation of rain and waste water, collection of rainwater to be put to other compatible uses, inclusion of water-saving devices on taps/showers, inclusion of water saving devices on toilets and urinals, inclusion of water-saving devices on irrigation systems, inclusion of fat separators (restaurants) and hydrocarbon separators (workshops) before connection to waste-water systems, inclusion in the car parks of recharge points for electric vehicles, and making sure that people with reduced mobility have access to spaces.



Environmental awareness

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

54-55



Animal well-being

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

52



Social topics

GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 103: 2016 Management approach
 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 boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 401: Employment	Inside and outside the organisation	Direct	●
	GRI 402: Labour/management relations	Inside the organisation	Direct	
	GRI 403: Occupational health and safety	Inside the organisation	Direct	
	GRI 404: Training and education	Inside the organisation	Direct	
	GRI 405: Diversity and equal opportunities	Inside the organisation	Direct	
	GRI 406: No discrimination	Inside the organisation	Direct	
	GRI 413: Local communities	Inside and outside the organisation	Direct and indirect	
	GRI 414: Supplier social assessment	Outside the organisation	Direct and indirect	
	GRI 416: Customer health and safety	Inside and outside the organisation	Indirect	
	Communications and customer satisfaction	Inside the organisation	Direct	
	Food safety and healthy eating habits	Inside and outside the organisation	Direct and indirect	
	Merchandise safety	Inside and outside the organisation	Direct and indirect	

(1) State where the impact takes place: inside the organisation, outside the organisation, or inside and outside the organisation.
 (2) State 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 its components	58-96, 100, 103-106, 111, 123-124, 130-131		●
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103-3 Evaluation of the management approach	58-96, 100, 103-106, 111, 123-124, 130-131		●
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GRI 401: Employment

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	67-69		●
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GRI 402: Labour/management relations

402-1 Minimum notice periods regarding operational changes	In 2015, a new collective agreement (2015-2019) between PortAventura Group (made up of the following companies at execution: Port Aventura Entertainment S.A.U., Port Aventura Viajes, S.A.U. and Hotel Caribe Resort, S.L) and the Works Council of Port Aventura Entertainment S.A.U., CC.OO and its trade union at PortAventura Group.		●
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The collective agreement (2015-2019) establishes notice periods for employees and for 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 25th of the preceding month, through publication of the corresponding schedule on the unit's bulletin board.

GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 403: Occupational health and safety

403-1 Workers representation in formal joint management-worker health and safety committees	62				●
		Composition of the Health and Safety Committee (on 31 December)	2016	2017	2018
		Committee members	14	14	14
		- Prevention officers	7	7	7
		- Company representatives	7	7	7
		Workforce represented by the Health and Safety Committee	100%	100%	100%

403-2 Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	63				No gender-based data is available for frequency, incidence or severity indices, or for the rate of absenteeism.	●
		Accident indicators for own staff	2016	2017	2018	
		Number of accidents without leave	143	147	119	
		- Men	49	36	34	
		- Women	94	111	85	
		Number of accidents with leave	44	42	40	
		- Men	13	12	15	
		- Women	31	30	25	
		Number of accidents with leave that occurred during the commute to work	18	20	20	
		- Men	4	3	6	
		- Women	14	17	14	
		Number of working days lost	1,276	1,004	1,151	
		- Men	478	385	387	
		- Women	798	619	764	
		Frequency index	16.79	14.12	10.00	
		- Men	-	-	9.65	
		- Women	-	-	10.23	
		Incidence index	2,825	2,405	2,222	
		- Men	-	-	833.33	
		- Women	-	-	1,388.89	
		Severity index	0.49	0.34	0.29	
		- Men	-	-	0.25	
		- Women	-	-	0.31	
		Absenteeism rate	3.51%	3.21%	3.59%	
		Absenteeism hours	-	-	126,113	
		Fatalities due to accidents in the workplace or occupational diseases	0	0	0	
		Occupational illnesses	0	0	0	
		Accident indicators for external staff^a	2016	2017	2018	
		Frequency index	Not available	12.72	12.13	
		Fatalities due to accidents in the workplace or occupational diseases	0	0	0	

(1) Data provided by different companies. The main types of accident are overexertion, collisions and blows.

