



PARKS & RESORT

2020

CORPORATE
RESPONSIBILITY
REPORT

WATER PARK

FERRARI LAND

SHOWS

THEME PARK

HOTELS

CONVENTION CENTRE



CREEK VALLEY



Management System
ISO 14001:2015
www.tuv.com
ID 8105033144



AENOR
TOWARDS
ZERO WASTE

Gold
Travelife
Sustainability in tourism

COMMITMENT TO
SUSTAINABILITY
This is our Commitment on Progress to implement the principles of the United Nations Global Compact and supporting broader UN goals. We welcome feedback on its contents.



2020 CORPORATE
RESPONSIBILITY
REPORT
OF THE PORT AVENTURA GROUP



CONTENTS

4 Principles that govern the report	6 Introduction	10 2020 at a glance
14 PortAventura World Parks & Resort, a safe tourist destination	22 PortAventura World's corporate responsibility, the value that sets us apart	34 Social commitments
70 Governance commitments	102 Environmental commitments	126 GRI Table of Contents
170 Table of contents for the Law on Non- Financial and Diversity Information	192 Global Compact Table of Contents	196 External verification certification



PRINCIPLES THAT GOVERN THE REPORT

Scope and coverage

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

In this context, PAESA Entertainment Holding, SLU, includes the consolidated non-financial information statement in the 2020 Corporate Responsibility Report of the Port Aventura Group, in accordance with the content in the "Table of contents for the Law on Non-Financial and Diversity Information"

The key indicators of non-financial results in this consolidated non-financial information statement were prepared in accordance with the content provided in the current commercial regulations and following the standards for preparing sustainability reports of the Global Reporting Initiative (GRI standards), international reporting framework provided for in the new Article 49.6(e) of the Commercial Code introduced by Law 11/2018. The information included in the non-financial information statement, which forms part of the consolidated management report and which will accompany the consolidated financial statements corresponding to the 2020 financial year, is verified by KPMG Asesores in their capacity as an independent provider of verification services, in accordance with the new wording given by Law 11/2018 to Article 49 of the Commercial Code.

Furthermore, the rest of the non-financial information contained in this Corporate Responsibility Report, for the financial year closed on 31 December 2020, has been prepared, in all significant aspects, in line with GRI standards, in the core option, according to the details of point 102-54 of section "GRI Table of Contents" of this report and has also been reviewed by KPMG Asesores. The materiality analysis, carried out in 2017, has been updated in 2020 with a focus on COVID-19.

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

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

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

Choni Fernández
Director of Central Services and ESG



INTRODUCTION

Letter from the Chair of the Executive Committee

Safety. This was our goal (and our success) in 2020. Safety for the people who make up the PortAventura World team, safety for the people who visit us and safety for the service providers that operate within the Resort.

The 2020 season, the twenty-fifth in our history, coincided with exceptional circumstances. The Resort was closed to the public for much of the season under instructions from the health authorities in order to tackle the global pandemic caused by the COVID-19 coronavirus. PortAventura World, with safety as its goal, implemented a series of extraordinary measures, following and exceeding in many cases, the guidelines of the authorities, which have been certified by external audits, to offer a fulfilling experience in our parks and hotels in a safe environment.

The impact on PortAventura World of the COVID-19 pandemic, as well as all the measures we have taken to mitigate this impact, are detailed in this *Corporate Responsibility Report*. This document, prepared in line with the Standards of the Global Reporting Initiative, is also our non-financial information statement which complies with the requirements of Law 11/2018 on non-financial information and diversity, fulfilling the two demands: regulatory and corporate transparency.

At PortAventura World we remain committed to the pillars that underpin our corporate responsibility strategy -environmental, social and governance-, because sustainability has been part of our essence from the very beginning. In this line, we continue with our firm commitment to the United Nations Global Compact to implement the ten principles encompassed by this international initiative in our company.

In terms of our workforce, we prioritized and allocated our resources and efforts in two areas. First, guaranteeing the safety and health of each and every one of the people who work at the Resort by defining protocols and

implementing measures to minimize the risks of contagion by COVID-19. And second, by acting responsibly to mitigate the impact of the health crisis in the workplace. To do this, we analysed the everchanging situation over the course of the year and we defined and implemented the most appropriate measures at all times to guarantee job stability.

In the area of governance, we implemented all the measures required by the health authorities and additionally others that enabled us to become a triple certified company. We obtained the "Safe Tourism Certified" seal, granted by the Institute for Spanish Tourism Quality, Certification on Management Protocols against COVID-19 granted by the SGS audit and the Certification of a COVID-19 Prevention System granted by Biolínea.

In solidarity with the health crisis, the PortAventura Foundation donated half a million euros for the purchase of ventilators and other equipment for the seven hospitals in the province of Tarragona, as well as donating masks, single-use gloves and other personal protective equipment for other hospitals and care homes in Catalonia; as part of our contribution to supporting the social and health care system. In addition, we donated 16,858 kg of food to soup kitchens and Caritas to help the most vulnerable groups in the region (Vila-seca, Salou, Tarragona and Reus). I would like to take this opportunity to acknowledge and thank the social health staff and healthcare professionals who have fought, and are still fighting, against the COVID-19 pandemic, for their dedication and efforts.

Meanwhile, in terms of the environment, we have become the first carbon-neutral resort in Europe, maintaining our status as a benchmark in sustainable tourism. This is in application of our strategic approach, which requires us to integrate compliance with the Sustainable Development Goals into our management so we can continue generating value.

Despite the closure of our facilities and the consequent economic impact, we are proud to have maintained our commitment to sustainability and to have continued with the company's ambitious investment plan. In this regard, in June 2021 we will inaugurate the expansion of the Hotel Colorado Creek, adding 148 more rooms to the hotel offer, and in September we will inaugurate 'The Beat Challenge', with the LaLiga and PortAventura World entertainment space and the launch of the app designed to offer entertainment beyond the park borders. An entertainment experience that will go beyond the physical limits of the park and that will take place in several dimensions, the digital and the physical. At PortAventura World, we have started preparing for the coming season with enthusiasm and with the hope of new developments.

Over the course of these 25 years, which we celebrated in 2020, PortAventura World has evolved, driven by all the people who are part of this great team, to become the resort it is today, one of the best family leisure and holiday destinations in Europe. We would never have come this far without our excellent workforce, without our suppliers and without our customers. Let's continue on this path together, accompanied by our values and our commitments, to celebrate another 25 years. And let's do so safely.

Sergio Feder
President of the Executive Committee





2020 AT A GLANCE



PortAventura World celebrates its 25th anniversary in a year marked by the effects of COVID-19.

PortAventura World obtains three certifications on COVID-19 safety and prevention.

Tarragona's hospitals receive half a million euros from the PortAventura Foundation to buy ventilators and other equipment to tackle COVID-19.

The PortAventura Convention Centre takes a further step in its digitalization with the launch of a virtual tour that allows users to explore its 20,000 m², a digital catalogue with video clips and the incorporation of hybrid events into its services.

We are the first carbon neutral theme park.

PortAventura World joins the Spanish Business and Biodiversity Initiative.

In the 27th edition of the Thea Awards, presented by the Themed Entertainment Association, Street Mission at PortAventura World has been recognized internationally with the "Award for Outstanding Achievement".

GROUP OF PORTAVENTURA WORLD



847,461

Visits to the Resort (PortAventura Park and Ferrari Land)

ENVIRONMENTAL COMMITMENTS



16,858 kg

tonnes of food donated, or 48,166 meals



100%

electricity consumed in PortAventura World from renewable energy sources with no CO₂ emissions

SOCIAL COMMITMENTS

TEAM



1,893

workforce in August (own staff)¹

PORTAVENTURA FOUNDATION



933

thousand euros in aid granted by the PortAventura Foundation

CUSTOMERS



4.01/5

Overall rating for a day in PortAventura Park



4.25/5

service provided by Ferrari Land employees



1.4

million followers on social media



94%

of customers say they have felt safe while visiting our parks

¹ Data for 15 August.

GOVERNANCE COMMITMENTS

SUPPLIERS



1,053

suppliers



74%

strategic suppliers with excellent assessment scores

FINANCES



39

million euros in overall turnover



PORTAVENTURA WORLD PARKS & RESORT, A SAFE TOURIST DESTINATION

2020, a year marked by COVID-19 prevention health measures

The exceptional measures adopted by the health authorities to contain COVID-19 did not allow us to offer our customers PortAventura World experiences during the usual period of time.

The Resort opened for the season on 8 July and we were operational until 16 October, applying capacity, distance and disinfection restrictions at all times. These measures were exhaustively controlled through follow-up audits with excellent results.

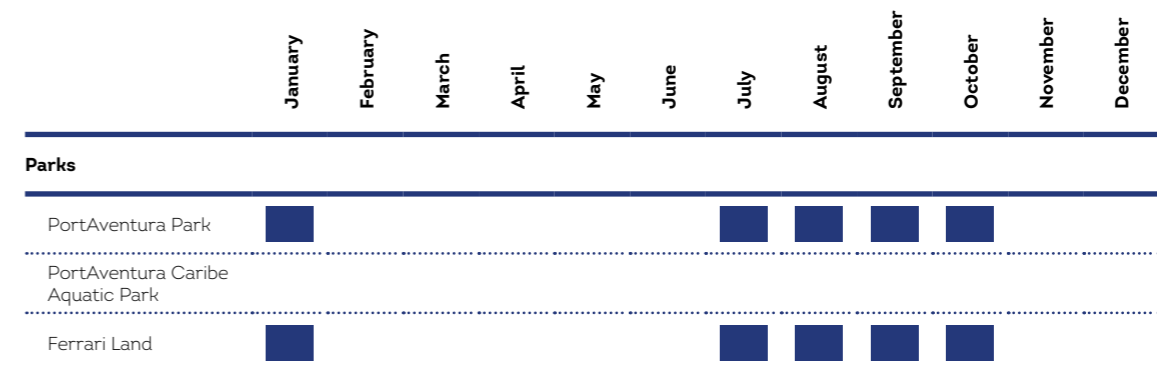
Since the beginning of the pandemic and following the recommendations of international experts and institutions on safety against infectious viral diseases, including COVID-19, at PortAventura World we have installed all the necessary prevention processes to ensure the utmost safety and trust both of our customers and our employees and service providers that operate in the Resort.

Furthermore, since the beginning of the crisis, we have been in contact with the other major European parks to learn about and apply the best practices adopted in different countries.

As a result of this management and the good behaviour of customers, employees and supplier companies, we can confirm that no positive cases were detected at the parks of PortAventura among customers between the opening on 8 July and the temporary closure decreed by the Government of Catalonia on 16 October.

Currently the Resort has two theme parks (PortAventura Park and Ferrari Land), a water park (PortAventura Caribe Aquatic Park), six themed 4 and 5-star hotels, an extensive and varied gastronomic offer, and a Convention Centre (PortAventura Convention Centre) with capacity for up to 6,000 people.

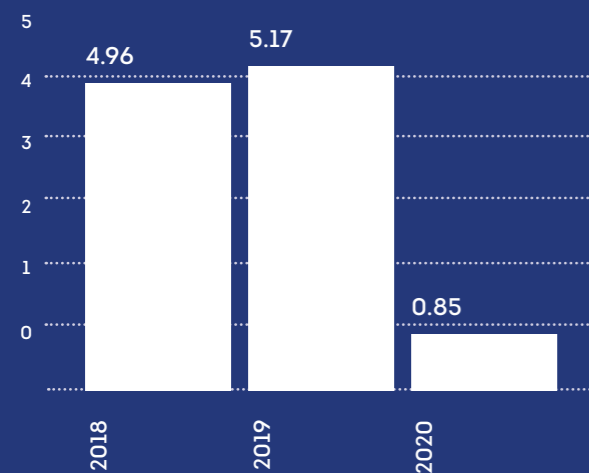
MONTHS THE RESORT'S PARKS WERE OPEN IN 2020



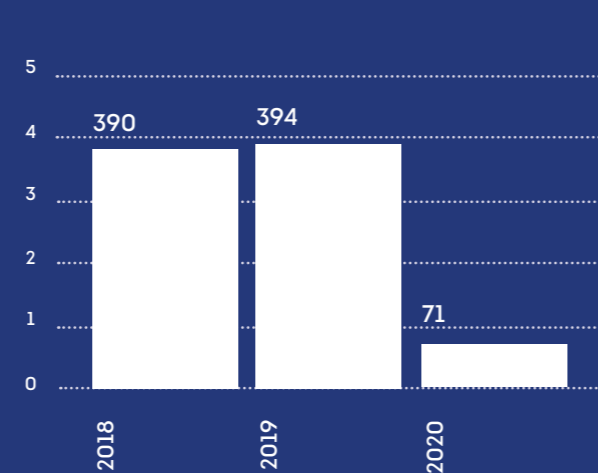
DAYS THE RESORT'S PARKS WERE OPEN

Parks	2019	2020
PortAventura Park	242	107
PortAventura Caribe Aquatic Park	107	0
Ferrari Land	249	107

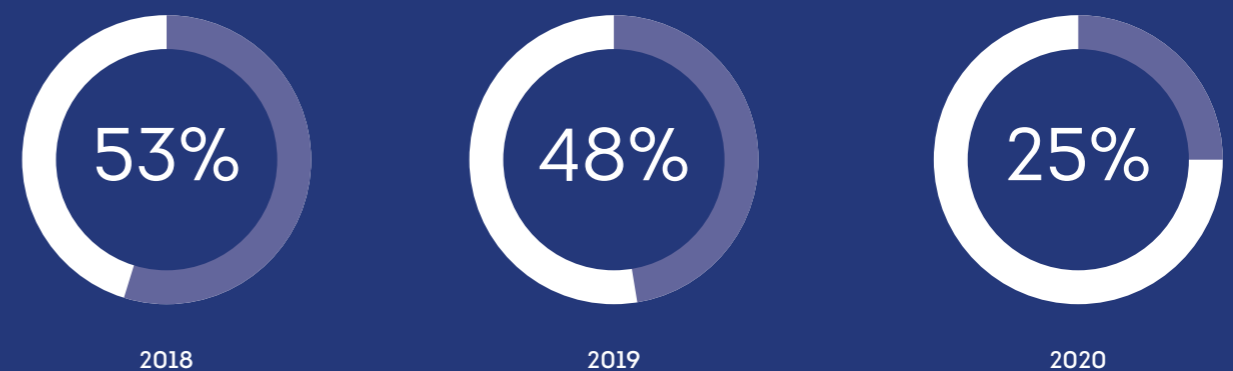
MILLIONS OF VISITS TO THE PARKS



THOUSANDS OF ROOMS OCCUPIED



INTERNATIONAL CUSTOMERS IN HOTELS





Awards and recognition



“Thea Awards for Outstanding Achievement” for Street Mission

27th Thea Awards

The Thea Awards recognize innovation, talent and excellence within the theme park and entertainment industry. With this award, PortAventura World reinforces its brand value and its leadership in the theme park sector with a unique and family-friendly entertainment experience.



Best steel roller coaster in Europe, for Shambhala

European Star Award 2020
Kirmes & Park International

These awards are among the most important in the theme park and family entertainment sector in Europe.



PortAventura Foundation for the PortAventura Dreams Village initiative, award in the category of "Large companies"

as an example of effort and dedication to promote the social integration of sick children and young people.

XI Corresponsables in Ibero-America Awards
Corresponsables Foundation

Present and future of the economy and the tourism sector

It is our responsibility to be aware of the economic and sector forecasts so we can anticipate and be more resilient to changes.

2020 global economic context

The Spanish economy could have contracted by 11.0% in 2020 and grown by 5.5% in 2021 and 7.0% in 2022. In Spain, GDP growth estimate for 2020 is revised upwards from -11.5% to -11.0%, but the growth forecast for 2021 is reduced by 0.5 points to 5.5%. The latter is explained

by the deterioration observed in the Economic and Monetary Union as a result of the increase in contagion, the upsurge in uncertainty recorded in Spain by the third wave, and the exhaustion of some of the demand policies.

Source: [BBVA Research](#) (Information published in January 2021)

The tourism sector in 2020

The situation of the tourism sector in Catalonia after the impact of the coronavirus crisis was "dramatic" in 2020, ending its "worst year" with a drop in overnight stays of around 70% and a direct impact on turnover somewhere between 14 and 15 billion euros, according to the Government of Catalonia's Director-General of Tourism, Octavi Bono. However, the industry is hoping that the vaccination process will kickstart a recovery starting in the summer of 2021.

Source: [Hosteltur](#) (Information published in December 2020)

The economic crisis generated by the COVID-19 pandemic has thus interrupted six consecutive years of job growth and seven years of falling unemployment. The greatest destruction occurred in the services sector, with 323,277 fewer registered workers in the year, especially in the hospitality industry and in artistic, recreational and entertainment activities.

Source: [Hosteltur](#) (Information published in January 2021)

Sector outlook for 2021

Carmen González, principal investigator and director of the Observatory of Spain's Image Abroad of the Elcano Royal Institute, has claimed that "there is nothing that to indicate that our country will suffer the consequences of the pandemic differently to other countries, and as a result, tourism in Spain is expected to return to 2019 levels of capacity in 2022".

Source: [Hosteltur](#) (Information published in January 2021)

Consistent and harmonized travel protocols, enhanced safety measures and the protection of jobs and livelihoods are the main ingredients needed for the restart of tourism.

Source: [World Tourism Organization](#) (Information published in October 2020)

Global economic outlook for 2021

In recent months, the global economy has been pushed and pulled between two opposing forces: the brutal shock of the pandemic and the overwhelming response of both monetary and fiscal economic policies.

During the Christmas break certain events occurred which suggested that the pandemic and its related support measures will continue to determine the economic outlook. First, after the good news regarding the high efficacy of vaccines, it has become clear that their distribution is going more slowly than expected in most countries. Aside from the increase in the infection rate at the end of the year, there is also now uncertainty surrounding the potential spread of more contagious strains of COVID-19 from their places of origin (mainly the United Kingdom) to the rest of the world, which points to a slow recovery in the short term. Meanwhile, the majority achieved by the Democratic party in the US Senate after the Georgia elections, more economically significant than the events at the Capitol building, has triggered the expectation of additional fiscal stimulus during the first half of 2021, promoting risk taking in the financial markets, with rises in the stock markets and in the long-term rates of American debt. The magnitude of this new boost is still uncertain, but it may be significant this year, adding to the strong additional stimulus expected in Europe from mid-2021 following the unblocking of the European recovery facility. Among the positives over the next twelve months will be the disappearance of uncertainty over the Brexit deal, the resilience of the Chinese economy and its global pull in the manufacturing industry, which has been a stabilizing factor in the rest of the world.

The result of all these forces will probably be a moderate growth in global GDP in the fourth quarter of 2020 (the data will be known soon) and in the first quarter of 2021, with a gradual acceleration from the second quarter and, especially, in the middle of year, when vaccination campaigns are expected to be advanced, at least in developed countries. (...) The eurozone could grow around 4% after an estimated recession of -7.3% in 2020, clearly below the two major regions in the biennium as a whole.

The recovery is expected to continue strongly in 2022 (global growth of 4.1%), with much less uncertainty surrounding the health situation and with fiscal programmes booming, which will be needed to offset the economic destruction of the pandemic. However, the outlook by then will have generated other doubts: very high levels of public and private indebtedness, the need for a gradual withdrawal of monetary and fiscal stimuli, and changes in the behaviour of consumers and companies that may persist in some cases and modify the landscape of many sectors.

In 2022 we expect a rise in growth to 7%. Massive vaccination programmes, both in Spain and in the rest of Europe, the expansive fiscal policy of General State Budgets for 2021, the deployment of the NGEU, the stimulus measures taken by the ECB and the Government, as well as a high unused productive capacity will be the factors behind this recovery.

Source: [BBVA Research](#) (Information published in January 2021)



**PORTAVENTURA WORLD'S
CORPORATE RESPONSIBILITY,
THE VALUE THAT SETS US
APART**



This is the report on our progress in applying the principles of the **United Nations Global Compact**.

We welcome any comments on its content.

Our corporate responsibility strategy, launched in 2019, is based on the principles of the Global Compact, an initiative in which we have participated since 2008, the United Nations Sustainable Development Goals, and the World Tourism Organization's Global Code of Ethics for Tourism. The strategy is what guides our activity and the main value that sets us apart.



The Sustainable Development Goals (SDGs) are 17 global challenges established by the United Nations in the 2030 Agenda for Sustainable Development. At PortAventura World and the PortAventura Foundation we work towards a more prosperous and sustainable future by directing our efforts at contributing, directly or indirectly, to the achievement of the SDGs, of which the following are our priority:



2019-2021 Corporate responsibility strategy

This is the second year of our 2019-2021 corporate responsibility strategy, which is built on three fundamental pillars: environmental, social and governance. In 2020, this decision-making tool has focused on minimizing the impacts of the pandemic mainly in the social sphere. As a result of the closure of the Resort, our achievement of the goals we set has not been as desired.

ENVIRONMENTAL GOALS							
Icon	Description	Metric	2019		2020		2021
			Goal	Result	Goal	Result	Goal
	Eliminate single-use plastics for use in F&B bought by PortAventura World	Percentage of single-use plastic items eliminated or replaced	25%	25%	63%	79%	91%
	Zero Waste	Percentage of waste recovered	>90%	91%	>90%	84%	>90%
	Decrease natural gas consumption throughout the Resort	Natural gas in MWh per 1,000 visitors/overnight stays and year	1.16	1.13	1.13	2.02	1.84
	Decrease electricity consumption throughout the Resort	Electricity in MWh per 1,000 visitors/overnight stays and year	5.95	5.78	5.74	16.42	10.27
	Be a low carbon Resort	CO ₂ tonnes per 1,000 visitors/overnight stays and year	1.21	1.23	1.14	4.07	1.31

SOCIAL GOALS							
Icon	Description	Metric	2019		2020		2021
			Goal	Result	Goal	Result	Goal
	Increase the number of attendees to the activities of the PortAventura e-Healthy programme compared to the previous year	Number of attendees to the activities of the PortAventura e-Healthy programme compared to the previous year	>21,000 attendees	21,212 attendees	>22,000 attendees	0 attendees	25,000 attendees
	Increase the number of families staying in the PortAventura Dreams Village	Number of families staying in the PortAventura Dreams Village	24 families	23 families	174 families	5 families ⁽¹⁾	174 families
	Increase customer satisfaction obtained from the surveys carried out	Average customer satisfaction score (out of 5; weighted results for parks and hotels)	4.16	4.14	4.17	4.06	4.10

GOVERNANCE GOALS							
Icon	Description	Metric	2019		2020		2021
			Goal	Result	Goal	Result	Goal
	Implement the investment plan for new facilities and improvement of the existing facilities	Percentage of implementation of the investment plan	Opening of Hotel Colorado Creek Opening of the ride Street Mission Complete renovation of the Hotel PortAventura	100%	Refurbishment of the Resort to celebrate the 25th anniversary New Easter Celebration campaign in spring Start-up of the photovoltaic solar plant	33%	Extension of the Hotel Colorado Creek Inauguration of 'The Beat Challenge' (app and entertainment space)
	Maintain the existing certifications and management systems	Certifications	Hotel Gold River Hotel Mansión de Lucy Hotel Colorado Creek	100%	100%	88% ⁽²⁾	100%
	Implement ISO 22000 on food safety in hotels and Convention Centre	Sites with the certification ISO 22000	Hotel Gold River Hotel Mansión de Lucy Hotel Colorado Creek	100%			Hotel Caribe PortAventura Convention Centre
	Evaluate the Top 100 suppliers based on management of service and supply, turnover, occupational health and safety, industrial safety and environmental policy	Percentage of Top 100 suppliers evaluated (on the results of the previous year)		100%	100%	100%	100%
	Implement cybersecurity tools	Actions planned / actions implemented	Implementation of a persistent vulnerability analysis tool Implementation of a SIEM (security events and information management system)	100%	Cybersecurity training and awareness programme for corporation users Development of a Response Plan to cybersecurity incidents PCI (payment card industry) policy gaps analysis	30% ⁽³⁾	Cybersecurity training and awareness programme for corporation users Development of a Response Plan to cybersecurity incidents PCI (payment card industry) policy gaps analysis

(1) The PortAventura Dreams Village was only open during the first week of January. It could not be reopened due to the COVID-19 pandemic.
 (2) All existing certifications and management systems have been maintained, with the exception of Travelife certifications in hotels since the corresponding audits could not be carried out due to the mobility restrictions imposed by the health authorities. Due to the exceptional situation caused by COVID-19, the waste recovered percentage for 2020 was 84% despite the minimum goal being 90%. For this reason, the certification is now Towards Zero waste.
 (3) The proposed actions could not be carried out due to the COVID-19 pandemic- However, the planning was changed and new actions were promoted. New actions were promoted (see page 79 of this report).