GRI Standards indicator	Page/direct response	Omissions	External verification
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GRI 404: Training and education

404-1
Average hours of training per year per employee

73

Average training hours per person, by gender and employment category (h/employee)	2016	2017	2018
Overall (men and women)	9.37	9.45	11.16
Men	10.32	8.63	12.44
- Executives and area managers	25.30	18.46	21.26
- Supervisory, technical and administrative roles	16.54	9.87	11.51
- Operations staff	7.93	7.81	12.17
Women	8.85	9.95	10.52
- Executives and area managers	21.54	23.94	18.81
- Supervisory, technical and admin staff	15.42	14.28	11.61
- Operations staff	6.97	8.49	10.10

Other training indicators	2016	2017	2018
Training hours	25,319	32,231	40,629
Workforce trained	2,702	3,410	3,640
Workforce that has received some form of training during the year	80.34%	89.95%	94.01%
Workforce received remote training	19%	90% ¹	77%

(1) The increase in distance-training hours compared to 2016 corresponds to a large part of the training; this refers to on-boarding training for new staff and training to bring staff up to date on occupational risk prevention and food safety.

404-2
Programmes for upgrading employee skills and transition assistance programmes

72-73

GRI Standards indicator	Page/direct response	Omissions	External verification
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404-3
Percentage of employees receiving regular performance and career development appraisals

70

Workforce on a variable remuneration system based on achieving individual and group objectives according to gender and job category (at 31 December)	2016	2017	2018
Total workforce	17%	17%	17%
Men	22%	20%	20%
- Executives and area managers	100%	100%	100%
- Supervisory, technical and administrative roles	52%	49%	47%
- Operations staff	0%	0%	0%
Women	15%	16%	15%
- Executives and area managers	100%	100%	100%
- Supervisory, technical and administrative roles	42%	43%	43%
- Operations staff	0%	0%	0%

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

NB: No 2016 data available.

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

405-1
Diversity of governance
bodies and employees

61, 123-124

Female staff by employment category (on 31 December)	2016	2017	2018
Executives and area managers	43%	42%	42%
Supervisory, technical and administrative roles	64%	63%	61%
Operations staff	66%	64%	66%

Workforce by gender and age group (on 31 December)	2016	2017	2018
≤25 years old	327	425	444
- Men	131	181	182
- Women	196	244	262
26-35 years old	320	337	362
- Men	111	127	128
- Women	209	210	234
36-45 years old	518	562	540
- Men	179	192	187
- Women	339	370	353
46-55 years old	229	275	331
- Men	81	100	121
- Women	148	175	210
56-65 years old	95	92	98
- Men	17	20	25
- Women	78	72	73
+65 years old	1	1	1
- Men	0	0	0
- Women	1	1	1

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

Country	2018		
	Women	Men	Total
Germany	4	3	7
United States of America	0	0	0
Algeria	2	1	3
Argentina	6	2	8
Belgium	2	0	2
Bolivia	2	0	2
Brazil	6	1	7
United Kingdom	0	1	1
Bulgaria	3	1	4
Cameroon	1	0	1
Czech Republic	0	1	1
Chile	1	1	2
Colombia	5	6	11
Democratic Republic of Congo	0	1	1
Croatia	0	1	1
Cuba	1	1	2
Dominican Republic	4	0	4
Ecuador	3	0	3
Slovakia	1	0	1
Slovenia	1	0	1
Spain	1,016	569	1,585
Philippines	0		0
France	5	4	9
Georgia	2	0	2
Equatorial Guinea	1	3	4
India	1	0	1
Holland	1	0	1
Hungary	6	10	16
Italy	1	0	1
Kirghiz Soviet Socialist Republic	1	0	1
Latvia	0	1	1
Lithuania	7	18	25
Morocco	1	3	4
Mexico	2	0	2
Paraguay	5	0	5
Peru	4	0	4
Poland	4	2	6
Portugal	16	6	22
Romania	6	1	7
Russia	3	4	7
Senegal	1	0	1
Ukraine	5	0	5
Uruguay	0	1	1
Venezuela	3	1	4

GRI Standards indicator	Page/direct response	Omissions	External verification
Own staff with functional diversity by employment category¹			
	2016	2017	2018
Executives and area managers	1	0	0
Supervisory, technical and administrative roles	8	8	3
Operations staff	36	39	53
Total	45	47	56
Percentage of workers on the workforce with some kind of disability	1.90%	1.79%	2.09%

(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 (employees on 31 December), the six members that comprise this body are all men aged over 50 years old.