We continue to communicate with our stakeholders.

Communication with stakeholders is key, especially in a today's context, as it helps to make the best decisions and identify and respond to new needs and expectations.



SHAREHOLDERS

Generating value and profitability through responsible and sustainable management.



CUSTOMERS

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



WORKFORCE

Investing in the work team, offering them a good place to work, and promoting equality and diversity among them.



SUPPLIERS AND CONTRACTORS

Promoting responsible of supply chains in all companies.



SOCIETY

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

The values that govern our behaviour

MISSION

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

CORPORATE VALUES

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

Relevance of sustainability issues with a focus on COVID-19

The crisis caused by COVID-19 will condition the business model of companies, as well as their role in the future new normal. This new scenario is also an opportunity to reflect on what kind of future we want and what changes must be made in the spheres of sustainability (environmental, social and governance).

In this context, the goal of PortAventura World has been to update the materiality analysis carried out in 2017, focusing on the impact of COVID-19 on sustainability issues. To this end, virtual meetings were held with the representatives of different stakeholder so that they could reflect from the perspective of the group with which they have a relationship: shareholders, customers, suppliers, human resources, society and the environment.

The objective of the meetings was to respond to the following two questions: Do you believe that the internal priorities and those of the stakeholders have changed in relation to the sustainability issues relevant to PortAventura World in the face of the COVID-19 pandemic? Do you believe that new relevant sustainability issues have emerged for PortAventura World in the face of the COVID-19 pandemic? What are they?

The starting point for reflecting on and responding to these two questions are the results of the materiality analysis, carried out in 2017, which includes sustainability issues and their degree of relevance from an internal and stakeholder standpoint.

The most important aspects of each area are detailed below:

- **Labour practices.** Health and safety in the workplace is and continues to be the issue of utmost importance both internally for all stakeholders, due to the need to implement measures that promote a safe work environment that prevents COVID-19 contagion. Employment and staff-company relations have become more relevant due to the impact of COVID-19, with concerns among employees about keeping their jobs. Training and learning is also important, especially in relation to safety measures to tackle COVID-19.
- **Product/service responsibility (customers).** The health and safety of customers is and continues to be the issue of utmost importance both internally and for all stakeholders, due to the need to apply measures and protocols that prevent any COVID-19 contagion. Communication and customer satisfaction, which is very important from both perspectives, has also increased in significance, since customers are even more demanding in the current situation and they need proper communication to feel safe, both in the Resort and when making decisions. This topic is closely related to marketing and labelling, which is also growing in importance for the same reasons. Lastly, the marketing and labelling. Food safety and healthy eating habits are more and more important because it is something that is increasingly valued by customers who are today more concerned about looking after themselves.
- **Society.** Active participation in the local environment and the social fabric through collaboration and promotion of charitable projects and volunteering, has grown in importance due to the capacity for social impact of

PortAventura World in the face of the health crisis and its response in helping mitigate the negative impact on the most vulnerable groups.

- **Suppliers.** Procurement practices have become a material issue with increased relevance due to the direct and indirect economic impact of prioritizing purchases from local suppliers, both in terms of boosting the local economy and creating new indirect employment.
- **Good government and economic performance.** Economic performance has acquired more importance with the focus on ensuring the financial strength of the organization to be able to successfully face future challenges after the impact of COVID-19. Another issue that is increasing in relevance refers to indirect economic effects. In this sense, PortAventura World is an important tourist attraction for the province of Tarragona, with a direct impact on tourist establishments in the area and, consequently, on stimulating the economy of its surroundings.
- **The environment** In general, environmental issues maintain the same degree of relevance as in 2017, with perhaps a greater sensitivity towards aspects related to waste, environmental awareness and environmental investment. The degree of relevance of the latter has increased to the extent that it is now considered a material issue.
- **Digitalization.** This is one of the new material issues and has a direct impact on customers and visitors. New digital communication and information tools are increasingly made available to them, as well as to the workforce with the emergence of teleworking.

The conclusions of the meetings revealed that health and safety issues, in their different facets, have become increasingly important after COVID-19 throughout the value chain. Issues associated with employees, customers and society are now a priority.

2017 materiality matrix

Relevance for stakeholders	High	<ul style="list-style-type: none"> ● Training and learning 	<ul style="list-style-type: none"> ● Materials ● Employment ● Staff-company relations ● Diversity and equal opportunities ● Non-discrimination 	<ul style="list-style-type: none"> ● Water ● Emissions ● Effluents and waste ● Occupational health and safety ● Innovation ● Customer health and safety ● Communication and customer satisfaction*
	Medium	<ul style="list-style-type: none"> ● Procurement practices ● Biodiversity ● Marketing and labelling ● Universal architectural accessibility* 	<ul style="list-style-type: none"> ● Indirect economic impacts ● Environmental criteria in the design and construction of facilities* ● Environmental awareness* ● Animal welfare* ● Food safety and healthy eating habits* 	<ul style="list-style-type: none"> ● Energy ● Environmental assessment of suppliers ● Social assessment of suppliers ● Anti-corruption
	Low	<ul style="list-style-type: none"> ● Local communities ● Promoting cultural and natural heritage* ● Customer privacy 	<ul style="list-style-type: none"> ● Environmental investment* 	<ul style="list-style-type: none"> ● Economic performance ● Merchandise safety*
		Low	Medium	High
Relevance for PortAventura World				

- Issues related to the environment
- Issues related to finances and good corporate governance
- Issues related to labour practices
- Issues related to suppliers
- Issues related to society
- Issues related to product/service responsibility

In bold, the material issues.

* Issues that do not correspond to the GRI standards.

2020 materiality matrix

In blue the material issues whose degree of relevance has increased with respect to the 2017 materiality matrix


Relevance for stakeholders	High		<ul style="list-style-type: none"> ● Environmental awareness* ● Materials ● Training and learning ● Diversity and equal opportunities ● Non-discrimination ● Marketing and labelling 	<ul style="list-style-type: none"> ● Effluents and waste ● Water ● Emissions ● Occupational health and safety ● Employment ● Staff-company relations ● Customer health and safety ● Communication and customer satisfaction* ● Food safety and healthy eating habits* ● Innovation ● Indirect economic impacts
	Medium	<ul style="list-style-type: none"> ● Biodiversity ● Universal architectural accessibility* 	<ul style="list-style-type: none"> ● Local communities ● Procurement practices ● Digitalization ● Environmental criteria in the design and construction of facilities* ● Animal welfare* 	<ul style="list-style-type: none"> ● Energy ● Environmental investment* ● Economic performance ● Anti-corruption ● Environmental assessment of suppliers ● Social assessment of suppliers
	Low	<ul style="list-style-type: none"> ● Promoting cultural and natural heritage* ● Customer privacy 		<ul style="list-style-type: none"> ● Merchandise safety*
		Low	Medium	High
Relevance for PortAventura World				

- Issues related to the environment
- Issues related to finances and good corporate governance
- Issues related to labour practices
- Issues related to suppliers
- Issues related to society
- Issues related to product/service responsibility

In blue the material issues whose degree of relevance has increased with respect to the 2017 materiality matrix


* Issues that do not correspond to the GRI standards.








MEDIDAS DE PREVENCIÓN


Sigue estas medidas para poder disfrutar juntos de la experiencia PortAventura World.


- 
USO OBLIGATORIO DE MASCARILLA

El uso de mascarilla es obligatorio dentro del resort.
- 
LIMPIEZA FRECUENTE DE MANOS

Los visitantes han de lavarse las manos con agua y jabón frecuentemente mientras estén en el resort. Asimismo, se han colocado dispensadores de gel desinfectante en diferentes puntos del resort. Será obligatorio utilizar dicho gel antes de acceder a las atracciones.
- 
DISTANCIA DE SEGURIDAD

Los visitantes deben mantener el distanciamiento físico, garantizando una distancia mínima de 1,5 metros con respecto a otros grupos de visitantes. En las zonas de espera y en las colas, se han colocado marcas de distancia en el suelo que se deberán respetar obligatoriamente.
- 
SEÑALÉTICA DE CIRCULACIÓN

Deben respetarse las señales en el suelo que indican los flujos de dirección.
- 
PAGO CONTACTLESS

Se recomienda utilizar sistemas de pago contactless.
- 
INDICACIONES DEL EQUIPO DE PORTAVENTURA WORLD

Se ruega a los visitantes que sigan las instrucciones de los miembros de nuestro equipo, así como las normativas específicas de cada zona.

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SOCIAL COMMITMENTS

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



17 PARTNERSHIPS FOR THE GOALS



Responsibility in managing the impact of COVID-19 on the workforce¹

Acting responsibly to mitigate the impact of the health crisis on the workforce became our priority in 2020. To do this, we analysed the everchanging situation over the course of the year and we defined and implemented the most appropriate measures to minimize the negative impact on our employees.

In this regard, and with the aim of maintaining employment, we took advantage of the measures provided by the Government:

- Throughout 2020, the Labour Authorities authorized PortAventura World to implement Temporary Employment Regulation Schemes, which affected 1,903 employees. A total of 3,665 Temporary Employment Regulation Schemes were processed, 1,891 due to force majeure and 1,774 due to disability (52% due to force majeure and 48% due to disability; 6% partial and 94% full) affecting all job categories, especially operations staff, with a lesser impact on essential services staff. As of 31 December 2020, there are 898 employees af-

ected by Temporary Employment Regulation Schemes (100% due to disability; 13% partial and 87% full) involving the supervisor, technical and administrative, and operations staff professional categories.

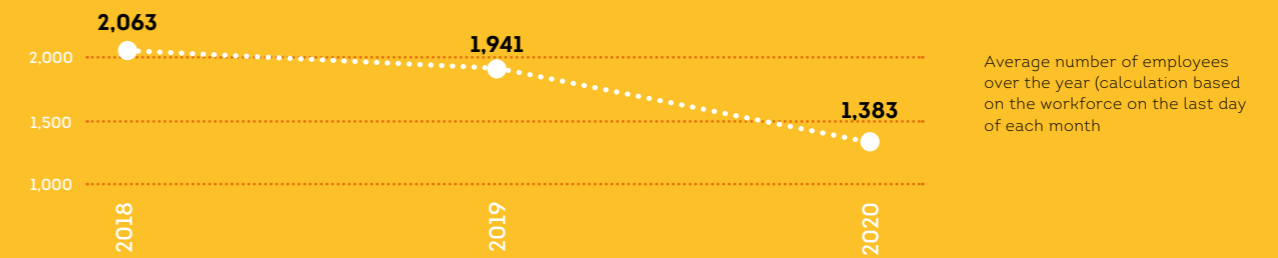
We have complemented these measures with other internal measures of our own:

- Additional voluntary supplements to Government benefits for employees affected by Temporary Employment Regulation Schemes.
- Calling into work of staff on permanent seasonal contracts (1,600 people approximately), despite this not being mandatory, to include them in the Temporary Employment Regulation Schemes and therefore ensure they were entitled to benefits, before the special benefits for this group was approved. As a result, we were able to guarantee that they received this supplementary allowance.

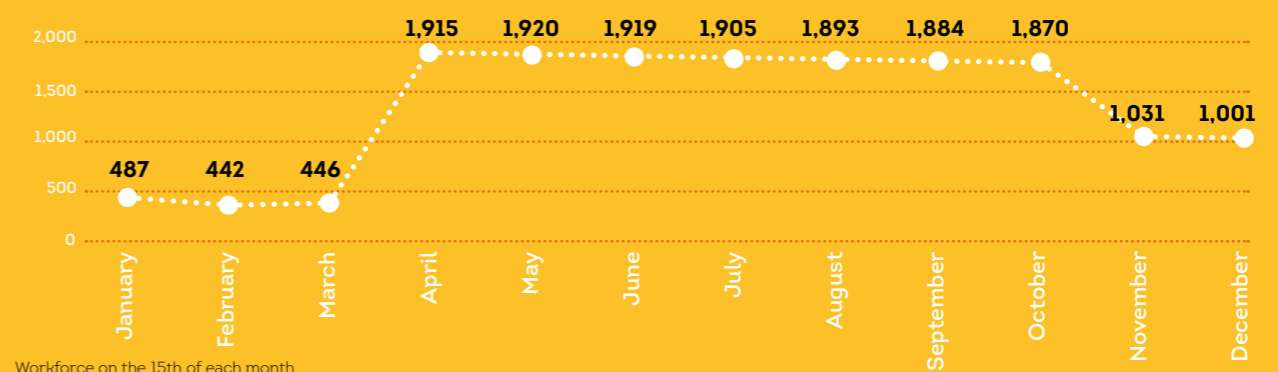
The current collective agreement (2015-2019) expired in 2019 and during 2020 negotiations began on a new which will be approved during the first few months of 2021.

1. The workforce data includes the staff of Port Aventura Entertainment, SAU. They do not include the six people from the companies Port Aventura Viajes, SAU (1 employee), Hotel Caribe Resort, SL (1 employee), and Fundación PortAventura (4 employees). For more details on these employees, see indicator 102-8 of the GRI table of contents.

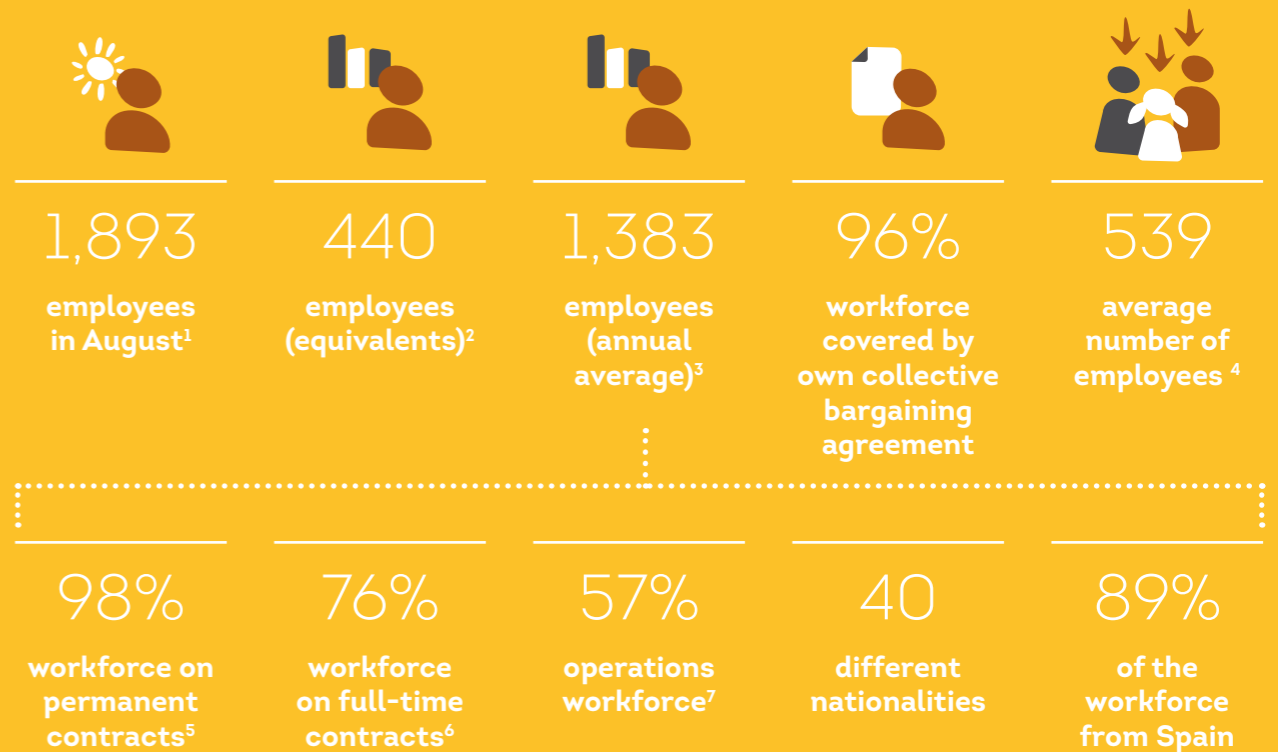
EVOLUTION OF THE WORKFORCE (ANNUAL AVERAGE)



EVOLUTION OF THE WORKFORCE DURING THE YEAR



OWN STAFF



1. Data for 15 August.
 2. Calculation based on full-time, active workers all year round that are equivalent in contracted hours to those of real contracted workers.
 3. Calculation based on the workforce on the last day of each month.

4. Calculation based on the sum total of people from the first to the last day of the month (cumulative).
 5, 6, 7. Calculation based on the average number of employees in the year.

COVID-19 prevention plan

At PortAventura World we have an occupational risk prevention plan and we promote a culture of prevention across all levels and business areas as the basis for occupational health and safety. This was also the case in 2020, the year in which, due to the health crisis, we drew up and implemented a COVID-19 Plan that includes a specific prevention plan to reduce the probability of the spread of the disease among the workforce. Our priority has been to ensure we always have the necessary resources and means at our disposal to protect the team, maintaining a safe work environment.

Our guidelines for ensuring the safety of people are based mainly on the indications of the Ministry of Health, the World Health Organization and the Ministry of Labour:

- Guidelines and best practices in the workplace.
- Course of action for occupational risk prevention services to prevent exposure to SARS-CoV-2.
- Operational criterion no. 102/2020 on measures and actions of the Labour and Social Security Inspectorate to manage situations derived from the new coronavirus (SARS-CoV-2).
- COVID-19 Best practices guide for establishments and workers in the tourism sector.

- UNE 0066-2 Measures to reduce the spread of coronavirus SARS-CoV-2. Part 2: hotels and tourist apartments.
- UNE 0066-5 Measures to reduce the spread of coronavirus SARS-CoV-2. Part 5: Catering services.
- Recommendations on the use of masks in the community in the context of COVID-19.

The **specific COVID-19 prevention plan** for employees establishes actions that are applied in the following areas:

- Training and information
- Personal hygiene measures
- Hygiene measures in workplaces
- Assessment of specific risks
- Organizational measures
- Additional protection measures
- Vulnerable groups
- Detection and reporting
- Coordination of business activities



Personal hygiene measures

Personal hygiene measures have been reinforced in all work areas to prevent any exposure scenario. The following measures stand out:

- **Hand washing** as the most important measure to prevent and control infection. Gel and hydro-alcoholic solution dispensers have been made available to employees.
- **Respiratory Hygiene/Cough Etiquette** (set of measures to prevent the spread of the virus).
- **Installation of non-manually operated bins for personal hygiene waste.**

Workstation hygiene and cleanliness measures

The necessary means have been put in place to guarantee hygiene in the workplace and more intensive cleaning of surfaces and spaces has been carried out in comparison with before. Each area has also been equipped with cleaning products and paper in order to keep the work area clean.

Assessment of the risk of specific exposure to COVID-19

Any decisions taken on preventive measures are based on information obtained through the assessment of the risk of specific exposure, which is always carried out in accordance with the information provided by the health authorities.

The Prevention Service has prepared an assessment report aimed at determining the existing risks of exposure to the coronavirus, both from an overall perspective and in relation to each job position. The report, under

constant review, indicates the preventive measures necessary to eliminate, reduce and control risks.

The prevention officers have been informed of this assessment report for the purposes of consultation and participation. In accordance with article 18 of Law 31/95, of 8 November, on the occupational risk prevention, all workers has been informed about the risks that affect their job positions.

Organizational measures

The necessary measures have been implemented to minimize contact between employees and customers:

- Establishment of a safety distance of 1.5 metres at workstations.
- Full or part-time teleworking.
- In common areas, reinforcement of safety distance and cleaning measures.
- In rest areas and staff canteens (once open):
 - Delimitation and distancing in queues.
 - Assisted buffets
 - Limited capacity.
 - Specific staff for cleaning surfaces.
 - Disinfectant spray and paper towels available to staff for cleaning spaces before and after use (e.g. canteen table and chair).
 - Removal of sauce dispensers, vinegar and oil bottles, salt and pepper shakers. Replaced with individual packets.
 - Separate entry and exit doors to avoid people crossing paths.
 - Water fountains out of service and delivery of two 50 ml bottles of water to operational staff.
 - Non-manually operated bins for personal hygiene waste.
- In the changing rooms and toilets, signs indicating the maximum capacity, additional cleaning of the bathrooms and daily check of the functioning of the soap dispensers and other products.

ORGANIZATION AND MOVEMENT OF PEOPLE

- Enabling access so the Mediterráneo and Hotel PortAventura staff can enter via the Hotel customer entrance.
- Encouraging people to move around individually (own vehicle, motorcycle, on foot) instead of in groups on journeys within the roads, encouraging people to move on foot.

- When using collective forms of transport (bus, minibus) inside the resort, safety distance between passengers and mandatory use of a surgical mask.
- Minimizing the use of elevators.

TRAVEL AND MEETINGS

- Trips and face-to-face meetings only if they are strictly necessary. If the trip is essential, notifying the Prevention Service well in advance to be able to establish the necessary prevention measures.
- Limits on the meeting capacity.
- Encouraging meetings by videoconference, video call, etc.

CONTROLLING ATTENDANCE

- Collective protection measures: installation of methacrylate screens (or similar) at points of sale counters (restaurants, shops, photograph areas, lockers) and the customer service points (Visitor Services, Reception and changing room counter).
- Personal protection measures: distribution of surgical masks to all staff, regardless of their workplace, so that they can be used at all times.

Additionally, a minimum stock of FFP2 masks without valve has been made available for sensitive staff or those that use equipment/machinery /chemical products that require it, after a prior risk assessment. For certain jobs, the use of face shields and/or biohazard gowns has been provided as an additional measure, depending on the risk assessment.





Additional protection measures

- **Performance of quick tests** on employees when they enter the workplace in person and periodically. In 2020, 3,392 rapid COVID-19 detection tests were carried.
- **Free COVID-19 hotline**, available to all staff seven days a week, for inquiries.

Temperature controls for Resort staff, contractors and visitors, with the sole aim of preventing people with COVID-19 symptoms from accessing the facilities, to prevent the risk of contagion to other people which would jeopardize the virus containment measures.

Evaluation of groups at higher risk from COVID-19

The health area of the Prevention Service evaluated whether there were any workers particularly susceptible to SARS-CoV-2 coronavirus infection, classifying them as especially sensitive and informing them on prevention, adaptation and protection measures. This evaluation

has taken into account the existence or non-existence of conditions that allow the work to be carried out without increasing the risk inherent to the worker's medical condition.

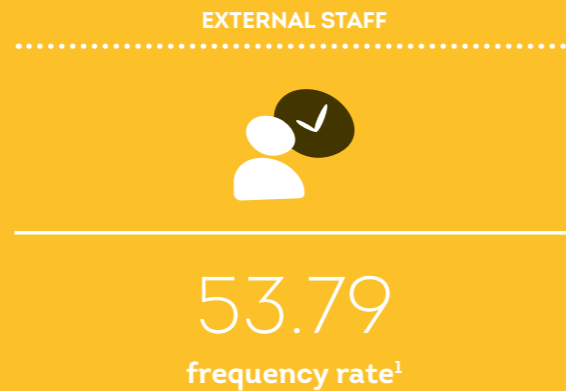
Detection, notification, study and management of cases and contacts

The medical service of the Occupational Risk Prevention Service is the body in charge of establishing the mechanisms for investigating and contact tracing within the scope of its powers, in coordination with the public health authorities.

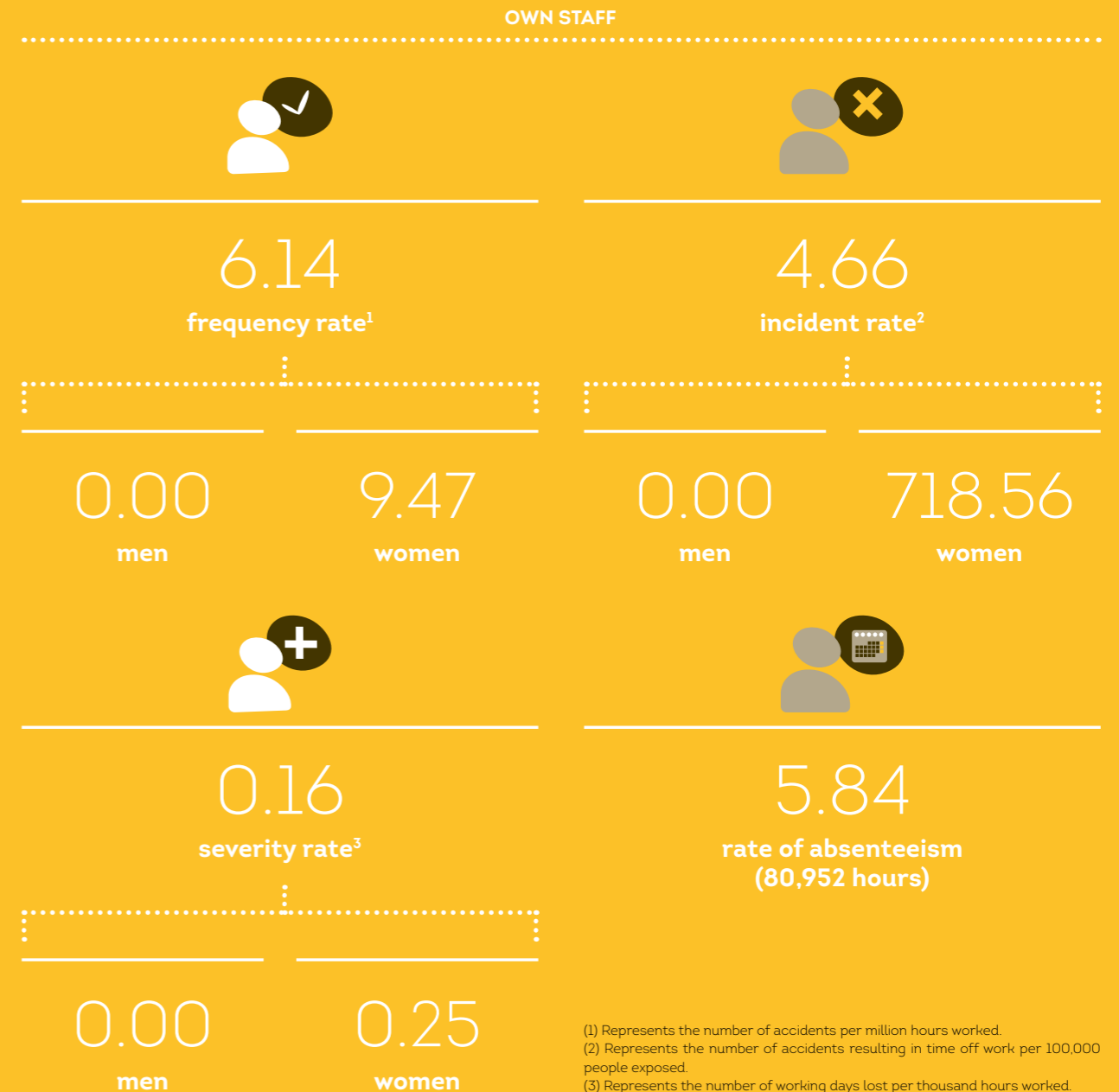


During the 2020 season, due to the pandemic, the resources normally allocated to the Healthy Company programmed were allocated to the COVID-19 management measures.

In 2020, we carried out a total of 44 emergency drills, 87 risk assessments, 106 technical reports (noise and heat stress) and 10 courses on occupational risk prevention. The staff's medical service carried out 227 medical examinations, 768 medical consultations, 166 flu vaccinations and 103 consultations regarding exemptions.



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



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

Information and training on measures and action protocols

We have promoted actions to ensure that all staff have access to specific and updated information and training on the special COVID-19 measures and action protocols implemented at any given moment.

INFORMATION MEASURES:

- **Continuous monitoring** by the head of each unit to guarantee that the measures set out in the procedures are correctly followed, reinforcing any aspects as necessary.
- **Briefings** during the season held mostly in open areas and ensuring the minimum safety distance.
- **Reinforcement of daily internal audits** by the prevention service.
- **Use of posters and signs** to promote hygiene and prevention measures, both in rest areas and in changing rooms and in all the Resort units.



Specific reminder actions to ensure people do not lower their guard.

We have carried out campaigns that promote healthy habits and recommend protective measures against COVID-19 to ensure a safe work environment.

- **Reminder guide of preventive COVID-19 measures at work, during breaks and home life.** The guide contains information on COVID-19 symptoms, what it means to be a close contact and on hand hygiene, safety distance, use of masks, direction of foot traffic, ventilation of spaces and social contacts.

- **Reminder guide of preventive COVID-19 measures** as a result of Resolution SLT/2073 2020 of the Government of Catalonia in which extraordinary measures are adapted in the region of Catalonia to reduce the risks of contagion.

- **Campaign "This Christmas, don't lower your guard!"** with specific recommendations to "gift yourself" safety during the holidays.



TRAINING MEASURES:

The Training area and the Prevention area of the Human Resources department, following the guidelines and indications established by the Ministry of Health, the World Health Organization and the Ministry of Labour, have designed a specific COVID-19 training plan.

The plan includes two types of training:

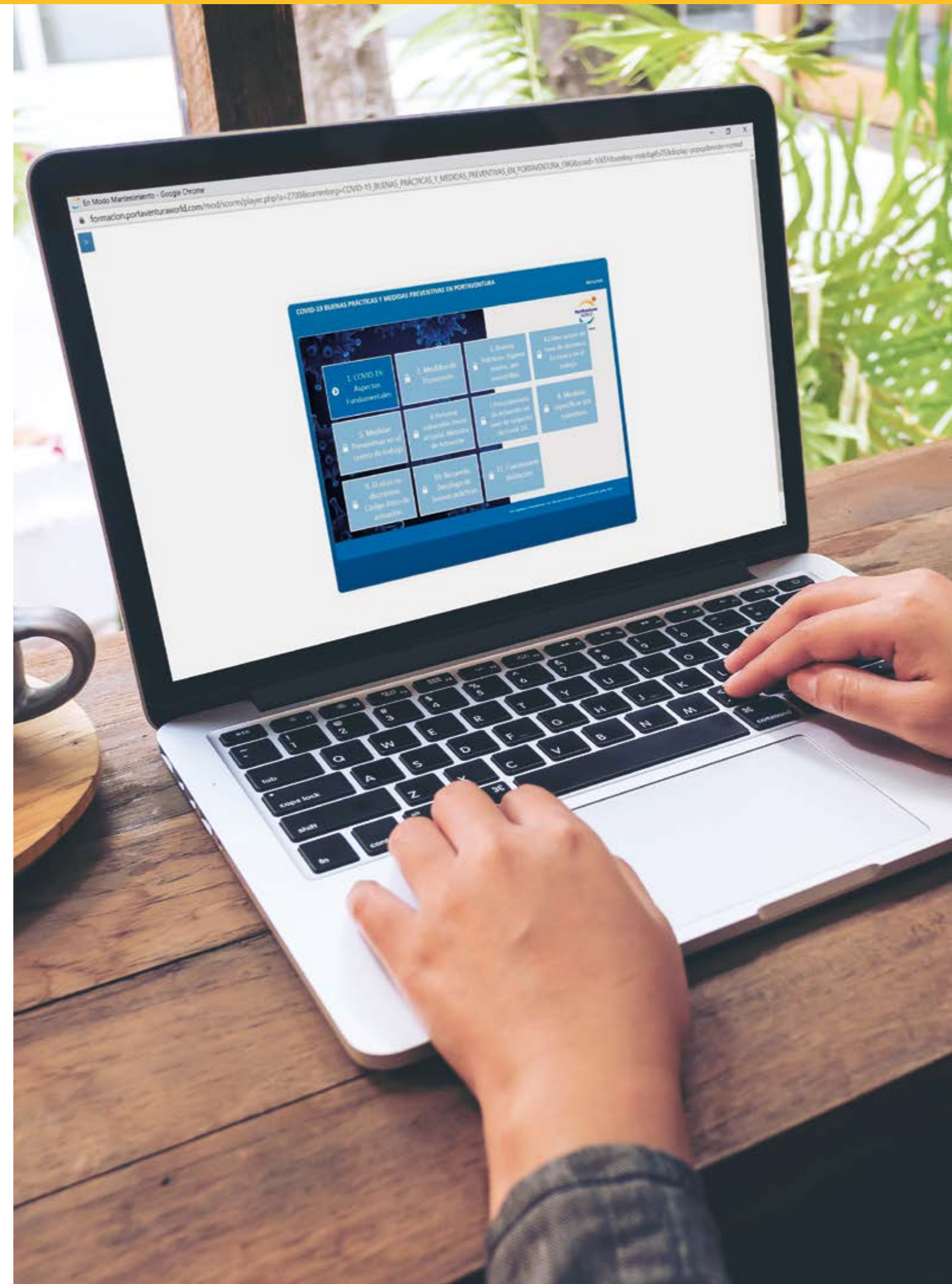
- **Online** before going back to work, with basic instructions on the implemented hygienic measures and techniques.
- **In the workplace** on the first day back at work regarding the basic aspects to prevent contagion by COVID-19 and on internal procedures. Employees are told about the different materials (gels, cleaning products, etc.) that are available to them and where they have been installed.

The training plan is organized according to the level of responsibility and the functions of its recipients:

- **Training for team managers** in order to provide the necessary tools to:
 - Reinforce and consolidate knowledge about COVID-19 related to the chain of infection and its prevention and control.
 - Work on the specific action procedures that may be necessary in the specific scope of the company.
 - Understand and correctly apply the different official health guides on COVID-19 (Ministry of Health, WHO, the Institute for Spanish Tourism Quality ICTE and others).

This training has been designed and given with the collaboration of Biolinea, a consultancy specializing in health, safety and the environment in the tourism sector. Each participant has awarded a certificate for the training, carried out via webinars.

- **Training for all company staff** on COVID-19 and prevention plans and specific action procedures. This training has been specifically designed for each area. The content has covered aspects such as:
 - COVID-19, key aspects
 - Protection measures
 - Best practices: hand hygiene, correct use of masks, gloves, etc.
 - What should I do if I show symptoms? At home and at work
 - Preventive measures in the workplace
 - Staff susceptible to COVID-19. Action procedure
 - Action procedure in suspected cases of COVID-19
 - Question and answer guide to inform customers. This guide has been distributed on paper and digitally to all staff.
- **Complementary face-to-face training for staff in operational areas** on action protocols in the workplace to reinforce and put into practice the protocols designed to tackle COVID-19 in each unit. This training is registered on the Training Platform with the completion of a questionnaire. At the end of the training, staff members fill in a knowledge validation form that verifies whether they have correctly assimilated the information.



Promotion of teleworking

The decree of the state of alarm and the home lockdown initiated in March prompted PortAventura World to encourage teleworking among its employees, offering an example of our adaptation to a changing and delicate situation. To implement this measure, we obtained additional equipment and licenses to enable teleworkers to connect via VPN, purchasing and handing out 250 laptops. We also prepared a teleworking guide with recommendations on the workstation, type of lighting, breaks and rests, etc.



Constant and multichannel communication

Constant communication and dialogue were a priority during 2020, with the following actions:

- Communication via SMS and email with news about the employment situation, procedures involving the State Employment Service, Temporary Employment Regulation Schemes, etc.
- Free hotline for COVID-19 inquiries, operating from 9 am to 6 pm from Monday to Sunday.
- Acció internal magazine special edition on measures to tackle COVID-19.
- Constant dialogue with the workers' committee.

In 2020 we arranged a pre-opening of PortAventura Park for staff and their families (779 people) which allowed them to test the new measures against Covid-19, in addition to enjoying the park's attractions and restaurants for free.



To celebrate the 25th anniversary of PortAventura World, we made a video paying tribute to the team in which the employees themselves were the stars.

PortAventura Foundation, supporting the most vulnerable during the pandemic

The PortAventura Foundation continues to reinforce its commitment to charitable projects that have a real impact on the quality of life of those who are at greater risk of social exclusion. We work on the social integration of groups and help other foundations to achieve their objectives.

The pandemic has had a huge impact on the social fabric and both organizations and their users have been affected. To face up to these new challenges and give support to organizations, the PortAventura Foundation has channelled and developed new initiatives.

INCOME OF THE PORTAVENTURA FOUNDATION (THOUSANDS OF EUROS)

	2020
PortAventura World's contribution to the Foundation	708
Proceeds from the organization of fundraising events	0
Donations from other foundations, partner companies	463
Essential business activity expenses	-156
Total net income	1,015

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

	2020
Diseases	929
Special needs	0
Social exclusion	4
Total aid	933



92%
of income used for the Foundation's projects

Every year, PortAventura World donates 0.7% of its profits to the PortAventura Foundation, so that it can carry out its activity.

PortAventura Foundation donates 500,000 euros to hospitals in the province of Tarragona for the purchase of state-of-the-art ventilator

As an example of responsibility and solidarity, the PortAventura Foundation donated 500,000 euros in March for the purchase of ventilators for the seven hospitals in the province of Tarragona with the aim of reinforcing care in the region: Hospital Universitario Joan XXIII de Tarragona, Hospital de Sant Pau i Santa Tecla, Hospital Universitari de Sant Joan de Reus, Hospital de Tortosa Verge de la Cinta, Pius Hospital de Valls, Hospital Del Vendrell and Hospital Comarcal Móra d'Ebre.

This donation also included supplies such as raincoats and gloves, useful in health care, especially in the first few weeks of the pandemic when shortages of this material was a serious problem for the health system. In total, almost 35,000 raincoats and 55,000 vinyl gloves were donated.



Through this initiative, the PortAventura Foundation once again showed its commitment to the community with which it has been collaborating for several years and with which it has a very special bond.

The PortAventura Foundation has donated masks, single-use gloves and other material that could be used as PPE for other hospitals and care homes in Catalonia, in addition to the 16,858 kg of food collected (surpluses not on display) from hotels, table services and self-services that have been donated to organizations in the region (Vila-seca, Salou, Tarragona and Reus).

New partnerships to support charitable organizations

The impact of the pandemic has led to the cancellation of all the mass-attendance charity events that the Foundation used to host to raise funds for the beneficiary social organizations, such as the Fun Run, the Foundation's charity race, the Golf Tournament, the Charity Dinner and the Fun Ride. Events designed especially for other foundations and organizations have also been cancelled, such as the "Posa't la gorra" charity day organized by the Association of Family and Friends of Children with Cancer (AFANOC).

Instead, the Foundation has sought new partnerships with companies and organizations to ensure that these charities are able to receive funding and continue their work.

As part of the Christmas campaign, we collected toys for the Red Cross and continued with the visits by PortAventura characters to paediatric hospitals bringing gifts for the children there. However, this past year, due to COVID-19, we were unable to enter inside the hospitals.

Fundación PortAventura and GM Food Iberica have renewed the partnership agreement signed in 2016, with the shared goal of improving the quality of life of people at risk of social exclusion; As part of the new agreement, in addition to supporting different charitable events, GM FOOD will support to the PortAventura Dreams initiative with a financial contribution of 20,000 euros.

PortAventura Foundation, CaixaBank and "la Caixa" Foundation reinforce their commitment to the most vulnerable children

PortAventura Foundation and CaixaBank, through the decentralized budget of the "la Caixa" Foundation, reinforced in 2020 their commitment to collaborate with projects and organizations whose mission is to improve the quality of life of people at risk of social exclusion, especially children and young people. This partnership is part of the social action programme of both foundations.

Under this commitment, the PortAventura Foundation and CaixaBank this time chose the Association of Congenital Heart Diseases (AACIC), the Down Tarragona Association and the La Muntanyeta Foundation for their contribution to the well-being, quality of life and future of children and young people. This objective was fulfilled with the giving of a donation of 25,000 euros destined to the three associations, as a key element in providing the necessary resources with which to carry out their activity.

The Association of Congenital Heart Diseases (AACIC), a leading organization in supporting and improving the quality of life of people with congenital heart disease, received 9,000 euros to continue its awareness-raising and dissemination efforts.

The Down Tarragona Association aims to improve the quality of life of people with Down syndrome and other

intellectual disabilities, and help them to actively join society. The donation of 11,000 euros will be channelled into different initiatives related to education, leisure, independence and awareness.

The La Muntanyeta Foundation, whose main purpose and line of action is to provide assistance, protection, care and guardianship to people affected by cerebral palsy or similar in the counties of Tarragona, received 5,000 euros that will be allocated to its direct actions to support this group.



Accessibility to leisure

The PortAventura Foundation provides access to leisure by donating free tickets to PortAventura Park. This donation is made directly to centres that work to help and improve the quality of life of children and adolescents, mostly in its local area. Special focus is placed on centres with programmes that support children with serious illnesses or who are at risk of social exclusion.

In 2020, and in order to mitigate the emotional stress caused by lockdown, many organizations approached the Foundation to access the Resort, a benchmark leisure centre, especially in the current context. This year 91 people have benefited.

PortAventura Dreams Village, a pioneering initiative in Europe



PortAventura Dreams Village, the PortAventura Foundation project located within the Resort, began its activity in 2019 opening its doors to families with children and young people suffering from serious illnesses to offer them a unique experience and a positive psychological impact in their battle against illness. Families enjoy a free six-day stay that includes accommodation in the villas, access to the three PortAventura World parks and exclusive activities within the *village*.

The *village* was adapted in 2020 to comply with all the safety measures related to the COVID-19 protocol established in the Resort. However, since the outbreak of the pandemic, in March, we have not been able to offer the Dreams activity to families since they comprise an especially vulnerable group.



5*

families at Port Aventura Dreams Village in 2020



75

overnight stays at Port Aventura Dreams Village in 2020

* The health situation caused by the pandemic prevented us from receiving more families due to the closure of the Resort and the physical condition of the guests of the *village*. The data corresponds to the families hosted in January.



The PortAventura Foundation, recognized at the XI Corresponsables Awards for PortAventura Dreams

The PortAventura Foundation, through its PortAventura Dreams project, was presented with one of the awards at the XI edition of the Corresponsables Awards, in the "Large Companies" category, as an example of effort and dedication to promote the social integration of sick children and young people, ensure their well-being and improve their quality of life. The jury highlighted the project as an essential part of the PortAventura Foundation's purpose of creating shared and sustainable value for society.

The Corresponsables Foundation and the Technical Committee, made up of 25 consultants and more than 70 academics from 12 Spanish-speaking countries, made up the jury for these Awards which, as every year, celebrate the best initiatives and good practices in terms of social responsibility, sustainability and co-responsible communication in all types of organizations. In this 11th edition, 870 candidates from 14 countries were evaluated and 28 best practices from various stakeholders were presented with awards.



In addition, the PortAventura Dreams project will feature prominently in the Guide to the XI Corresponsables Awards.

Volunteer projects for the workforce

The PortAventura Foundation volunteers who were not able to collaborate with PortAventura Dreams (closed due to the pandemic) continued to collaborate in other community projects.

The Foundation organized a volunteer project with the Red Cross and Caritas so that these people could collaborate in several projects, especially during Christmas.

The volunteer team of the PortAventura Foundation is made up of 58 people



A safe customer experience

In 2020, PortAventura World set out to offer the safest possible experience to customers, along with an excellent and high-quality service. A committee was established to manage the COVID-19 contagion risk, which followed the advice of external experts and in which the operational departments of the company and members of the Health and Safety Committee were involved.

The objective of this committee is to define and implement the prevention measures and the contingency plan necessary to guarantee maximum safety for customers and staff who work at the Resort.

Taking into account the recommendations of the health authorities, experts and the Management Committee, as well as the experiences of other European parks, at PortAventura World we have implemented a series of prevention measures in our facilities (entrances, internal mobility, attractions, shows, restaurants and shops) that go far beyond the guidelines and recommendations published by the competent authority. Among the measures implemented, the following in particular stand out:

- **Limited capacity.** Restrictions inside the premises equivalent to 4 m² per person, exceeding the minimum requirements of 2.5 m², which represents limiting the capacity to 30%.
- **Temperature control at entrances.** Carrying out temperature controls on all visitors in order to identify non-asymptomatic cases that are potential spreaders of the virus.
- **Signs to direct the movement of people.** Implementation of clear and visible signs to direct the flow of people on public paths, indicating the directions of

movement and facilitating compliance with one-way entrances and exits. Washbasins have been installed in prefabricated modules to increase the capacity of these services.

- **Creation of the COVID-19 Prevention Team** dedicated exclusively to personalized assistance in complying with all the applied regulations.
- **Promoting the advance sale of tickets** through the website and registering the personal data of the customers.
- **Restricting opening hours:** opening at 10:30 am and closing at 6 pm, except on Saturdays, when closing is at 8 pm.
- **Bars and restaurants** in open and outdoor spaces, maintaining safety distances. Encouraging people to eat take away food throughout the park in specially designated spaces. In these spaces, social distancing, cleaning and disinfection measures are maintained.
- **Fewer shows.** Two shows outside and one inside, with a maximum capacity of 30%. Cancellation of street shows and parades in order to avoid crowds of customers on the streets.

These measures have been established to complement those which are mandatory including:

- Mandatory use of a mask throughout the park
- Distribution of hydroalcoholic gel
- Social distancing
- Contactless payment



The COVID-19 Prevention Team, ensuring compliance with the regulations

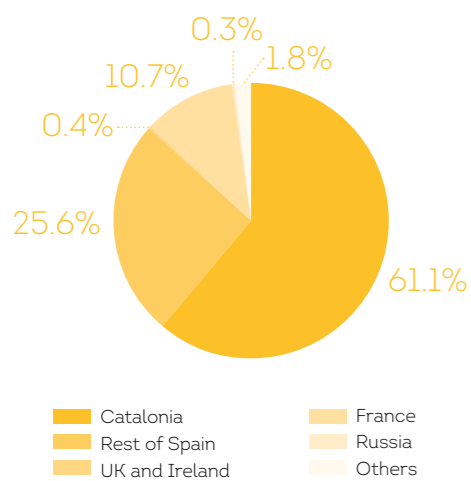
One of the instructions set out by the Institute for Spanish Tourism Quality (ICTE) in its regulations for the tourism sector is the need to monitor compliance with the recommendations and guidelines issued both by the health authorities and by the company itself in relation to special measures for tackling COVID-19, for employees and visitors.

For this reason, at PortAventura World we have opted for the creation of a COVID-19 prevention team whose functions include:

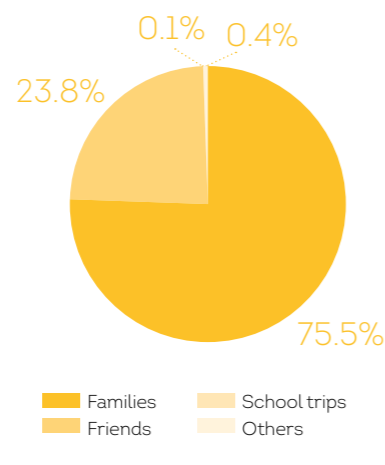
- Informing customers about any issues regarding the adopted measures for avoiding contagion.
- Monitoring customers to ensure they comply with the requirements and follow the recommendations for entering and enjoying the Park.
- Completing a daily verification checklist on the established measures.
- Informing their managers of any anomaly and/or proposed improvement based on their monitoring tasks.

The restrictions on travel between countries significantly increased domestic visits (Spain), accounting for 87% of all visits to PortAventura World in 2020.