GRI 406: No discrimination

406-1 Incidents 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. In 2018, PortAventura World has no recorded incidents of discrimination with regard to its workforce, customers, suppliers, contractors, external staff or society in general.		
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GRI 413: Local communities

413-1 Operations with local community engagement, impact assessments and development programmes	74-76, 80-86, 124		
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GRI 414: Supplier social assessment

414-1 New suppliers that were screened using social criteria	130 The social aspects considered when assessing suppliers are as follows: level of employment practices; compliance with local health and safety regulations; availability of a third-party certified occupational risk prevention system; availability of the occupational risk prevention certificate and certificate of the medical aptitude of all workers; and the existence of a civil liability policy for professional risks with the corresponding receipt of payment. Regarding human rights: adhesion to the United Nations Global Compact; support for freedom of association and effective recognition of the right to collective bargaining; compliance with local labour regulations, including workers' rights regarding contracting, working hours, salary, etc.; support for the protection and respect of internationally 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 and/or safety; and extension of the commitment to human rights to encompass the supply chain.		
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Suppliers assessed based on social criteria	2016	2017	2018
% new suppliers assessed based on social criteria	73%	84%	91%

GRI Standards indicator	Page/direct response	Omissions	External verification
GRI 416: Customer health and safety			
416-1 Evaluation of health and safety impacts of product and service categories	100-106		
Communications and customer satisfaction			
Presence on social networks and digital channels	111		
	2016	2017	2018
Facebook fans	504,677	601,895	690,657
Twitter followers	72,930	84,099	86,997
Instagram followers	85,034	139,573	187,800
YouTube subscribers	17,020	24,786	56,364
Vkontakte fans	2,948	3,052	3,174
Total	682,609	853,405	1,024,992

Food safety and healthy eating habits

Number of hygiene and sanitation audits (internal and external) carried out throughout the year	106		
	2016	2017	2018
Hygiene and Sanitation Audits	420	459	435
External audits	133	184	130
Internal audits	287	275	305

Number of supplier audits (internal and external) carried out throughout the year	106		
	2016	2017	2018
Supplier Audits	2	4	10
External audits	2	4	10

Merchandise safety

Rules and standards referred to ensure the safety of merchandising products	106		
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FOR THE LAW ON
NON-FINANCIAL AND
DIVERSITY INFORMATION**

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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, 136	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 expressly indicate expressly that said information is included in the management report	The information contained in this Corporate Responsibility Report 2018 is part of the management report.		●
Information on environmental matters			
Management approach			
A description of the policies 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.	38-55, 130-131	103-2 The management approach and its components	●
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The main risks 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 procedures in place to spot 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 effects 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.	117-121	102-15 Key impacts, risks and opportunities	●

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content
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Current and foreseeable impact of the company's activities on the environment and where applicable, health and safety	38-39 130-131	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	38-39	No GRI Evaluation or environmental certification	●
Resources allocated to prevention of environmental risks	Environmental investment 2017: €758,544 2018: €754,074	No GRI Environmental investment	●
Implementation of precautionary approach	38-39	102-11 Precautionary principle or approach	●
Amount of provisions and guarantees for environmental risks	See environmental investment table	No GRI Environmental investment	●
Pollution			
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	44-45, 48-49 49 49	No GRI Measures to prevent, reduce or repair emissions No GRI Measures to prevent, reduce or repair noise pollution No GRI Measures to prevent, reduce or repair light pollution	●
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Biodiversity protection			
Measures taken to preserve or restore biodiversity	52	No GRI Measures taken to preserve or restore biodiversity	●
Impact caused by the activities or operations in protected areas	NA NA NA	304-2 Significant impact of activities, products and services in the biodiversity 303-2 Water sources significantly affected by withdrawal of water 306-5 Bodies of water affected by water disposal and/or run-off	●
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Management approach			
A description of the policies 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.	58-76, 96, 123-124	103-2 The management approach and its components	●
The results of these policies 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.	58-76, 96, 123-124	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
The main risks 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 procedures in place to spot 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 effects 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.	117-121	102-15 Key impacts, risks and opportunities	●