ORIGIN OF VISITS



CUSTOMER PROFILE



76%

of visits to PortAventura World are by families



PortAventura World is certified as a family tourism destination which recognizes its commitment to quality and specialized care for families with children and the added value of its quality entertainment and leisure offer.

Safe and sustainable events

Although in 2020 the activity of the PortAventura Convention Centre was also affected by the health crisis, PortAventura Business & Events continued working to offer unique experiences in the world of events and the best option for each customer.

To guarantee the safety of the facilities, all the control measures required by the health authorities have been implemented, with the appropriate application of operational protocols in terms of managing the access and flow of people, reduction and control of capacity, prevention and hygiene, cleaning, disinfection and ventilation.

PortAventura Convention Centre has focused on offering customers new experiences and digitalized materials adapted to the new situation:

- **New website.** To continue being pioneers in the organization of events, PortAventura Business & Events has enhanced its online presence with a new dynamic, updated website offering an accessible and innovative design. It includes a "Magazine" section, with the news from the events unit and the latest trends and relevant news from the sector.
- **360º virtual tour** that allows virtual visits to the Convention Centre, avoiding travel and minimizing risks. This virtual tour allows users to explore the 20,000 m² of the centre, and its 24 open-plan and multi-purpose

meeting rooms. The Roma room stands out, the result of the latest extension, which has a total area of over than 2,000 m², natural light and views of a privileged Mediterranean setting.

- **An interactive and audiovisual virtual catalogue** which provides information on the PortAventura Convention Centre.
- Updated events programme, digitalization of meetings and internal webinars.

For 2021, PortAventura Convention Centre is preparing a safe venue campaign in order to offer customers all the information necessary on safety. The campaign includes a video on the safety protocols in Business and a newsletter for customers in English and Spanish. The centre is also preparing a campaign to promote virtual and hybrid events.

Below are some of the most important events held in 2020, before the pandemic:

- International: Boston Scientific (4 events).
- National: Planeta Direct Sales, Adam Foods, Roche, Kilotuou España, Endesa, Sabadell Campus and Asociación Nuclear Ascó - Vandellós II, A.I.E.

PortAventura Business & Events offers customers ideas and advice available to help make each event as sustainable and responsible as possible. We promote the holding of environmentally and socially responsible events, with proposals that minimize the consumption of materials, use recycled or reusable elements for decoration, calculate the CO₂ emissions generated, offset the carbon footprint by cooperating in initiatives and promoting team building activities focused on respecting the environment. In addition, we contribute to the workplace integration of people with Down syndrome by hiring them as support staff for events. The guide *Ideas, tips and suggestions to make an event more sustainable and environmentally responsible*, is available on the website www.portaventuraevents.com.

PortAventura Convention Centre has adapted to the health situation by offering customers virtual and hybrid events.



22
events held



3,758
participants



3.4
thousand euros
in turnover

PortAventura Convention Centre presents #ImaginingTheFuture of events

In 2020, PortAventura Business & Events presented a new *advert* which invited customers to look ahead to continue creating and sharing experiences and discovering new possibilities in the events sector.

"We are reinventing the way to meet again. Discovering new realities. Adapting to a present where everything is new", says the advert, which has been broadcast through the company's official channels. The advert recalls the most significant events held in recent years and all the successes achieved with customers, and also sends a message of optimism.





Customers rate their experience

Our commitment to service quality and excellence is a reflection of one of PortAventura World's corporate values: passion for the customer. A key strategic goal for PortAventura World is achieving the highest possible level of customer satisfaction. In order to detect areas for improvement and evaluate the actions implemented, the Resort annually carries out several satisfaction surveys, the results of which tell the different areas of the company where they should direct their efforts.

CUSTOMER SATISFACTION

	2020
Overall rating for a day at the parks	4.00/5
Overall rating of the stay in the Resort hotels	4.19/5

PORTAVENTURA PARK

96%

Intention to revisit the park

PORTAVENTURA PARK

4.23/5

Service provided by the employees, the best rating in the history of the park

FERRARI LAND

4.25/5

Service provided by the employees

HOTELS

59

points in Net Promoter Score, an increase of 11 points compared to 2019

Customers satisfied with the prevention measures

A survey team asked customers their opinion on the COVID management and prevention measures implemented at PortAventura World.



98%

of our customers know that the Resort has adopted prevention measures

94%

of customers say they have felt safe while visiting our parks

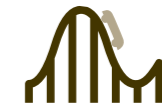
98%

of our customers say that employees have adequately answered their questions about prevention measures



PortAventura World customers can file complaints and claims at different points in the facilities: at the customer service offices (PortAventura Park, Ferrari Land, PortAventura Caribe Aquatic Park and the special needs customer service office), at the reception of the hotels and at the Caravan Parking, by email, telephone, post and through social media.

PortAventura World has an internal procedure for handling complaints and claims. The procedure involves the following steps: reception and logging of the claim, search for information about the claim, solution to the problem if possible, notification to the customer about the resolution of their complaint and logging in the complaints and claims database. Improvement actions are proposed internally to avoid future incidents.



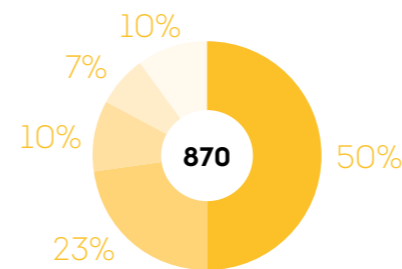
959

complaints received in parks (PortAventura Park and Ferrari Land)

0.0011

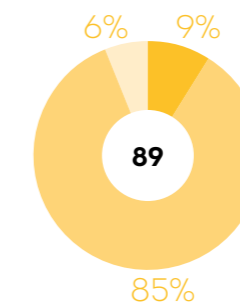
Complaints/customer ratio in parks

COMPLAINT PER AREA OF PORTAVENTURA PARK



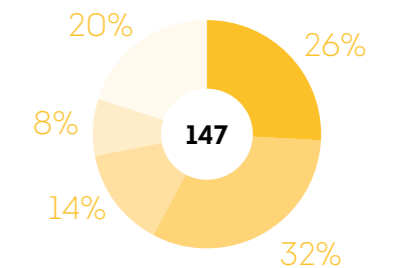
General, Rides, Admissions, Marketing, Others*

COMPLAINTS PER AREA OF FERRARI LAND



General, Rides, Admissions and car parks, Others*

COMPLAINTS PER AREA OF THE RESORT HOTELS



Apartment, Reception, General, Maintenance, Others**



147

Complaints received in hotels (Hotel PortAventura, Hotel Gold River, Hotel El Paso, Hotel Mansión de Lucy and Hotel Colorado Creek)



0.0075

Complaints/customer ratio in hotels

*Others: stores and toys, maintenance, catering, shows, customer service, safety, cleaning, transport and medical service.
**Others: shows, car parks, swimming pools, restaurants and stores.



GOVERNANCE COMMITMENTS



Safety, a corporate value and priority objective

One of PortAventura World's corporate values is safety, a key element for excellent performance of our business. In 2020, as a result of the COVID-19 pandemic, safety became the priority objective of the Resort.

Triple certification of the COVID-19 prevention and management system

As a result of the health crisis and in order to protect the health of customers, employees and collaborators, PortAventura World has implemented all the security measures -interpersonal distance, cleanliness and hygiene- stipulated by the authorities and certified by external audits.

Compliance with all applicable health regulations and the adaptation of company procedures have enabled us as a company to obtain three certifications:

- **Certification of COVID-19 prevention systems**, awarded by Biolínea, a highly prestigious consultancy specialized in solving public health problems.

- **Certification on management protocols against COVID-19**, awarded by SGS, a world leader in inspection, verification, analysis and certification.

- **Safe Tourism Certified Seal**, awarded by the Institute for Spanish Tourism Quality (ICTE), which certifies compliance with ICTE protocols in the park and in all our activities.

The certifications have been obtained by complementing and adapting the Environmental Management System and the Operational Management System of the company, and implementing all the control measures required by the health authorities. To adapt these systems, the company has modified procedures related to park management, which includes all its business units.



In compliance with the provisions of the PortAventura World Contingency Plan against COVID-19 and to provide the Management Committee with the data and objective results of the measures adopted, various follow-up audits have been carried out.

- **COVID-19 Team audit**. Made up of internal park staff with a presence in all public areas during opening hours. Its objective is to inform customers about compliance with the new regulations and to carry out an objective assessment of the results.

- **Mystery COVID-19 audit**. Team of external auditors who make unscheduled visits, every fortnight. Its objective is to evaluate the proper use of the COVID protocols with respect to the certified regulations, with special emphasis on the behaviour of employees, both in terms of compliance and in their reaction to non-compliance by customers.

The result of the audits in September, and with ninety evaluations carried out, showed a compliance rate of 96.19%, which was higher than the initial target of 85%.

- **Biolínea audit**. Biolínea team monthly evaluation. Its objective is to verify compliance with the specific protocols and procedures of each area, audit the prevention measures adopted and evaluate the suitability in situ and promote possible improvements.

The result, reflected in the conclusions of the audit report carried out in September, showed that "there continues to be a high degree of commitment from the staff, knowledge and degree of implementation of the protocols that must be followed in all the audited areas. Regarding the shows, there is also evidence of high compliance with all the established protocols".

SAFETY MEASURES IN OUR FACILITIES



Control centre operational 24 hours a day, 365 days a year



More than 550 cameras in the Resort monitored by the control centre



29
Annual daily average security staff positions at the Resort, including internal and external staff



44
Emergency drills carried out in 2020

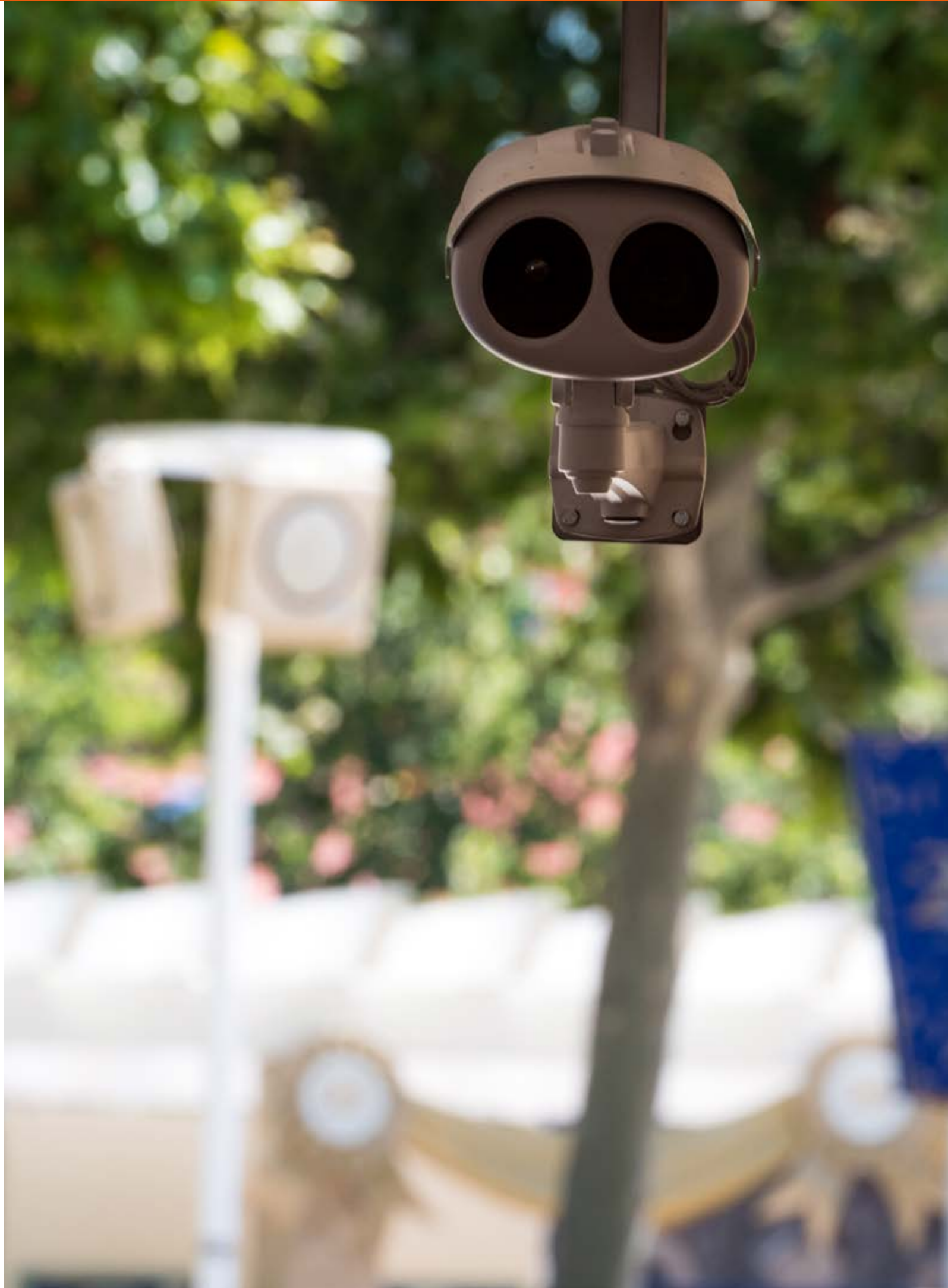


0
Safety incidents in the 2020 season



PortAventura World has a safety manager who is a member of the European Safety Committee of the International Association of Amusement Parks and Attractions (IAAPA), whose forums deal with regulatory issues related to ride safety, accident/incident notifications in parks and the corresponding actions, accessibility of facilities and safety of staff. In 2020, the European Association of Amusement Parks (IAAPA EMEA) coordinated and monitored the prevention measures that European parks have adopted, and also analysed the impact of the pandemic in different European countries. PortAventura World has taken into account the IAAPA's advice regarding the closure and reopening of parks affected by COVID-19.

PortAventura World is ISO 9001:2015 certified for ride management and maintenance.





Quality and safety guaranteed in water, facilities and food

We have certified management systems that promote the continuous improvement of products and services and their management.

Water quality control

Water quality control is carried out following a quality management system based on the ISO 9001 standard. The Ciqua laboratory has been certified in the ISO 9001 standard since 2009, in 2018 it was certified by the 2015 version, and in 2020 it passed the follow-up audit. This management system enables the continuous improvement in the service to be evaluated objectively with indicators. The optimization of processes results in greater efficiency and customer satisfaction.

Ciqua, the internal laboratory of PortAventura World, supervises the quality of the water for drinking, for bathing and for recreational use (rides, fountains and water effects) and the reclaimed water used for irrigation. The laboratory guarantees compliance with current regulations, not only in terms of quality, but also in the prevention of risks associated with water.



Facilities control

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

The safety of visitors includes all the facilities necessary for the correct functioning of the Resort: electrical and lighting equipment, ventilation and air-conditioning sys-

tems, production of domestic hot water and plumbing. The facilities are checked and certified beyond what is provided for by the technical regulations.

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

Food safety

The pandemic has forced us to implement specific protocols in the food and beverages area that have modified the operation of food safety control points. The functioning inside kitchens has not changed substantially since the hygiene and food safety protocols already in place have been very useful for the prevention of COVID-19.

The new measures, defined in a new procedure, are as follows:

- Changes in the reception of raw materials and monitoring of suppliers: disinfection and transfer to a clean container of the raw materials received and monitoring of critical suppliers through an on-site audit at their plants.
- Changes in buffet services: assisted buffets, disinfection of contact surfaces in common areas every 30 minutes, disinfection of tables and chairs after use and indicating disinfected tables for the next customers,

capacity control and marking of circuits in buffets and regulatory information.

- Putting up explanatory posters with the new regulations applicable in each kitchen area.

In other points, the management of food safety and attention to specific food needs was carried out following the same protocols as in previous seasons.

PortAventura World scrupulously complies with all reference standards on food quality and safety, and has management systems in place to control and monitor this. In 2021 we will renew all certifications with the ISO 22000 standard, version 2018, for the hotels that have this system implemented. The objective for the next few years is to certify the PortAventura Convention Centre, the main kitchen and the Hotel Caribe with this standard; with these certifications the process of implementing this standard across the whole Resort will be complete.



In 2020, ISO 22000 certification follow-up audits were carried out at the Hotel PortAventura, the Hotel Gold River, the Hotel Colorado Creek and the Hotel Mansion de Lucy.*

To guarantee the implementation of food safety systems and identify possible improvements, various controls and follow-ups are carried out:

- Periodic **hygienic-sanitary audits** of all restaurants to assess the degree of implementation of the system.
100% of open restaurants audited annually.
56 internal audits
48 external audits

- **Analyses of food and surfaces.** Random monitoring of products to guarantee their microbiological safety.
100% of open restaurants and hotels audited annually.

306 analyses in restaurants and hotels
28 analyses of raw materials delivered by suppliers

- **Supplier auditing** to detect repeated nonconformities or evidence that current hygiene-sanitary regulations are being violated.

5 external audits
8% Services on which supplier audits have been carried out

Reinforcement of cybersecurity measures

In 2020 we continued to reinforce our digital responsibility, with the aim of protecting the confidentiality, integrity and availability of computer systems, data and its management, with several cybersecurity measures:

- Incorporation of new features to the SIEM system (event correlation tool) such as network electronics equipment and the network access control system (NAC).

- Application fixes to the list of vulnerabilities detected by the persistent scanning tool.
- Continued deployment of policies and procedures following the recommendations of the ISO 27000 standard model.
- Contracting of an identity management tool (MFA) to be implemented during 2021.

(* In 2020, the ISO 22000 certification follow-up audit was not carried out in the Hotel El Paso since it was closed as a result of COVID-19. In order to carry out the follow-up audit, the activity and facility must be operational in order to verify compliance and the correct implementation of the system *in situ*.

We continue to invest to strengthen the business model

New experiences and extension of the hotel offer

PortAventura World's investment policy is aimed at ensuring the economic sustainability of the Resort. The continuous improvement of the facilities has established us as a leading family leisure and business tourism destination.

The extension works on the new themed hotel of the Resort, the Colorado Creek, continue, allowing us to expand the holiday offer. The project, which continued during 2020 and which will be completed in 2021, includes:

- Hotel building, also inspired by the gold rush era, with 141 rooms that expand PortAventura World's hotel offer. The three-storey building has an area of more than 6,700 m².

- Swimming pool for adults and children, with restaurant, infirmary and toilets available to all guests.
- Laundry building and rest area with service available for the entire hotel.
- Extension of the energy building to service the new facilities.
- New urban development, paving and landscaping in the extended area.



'The Beat Challenge', the entertainment project by LaLiga and PortAventura World

LaLiga and PortAventura World announced in September a joint venture to create 'The Beat Challenge', a unique entertainment experience to be enjoyed both inside and outside of PortAventura World.

It is a strategic agreement that combines football and entertainment through various experiences, both digital and physical. An innovative project that blazes a new trail the world of sports entertainment and theme parks and resorts, a benchmark of new digital entertainment.

It is a long-term project and with an investment spread across three phases:

- The first, with an initial investment of 10 million euros, includes a digital experience and a themed restaurant within the resort, and will be ready during the 2021/22 football season.
- The second phase will include the design and development of a new LaLiga themed ride and an investment of 40 million euros.

- The final phase foresees the creation of a LaLiga theme park within the resort with an investment of 100 million euros.

At the same time, the joint venture will sign a licence agreement with PortAventura World for the use of the LaLiga brand and the developed app. This licence agreement will be valid for 15 years and will be exclusive to PortAventura World in Europe and Russia.

With this partnership, the company reinforces its brand and its leadership in the theme park sector through a unique and family-friendly entertainment experience. This project represents an opportunity for strategic growth and the diversification of PortAventura World's business lines, allowing it to connect with new and different audiences with an international profile.



Cuisine designed and created to experience each game and comment on each play.

LaLiga is made up of many teams, many colours, many spirits that come together in one feeling: passion for football. The centre of the spaces will mark the personality of LaLiga in all corners of the world.



The latest projection techniques will be installed to round off the perfect experience. A stand that simulates a stadium, to ensure the excitement of the fans can be felt first-hand. Visitors can enjoy the best sports competitions with all the comforts the space had to offer.

In 2021 PortAventura World will launch a Digital Acceleration Plan following Deloitte's Revolver methodology.



A more digitalized resort

The COVID-19 pandemic has accelerated the Resort's digitalization plans. The following actions were carried out in 2020:

- Distribution of desktop computers in different buildings to ensure social distancing.
- More computers and licences to enable teleworkers to connect via VPN (Pulse Secure).
- Purchase and distribution of laptops (250 computers) to support teleworking.
- Deployment of collaborative platforms for holding virtual meetings.
- Implementation of digital menus in the Resort restaurants.
- Implementation of a mobility solution for allergen management.
- Installation of Wi-Fi in tents for carrying out temperature controls on visitors prior to entry.
- Cashless payment implementation project in the staff canteen.
- Extension of unattended points of sale with new Express Kiosks (2) and F&B Kiosks (4).
- Sales and access control digitalization project for quick access to rides (Express ticket).
- Implementation of the Ogone platform for e-payments of tickets and hotels in SaaS mode.
- Execution of a project for hotel customers to register their data and prepay their stay from the website and to check-in directly on the arrival date (online check-in).
- Online check-in kiosks.
- Mobility project to control room cleaning and maintenance in hotels using smartphones (EisiSoft).

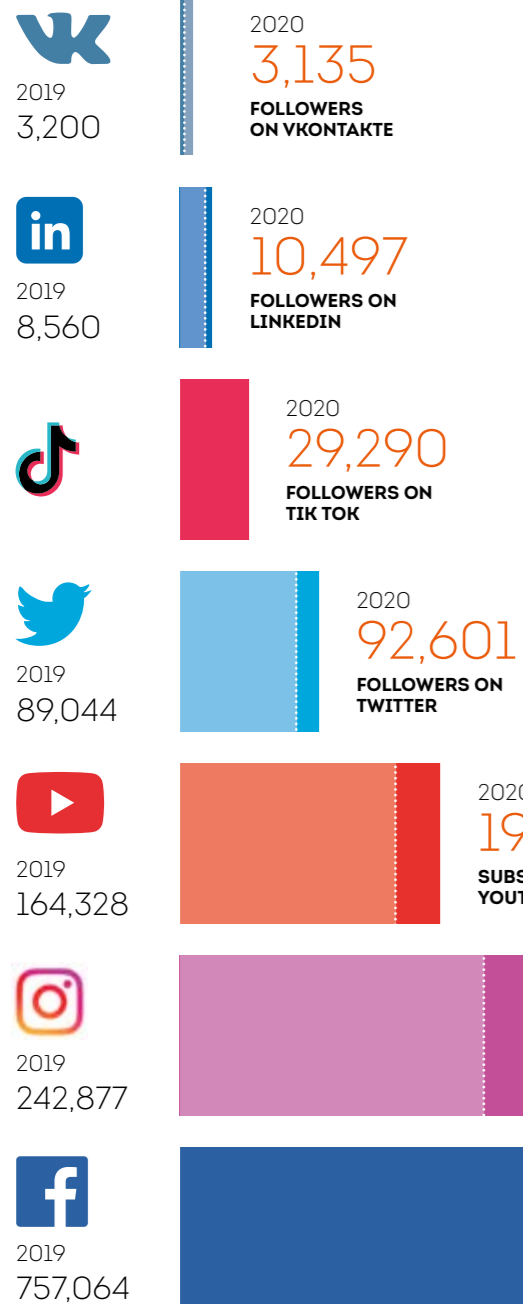
- Project to integrate the hotel booking platform (Travelclick) with the corporate PMS (OPERA - Oracle Hospitality).
- Implementation of a digital signature tool for contracts (Signaturit).
- Project for the improvement of the logistics module of the SAP R/3 corporate system (pick-by-voice).
- Project for the implementation of dynamic management reporting in AWS and through BOARD.
- Implementation of a mobility solution to carry out maintenance work notifications using mobile devices.

We have evolved to adapt our communications to the customer's profile through the following actions:

- **New CRM actions:** automatic communications to users according to their behaviour and needs, and segmented communications based on similar profiles to advertise products of interest, COVID-19 prevention measures for visitors and to announce product changes to customers affected by the closure of the Resort due to the pandemic. The database has also been improved to improve knowledge of the customer and to tailor communications according to their priorities.
- **News on the Resort website:** usability analysis to improve the user experience and improve the search for content and browsing and interaction with the elements of the site; better SEO positioning, to appear higher up in organic search results on search engines; analysis and application of conversion points; new content to keep the user active and to inform customers about the COVID-19 measures implemented.
- **Improvements for better CRO** (Conversion Rate Optimization) such as analysis, development and implementation of new A/B tests and launch of a project for new ticket and hotel funnels and UX audit to test the user experience of the new funnels.

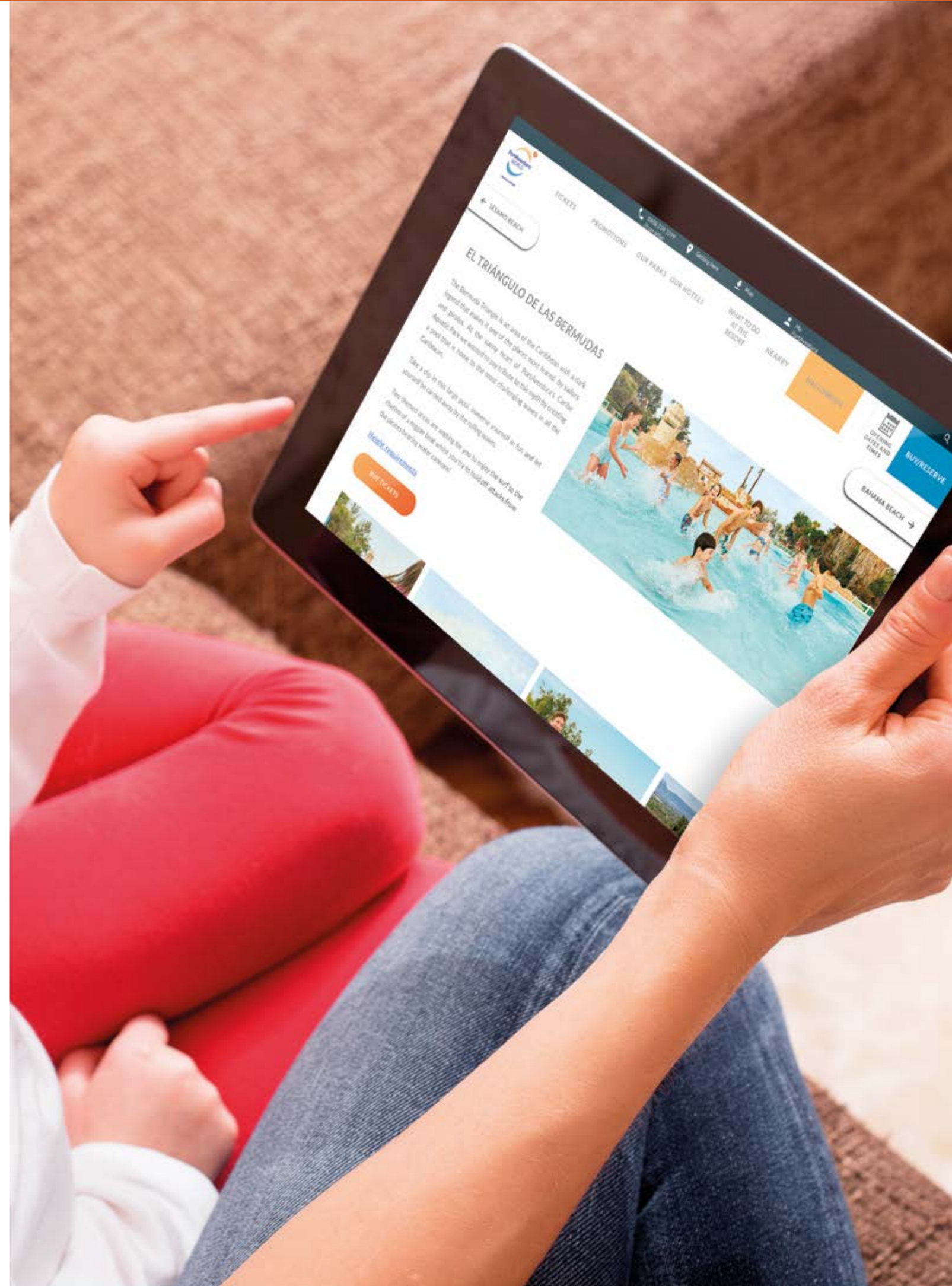
Continuous activity on the Internet

Although the opening of PortAventura World was unavoidably delayed, the company was very active on the internet and on social media to stay close to its customers. As well as a social media content strategy aimed at maintaining interaction with customers with content such as raffles, contests, challenges, videos with images from the point of view of rides, etc. the PortAventura Indoor Pass Experience was extended to social media, a section of the corporate website which published activities to do at home with the whole family: games, crafts, cooking recipes. etc.



+ 7% social media followers compared to 2019.

In 2020 we launched a TikTok profile to interact with new audiences.





We promote the territory in which we are present

"The PortAventura theme park is an important driver of the Camp de Tarragona economy and, by extension, of certain sectors and companies in Catalonia and the rest of Spain".

L'aventura de PortAventura, Josep Oliveras i Samitier. Published by Universitat Rovira i Virgili, 2018.

Since our inauguration in 1995, we have contributed to the social and economic revitalization of the municipalities in the area, mainly in the province of Tarragona. The following have been key factors in this regard:

- Communication channels that allow us to understand the needs and concerns of the local population.
- Partnerships with sector and intersectoral associations and organizations. These partnerships have always centred around jointly promoting the economic and social growth of the municipalities that surround us. For example, we have contributed to improving the road network, created employment and promoted economic growth in the area. We are currently working with public and private organizations to improve the quality of life in the area and, at the same time, increase the number of visitors to the park. The latter is fundamental to maintaining job stability.



Socio-economic and fiscal impact of PortAventura World

A study analysing the socioeconomic and fiscal impact of PortAventura World, with data for 2019, shows that its activity has a multiplier effect on the Catalan economy, and more specifically on that of the province of Tarragona.

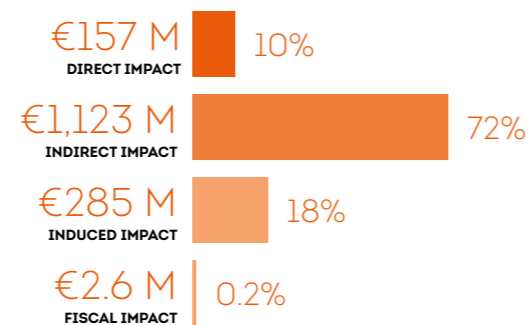
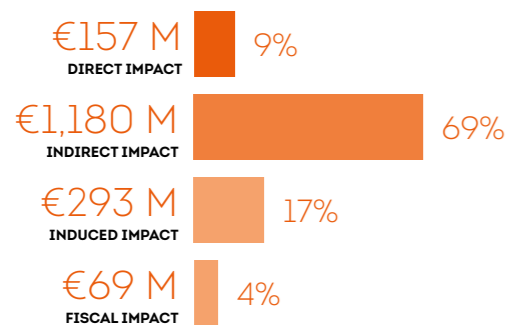
The activity carried out by PortAventura World has a dual impact:

- The socio-economic impact from visitors to the facilities: transportation, accommodation, restaurants and shopping, among others.
- The impact of PortAventura World's own management activity.

CREATION OF ECONOMIC VALUE

PortAventura World's activity represents a contribution of 1.7 billion euros to the Catalan economy. For each euro of turnover, an additional 6 euros are generated in the rest of the economy.

PortAventura World's total economic contribution is distributed across many sectors. Among those that receive the greatest contribution are the transport, accommodation, restaurants and retail sectors, mainly thanks to spending by visitors.

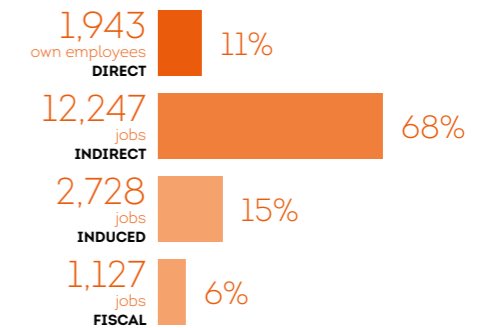


CONTRIBUTION TO EMPLOYMENT

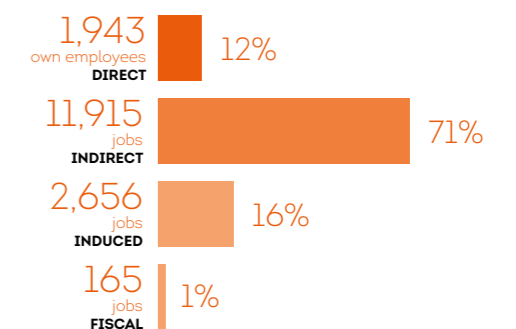
PortAventura World, through its activity, contributes to generating more than 18,000 direct, indirect and induced jobs. For each job position at PortAventura World, 8 indirect and induced jobs are generated in Catalonia.



18,045
EMPLOYEES
IN CATALUNYA



16,679
JOBS CREATED IN
TARRAGONA



RESULTS ACCORDING TO SOURCE OF IMPACT

	% economic impact	Economic impact (millions of €)	% employment	Impact on job creation in Catalonia (people)
Direct impact				
PortAventura World	9%	157	11%	1,943
Indirect impact				
Purchasing	5%	85	3%	507
Investments	8%	128	4%	768
Visitors	57%	967	61%	10,972
Induced impact				
Salaries ¹	17%	293	15%	2,728
Fiscal impact	4%	69	6%	1,127

(1) Salaries comprises the total amount of salaries of employees and those paid in the value chain.

TOURIST TAX COLLECTION AT PORTAVENTURA WORLD

The Catalan tourist municipalities regain half of the tax collected from tourist stays in the municipality, which includes stays in PortAventura World. In Salou and Vila-seca, these resources are allocated mainly to tourist promotion, contributing significantly to the "Tourism promotion plan using the tourism development fund" which includes the participation of the Provincial Council of Tarragona, the Catalan Tourist Board, the tourism boards of Salou, Cambrils and Vila-seca and the Tarragona Hotel and Tourism Business Federation of the province of Tarragona. Improvements in the tourist services and facilities in the municipalities of Salou y Vila-seca have also been carried out. The actual

amount collected in PortAventura World hotels (between October 2019 and September 2020) was €247,384.80. The accrued amount (which corresponds to the period 1 January to 31 December 2020) was €116,847.21.

PortAventura World continued to carry out sponsorship actions related to tourism in 2020, with a financial contribution of €70,500 and various donations in kind. The most significant contributions were to the Salou Tourist Board, the Cambrils Tourist Board and the La Pineda/Vila-seca Tourist Board.

Ethical behaviour and compliance with the law

PortAventura World's actions are underpinned by ethical behaviour and strict compliance with the laws and regulations that apply to us, in accordance with our commitment to integrity, human rights and transparency in management.

We fully endorse the 1948 United Nations Universal Declaration of Human Rights and the United Nations Global Compact Principles that promote equality, non-discrimination and well-being in the workplace.

Furthermore, we are one of the seven promoters, and one of the first signatories, of the Global Code of Ethics for Tourism of the World Tourism Organization (UNWTO), promoting a responsible form of tourism that contributes to the Sustainable Development Goals. The UNWTO and the Spanish Global Compact Network are the promoters of the initiative "Responsible tourism: a global commitment", which includes the signing of the code of ethics and adherence to the 10 principles of the Global Compact.



We have a comprehensive risk management system that includes a risk map that we review periodically. The corporate risk map was scheduled to be updated in 2020, but due to the pandemic, the update will take place in 2021.

Organizational chart

President of the Executive Committee	General Manager of Operations and Finance	Director of Shows	Head of Shows
		Director of Operations	Head of Operations
			Head of Food and Beverages Parks and Events
			Head of Stores and Games
		Director of Development	Head of Architecture and Theming
			Head of Planning and Cost Control
		Director of Technical Services	Head of Building and Infrastructure
			Head of Ride Maintenance
			Head of the Environmental Area
		Director of Finance	Head of Technology and IT
	Head of Management Control		
	Director of Central Services and ESG	Head of Administration and Finance	
		Head of Purchasing	
	Director of Human Resources	Head of Legal Advice	
Head of Labour Relations, Administration of Staff and Prevention Services			
Director of Hotels	Head of Hotels		
	Head of F&B Hotels		
General Manager of Commercial	Head of Marketing		
	Head of Revenue Management		
	Head of Communication and social media		
	Head of Convention Centre		
	Head of Sales		
		Head of E-commerce	

At 31 December 2020.

Respect for diversity and equality

Diversity and equal opportunities are the structural levers of our workforce management strategy. It is also our obligation to apply them fairly and correctly, adopting the necessary measures and using the appropriate mechanisms to guarantee non-discrimination against people based on race, colour, sex, religion, age, political opinion, social background, origin or others:

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

The gender perspective is incorporated into the recruitment process established by the Human Resources Department and in psychosocial risk assessments.



67%
Female workforce¹



40
People with functional diversity hired directly⁵



PRESENCE OF WOMEN IN EACH OF THE EMPLOYMENT CATEGORY ²



22%
Board members



39%
Directors and area managers



62%
Supervisory, technical and administrative positions



71%
Operations



54%
Workforce aged between 26 and 45³

WORKFORCE BY AGE GROUPS AND GENDER⁴

	< 25 years of age	26-35 years of age	36-45 years of age	46-55 years of age	56-65 years of age	> 65 years of age
	44	101	148	131	37	0
	51	177	324	251	116	3

(1) (2) (3) (4) Calculation based on the average number of employees in the year.
(5) People employed on average during the year.

Shared values with the supply chain



Due to the exceptional situation resulting from the COVID-19 health crisis, the level of business between PortAventura World and its suppliers diminished due to the application of the restrictions imposed by the authorities. However, we have strengthened our relationship with suppliers, who see us as customers in one of the sectors that has most suffered the impact of these restrictions. It should be noted that our suppliers have continued to provide new tools and products to the market and offer services focused on protecting our customers.

Prevention protocols applicable to suppliers

The action protocols created by PortAventura World are applicable to all the people who access our facilities, including the staff of contractors and carriers.

We have published information on COVID-19 prevention to inform these groups about the applicable measures:

- COVID-19 guide for suppliers detailing the prevention measures for delivery of goods and specific health and safety regulations for loading and unloading operations.
- COVID-19 Measures for the Coordination of Business Activities.

These publications have been sent to suppliers through the usual channels, including the Business Activities Coordination Platform (Ctaima CAE), and also through different coordination meetings. In addition, contractors are requested to do the following:

- Assessment of exposure to COVID-19.
- Declaration of training and information and delivery of personal protective equipment related to the risks derived from COVID-19.

1,053
Suppliers



75
million euros (VAT included) in purchases from suppliers

83%
National suppliers

97%
Suppliers from European countries

89%
Invoiced by national suppliers (VAT incl.)

We enrich the customer experience through partnerships that add value

PortAventura World has several prestigious sponsors and partners who contribute to enriching the customer experience in products and services, making it unique.



In 2020, the partnership agreements with Estrella Damm, Coca-Cola, Unilever and Campofrío were renewed.

Commitment, recognition and dialogue

In 2020, due to the pandemic, we were not able to host the "Dialogue with suppliers" event, an initiative that PortAventura World has carried out in four editions with the aim of creating joint synergies and involving suppliers in our commitments to social, environmental and economic responsibility. This year the awards were handed out in the presence of only the winning companies and without an audience.



PortAventura World recognizes its suppliers as an essential part of its value chain

Once again in 2020, we presented the "PortAventura World Supplier Awards", which went to a total of nine companies that collaborate with us, in recognition of their excellence and the performance during the 2019 season.

They are awarded both to the companies with the best performance evaluation, obtained from the supplier approval and evaluation platform implemented by PortAventura World, and to those companies that stand out in different categories.



Corporate Responsibility Initiative: **Onada Foundation**

Occupational Risk Prevention Management: **Urbaser**

Environmental Initiative: **García de Pou**

In-Resort Services: **Iluminación Albadalejo**

Off-site Services: **McCann Erickson**



Supplies with In-Resort Logistics: **Lácteos Tarragona**

Supplies without In-Resort Logistics: **La Cartuja Suministros Hosteleria**

Digitalization Project: **Cide Xarxes**

Innovation: **Smartliving**

With these awards, PortAventura World highlights the significance of the value chain in achieving the company's strategic objectives and the importance of creating an

ecosystem of suppliers and reaffirms its commitment in aspects such as sustainable development, safety, quality and job creation.

Quality control of the supply chain

Our approved suppliers are evaluated to guarantee the quality levels that PortAventura World offers. The system establishes the mechanisms for evaluating the performance of the 100 strategic suppliers of the year, which vary depending on the needs of the Resort, of which 93 were evaluated during 2020. Suppliers are evaluated according to the type of purchase: supplies with distribution, supplies without distribution, in-resort services and off-site services.

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

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

There are four scoring levels: satisfactory, correct, improvable or poor. A document of nonconformities is used, supported by a work instruction that enables all the incidents detected to be documented and forwarded to the Central Services Department.

Acceptance of the PortAventura World *Code of Ethics and Professional Conduct for Suppliers and Contractors* and a commitment to the ten principles of the United Nations Global Compact are essential for suppliers who wish to be approved and participate in the regulated bidding procedures for construction works, service or supply contracts.

90% of the TOP 100 suppliers obtained an excellent or correct score.

Solid and sustained economic performance

The emergence of the Covid-19 pandemic in the first quarter of 2020 had a severe impact on the world economy, and tourism was one of the most affected economic sectors. Likewise, consumption and demand for services decreased significantly due to border closures, social distancing, lockdown and national mobility restrictions.

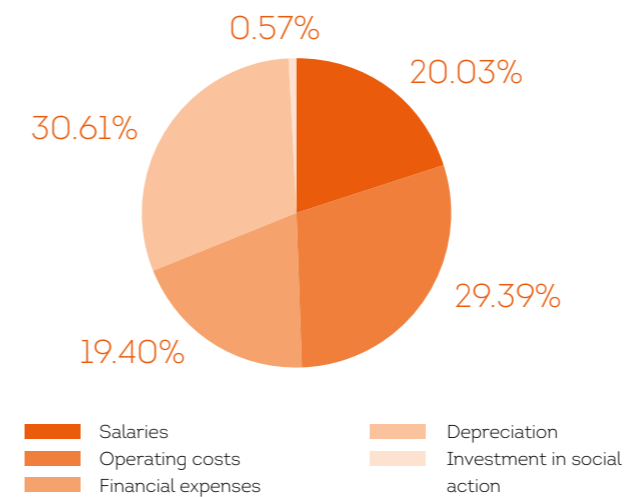
The company was able to deal with the situation with a solid operational and financial foundation. The continuous work carried out in recent years, with a focus on efficiency and cost control, liquidity and the transformation of the company's processes, has enabled us to face today's challenges with a cost structure that is mostly based on variable costs and a significant level of liquidity. In 2019, the company also started an ambitious digital transformation plan, which will enable us to increase the efficiency of business processes and systems, and which will be a strategic pillar in recovering our usual level of activity.



Key figures (thousands of euros)	2018	2019	2020
Balance sheet figures			
Non-current assets	988,362	1,031,801	1,024,397
Current assets	58,822	54,706	74,563
Net equity and liabilities	1,047,184	1,086,507	1,098,960
Current and non-current liabilities	543,028	544,633	618,489
Income statement figures			
Overall turnover	230,349	241,521	39,012
Profit after tax	13,046	41,335	-56,172
Tax on profits paid	-246	-11,838	18,949
Public subsidies received	0	9 ⁽¹⁾	3,860 ⁽²⁾

(1) The public subsidy received of 263 (thousands of euros) constitutes the sum of the amounts paid out for the cancellation of the asset that is the object of this subsidy.
 (2) The public subsidy received corresponds to Social Security allowances for Temporary Employment Regulation Schemes (ERTEs).

VALUE ADDED STATEMENT 2020



Source: 2019 Consolidated annual accounts of PAESA Entertainment Holding, S.L.U., and subsidiaries.



ENVIRONMENTAL COMMITMENTS

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

Environmental commitments

For more detailed information on PortAventura World's environmental performance, consult the 2020 environmental statement at www.portaventuraworld.com/en/medio-ambiente.

Environmental management, a certified and audited system

PortAventura World's environmental activity is organized through the environmental policy and the *General Environmental Practices Manual* which includes the guidelines related to the management of waste, water, discharges, leaks, emissions, resource consumption, etc. At PortAventura World we have the following certifications and seals:

- Since 2001, registration with EMAS (*Eco Management and Audit Scheme*), and since 2008, member of the EMAS Club of Catalonia.
- Since 2003, environmental quality guarantee certificate from the Ministry of Environment and Housing of the Government of Catalonia, for the PortAventura, El Paso, Caribe, Gold River and Mansión de Lucy hotels.

- Since 2008, ISO 14001:2015 certification.
- Since 2009, Travelife sustainability system: sustainable tourism in hotels. The Gold Travelife certification was valid up to the following dates: Hotel El Paso (18/5/2020), Hotel PortAventura (15/5/2020), Hotel Caribe (13/9/2020), Hotel Gold River (19/8/2020) and Hotel Mansión de Lucy (20/08/2020).
- In 2020, AENOR Zero Waste certification for all activities involved in the management of the Resort. In 2019, we obtained the AENOR Zero Waste certification by reaching a minimum of 90% recovery of waste.



SIGNIFICANT ENVIRONMENTAL ASPECTS 2020



Consumption of drinking water



Waste paper or cardboard



Debris



Emission of gases into the atmosphere from visitors' vehicles



Circular economy

Recovery of waste and optimizing material consumption

The AENOR Zero Waste certification, obtained in 2019, recognizes our waste management traceability system aimed at the recovery of between 90% and 100% of our waste. In other words, it guarantees the recovery of the waste generated and ensures this waste is not dumped in a landfill, while promoting sustainability through the circular economy. Due to the exceptional situation of the COVID-19 pandemic, the waste recovered percentage for 2020 was 80% despite the minimum goal being 90%.

For this reason, the certification is now Towards Zero waste.

The thousands of pumpkins used to decorate the Resort during Halloween are grown by local farmers. After use, at the end of the Halloween season, they are donated and collected by a local shepherd who uses them to feed his lambs.



MAIN IMPROVEMENT MEASURES IN 2020

- **Replacement of single-use plastic references** in restaurants with more sustainable materials such as cardboard or PLA.
- **Replacement of amenities** at Hotel Colorado Creek and Hotel Mansión de Lucy with more sustainable alternative materials.
- **Purchase of 120 biodegradable bins** for the selective collection of organic waste.
- **Purchase of 25 recycling islands** for customer restaurant areas. In these islands our customers can separate organic, packaging and other waste.
- **Installation of new signs** for the waste bins at the recycling islands indicating the containers for organic, paper and cardboard, plastic and waste, including those for waste from disposable masks and gloves.
- **New design of tablecloths** that are given to customers in restaurants and buffets to help broadcast the recycling message and the efficient use of the new containers.

AMOUNT OF WASTE GENERATED (t)

	2018	2019	2020
Non-hazardous waste	3,931	4,026	1,345
Hazardous waste	24	49	20
Total	3,955	4,075	1,365

In absolute terms, in 2020, the generation of waste was 66.50% lower than in 2019. This reduction is due to the fewer number of months that the Resort was open to the public. Consequently, the tonnes of waste per million visits was higher compared to previous years. In 2020, this figure was 104% compared to 2019, since there was a minimal level of essential operational activity which generates waste regardless of the number of visits to the Resort.



35
waste fractions
separated

84%
of waste recovered

79%
of single-use plastic
items used in
restaurants eliminated
or replaced

We constantly improve processes to optimize the consumption of materials and gain efficiency. In this regard, we minimize the consumption of chemical products for the maintenance of swimming pools and lakes through the use of dosing, calibration and maintenance, which has resulted in a progressive and notable decrease in the use of these products.