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Total number and distribution of employees meeting the diversity criteria (gender, age, country, etc.)	59, 61, 137-138 123-124, 154-156	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 classification	59, 61, 137-138	102-8 Information on employees and other workers	●

Workforce per contract type	2018	
	Employees at 31 December	Annual average of employees
Contract type per gender		
Permanent	1,373	1,559
- Men	500	513
- Women	873	1,046
Temporary	403	504
- Men	143	194
- Women	260	310
Fundació PortAventura Personnel	1 Male -Permanent	1 Male -Permanent
Contract type per age group		
Permanent	1,373	1,559
- ≤25 years old	177	170
- 26-35 years old	300	327
- 36-45 years old	495	565
- 46-55 years old	304	361
- 56-65 years old	96	133
- +65 years old	1	4
Temporary	403	504
- ≤25 years old	267	331
- 26-35 years old	62	87
- 36-45 years old	45	59
- 46-55 years old	27	23
- 56-65 years old	2	4
- +65 years old	0	0
Contract type per professional category		
Permanent	1,373	1,559
- Executives and area managers	31	32
- Supervisory, technical and admin staff	576	601
- Operations staff	766	926
Temporary	403	504
- Executives and area managers	0	0
- Supervisory, technical and admin staff	18	21
- Operations staff	385	483

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content
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Workforce per working day type	2018	
	Employees at 31 December	Annual average of employees
Working day type per gender		
% Full-time	86%	76%
Full-time	1,521	1,566
- Men	590	615
- Women	931	951
Part-time	255	497
- Men	51	92
- Women	204	405
Fundació PortAventura personnel (specify gender)	1 Male -Full-time	1 Male -Full-time
Working day type per age group		
Full-time	1,521	1,566
- ≤25 years old	369	343
- 26-35 years old	328	333
- 36-45 years old	432	458
- 46-55 years old	296	309
- 56-65 years old	95	119
- +65 years old	1	4
Part-time	255	497
- ≤25 years old	75	158
- 26-35 years old	34	81
- 36-45 years old	108	165
- 46-55 years old	35	75
- 56-65 years old	3	18
- +65 years old	0	0
Working day type per professional category		
Full-time	1,521	1,566
- Executives and area managers	31	32
- Supervisory, technical and admin staff	511	523
- Operations staff	979	1,011
Part-time	255	497
- Executives and area managers	0	0
- Supervisory, technical and admin staff	83	98
- Operations staff	172	399

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content
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Number of dismissals per gender, age and professional classification

No GRI Number of dismissals per gender, age and professional classification

Dismissals	Accumulated 2018
Dismissals of own staff per gender and age group	33
Men	8
- ≤25 years old	2
- 26-35 years old	0
- 36-45 years old	2
- 46-55 years old	3
- 56-65 years old	1
- +65 years old	0
Women	25
- ≤25 years old	1
- 26-35 years old	5
- 36-45 years old	5
- 46-55 years old	6
- 56-65 years old	6
- +65 years old	2
Dismissal of own staff per professional category	33
Rate of turnover of personnel (dismissals)	2%
- Executives and area managers	3
- Supervisory, technical and admin staff	4
- Operations staff	26

Average wage over time, broken down by gender, age group and profession or equivalent social markers

Average non-GRI-related wage as determined by gender, age group, profession or equivalent social markers

Average remuneration (Average salary)	Remuneration by gender	
	Female	Male
Classification		
Directors, Managers and Area Managers	48,192	64,767
Operational and Technical Staff	17,419	17,286

Classification	Remuneration by age		
	< 30 years old	30-50 years old	> 50 years old
Directors, Managers and Area Managers	38,044	51,580	80,512
Operational and Technical Staff	14,929	19,467	18,341

The Executive Committee Chair[man/woman] is not included because [s/he] is considered to be Senior Management.