We also promote the use of recycled or organically certified products, such as office paper, hand soap, toilet paper, towels and wood for fixtures and trims.

In 2020 we changed the structure the Laguna Woody play area at PortAventura Caribe Aquatic Park. The new structure uses wood heat-treated with organic salts without chemical agents and 100% of the waste generated during its manufacture, and also during the installation work, was recycled.

MATERIALS OF RENEWABLE ORIGIN

	2018	2019	2020
Bags for selling products in Resort stores (units)*	478,192	572,966	165,263
Office paper (kg)	19,532	19,231	5,626

MATERIALS OF NON-RENEWABLE ORIGIN

	2018	2019	2020
Chemicals for swimming pool and lake maintenance (kg)	813,599	673,928	360,479
Luminaries (units)	21,211	18,413	6,228
Cleaning products (kg)	104,467	99,312	49,551
Oils and lubricants (kg)	8,612	7,806	3,750

(*) The 2020 figure includes the consumption of various types of bags for selling items in the Resort stores.

Making use of food surpluses

Throwing away food is a misuse of resources and generates waste. To combat this, PortAventura World has implemented a project that uses surplus food (not on display) from hotels, table services and self-services. This food is collected by the Baix Camp Workshop, in collaboration with Reus City Council, which is in charge of distributing it to the Food Bank and to different organizations in the area. We have a collection procedure that scrupulously complies with the applicable food safety standards and, to guarantee traceability, it only includes the packaged and labelled products that come from suppliers (fourth and fifth range).

The increase in the amount of food collected in 2020 compared to 2019 (2,439 kg) was due to the exceptional situation caused by the COVID-19 pandemic. In the first place, in March, the Resort was ready to open its doors but the closure due to force majeure until July meant that the entire amount was donated to food banks and organizations in the area. Second, once the Resort had opened, visitor numbers were lower than those forecast, so there was a huge surplus of food. Third, the Resort was ready to open on Halloween but the main kitchen was forced to close once more and all the food that had been produced and stored was donated. The forecast was that we would

16,858 kg

**tonnes of food donated,
or 48,166 meals, in 2020**

be able to open again at Christmas, so the food items that had longer expiration dates were saved for December, but finally, when the Resort did not open, it was also donated.

In compliance with Law 3/2020 on the prevention of food losses and waste, we are designing a handbook to control food waste. We have also acquired recyclable containers suitable for food use to make it easier for customers to take away, at no additional cost, the food they have not consumed at the Resort's restaurants. These containers include a label with instructions on how to safely consume the food.

¿CONOCES NUESTROS ENVASES?

ARE YOU FAMILIAR WITH OUR PACKAGING?

La eliminación de plásticos de un solo uso es una prioridad para PortAventura World. Con esta finalidad, estamos cambiando nuestros envases.

The elimination of single-use plastics is a priority for PortAventura World. This is the reason why we are changing our packaging.

Envases y cubiertos compostables
Compostable packaging and cutlery

Los envases y los cubiertos compostables se convierten en compost al degradarse en contacto con el resto de residuos orgánicos.

Compostable packaging and cutlery break down when in contact with other organic waste to become compost or fertilizer.

¿Dónde depositarlos? - Where can I deposit them?

Envases reciclables
Recyclable packaging

El reciclaje de envases conlleva beneficios ambientales como el ahorro de materias primas, de energía y de agua o la reducción de emisiones de gases de efecto invernadero.

Recycling packaging is beneficial to the environment as it saves raw materials, energy and water, and reduces greenhouse gas emissions.

¿Dónde depositarlos? - Where can I deposit them?

Papel y cartón
Paper and cardboard

El reciclaje del papel y del cartón conlleva una reducción de la materia prima consumida, un ahorro de energía y de agua, y una mejora de la calidad del aire.

Recycling paper and cardboard reduces the amount of raw materials consumed, saves energy and water and improves air quality.

¿Dónde depositarlos? - Where can I deposit them?

Descubre esta y más iniciativas responsables en www.portaventuraworld.com/vestra-compromiso. Find out more about this and other responsible initiatives in www.portaventuraworld.com/en/our-commitment

Refrigérame lo antes posible (entre 2 y 4 horas como máximo a menos de 4 °C).

Refrigera-ho al més aviat possible (entre dues i quatre hores com a màxim a menys de 4 °C).

Put me in the fridge as soon as possible (between 2 and 4 hours maximum as the food must be stored at less than 4 °C).

Mettez-moi au frais au plus vite (entre 2 et 4 heures maximum, la nourriture doit être inférieure à 4 °C).

Si me tienes que recalentar, hazlo a una temperatura que requiera dejarme enfriar antes de consumirme (> 65 °C).

Si ho has de reescalfar, fes-ho a una temperatura que requereixi deixar-ho refredar abans de menjar-t'ho (> 65 °C).

If you have to reheat me, make sure I'm piping hot and let me cool down before eating (> 65 °C).

Si vous devez me réchauffer, faites-le à une température me permettant de refroidir avant d'être consommé (> 65 °C).

Consumeme hoy o mañana como muy tarde.

Consumeix-ho el mateix dia o com a màxim l'endemà.

Eat me today, or tomorrow at the latest.

Consommez-moi aujourd'hui, ou demain au plus tard.

Para consumir de forma segura este alimento, sigue las instrucciones de esta etiqueta.

Per consumir aquest aliment amb seguretat, segueix les instruccions de l'etiqueta.

Follow the instructions on the label to ensure that this food is safe to eat.

Pour consommer cet aliment en toute sécurité, suivez les indications figurant sur cette étiquette.

Mobility: cleaner, more sustainable

We promote sustainable and safe mobility based on low energy consumption to avoid greenhouse gas emissions per kilometre travelled caused by combustion vehicles.

MAIN IMPROVEMENT MEASURES IN 2020

- **Network of electric vehicle charging points.** We have installed 36 electric charging points in customer parking lots in parks and hotels and in the car parks for employees in building 111, for management, visitors and subcontractors
- **Emission-free internal transport.** All service providers must circulate through the Resort using emission-free modes of transport.
- **Expansion of the internal vehicle fleet with the acquisition of 4 electric vehicles used for internal and external mobility in the Resort.**



Energy transition

We are committed to energy transition based on the use of clean renewable energy and the promotion of energy efficiency. In this regard, we continue to implement improvements to obtain energy savings, for example, through the use of low-consumption/ LED bulbs, connection keys for electricity in hotel rooms and the automatic switching-off of the air conditioning when the window is opened. We also control the main sources of energy consumption distributed throughout the Resort's facilities through a central computer which centralizes various programmable controllers.

MAIN IMPROVEMENT MEASURES IN 2020

- Investment in capacitor banks in three work centres.
- Implementation of the 2020 plan to replace luminaires with LED lighting.



100%
of electricity consumed at PortAventura World has come exclusively from renewable energy sources with no CO₂ emissions (guarantee of origin), since 2016



ANNUAL ENERGY CONSUMPTION (MWh)

	2018	2019	2020
Electricity	42,789	40,859	17,568
PortAventura Park / PortAventura Caribe Aquatic Park	22,455	22,032	10,496 ⁽¹⁾
Ferrari Land	3,904	3,535	1,473
Hotels ⁽²⁾	14,379	13,587	4,856
PortAventura Convention Centre	2,051	1,705	743
PortAventura Dreams Village	-	-	1
Natural gas	9,978	8,195⁽³⁾	2,323
PortAventura Park / PortAventura Caribe Aquatic Park	1,711	1,516	406
Ferrari Land	72	65	9
Hotels ⁽²⁾	8,188	6,609	1,903
PortAventura Convention Centre	5	4	5
Others	1,214	1,136	462
Fuel ⁽⁴⁾	1,111 ⁽²⁾	1,016 ⁽³⁾	452
Propane gas	103	119	10
Total	53,981	50,190	20,353

(1) The data includes only PortAventura Park. There was no activity at PortAventura Caribe Aquatic Park in 2020.
 (2) Hotel Colorado Creek opened in July 2019 and PortAventura Dreams opened in January 2020.
 (3) The natural gas consumption data for December 2019 is updated, shown in the previous Corporate Responsibility Report calculated from meter readings.
 (4) The 2019 data includes the fuel consumption of the fleet of vehicles which are not owned but are managed by PortAventura World. This was calculated by breaking down the diesel and petrol used by these vehicles according to the distribution by autonomous community, type and fuel corresponding to the year 2018 published by the Directorate-General for Traffic (DGT). In 2018, fuel consumption between August and December was estimated, since actual consumption data was not available due to a fault in the meter at the internal service station. In 2019, it should be taken into account that one of the internal service stations was closed from 27/12/18 to 23/04/19, from 07/08/19 to 14/08/19 and from 11/12/19 to 16/12/19 and, during its closure, its use was restricted to certain users.

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

	2018	2019	2020
Electricity	6.98	6.40	16.49
PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land	5.31	4.94	14.12
Hotels	13.14	11.93	24.88
PortAventura Convention Centre	27.84	24.52	197.66
Natural gas	1.63	1.29	2.22
PortAventura Park /PortAventura Caribe Aquatic Park / Ferrari Land	0.36	0.31	0.49
Hotels	7.48	5.82	9.75
PortAventura Convention Centre	0.07	0.06	1.43
Total	8.61	7.68	19.01

Construction of the photovoltaic plant to provide clean and renewable electricity to the Resort

In line with our objectives of mitigating climate change and decarbonizing the energy model, at PortAventura World we continued with the construction project of a photovoltaic plant that will provide clean and renewable energy to the Resort. In 2020, the project was redefined and resized, with a planned surface area of 64,000 m² and annual power of 6.8 MWp.

The construction of the plant is aligned with the objectives set in Catalonia for the fulfilment of the 2030 agenda, which aims to "accelerate the development of renewables and achieve a final consumption of renewable energy of at least 27%, guaranteeing that renewable sources provide at least 50% of the electricity consumed in Catalonia". This project represents a dual milestone for PortAventura World: moving towards a new renewable, clean and decentralized energy model and continuing to lead in sustainability within the tourism sector.

Photovoltaic solar energy is obtained by converting sunlight into electricity using a technology based on the photoelectric effect. It is a type of renewable, inexhaustible and non-polluting energy that does not consume fuel or generate waste, thus contributing to sustainable development. In addition, photovoltaic panels are silent and do not produce any type of noise.

Initial plan of the photovoltaic plant



Final plan of the photovoltaic plant



ADVANTAGES OF PHOTOVOLTAIC ENERGY

- It directly reduces the emissions of polluting gases, such as CO₂ and sulphur dioxide, among others, slowing down climate change by substituting fossil fuels such as coal or petroleum derivatives with clean energy. It is one of the most efficient renewable technologies in the fight against climate change.
- It does not emit toxic substances or air pollutants, which can be very harmful to the environment and humans.
- It does not generate waste or water pollution, a very important factor considering the scarcity of water.
- It is a competitive option in the market since the costs of the main renewable technologies are being drastically reduced.
- It is inexhaustible and is renewed unlike traditional sources of energy such as coal, gas, oil or nuclear energy, whose reserves are finite.
- It is available at any time and adapts to natural cycles. It is an essential element of a sustainable energy system that can be developed today without putting future generations at risk.

Carbon and water footprint and the preservation of biodiversity

Committed to the fight against climate change

We are aware of the importance of fighting against climate change and, therefore, we promote initiatives aimed at minimizing the carbon footprint of our activity and support external initiatives such as Hostelería #PorElClima, promoted by Coca-Cola, which aims to bring together a community of public and private actors committed to the fight against climate change in the hospitality sector.



Further steps towards a neutral Resort

At PortAventura World, we are making progress in our strategy to minimize our carbon footprint, which began with the inauguration of the first zero-emission hotel (Hotel Colorado Creek) in 2019. In 2021 we will offset 100% of the direct GHG emissions (scope 1), indirect GHG emissions associated with electricity (scope 2) and other indirect emissions (scope 3) generated in 2020 as a result of our activity, calculated according to the emission factors of the "Guia pràctica per al càlcul d'emissions de gasos amb efecte hivernacle" (practical guide to calculating the greenhouse gas emissions) of the Catalan Climate Change Office, based on the current annual version. This makes us the first carbon-neutral theme resort. This milestone means we are a benchmark in Europe in sustainable tourism, with a focus on compliance with SDG 13, climate action.

Our 2020 emissions will be offset by purchasing carbon credits aimed at protecting and preserving one of the most important migration corridors on our planet. Located on the coast of Guatemala and covering 54,000 hectares, the project is located in the forested area of the corridor, a natural habitat for 10% of known bird species in the world.

Climate finance works to protect the remaining forests of the Guatemala Conservation Coast region by addressing the drivers of deforestation through effective law enforcement, land use planning, education, economic opportunities, and sustainable agroforestry initiatives. There are also important benefits for biodiversity. More than 400 bird species have been documented in the area of the project and 120 species depend on the corridor to support their long journeys. The Guatemala Conservation Coast project protects the habitat of a large number of mammals and reptiles, including 30 High Conservation Value (HCV) species.



In 2008, we started to calculate the carbon footprint of our activity and to quantify the greenhouse gas emissions, expressed in tonnes of CO₂. Calculations are based on the "Guia pràctica per al càlcul d'emissions de gasos amb efecte hivernacle" of the Catalan Climate Change Office.

CARBON FOOTPRINT

	2018	2019 ⁽¹⁾	2020 ⁽²⁾
CO₂ emissions (scopes 1, 2 and 3)	6,961	7,838	4,351
Direct GHG emissions (scope 1)	5,180	6,014	3,019
Indirect GHG emissions associated with electricity (scope 2) ⁽²⁾	0	0	0
Other indirect GHG emissions (scope 3)	1,781	1,824	1,332
Annual greenhouse gas emissions (t CO₂ per 1,000 visits/overnight stays and year)	114	123	4.16

(1) The natural gas consumption data for December 2019 is updated, shown in the previous Corporate Responsibility Report estimated from meter readings. The 2019 data includes the fuel consumption of the fleet of vehicles managed by PortAventura World. This was calculated by breaking down the diesel and petrol used by these vehicles according to the distribution by autonomous community, type and fuel corresponding to the year 2018 published by the Directorate-General for Traffic (DGT).
 (2) Since 2016, indirect emissions associated with electricity consumption have been 0 t CO₂/kWh because 100% of the supply comes exclusively from renewable energy sources with no CO₂ emissions. (guarantee of origin).
 (3) The 2020 data includes in scope 3 emissions from worker transportation, corporate travel.
 Note:
 To calculate GHG emissions in 2020, the source of the emission factors used was: *Guia pràctica per al càlcul d'emissions de gasos amb efecte d'hivernacle (GEH)* de la Oficina Catalana del Cambio Climàtic, version April 2020, whose publication is after the formulation of the 2020 Corporate Responsibility Report, which includes the non-financial information statement that is part of the management report and which has been verified by KPMG.

Year 2020

- **Direct emissions (scope 1):** consumption of fuels from fixed sources, consumption of fuels from mobile sources and fugitive emissions.
- **Indirect emissions associated with the electricity purchased (scope 2):** electricity consumption.
- **Indirect emissions (scope 3):** transport in itinere of workers and business trips, and services used by the organization including waste treatment (municipal or similar) and water consumption.



Identifying climate change risks

In 2017, the Task Force on Climate-related Financial Disclosures (TCFD) published a set of recommendations for analysing climate-related risks and opportunities. These recommendations are structured around four areas which make up the core elements of how organizations operate:

- 1. Governance** of the organization around climate-related risks and opportunities.
- 2. Strategy:** Actual and potential impacts of climate-related risks and opportunities.
- 3. Risk management:** Processes used by the organization to identify, assess and manage risks.
- 4. Metrics and targets** used to assess and manage relevant climate-related risks and opportunities.



In 2020, PortAventura World launched a study, following the methodology of the Task Force on Climate-related Financial Disclosures (TCFD), aimed at obtaining effective climate-related recommendations to enable more informed decision-making on investments, credit and insurance. The study also enables our stakeholders to better understand the concentrations of carbon-related assets in the financial sector and the financial system's exposures to climate-related risks.

February 2021



Definition of the scope, parameters, main requirements on data, goals, indicators and objectives. Data collection and stakeholder consultation: identification and prioritization of risks and opportunities. Quantification and analysis of key climate-related risks and opportunities.

Identification of those risks that, due to their timescale, can be included in the company's current risk management. Identification of the departments responsible for selected climate-related risks and their roles and responsibilities in management. Integration of climate-related risks into the existing risk taxonomy and the risk inventory used.

The TCFD recommendations include detailed guidance on the structure and content of climate disclosures. Certain elements of the reported climate disclosures may be tailored to more specifically reflect the scope and interests of the organization in question. They can be used as a strategic communication tool for internal purposes and for external stakeholders.

Committed to protecting biodiversity

One of the causes of biodiversity loss is climate change, which is affecting the survival of species unable to adapt to new environmental conditions, making their conservation difficult. For this reason, at PortAventura World, in addition to fighting climate change, we also promote and support initiatives for the protection and conservation of species.

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



PortAventura World joins the Spanish Business and Biodiversity Initiative



The initiative, promoted by the Biodiversity Foundation of the Ministry of Agriculture and Fisheries, Food and Environment, is adhered to through the signing of the Pact for Biodiversity, which recognizes that the conservation of biological diversity is in humankind's common interest given its importance for life on the planet, social welfare and economic development.

By signing the Pact, PortAventura World recognizes and supports the three goals of the United Nations Convention on Biological Diversity, which consist of promoting:

- The conservation of biological diversity
- The sustainable use of its components
- The fair and equitable sharing of benefits arising from genetic resources

We are also committed to carrying out our activity in a manner compatible with the conservation of biodiversity. Likewise, it obliges us to fulfil the following commitments:

- Evaluate the impact of our activity on biodiversity and natural capital.
- Include the protection of biodiversity in our management manuals.
- Define realistic and measurable objectives to conserve biodiversity. These will be reviewed at least every three years.
- Publish the activities and achievements obtained in the conservation of biodiversity in our annual report.
- Inform suppliers of the objectives in the field of biodiversity and support them to progressively integrate these objectives.
- Explore the possibilities of cooperation in this area with scientific institutions, non-governmental organizations (NGOs) or government institutions in order to promote further discussion, establish collaborations and continuously improve business and environmental management.
- Designate a representative responsible for achieving the goals of this Pact.

Efficient water consumption

Water plays a fundamental role in the operation and theming of our Resort, so the correct management of this resource is one of our greatest challenges. We control our water consumption daily and our aim is to reduce it through leak tests, automatic irrigation in parks, plumbing equipment with savings systems and control of potential leaks. Our environmental policy establishes the targets and objectives related to water and how our management approach adjusts to public policies and the local context.

MAIN IMPROVEMENT MEASURES IN 2020

- Installation of new systems to adjust the irrigation management of the landscaped areas.
- Adaptation of hotel pool linings to prevent leaks.



ANNUAL WATER CONSUMPTION BY SOURCE AND USE (m³)

	2018	2019	2020
Water from the municipal supply	932,927	1,025,731	402,689
Water for human consumption (used in restaurants, toilets, personal hygiene, cleaning, etc.)	583,484	694,148	274,598
PortAventura Park / PortAventura Caribe Aquatic Park	280,523	420,231	169,888
Ferrari Land	12,800	23,925	1,137
Hotels	289,864	249,343	103,430
PortAventura Convention Centre	297	649	131
PortAventura Dreams Village	-	-	12
Water for recreation and swimming	348,824	329,448	126,026
PortAventura Park / PortAventura Caribe Aquatic Park	208,770	174,294	85,618
Ferrari Land	0	0	0
Hotels	140,054	155,154	40,408
Water for irrigation ¹	619	2,135	2,066
PortAventura Park / PortAventura Caribe Aquatic Park	456	1,650	1,649
Ferrari Land	34	124	124
Hotels	129	360	290
PortAventura Dreams Village	-	-	2
Reclaimed water for irrigation from WWTP²	363,817	353,397	303,731
PortAventura Park / PortAventura Caribe Aquatic Park	238,713	217,944	187,698
Ferrari Land	16,412	14,649	16,338
Hotels	93,390	106,701	75,125
PortAventura Convention Centre	15,302	14,103	24,272
PortAventura Dreams Village	-	-	298
Total	1,296,744	1,379,128	706,420
Total water consumption from the municipal supply for swimming, for human consumption and recreational use at PortAventura World (m³ per 1,000 visits/overnight stays and year)	152.08	160.25	382.84
Total water consumption for irrigation at PortAventura World (m³/1,000 m² gardens)	0.96	3.18	3.06
Irrigation water from the municipal supply	0.96	3.18	3.06
Reclaimed water for irrigation from WWTP	563.32	526.41	449.98

Data taken from direct meter readings.

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

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

Education on sustainability

At PortAventura World we promote education and environmental awareness among Resort visitors, staff and the service providers that operate in our facilities. Education on sustainability enables people to adopt responsible measures that help protect the environment while ensuring economic viability, objectives of our strategy of responsibility.

For customers

- Implementation of the external Environmental Communication Plan, both on social media and in the press. Among other actions, we have polished posts on social media in relation to world days on environmental issues (World Day for the Reduction of CO₂ Emissions, World Energy Efficiency Day, Earth Day, International Day for Biological Diversity and World Environment Day).
- Improved information for customers to promote better habits in the separation of organic waste. The waste signage has been redesigned for both the organic waste containers and the restaurant tablecloths.

For staff

- Specific training programme for the restaurant team with the aim of minimizing losses and stock and time-adjusted production in order to reduce food waste (food safety training).
- Training on "Update of legal requirements and other requirements in 2019-2020" for the internal team of staff involved in the environmental management system and the safety of the facilities.

PortAventura - EcoEduca, a new educational programme for a more sustainable future

We have created an educational programme, which will be launched in the 2021 season in our facilities, combining learning, fun and commitment to the environment. This programme aims to contribute educational values to visits and teach attitudes that promote a more sustainable future for all and greater respect for the environment.

The programme consists of two workshops:

- **Workshop on biodiversity.** The aim is to understand the concept of biodiversity and learn more about the origin, behaviour and ecology of exotic birds from the "Birds of Paradise" show at PortAventura Park. A biologist expert in these creatures uses live specimens to show off their skills and reveal interesting facts about them. In addition, they teach the importance of protecting the diversity of species and conserving their natural habitats and describe some of the ecosystems present in PortAventura Park.

- **Workshop on zero waste.** Space in which to reflect on the environmental impact of waste and how we can live without generating it. The workshop explains how PortAventura World is eliminating single-use plastics and describes the alternatives used to minimize waste generation. Visitors also learn how to use materials sustainably as part of the circular economy: from obtaining raw materials and resources (renewable and non-renewable) to reducing waste, reusing materials and recycling.

The PortAventura World educational programme complements the primary and secondary school syllabus with practical and interactive workshops that achieve better effectiveness in the assimilation of knowledge by the student. The workshops, led by experts in each of the subjects, last 50 minutes. Sustainable development is the main subject of the two educational workshops of EcoEduca. Each workshop develops skills learned in the school syllabus and works on areas in which students are able to carry out actions that contribute to the construction of a more sustainable society.

NUEVO PROGRAMA EDUCATIVO

PortAventura EcoEduca

Para un futuro más sostenible

Si queréis enriquecer vuestro viaje por los mundos de PortAventura Park, no os perdáis nuestro nuevo programa educativo EcoEduca. Es una propuesta única que combina aprendizaje y diversión y que lleva nuestro compromiso ambiental un paso más allá. Con este programa, deseamos aportar valores educativos a vuestra visita a PortAventura World y enseñaros actitudes que favorezcan un futuro más sostenible para todos y un mayor respeto por el medio ambiente.

Dos talleres:
BIODIVERSIDAD
RESIDUO CERO

Talleres educativos de 50 minutos

Para alumnos de primaria y secundaria

Reserva previa, plazas limitadas

Con actividades divertidas y participativas

APRENDIZAJE, DIVERSIÓN... ¡Y MUCHO MÁS!