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content																				
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	●																				
Wage gap																							
		<table border="1"> <thead> <tr> <th></th> <th>Gender gap*</th> <th>Total workforce</th> <th>% Workforce</th> <th>% Women</th> </tr> </thead> <tbody> <tr> <td>Directors, Managers and Area Managers</td> <td>8.00%</td> <td>118</td> <td>4%</td> <td>48.00%</td> </tr> <tr> <td>Operational and Technical Staff</td> <td>-9.99%</td> <td>2,835</td> <td>96%</td> <td>65.00%</td> </tr> <tr> <td></td> <td></td> <td>2,953</td> <td>100%</td> <td>65.00%</td> </tr> </tbody> </table>		Gender gap*	Total workforce	% Workforce	% Women	Directors, Managers and Area Managers	8.00%	118	4%	48.00%	Operational and Technical Staff	-9.99%	2,835	96%	65.00%			2,953	100%	65.00%	
	Gender gap*	Total workforce	% Workforce	% Women																			
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*Gender gap is calculated: (Average Male Remuneration - Average Female Remuneration) / Average Male Remuneration. The Executive Committee Chair[man/woman] is not included because [s/he] is considered to be Senior Management. Active Workforce Average Remuneration 15/8/2018.																							
Average wage of directors and senior management		Average non-GRI-related wage for managers and directors	●																				
In 2018, the average (male) director's and senior management's wage was €120,000. There is only one person with variable remuneration. Due to data protection, the Executive Committee Chair[man/woman]'s variable remuneration is not included. There are no female directors.																							
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	●																				
PortAventura World does not offer any official payroll-deduction savings plan for employees.																							
Implementation of policies that support the right to disconnect from work		Non-GRI-related policies regarding the right to disconnect from work	●																				
PortAventura 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 for some other reason. On such occasions they shall supply contact details for a third party who can reply in their absence.																							
Employees with disabilities	124, 156	405-1 Diversity of governance bodies and employees	●																				
Organisation of work																							
Organisation of working hours		Non-GRI-related Organisation of working hours	●																				
The 2015-2019 collective agreement stipulates the working days, breaks, working hours and employment calendar.																							
The maximum number 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.																							
Regarding daily breaks , 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 at those units. 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.																							
Weekly days off are also stipulated in the agreement, indicating the consecutive days off and the days of the week when these days off can be taken, for each contract type. In some cases, an amount will be paid to compensate staff who voluntarily decide to change weekly days off coinciding with weekends, 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.																							

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content																																											
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 th 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 flexible hours or reduced hours in August.																																														
The Company shall set up a compulsory clock-in system for all members of staff working in groups G, F, E, C and Specialists from group B.																																														
The Company shall release its working calendar 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"> a) The anticipated opening and closing times for each of the Resort's facilities. b) The maximum number of working hours per year, as well as the maximum number of daily working hours for full-time employees. c) A general overview of weekly days off. d) An outline of breaks and time off for employees on split and continuous shifts. e) A shift system for staff affected by the above. 																																														
Total number of hours of absenteeism	62-63, 151	403-2 Types of accidents and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities or professional illness	●																																											
Measures to help employees enjoy a work-life balance, as well as ways to support both parents in their supporting roles																																														
		<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 breastfeeding</td> <td>24</td> <td>1</td> <td>25</td> </tr> <tr> <td>Compensation for time off breastfeeding</td> <td>145</td> <td></td> <td>145</td> </tr> <tr> <td>Maternity leave</td> <td>35</td> <td></td> <td>35</td> </tr> <tr> <td>Paternity leave</td> <td></td> <td>18</td> <td>18</td> </tr> <tr> <td>Leave for care of a young child</td> <td>1</td> <td></td> <td>1</td> </tr> <tr> <td>Leave for care of a child</td> <td>2</td> <td></td> <td>2</td> </tr> <tr> <td>Reduced working hours for carers</td> <td>12</td> <td>1</td> <td>13</td> </tr> <tr> <td>Reduced working hours to care for children</td> <td>213</td> <td>6</td> <td>219</td> </tr> <tr> <td>Total</td> <td>461</td> <td>44</td> <td>505</td> </tr> </tbody> </table>		2018			Women	Men	Total	Accumulation of leave for breastfeeding	24	1	25	Compensation for time off breastfeeding	145		145	Maternity leave	35		35	Paternity leave		18	18	Leave for care of a young child	1		1	Leave for care of a child	2		2	Reduced working hours for carers	12	1	13	Reduced working hours to care for children	213	6	219	Total	461	44	505	
	2018																																													
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Health and safety																																														
Occupational health and safety	62-63, 151	403-2 Types of accidents and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities or professional illness	●																																											
	151	403-3 Workers with a high incidence rate or high risk of illness/injury because of their specific work activity																																												
Work-related accidents: their frequency and degree of seriousness, as well as work-related illnesses, broken down by gender	62-63, 151	403-2 Types of accidents and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities or professional illness	●																																											