El programa educativo de PortAventura World complementa el temario impartido durante el período lectivo de primaria y secundaria con talleres prácticos e interactivos que consiguen una mayor efectividad en la asimilación de conocimientos por parte del alumnado. Los talleres tienen una duración de 50 minutos y están dinamizados por expertos en cada una de las materias desarrolladas.

El desarrollo sostenible es el eje principal de los dos talleres educativos de EcoEduca. En cada uno de ellos, se abordan competencias de acuerdo con los currículos académicos y los ámbitos sobre los cuales el alumnado puede llevar a cabo acciones para participar en la construcción de una sociedad más sostenible.



TALLER SOBRE BIODIVERSIDAD

Profundizaréis en el concepto de biodiversidad y aprenderéis más sobre el origen, el comportamiento y la ecología de las aves exóticas del espectáculo «Aves del Paraíso» de PortAventura Park desde un punto de vista único. Un biólogo especializado en estos fantásticos animales os mostrará ejemplares en vivo y algunas de sus habilidades y curiosidades.

Además, os enseñará la importancia de proteger la diversidad de especies y de conservar sus hábitats naturales y, por si fuera poco, descubriréis algunos de los ecosistemas presentes en PortAventura Park.

TALLER SOBRE RESIDUO CERO

Este taller es un espacio de reflexión sobre el impacto ambiental que producen los residuos y cómo podemos vivir sin generarlos. Os enseñaremos cómo estamos eliminando los plásticos de un solo uso en PortAventura World y conoceréis nuevos materiales y alternativas que estamos probando para minimizar la generación de residuos.

En este taller, descubriréis también cómo hacer un uso sostenible de los materiales para acercarnos a la economía circular desde la obtención de materias primas y recursos (renovables y no renovables) a la reducción de residuos, la reutilización de materiales y el reciclaje.

RESERVA ECOEDUCA ISIN COSTE ADICIONAL!

Comprad las entradas de vuestro grupo y enviad un correo electrónico a aula@portaventura.es para añadir EcoEduca sin coste adicional. Os recomendamos reservar con antelación, ya que las plazas son limitadas.



GRI TABLE OF CONTENTS

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

Foundation and general basic content

GRI standard indicator	Page or direct response	Omissions	External assurance																																																																						
GRI 102 General basic content 2016																																																																									
Organisation profile																																																																									
102-1 Organisation name	5		●																																																																						
102-2 Activities, brands, products and services	16		●																																																																						
102-3 Location of headquarters	Avda. Alcalde Pere Molas, km 2, 43480, Vila-seca, Tarragona		●																																																																						
102-4 Location of operations	PortAventura World facilities are located in Vila-seca, Tarragona.		●																																																																						
102-5 Property and legal regime applicable	5		●																																																																						
102-6 Markets served	62		●																																																																						
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102-7 Scale of the organisation	12-13, 16-17, 37, 65, 100		●																																																												
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102-8 Information on employees or other workers	36-37		●																																																												
<p>The data presented in the following tables do not include the employees from PortAventura Foundation (3 females (75 %) y 1 male (25 %), all with permanent contract and, 1 male y 2 females with full-time y 1 female with part-time), the employee from PortAventura Viajes, SAU (senior sales executive PAVISA, male, full-time) and employee from Hotel Caribe Resort, SL (general accounting expert HCR, female, with permanent contract and full-time).</p>																																																															
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GRI standard indicator	Page or direct response	Omissions	External assurance
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Workforce according to job category (on 31 December)	2018	2019	2020
Executives and area managers	31	32	34
- Male	18	19	20
- Female	13	13	14
Supervisory, technical and administrative roles	594	623	534
- Male	234	246	193
- Female	360	377	341
Operations staff	1,151	1,217	391
- Male	391	428	124
- Female	760	789	267

102-9
Supply chain

96-99

PortAventura World suppliers access to a specific portal where the requirements for their approval are detailed and to be able to form part of the database of active suppliers, which allows requesting offers or inviting tenders. Suppliers are an essential part of the Resort's value chain since their contribution is essential to achieve corporate responsibility objectives.

In order to be a supplier of the Resort, it is essential to obtain a score above the homologation in terms of human rights and ethical code.

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

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

GRI standard indicator	Page or direct response	Omissions	External assurance
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Supplier distribution by country of origin 2020	2018	2019	2020
Europe	1,127	1,226	1,020
Spain	955	1,035	878
Germany	19	20	18
Belgium	12	10	8
Denmark	1	3	2
France	40	39	27
Holland	9	6	8
United Kingdom	39	50	29
Ireland	10	8	9
Italy	19	26	22
Liechtenstein	2	2	2
Portugal	3	7	4
Czech Rep.	2	1	1
Switzerland	9	9	6
Malta	1	1	1
Poland	2	1	1
Sweden	1	0	0
Jersey	0	1	0
Andorra	1	1	2
Serbia	0	2	0
Austria	0	1	1
Moldova	0	1	0
Greece	0	1	0
Luxembourg	0	1	1
Others	2	0	0
Asia and Oceania	13	10	8
China	2	0	1
Hong Kong	8	7	4
Indonesia	1	0	0
Russia	1	2	2
Taiwan	1	1	1

GRI standard indicator	Page or direct response	Omissions	External assurance
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	2018	2019	2020
Africa	1	2	1
Emiratos Arabes Unidos	1	1	1
Israel	0	1	0
America	27	25	24
Guatemala	1	1	1
Mexico	1	0	0
United States	24	19	20
Canada	1	3	0
Brazil	0	1	1
Costa Rica	0	1	1
Chile	0	0	1
Total of suppliers	1.168	1.263	1.053

Main supplier indicators	2018	2019	2020
Number of suppliers	1,168	1,263	1,053
Volume of purchases from suppliers (millions of euros incl. VAT)	137,74	140,71	75,00
National suppliers	82%	82%	83%
Amount invoiced by national suppliers (incl. VAT)	90%	89%	89%

GRI standard indicator	Page or direct response	Omissions	External assurance
102-10 Significant changes in the organisation and its supply chain	16-17, 80-82 In 2020, there were no significant changes to the organisation and company structure of the PortAventura Group or to its supply chain.		●
102-11 Precautionary principle or approach	104		●
102-12 External incentives	25, 62, 92, 104, 121		●

GRI standard indicator	Page or direct response	Omissions	External assurance
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102-13 Participation in associations	<p>We have maintained our commitment to continue promoting the economic and social development of the surroundings and to establish alliances and synergies that provide training, collaboration or support. In 2020, PortAventura World's contribution to sectoral associations amounted to €62,078.</p> <ul style="list-style-type: none"> • Tourist Apartments Association Costa Dorada and Tierras del Ebro (ATT): Member • Catalan Tourism Agency (ACT): Member • Catalan Association of Travel Agencies (ACAV): Member • Catalan Association of Accounting and Management (ACCID): Sponsoring member • Association of Barcelona Tourist Apartments (APARTUR): Member • Association of Communication Directors (DIRCOM): Sponsoring member • Golf Association of Costa Dorada: Associated company • Association of Tour Operators in Russia (ATOR): Member • Spanish Association of Purchasing, Contracting and Procurement Professionals (AERCE): Member • SAP Users' Association Spain (AUSAPE): Member • Spanish Association of Managers (AED): Individual member • Spanish Association of Social Responsibility Executives (DIRSE): Member • Spanish Foundations Association (AEF): Member • Spanish Association of Amusement Parks and Attractions (AEPA): Member • European Tour Operators Association (ETOA): Member • Salou-Cambrils-La Pineda Hoteliers' Association: Member • International Association of Amusement Parks and Attractions (IAAPA): Member • International Association of Convention Centres (AIPC): Member • Association for Management Progress (APD): Global member • Autocontrol: Member • Autorité de Régulation Professionnelle de la Publicité (ARPP): Member • Barcelona Convention Bureau (BCB): Member • Barcelona Global: Sponsoring corporate member • Tarragona Official Chamber of Commerce, Industry and Shipping: Premium member • Catalunya Convention Bureau (CCB): Member • Club EMAS Catalonia: Member • World Tourism Organisation Global Code of Ethics for Tourism: Commitment to adhere • Business Confederation of the Province of Tarragona (CEPTA): Individual member • Spanish Confederation of Hotels and Tourist Accommodation (CEHAT): Member through FEHT • Catalan Coordinator of Foundations: Member • Costa Dorada Convention Bureau (CDCB): Member • Tarragona Hotel and Tourism Business Federation (FEHT): Member • Foment del Treball Nacional: Individual member • Josep Carreras Private Foundation: Patron • Compliance Officers Institute (IOC): Member • Technological Institute for Children's Products and Leisure (AIJU): Member • Kid's Cluster: Associated company • Meeting Professionals International (MPI): Personal member representing PortAventura Business & Events • EURECAT Catalonia Technological Center (Committee for Tourism Excellence (CoE): Patron • United Nations Global Compact Network Spain: Associated signatory • SportCultura: Full member • Tarragona Convention Bureau (TCB): Member • Themed Entertainment Association (TEA): Member 		●
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GRI standard indicator	Page or direct response	Omissions	External assurance								
Strategy											
102-14 Statement from senior decision-maker	8-9		●								
Ethics and integrity											
102-16 Behaviour values, principles, standards and norms	29, 92		●								
Governance											
102-18 Governance structure	93		●								
Stakeholder participation											
102-40 List of stakeholders	29		●								
102-41 Collective bargaining	37		●								
		<table border="1"> <thead> <tr> <th></th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Workforce covered by the agreement</td> <td>98%</td> <td>99%</td> <td>96%</td> </tr> </tbody> </table>		2018	2019	2020	Workforce covered by the agreement	98%	99%	96%	
	2018	2019	2020								
Workforce covered by the agreement	98%	99%	96%								
102-42 Identifying and selecting stakeholders	PortAventura World has identified its stakeholders based on criteria such as: dependence (those who depend on its activities, products or services, or those it depends on, to continue its activities); liability (commercial, legal, operational, social, etc.); proximity (those who are within the local area); and influence (those who can have an impact on strategy or trade).		●								

GRI standard indicator	Page or direct response	Omissions	External assurance																		
102-43 Focus for the participation of the stakeholders	30-31, 36, 50, 67-69, 86, 98, 124		●																		
	<table border="1"> <thead> <tr> <th>Stakeholders</th> <th>Main channels of communication</th> <th>Main issues identified and dialogue</th> </tr> </thead> <tbody> <tr> <td>Shareholders</td> <td>Board meetings, management meetings, corporate information published periodically.</td> <td>Site and customer safety, profitability and profits, decision-making in relation to goals set, transparency and accountability, good corporate governance, competitiveness, development of current and future projects, competitive conditions, perception and reputation.</td> </tr> <tr> <td>Customers</td> <td>Corporate website, customer service telephone number, social networks, satisfaction surveys, complaints box, Visitor Services Office, site staff, regular publications, advertisements in the media.</td> <td>Level of satisfaction with the service, safety of facilities and rides, innovation in rides and facilities and new projects, promotions and offers, events, good environmental practices.</td> </tr> <tr> <td>Workforce</td> <td>Internal communications, intranet, SMS, videos, internal magazine (Acció), bulletin boards and posters, leaflets and other printed materials, letters, personal and direct contact, counter and post box for Employee Services, suggestions and complaints forms, staff contests and draws, online platforms: PortAventura Guide and La Guía app, and E-Nómina (payroll).</td> <td>General information: matters of interest, operations and business, regulation, organisational changes, internal vacancies, benefits and offers, schedules, company adverts and videos, presentations to the media, transport, health and safety, suggestions, complaints, queries, etc.</td> </tr> <tr> <td>Suppliers and contractors</td> <td>Procurement managers, supplier portal, "Dialogue with Suppliers" day.</td> <td>Responsible purchasing plan, recruitment procedures and compliance with contractual commitments, extension of commitment to corporate responsibility, merchandise safety, Social and environmental forms and code of ethics.</td> </tr> <tr> <td>Public administration and social environment</td> <td>PortAventura Foundation website, periodic publication of corporate information, institutional involvement, meetings with representatives of public institutions and social organisations.</td> <td>Compliance with applicable legislation, transparency and accountability, good facilities management, involvement with the local environment, collaboration to develop mutually beneficial projects that promote actions aligned with the goals of PortAventura Foundation.</td> </tr> </tbody> </table>	Stakeholders	Main channels of communication	Main issues identified and dialogue	Shareholders	Board meetings, management meetings, corporate information published periodically.	Site and customer safety, profitability and profits, decision-making in relation to goals set, transparency and accountability, good corporate governance, competitiveness, development of current and future projects, competitive conditions, perception and reputation.	Customers	Corporate website, customer service telephone number, social networks, satisfaction surveys, complaints box, Visitor Services Office, site staff, regular publications, advertisements in the media.	Level of satisfaction with the service, safety of facilities and rides, innovation in rides and facilities and new projects, promotions and offers, events, good environmental practices.	Workforce	Internal communications, intranet, SMS, videos, internal magazine (Acció), bulletin boards and posters, leaflets and other printed materials, letters, personal and direct contact, counter and post box for Employee Services, suggestions and complaints forms, staff contests and draws, online platforms: PortAventura Guide and La Guía app, and E-Nómina (payroll).	General information: matters of interest, operations and business, regulation, organisational changes, internal vacancies, benefits and offers, schedules, company adverts and videos, presentations to the media, transport, health and safety, suggestions, complaints, queries, etc.	Suppliers and contractors	Procurement managers, supplier portal, "Dialogue with Suppliers" day.	Responsible purchasing plan, recruitment procedures and compliance with contractual commitments, extension of commitment to corporate responsibility, merchandise safety, Social and environmental forms and code of ethics.	Public administration and social environment	PortAventura Foundation website, periodic publication of corporate information, institutional involvement, meetings with representatives of public institutions and social organisations.	Compliance with applicable legislation, transparency and accountability, good facilities management, involvement with the local environment, collaboration to develop mutually beneficial projects that promote actions aligned with the goals of PortAventura Foundation.		
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GRI standard indicator	Page or direct response	Omissions	External assurance
102-44 Key issues and concerns mentioned	67-69		●
Practices for producing reports			
102-45 Institutions included in the consolidated financial statements	5		●
102-46 Definition of the contents of the reports and the coverage of the subject	30-31		●
102-47 List of material topics	33		●
102-48 Re-expression of information	74, 113, 118, 190		●
102-49 Changes in drafting of reports	32-33		●
102-50 Period covered by the report	5		●
102-51 Latest date of report	2019		●
102-52 Report drafting cycle	Annual		●
102-53 Contact point for questions regarding the report	5		●
102-54 Declaration of drafting the report in accordance with GRI Standards	5, 128		●
102-55 GRI Table of Contents	128-168		●
102-56 External assurance	5, 198-201		●

Economic topics

GRI standard indicator	Page or direct response	Omissions	External assurance																																																																								
GRI 201: Economic performance 2016																																																																											
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²																																																																								
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103-2 Management approach and components	100		●																																																																								
103-3 Evaluation of the management approach	100		●																																																																								
201-1 Direct economic value generated and distributed	52, 101		●																																																																								
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201-2 Financial implications a and other risks and opportunities derived from climate change	106-118		●																																																																								

GRI standard indicator	Page or direct response	Omissions	External assurance						
GRI 203: Indirect economic impact 2016									
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>GRI 203: Indirect economic impacts</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	GRI 203: Indirect economic impacts	Inside and outside the organisation	Direct and indirect		●
Material topic	Boundary ¹	Involvement ²							
GRI 203: Indirect economic impacts	Inside and outside the organisation	Direct and indirect							
103-2 Management approach and components	52, 133		●						
103-3 Evaluation of the management approach	52, 133		●						
203-2 Significant indirect economic impact	52, 133 See indicator 413-1.		●						
GRI 205: Anti-corruption 2016									
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>GRI 205: Anti-corruption</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	GRI 205: Anti-corruption	Inside and outside the organisation	Direct and indirect		●
Material topic	Boundary ¹	Involvement ²							
GRI 205: Anti-corruption	Inside and outside the organisation	Direct and indirect							
103-2 Management approach and components	The bodies in charge of supervising observance of the values and principles of PortAventura World are the Board of Directors, PortAventura World Management, the Compliance Commission and the <i>Compliance Officer</i> . We have tools to ensure ethical and legal compliance: <ul style="list-style-type: none"> Programme of regulatory compliance with legal obligations (<i>Compliance</i>) which affects different areas of the Resort management. <i>Code of Ethics and Professional Conduct</i>, approved in 2013 by the Board of Directors, which encompasses all PortAventura World activities and sets out our basic behavioural principles. The mandatory approval procedure for all suppliers also includes acceptance of the code. <p>The highest governing body of PortAventura World is the Board of Directors, on which the Audit Committee, the Management Committee, the Compliance Commission and the Compliance Officer depend. The Compliance Commission and the compliance officer are responsible for supervising and updating important information related to compliance with the <i>Code of Ethics and Professional Conduct</i> and reporting to the holding company's Audit Committee.</p> <p>The figure of the compliance officer, who performs the following functions:</p> <ul style="list-style-type: none"> Analyse the regulatory changes and their effects for PortAventura World. Revise the risk map. Promote training sessions. Manage the channel of complaints. Transfer the disciplinary files to the Human Resources Disciplinary proceedings. <p>As part of the Compliance system that we have implemented, the anti-corruption control measures and risk have been identified. As a prevention measure against crimes committed by PortAventura World staff and to exercise the due control on our business activity, we have a <i>Criminal risk prevention manual</i>, available to the staff and suppliers.</p> <p>In accordance with the provisions of the Law on Transparency, Access to Public Information and Good Governance, PortAventura World is registered in the Local Authority Registry of the Regional Government of Catalonia as a stakeholder.</p>		●						
103-3 Evaluation of the management approach			●						

GRI standard indicator	Page or direct response	Omissions	External assurance																												
205-1 Operations evaluated for risks related to corruption	172-174		●																												
205-2 Communication and training on anti-corruption policies and procedures	The <i>Code of Ethics and Professional Conduct</i> addresses one of the general principles of behaviour for the workforce at PortAventura World: anti-corruption and fraud. It establishes that the company's professionals: <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. <table border="1"> <thead> <tr> <th>Information on anti-corruption policies and procedures by professional category (accumulated on 31 December)</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Executives and area managers</td> <td>3</td> <td>3</td> <td>0</td> </tr> <tr> <td>Proportion of executives and area managers</td> <td>9.7%</td> <td>9.4%</td> <td>0%</td> </tr> <tr> <td>Supervisory, technical and administrative roles</td> <td>51</td> <td>65</td> <td>0</td> </tr> <tr> <td>Proportion of supervisory, technical and administrative roles</td> <td>8.6%</td> <td>10.4%</td> <td>0%</td> </tr> <tr> <td>Operations staff</td> <td>1,091</td> <td>1,016</td> <td>0</td> </tr> <tr> <td>Proportion of operations personnel</td> <td>94.8%</td> <td>83.5%</td> <td>0%</td> </tr> </tbody> </table> <p>All members of the governing body and employees have been informed about the <i>Code of Ethics and Professional Conduct</i> and the respective anti-corruption policies and procedures.</p>	Information on anti-corruption policies and procedures by professional category (accumulated on 31 December)	2018	2019	2020	Executives and area managers	3	3	0	Proportion of executives and area managers	9.7%	9.4%	0%	Supervisory, technical and administrative roles	51	65	0	Proportion of supervisory, technical and administrative roles	8.6%	10.4%	0%	Operations staff	1,091	1,016	0	Proportion of operations personnel	94.8%	83.5%	0%		●
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205-3 Confirmed cases of corruption and measures taken	In 2020 no cases of corruption were documented.		●																												
Innovation																															
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>Innovation</td> <td>Inside and outside the organisation</td> <td>Direct</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	Innovation	Inside and outside the organisation	Direct		●																						
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103-2 Management approach and components	64-65, 82-85		●																												
103-3 Evaluation of the management approach	64-65, 82-85		●																												
New rides, facilities and services	64-65, 82-85		●																												

Environmental topics

GRI standard indicator	Page or direct response	Omissions	External assurance
GRI 301: Materials 2016			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 301: Materials	Inside and outside of the organisation	Direct and indirect
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	108		●
103-3 Evaluation of the management approach	108		●
301-1 Materials used by weight or volume	108		●
301-2 Recycled inputs	108		●
GRI 302: Energy 2016			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 302: Energy	Inside and outside of the organisation	Direct and indirect
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	110-115		●
103-3 Evaluation of the management approach	110-115		●
302-1 Energy consumption inside the organisation	113		●
302-3 Energy intensity	113		●

GRI standard indicator	Page or direct response	Omissions	External assurance
GRI 303: Water and effluents 2018			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 303: Water and effluents	Inside and outside of the organisation	Direct and indirect
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	122		●
103-3 Evaluation of the management approach	122		●
303-1 Interaction with water as a shared resource	At PortAventura World, we are able to differentiate between various types of water:		●
<ul style="list-style-type: none"> • Water for human consumption. Water from the municipal supply which is used, fundamentally, in restaurants, toilets, for personal hygiene, cleaning etc. Its use is largely influenced by the behaviour of our customers, the main consumers of water. Practically 100% becomes waste water. • Water for recreation and swimming. Both from the municipal supply. The water for recreational use in water attractions, and also in ornamental fountains, is maintained at suitable residual disinfectant levels according to the Resort's internal criteria. Water for swimming, however, is maintained by filtering and treatment, and only a small percentage is disposed of as waste water, after washing the filters. The water is renewed in accordance with the specific regulations. • Reclaimed water for irrigation. Purified waste water that has undergone an additional or supplementary treatment process, allowing it to be used for certain purposes, in this case irrigation. The reclaimed water reused in PortAventura World comes from tertiary treatment at the Waste Water Treatment Plant (WWTP) in Vila-seca and Salou since 1996, and is used exclusively to water the vegetation. • Other water for irrigation. On occasions, the water coming from the WWTP is not suitable for irrigating gardens, either due to conductivity (salt concentration), microbiological contamination or high turbidity. In these situations, the smallest amount possible for water for human consumption is added to reach the mix that complies with the legal and agronomic requirements for the parameters that guarantee the survival of the plant species. 			
303-2 Management of impacts related to discharges of water	The entire PortAventura World Resort is built on a network that makes it possible to direct the different types of water to the most appropriate end destination.		●
<ul style="list-style-type: none"> • Waste water. All waste water generated in the Resort is taken, via a sewer network, to the Vila-seca and Salou waste water treatment plant (WWTP), where it undergoes tertiary treatment to reclaim it, so it can be used for irrigation in the Resort, and even in some of Vila-seca's municipal parks and gardens. Periodic, voluntary, internal controls are performed on waste water in the four Resort sewer pipes: Vila-seca, General (Salou), Hotel El Paso and Hotel Caribe. These controls provide us with a series of data that we can use to carry out any necessary improvements. • Stormwater. Traditionally, and due to the torrential regime of the Mediterranean, rainwater constitutes a testimonial part in water management. However, thanks to the water network within the Resort that separates waste and stormwater, we are able to benefit from some of the rain. 			
The discharge limits are marked by Decree 130/2003 which approves Public Sanitation Service Regulations. In addition, for each water attraction, a desired level of residual disinfectant, transparency and turbidity are defined based on the criticality of each point - according to the amount of contact with the user - and the treatment possibilities of each facility.			

GRI standard indicator	Page or direct response	Omissions	External assurance
------------------------	-------------------------	-----------	--------------------

Water discharges are reported annually to the Catalan Water Agency electronically. In 2020, no self-checks have been carried out at Hotel El Paso and Hotel Caribe collectors as these two hotels remained inactive as a result of the COVID-19 pandemic. In 2020, the limits were not exceeded in any of the four collectors in the controls carried out, according to Decree 130/2003.