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content																			
Social relations																						
Organising a social dialogue, including the necessary procedures to inform staff, gauge their opinion and negotiate with them	141	102-43 Approach to stakeholder engagement (employees) 402-1 Minimum notice periods regarding operational changes	●																			
The collective agreement (2015-2019) establishes notice periods for employees and for 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 th of the preceding month, through publication of the corresponding schedule on the unit's bulletin board.																						
	62, 151	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>Company committee</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			Company committee	Trade unions	Total delegates	UGT	17	3	20	CCOO	8	3	11	TOTAL	25	6	31
	2018 delegates																					
	Company committee	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	59, 140	102-41 Collective bargaining agreements	●																			
Overall assessment of collective agreements, with a special emphasis on health and safety at work	62	403-4 Health and safety topics covered in formal agreements with trade unions	●																			
Vocational Training																						
Policies implemented that focus on training	72-73	404-2 Programmes for upgrading employee skills and transition assistance programmes	●																			
Total hours' training per profession	73, 152	404-1 Average hours of training per year per employee	●																			
Universal accessibility for people with disabilities																						
Integration and universal accessibility for people with disabilities	124, 156	405-1 Diversity of governance bodies and employees	●																			

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content
Equality			
Measures adopted to promote equal treatment and opportunities between women and men	123	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	61, 123-124, 154-156	405-1 Diversity of governance bodies and employees	●
Integration and universal accessibility for people with disabilities	124	Non-GRI integration and universal accessibility for people with disabilities	●
Policy against all types of discrimination and, where appropriate, diversity management	156	406-1 Incidents of discrimination and corrective actions taken to combat them	●
Information on respecting human rights			
Management approach			
A description of the policies 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.		103-2 The management approach and its components	●
		103-3 Evaluation of the management approach	
The results of these policies 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.			
At PortAventura World, we fully endorse the Universal Declaration of Human Rights of 1948 and the United Nations Global Compact principles promoting equality, non-discrimination and well-being in the workplace. The procedure governing the respect of human rights refers to three main areas:			
<ul style="list-style-type: none"> • Employee rights. Tools for monitoring these are: candidate selection procedures, contracting procedures, the Workers' Statute, the collective agreement, policies aimed at anti-discrimination by race or gender, anti-harassment in the workplace policies, Boards with social and health-related rights such a company work accident insurance company, as well as specialist health monitoring. One of the points in the ethical code for professional conduct 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 carried out 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.			

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content
The main risks 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 procedures in place to spot 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 effects 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.	117-121	102-15 Key impacts, risks and opportunities	●
Applying due diligence procedures			
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.	33-114 130, 156	102-16 Values, principles, standards and business rules 414-1 New suppliers that were screened using social criteria	●
Allegations made regarding the 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.	156 130, 156	406-1 Incidents of discrimination and corrective actions taken to combat them 414-1 New suppliers that were screened using social criteria	●
Information on the fight against corruption and bribery			
Management approach			
A description of the policies 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.	114	103-2 The management approach and its components	●
The results of these policies 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.	114	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
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Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content								
Information on the fight against corruption and bribery											
Measures adopted to prevent corruption and bribery	33, 114	102-16 Values, principles, standards and business rules	●								
	114	102-17 Advisory mechanisms and ethical concerns									
	114	205-1 Operations assessed for corruption-related risks									
Measures to fight money laundering	145	205-2 Communication and training about anti-corruption policies and procedures	●								
<p>There are three different instances for combatting 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. No payments are made by cash, and the following are in place: a 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.</p>											
Contributions to foundations and non-profit entities	78, 133, 144	201-1 Direct economic value generated and distributed	●								
<table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Contribution to Port Aventura Entertainment, S.A.U.</td> <td>€979.133</td> <td>€962.054</td> <td>€748.705</td> </tr> </tbody> </table>					2016	2017	2018	Contribution to Port Aventura Entertainment, S.A.U.	€979.133	€962.054	€748.705
	2016	2017	2018								
Contribution to Port Aventura Entertainment, S.A.U.	€979.133	€962.054	€748.705								

Company information			
Management approach			
A description of the policies 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.	76, 78-86, 92, 113, 124, 126-133	103-2 The management approach and its components	●
The results of these policies 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.	76, 78-86, 92, 113, 124, 126-133	103-2 The management approach and its components 103-3 Evaluation of the management approach	●
The main risks 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 procedures in place to spot 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 effects 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.	117-121	102-15 Key impacts, risks and opportunities	●

Information required by the Law on Non-Financial and Diversity Information	Page	GRI-related standards and other non-GRI indicators	Verification of the legal content																									
Company commitments to sustainable development																												
Impact of company activity on employment and local development	74-76, 80-86, 124 78, 113, 144	413-1 Operations with local community engagement, impact assessments and development programmes 201-1 Direct economic value generated and distributed	●																									
Impact of company activity on local populations and region	NA 78-86	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, 141-142	102-43 Approach to stakeholder engagement	●																									
Sub-contracting and suppliers																												
Inclusion of social, gender equality and environmental matters in procurement policy	130, 148 130, 156	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	130, 148 130, 156	308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	●																									
Supervisory and audit systems and their results	130-131 130-131	308-2 Negative environmental impact on the supply chain and measures taken 414-2 Negative social impact on the supply chain and measures taken	●																									
Consumers																												
Measures for health and safety of consumers	100-106 92, 94-96	416-1 Evaluation of health and safety impacts of product and service categories 417-1 Information and labelling requirements for products and services	●																									
Claim systems, complaints received and resolved	95	416-2 Cases of non-compliance regarding health and safety impacts of product and service categories	●																									
		<table border="1"> <thead> <tr> <th></th> <th></th> <th>Complaints</th> <th>Complaints/ customer ratio</th> </tr> </thead> <tbody> <tr> <td rowspan="2">2016</td> <td>Parks</td> <td>3,170</td> <td>0.00081</td> </tr> <tr> <td>Hotels</td> <td>435</td> <td>0.00045</td> </tr> <tr> <td rowspan="2">2017</td> <td>Parks</td> <td>4,367</td> <td>0.00094</td> </tr> <tr> <td>Hotels</td> <td>644</td> <td>0.00061</td> </tr> <tr> <td rowspan="2">2018</td> <td>Parks</td> <td>3,592</td> <td>0.00072</td> </tr> <tr> <td>Hotels</td> <td>760</td> <td>0.00069</td> </tr> </tbody> </table>			Complaints	Complaints/ customer ratio	2016	Parks	3,170	0.00081	Hotels	435	0.00045	2017	Parks	4,367	0.00094	Hotels	644	0.00061	2018	Parks	3,592	0.00072	Hotels	760	0.00069	
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	Hotels	760	0.00069																									
Tax information																												
Profits obtained per country, tax on profit paid	78-133, 144	201-1 Direct economic value generated and distributed	●																									
Information on public subsidies received	No public subsidies have been received from the government.	201-4 Financial assistance received from the government	●																									



TABLE OF CONTENTS FOR GLOBAL COMPACT



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

We welcome any comments about 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.	74-75, 78-86, 94-95, 123-124, 130-131, 156, 168	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.	74-75, 94-95, 123-124, 130-131, 156, 168	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.	59, 140, 150, 168	102-41, GRI 402, GRI 407
Principle 4: Business should uphold the elimination of all forms of forced and compulsory labour.	114, 130-131, 156, 169-170 The PortAventura World Code of Ethics and Professional Conduct 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.	114, 130-131, 156, 169-170 The PortAventura World Code of Ethics and Professional Conduct provides for the eradication of child labour.	GRI 408
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	58-76, 114, 123-124, 130-131, 137-138, 150-156, 167, 169-170	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.	29, 38-55, 130-131, 147-149	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.	29, 38-55, 130-131, 147-149	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.	29, 38-55, 130-131, 147-149	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.	114, 145, 171	GRI 205, GRI 415



EXTERNAL VERIFICATION CERTIFICATION

This document is a copy of the original NON-FINANCIAL INFORMATION STATEMENT that forms part of the COMPANY'S MANAGEMENT REPORT and was signed by the directors on 27 March 2019. The data for the 2018 financial year included in this report have been verified by KPMG, according to the requirements contemplated in the non-financial information and diversity law, as indicated in the table of contents required by Law 11/2018.



KPMG Asesores S.L.
Pl. de la Castellana, 259 C
28046 Madrid

Independent Assurance Report on the Non-Financial Information Statement of Paesa Entertainment Holding, S.L.U. for the year 2018

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

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

Pursuant to Articles 49 of the Spanish Code of Commerce and 262.5 of the revised Corporate Enterprise Act, we have provided limited assurance on the Non-Financial Information Statement (hereinafter NFIS) for the year ended 31 December 2018, of Paesa Entertainment Holding, S.L.U., (hereinafter the Company) which forms part of 2018 Company's Directors' Report. The aforementioned EINF forms an integral part of the Consolidated Management Report for the Group's financial year 2018.

The Directors' Report includes additional information to that required by prevailing mercantile legislation on which it is not possible to provide assurance as it was not prepared using adequate criteria. In this regard, our assurance work was limited only to providing assurance on the information contained in the 'Table of contents for Law on Non-Financial and Diversity Information' of the accompanying Directors' Report.

Directors' responsibilities

The Board of Directors of the Company is responsible for the preparation and presentation of the NFIS included in the Company's Directors' Report. The NFIS has been prepared in accordance with prevailing mercantile legislation and selected Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards), in accordance with that mentioned for each subject area in the 'Table of contents for the Law on Non-Financial and Diversity Information' of the aforementioned Director's Report.

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

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

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Paesa de la Castellana, 259 C - 28046 Madrid - Spain



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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 that exclusively refers to 2018. The data for previous years were not subject to assurance according to prevailing mercantile legislation.

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), 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 Company that participated in the preparation of the NFIS, in the review of the processes for compiling and validating the information presented in the NFIS and in the application of certain analytical procedures and sample review testing described below:

- Meetings with Company's 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 NFIS based on the materiality analysis performed by the Company and considering the content required in prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the Non-Financial Information Statement for 2018.
- Review of the information relative to the risks, policies and management approaches applied in relation to the material aspects presented in the NFIS for 2018.
- Corroboration, through sample testing, of the information relative to the content of the NFIS for 2018 and whether it has been adequately compiled based on data provided by internal and external information sources or third party reports.
- Procurement of a representation letter from the Directors and management.



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Basis of the qualified conclusion

The accompanying NFIS does not disclose the information regarding profits obtained per country, as required by prevailing mercantile legislation. In section 'Non-Financial Information Statement' of the accompanying Director's Report, the Company's management explains the reasons why this information is not provided.

Conclusion

Based on the assurance procedures performed and the evidence obtained, except for the effect of the matter described in the paragraph 'Basis of the qualified conclusion', nothing else has come to our attention that causes us to believe that the NFIS of Paesa Entertainment Holding, S.L.U. for the year ended 31 December 2018 has not been prepared, in all material respects, in accordance with prevailing mercantile legislation and the content of the selected GRI Standards, in accordance with that mentioned for each subject area in the 'Table of contents for the Law on Non-Financial and Diversity Information' of the aforementioned Directors' Report.

Use and distribution

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.

Patricia Reverter Guillot

12 April 2019

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

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Corporate Responsibility Report 2018

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