Vila-seca sewer	2018	2019	2020
Suspended matter (mg/l)	13	383	120
IM (Equitox/m ³)	<3.0	<3.0	<3.0
COD (not decanted) (mg O ₂ /l)	27	720	104
COD (decanted 2h) (COD) (mg O ₂ /l)	<10	232	85
Conductivity at 25 °C (µs/cm)	605	1553	3950
pH at 25 °C (u)	6.9	6.8	7.5
Chlorides (mg/l)	95.5	107	779.5
Kjeldahl Nitrogen (mg/l)	4.5	571	2.6
Total Phosphorus (mg/l)	1	7.2	3.8
Ammonium (mg/l)	4.1	18.6	<0.5
Oils and fats (mg/l)	0.92	2	1.4

General Salou sewer	2018	2019	2020
Suspended matter (mg/l)	54	63	22
IM (Equitox/m ³)	<3.0	<3.0	<3.0
COD (not decanted) (mg O ₂ /l)	160	42	<10
COD (decanted 2h) (COD) (mg O ₂ /l)	90	20	<10
Conductivity at 25 °C (µs/cm)	1879	1446	2020
pH at 25 °C (u)	7.3	7.1	7.3
Chlorides (mg/l)	286	232	213.5
Kjeldahl Nitrogen (mg/l)	31.1	26.8	1.2
Total Phosphorus (mg/l)	4.4	2.2	1.7
Ammonium (mg/l)	33.9	26.9	<0.5
Oils and fats (mg/l)	<0.50	1.3	<0.50

Hotel El Paso sewer	2018	2019	2020
Suspended matter (mg/l)	51	291	-
IM (Equitox/m ³)	<3.0	6.3	-
COD (not decanted) (mg O ₂ /l)	43	612	-
COD (decanted 2h) (COD) (mg O ₂ /l)	10	304	-
Conductivity at 25 °C (µs/cm)	1407	1559	-
pH at 25 °C (u)	6.8	6.5	-
Chlorides (mg/l)	267	106	-
Kjeldahl Nitrogen (mg/l)	4	8.4	-
Total Phosphorus (mg/l)	1.5	8.5	-
Ammonium (mg/l)	0.9	0.8	-
Oils and fats (mg/l)	<0.50	2	-

GRI standard indicator	Page or direct response	Omissions	External assurance
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Hotel Caribe sewer	2018	2019	2020
Suspended matter (mg/l)	33	195	-
IM (Equitox/m ³)	<3.0	4.6	-
COD (not decanted) (mg O ₂ /l)	37	552	-
COD (decanted 2h) (COD) (mg O ₂ /l)	10	145	-
Conductivity at 25 °C (µs/cm)	2260	174.5	-
pH at 25 °C (u)	7.3	6.6	-
Chlorides (mg/l)	501	174.5	-
Kjeldahl Nitrogen (mg/l)	7.2	6.1	-
Total Phosphorus (mg/l)	1.4	5.3	-
Ammonium (mg/l)	7.7	3.8	-
Oils and fats (mg/l)	<0.5	1.1	-

Figures rounded to 1 decimal place.

303-3	123		
Water withdrawal by source	According to the Aqueduct Water Risk Atlas, PortAventura World is located in an area with a medium-high hydric stress (20% - 40%). All of the Resort's water extraction comes from this area.		●

GRI 305: Emissions 2016

103-1	Material topic	Boundary ¹	Involvement ²	
Explanation of the material topic and its boundary	GRI 305: Emissions	Inside and outside the organisation	Direct and indirect	●
	(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2	Management approach and components	116-119		●
103-3	Evaluation of the management approach	116-119		●

GRI standard indicator	Page or direct response	Omissions	External assurance
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305-1 Direct greenhouse gas (GHG) emissions (scope 1)	118		●
Greenhouse gas emissions (t)			
	2018	2019⁽¹⁾	2020⁽³⁾
(305-1) Direct GHG emissions (scope 1)	5,180	6,014	3,018.69
Natural gas	1,816	1,475	418.12
Fuel	279	244	110.90
Propane gas	24	27	2.26
Fugitive emissions of fluorinated gases	3,061	4,268	2,487.41
(305-2) Indirect GHG emissions associated to electricity (scope 2)⁽²⁾	0	0	0
Electricity	0	0	0
(305-3) Other indirect GHG emissions (scope 3)	1,789	1,824	1,331.73
Waste generation	1,420	1,419	651.35
Water consumption	369	405	159.06
Rail corporate travel	-	-	0.54
Air corporate travel	-	-	0.93
Displacements of workers "in itinere" (Including buses)	-	-	513.60
Corporate travel with workers' vehicles	-	-	6.25
Total emissions	6,977	7,838	4,350.42

(* Figures rounded to 2 decimals place.

(1) The natural gas consumption data for December 2019 is updated, shown in the previous Corporate Responsibility Report estimated from meter readings. The 2019 data includes the fuel consumption of the fleet of vehicles managed by PortAventura World. This was calculated by breaking down the diesel and petrol used by these vehicles according to the distribution by autonomous community, type and fuel corresponding to the year 2018 published by the Directorate-General for Traffic (DGT).

(2) Since 2016, indirect emissions associated with electricity consumption have been 0 t CO₂/kWh because 100% of the supply comes exclusively from renewable energy sources with no CO₂ emissions, (guarantee of origin).

(3) The 2020 data includes in scope 3 emissions from worker transportation, corporate travel.

Note:

To calculate GHG emissions in 2020, the source of the emission factors used was: *Guia pràctica per al càlcul d'emissions de gasos amb efecte d'hivernacle (GEH)* de la Oficina Catalana del Cambio Climàtic, version April 2020, whose publication is after the formulation of the 2020 Corporate Responsibility Report, which includes the non-financial information statement that is part of the management report and which has been verified by KPMG.

GRI standard indicator	Page or direct response	Omissions	External assurance
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305-4 GHG emissions intensity	118		●
Greenhouse gas emissions (t)			
	2018	2019	2020
GHG emissions per 1,000 visits (t CO ₂ per every 1,000 visits/overnight stays and year), scope 1, 2 and 3	1.14	1.23	4.56
GHG emissions per 1,000 visits (t CO ₂ per every 1,000 visits/overnight stays and year), scope 1 and 2	0.85	0.94	3.25
GHG emissions per 1,000 visits (t CO ₂ per every 1,000 visits/overnight stays and year), scope 3	0.29	0.29	1.31
GHG emissions per average workforce (t CO ₂ per average workforce and year), scope 1, 2 and 3	3.37	4.04	3.45
GHG emissions per average workforce (t CO ₂ per average workforce and year), scope 1 and 2	2.51	3.10	2.46
GHG emissions per average workforce (t CO ₂ per average workforce and year), scope 3	0.86	0.94	0.99

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

We pay attention and follow the other atmospheric emissions, although they are not significant in our activities and their environmental impact and impact on air quality is limited. We carry out controls of the emission sources every five years according to current regulations. Before Decree 139/2018 became effective, voluntary readings were carried out every three years. The last voluntary measurement was done in 2018

305-7
Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions

Emission points are: the diesel-oil steam trains, natural gas boilers used for heating and/or hot water, carpentry and painting, motor vehicles, and gas combustion in the Templo del Fuego and FiestAventura and for generating sanitary hot water and heating.

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

GRI 306: Waste 2020

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 306: Waste	Inside and outside the organisation	Direct and indirect	●
	(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	106-107, 109			●
103-3 Evaluation of the management approach	106-107, 109			●
306-1 Waste generation and significant waste-related impacts	107			●
306-2 Management of significant waste-related impacts				●
	The lines of work in the area of waste are focused on the circular economy and on how to collaborate in transforming the waste into a resource. The recycling of waste generated and its minimisation are PortAventura World's waste management objectives. In this sense, we take advantage of all the opportunities to participate in a model to make use of resources.			
	Since the resort opened in 1995, PortAventura World has progressively increased the quantities of fractions of wastes segregated at source. We have a waste management area that contracts companies specialising in the sector, with recovery always required as the main processing method.			

GRI standard indicator	Page or direct response	Omissions	External assurance
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GRI 306: Waste 2020

	2018	Treatment code 2018	2019	Treatment code 2019	2020	Treatment code 2020
306-3 Waste generated	107					
306-4 Waste diverted from disposal						
306-5 Waste directed to disposal						
Non-hazardous waste	3,931	-	4,026	-	1,345	-
Bulky ordinary (without mattresses)	49.18	V99 Others	64.86	V99 Others	16.58	V99 Others
Bulky ordinary - mattresses	5.76	T62 Management through a collection and transfer centre	7.60	T62 Management through a collection and transfer centre	-	-
Pumpkins	3.20	V83 Composting	8.08	V83 Composting	1.7	V83 Composting
Paperboard	451.73	V11 Paper and cardboard recycling	455.12	V11 Paper and cardboard recycling	138.25	V11 Paper and cardboard recycling
Copper wire	0.66	V45 Cable recovery	-	V45 Cable recovery	1.62	recovery of metal and metal compounds
Scrap	78.98	V41 Recycling and recovery of metal and metal compounds	104.66	V41 Recycling and recovery of metal and metal compounds	21.28	V41 Recycling and recovery of metal and metal compounds
Scrap - stainless steel	0.94	V41 Recycling and recovery of metal and metal compounds	5.69	V41 Recycling and recovery of metal and metal compounds	38.98	V41 Recycling and recovery of metal and metal compounds
Scrap - cans	24.54	V41 Recycling and recovery of metal and metal compounds	16.83	V41 Recycling and recovery of metal and metal compounds	3.34	V41 Recycling and recovery of metal and metal compounds
Scrap - metal	3.36	V41 Recycling and recovery of metal and metal compounds	-	V41 Recycling and recovery of metal and metal compounds	-	-
Electronical scrap	10.21	V41 Recycling and recovery of metal and metal compounds	3.12	V41 Recycling and recovery of metal and metal compounds	1.03	T62 Management through a collection and transfer centre
Glass (flat)	-	-	-	-	2.96	V14 Glass recycling
Glass package	74.82	V14 Glass recycling	76.74	V14 Glass recycling	17.12	V14 Glass recycling
Light package	225.05	V12 Plastic recycling	252.95	V12 Plastic recycling	65.17	V12 Plastic recycling
Rubble	-	-	-	-	208.16	T15 Entradas en deposito
Rubble	340.14	T11 Disposal of inert waste	310.42	T11 Disposal of inert waste	-	-
Rubble	2.62	V71 Use in construction	-	V71 Use in construction	-	-
Cooking grease	21.62	T31 Physicochemical and biological treatment	35.02	T31 Physicochemical and biological treatment	8.56	T31 Physicochemical and biological treatment
Luminaires	1.65	V14 Glass recycling	18.17	V14 Glass recycling	2.16	V14 Glass recycling
Luminaires	-	-	-	-	1.50	V41 Recycling and recovery of metal and metal compounds
Wood	162.73	V15 Wood recycling and re-use	181.65	V15 Wood recycling and re-use	128.23	V15 Wood recycling and re-use
Waste mix (ordinary)	61.86	V12 Plastic recycling	166.70	V12 Plastic recycling	120.76	V99 Others
Waste mix (SUW)	1,715.38	V12 Plastic recycling	1,615.29	V12 Plastic recycling	372.95	V99 Others
Waste mix/ wood with nails (ordinary)	10.02	T12 Disposal of non-special waste	22.28	T12 Disposal of non-special waste	6.66	T12 Disposal of non-special waste
Tires	0.21	T52 Tyre recovery	2.78	T52 Tyre recovery	0.04	T62 Management through a collection and transfer centre
Baton batteries	0.35	T62 Management through a collection and transfer centre	0.31	T62 Management through a collection and transfer centre	0.26	T62 Management through a collection and transfer centre
Plastic	13.92	V12 Plastic recycling	13.51	V12 Plastic recycling	4.77	V12 Plastic recycling
Non-recoverable plastic	0.37	V12 Plastic recycling	0.21	V12 Plastic recycling	1.56	V12 Plastic recycling
Organic waste	586.06	V83 Composting	584.40	V83 Composting	156.10	V83 Composting
Vegetable remains straw	45.48	V83 Composting	33.76	V83 Composting	16.54	V83 Composting
Textile	3.74	V13 Textiles recycling	11.20	V13 Textiles recycling	1.34	V13 Textiles recycling
Toner ⁽³⁾	0.10	T62 Management through a collection and transfer centre	0.02	T62 Management through a collection and transfer centre	-	-
Used cooking oil	36.72	V33 Food recovery	34.53	V33 Food recovery	7.21	V33 Food recovery

GRI standard indicator	Page or direct response	Omissions	External assurance
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	2018	Treatment code 2018	2019	Treatment code 2019	2020	Treatment code 2020
Hazardous waste	24	-	49	-	20	-
Absorbents	4.91	T62 Management through a collection and transfer centre	3.91	T62 Management through a collection and transfer centre	4.38	T62 Management through a collection and transfer centre
Empty aerosols	0.13	T62 Management through a collection and transfer centre	-	T62 Management through a collection and transfer centre	0.16	T62 Management through a collection and transfer centre
Non-chlorinated mineral motor and lubricating oils	-	T62 Management through a collection and transfer centre	0.29	T62 Management through a collection and transfer centre	0.40	T62 Management through a collection and transfer centre
Waters with hydrocarbons ⁽¹⁾	-	T62 Management through a collection and transfer centre	21.85	T31 Physicochemical and biological treatment	-	-
Batteries and accumulators	2.11	T62 Management through a collection and transfer centre	-	T62 Management through a collection and transfer centre	0.85	T62 Management through a collection and transfer centre
Electronic scrap (includes gaming machines ⁽⁴⁾)	1.56	T62 Management through a collection and transfer centre	7.00	T62 Management through a collection and transfer centre	4.02	T62 Management through a collection and transfer centre
Contaminated package	8.65	through a collection and transfer centre	10.19	through a collection and transfer centre	4.35	through a collection and transfer centre
Oil filters	0.25	through a collection and transfer centre	-	through a collection and transfer centre	0.03	through a collection and transfer centre
Fluorescents	1.19	through a collection and transfer centre	0.91	through a collection and transfer centre	0.93	recovery of metal and metal compounds
Gases in pressure vessels	0.26	T62 Management through a collection and transfer centre	0.38	T62 Management through a collection and transfer centre	-	-
Fridges	1.19	through a collection and transfer centre	2.14	through a collection and transfer centre	1.3153	T62 Management through a collection and transfer centre
Laboratory chemicals	0.19	T62 Management through a collection and transfer centre	0.36	T62 Management through a collection and transfer centre	0.09	T62 Management through a collection and transfer centre
Cleaning debris parts maintenance	0.05	V21 Solvent recovery	0.15	V21 Solvent recovery	0.05	through a collection and transfer centre
Paint debris	0.01	through a collection and transfer centre	-	through a collection and transfer centre	1.65	through a collection and transfer centre
Other solvents and mixed solvents ⁽²⁾	0.17	V21 Solvent recovery	0.23	V21 Solvent recovery	-	-
Contaminated land	0.32	T62 Management through a collection and transfer centre	-	T62 Management through a collection and transfer centre	-	-
Used mineral oil	2.76	V22 Mineral-oil recovery	1.82	V22 Mineral-oil recovery	2.07	V22 Mineral-oil recovery
Hypochlorite out of use ⁽⁴⁾	-	-	-	-	0.07	T62 Management through a collection and transfer centre
Gasoline ⁽⁴⁾	-	-	-	-	0.02	T62 Management through a collection and transfer centre
Total	3,955		4,075		1,365	

Nota: Tonnes of generated waste rounded to 2 decimals place.

All waste in absolute data have been reduced with the exception of paints with organic solvents or hazardous substances as it depends mainly on maintenance activity and investments to carry out improvements. (1) Waters with traces of hydrocarbons. It has not been generated in 2020 compared to 2019 since after the supervision of the manholes it was not necessary to empty them. (2) Other solvents and solvent mixtures It has not been generated in 2020 compared to 2019 since this residue depends on the cleaning of maintenance parts by Safety kleen. Low activity has meant that this waste is not generated in 2020. (3) Toner has not been generated since 2018 because it is managed by the company that takes care of the maintenance of the printing machines. (4) The waste that is generated in 2020 and was not generated in 2019 is waste from maintenance activity that was prioritized due to the low activity of the resort due to the COVID-19 pandemic situation.

	2018	2019	2020
Waste generated per million visitors (t/million of visitors)	645	638	1,305

GRI standard indicator	Page or direct response	Omissions	External assurance
GRI 308: Supplier environmental assessment			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 308: Supplier environmental assessment	Outside of the organisation	Direct and indirect
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	98-99		
103-3 Evaluation of the management approach	98-99		
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 PortAventura World; and calculation and publication of the carbon footprint.		
	New suppliers that were screened using environmental criteria	2018	2019
	New suppliers that were screened using environmental criteria	91%	77%
			2020
			75%

Environmental criteria for designing and building facilities

GRI standard indicator	Page or direct response	Omissions	External assurance
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	Environmental criteria for designing and building facilities	Inside the organisation	Direct
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			

GRI standard indicator	Page or direct response	Omissions	External assurance
103-2 Management approach and components	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.		
103-3 Evaluation of the management approach	Furthermore, PortAventura World has a manual of environmental criteria for contracting services and purchasing materials, which specifies the environmental criteria for contracting an engineering service to construct and design spaces. Two types of environmental criteria related to procurement are identified. On one hand, specific criteria for building materials, (for instance: use of prefabricated elements, use of certified wood elements or recycled materials, use of natural gypsum and chalk, use of bio-concrete, use of paint with an ecolabel or paint whose components have been selected for their low or zero toxicity, use of polypropylene, polybutylene and polyethylene in plumbing, sanitation and electric installations), and whether or not the materials have ecolabels. On the other hand, specific criteria for space design (class B or above energy efficiency for the building in project phase, taking maximum advantage of natural light, artificial lighting with class A or above energy efficiency, lighting with movement detectors in spaces that will not be used by the public, bioclimatic architectural solutions, class A or above climate control equipment, class A or above boilers for hot water or heating).		
	Class A or above cooling equipment (cooling installations), double-glazed glass on outer windows, openings in roofs and façades with external elements or situated between two windows, reduction of heat islands, separation of rain and waste water, collection of rainwater to be put to other compatible uses, inclusion of water-saving devices on taps/showers, inclusion of water saving devices on toilets and urinals, inclusion of water-saving devices on irrigation systems, inclusion of fat separators (restaurants) and hydrocarbon separators (workshops) before connection to waste-water systems, inclusion in the car parks of recharge points for electric vehicles, and making sure that people with reduced mobility have accessibility to spaces.		
Environmental criteria for designing and building facilities	108		
Environmental awareness			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	Environmental awareness	Inside the organisation	Direct
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	124-125		
103-3 Evaluation of the management approach	124-125		
Actions organised to provide information and raise awareness about the environment aimed at employees and visitors	124-125		

GRI standard indicator	Page or direct response	Omissions	External assurance
Animal well-being			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	Animal well-being	Inside the organisation	Direct
<p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>			
103-2 Management approach and components	At PortAventura World, we have an advanced program to provide veterinary care to the birds, and a protocol to control hygiene in the storage, preparation and supply of their food.		
103-3 Evaluation of the management approach	The animals have health care and are subjected to different medical checks by an accredited veterinarians. We have a register to log the birds that enter and leave, so we know which animals are on site at all times and we have a video-surveillance system in place to monitor intrusions by people or predatory animals. We also have a show supervisor, who control the animals daily, and we have video posters and classic posters in the facilities to inform about the characteristics of each of the animal species.		
Actions organised for bird conservation and to guarantee animal well-being	<p>We apply a series of measures to enrich their environment: the birds have perches, some of them with a special padding, in various shapes to offer different types of support: there are toys in the cages to allow birds interaction and stimulate their senses and, in very heavy bird enclosures, soft soil is used to mimic the forest floor and thus avoid malformations in their feet.</p> <p>In addition to the exercise they have in their cages, their trainer takes them out to fly each day, to reinforce their relationship with the environment and to keep them fit. Birds are also kept at a suitable temperature and the most skittish ones are protected with visual barriers.</p> <p>We carry out a daily food control under the supervision of the biologist in charge of their maintenance and care. On a daily basis, this control goes through an eye inspection of each bird, as well as taking its weight to prevent any type of disease. To this is added the annual analyzes of the birds carried out by a specialized veterinary laboratory in birds that issues a document to PortAventura World in which the state of health of the birds is indicated.</p> <p>With the appearance of bird flu in the world, these measures were extreme a few years ago in order to prevent diseases and ensure the health of birds. Care, maintenance and veterinary controls of the birds are carried out through an external company specialized in these tasks contracted by PortAventura World.</p> <p>The cages and facilities are cleaned and disinfected daily to prevent infection between birds and maintain an adequate hygienic environment for them and the staff who carry out their daily tasks.</p>		

Social topics

GRI standard indicator	Page or direct response	Omissions	External assurance
GRI 401: Employment 2016			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 401: Employment	Inside and outside the organisation	Direct
<p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>			
103-2 Management approach and components	36		
103-3 Evaluation of the management approach	36		
401-2 Benefits for full-time employees that are not given to part-time or temporary employees	<p>PortAventura World has a social benefits policy defined according to organisational levels. The following benefits are provided for all staff and are regulated by the collective bargaining agreement:</p> <ul style="list-style-type: none"> • Unlimited entry to the park and seasonal passes (tax imputation). • Free parking. • Staff canteens with a set menu at a reduced price. • Wedding or baby gift. • Christmas hamper. • Lifetime pass for retired employees. • Sports Training Room at a reduced price for all staff who want to use the machines in this space and attend classes. • Discounts on the purchase of tickets, hotel reservations, shops and restaurants, special prices for family celebrations, etc. • Offers on all types of products and services using a digital platform that all employees can access. • Outlet shop for employees, which offers outlet products from the PortAventura World shops at very attractive prices. In 2019, the number of employees benefiting from health insurance amounted to 550. • Flexible pay system and special tariffs for taking out health insurance with Adeslas. • Various prize-draws: end-of-season prize-draw (with tickets and stays in different places for all employees who have worked during the season in the company), product packs, invitations for two people for the Aquum and weekend stay in Valencia for the users of the PortAventura Team App to maximise its use. • Other benefits: the Correos CityPaq Service, through which employees can receive parcels of online purchases at the work centre and collect them from the two existing terminals at the Resort and the Fes e-Dit shared vehicle platform, whose users have priority parking places and are entered into a prize-draw for hotel nights or tickets. 		
GRI 402: Worker-company relations 2016			
103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²
	GRI 402: Worker-company relations	Inside the organisation	Direct
<p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>			
103-2 Management approach and components	36, 184-185		

GRI standard indicator	Page or direct response	Omissions	External assurance
103-3 Evaluation of the management approach	36, 184-185		●
402-1 Minimum warning periods on operational changes	In 2015, a new collective agreement (2015-2019) between PortAventura Group (made up of the following companies at the time of signing) came into force: PortAventura Entertainment SAU, PortAventura Viajes, SAU and Hotel Caribe Resort, SL) and the PortAventura Entertainment SAU Business Committee, CCOO (Workers' Commissions union) and its union section in the PortAventura Group. The collective agreement (2015-2019) establishes notice periods for employees and the company. Given that, due to its nature, the intensity of PortAventura World's activities is variable and unpredictable over the long term, notice of the working hours for each month must be given to the members of staff affected by irregular working hours on the 25th of the preceding month, through publication of the corresponding schedule on the unit bulletin board.		●

GRI 403: Occupational health & safety 2018

GRI standard indicator	Material topic	Boundary ¹	Involvement ²	Omissions	External assurance
103-1 Explanation of the material topic and its boundary	GRI 403: Occupational health & safety	Inside the organisation	Direct		●
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).					
103-2 Management approach and components	38-50				●
103-3 Evaluation of the management approach	38-50				●
403-1 Occupational safety and health management systems	38-50				●
403-2 Hazard identification, risk assessment and incident investigation	The prevention culture, applied to all levels and areas of business, is the basis of the occupational safety in PortAventura World. In this regard, we have a prevention plan whose occupational risk prevention policy includes the goals, resources and organisational structure needed to implement it.				●
403-3 Health services at work	The Management Committee, with the guidance of the Prevention Service, define the annual health and safety goals according to the priority strategic guidelines. The prevention delegates have been previously consulted and have presented the goals to the Health and Safety Committee. This committee is a collegial body made up of seven prevention delegates and seven representatives of the company appointed by the management; 100% of the workforce is represented by this committee. The Prevention Service performs a monthly follow-up on accidents in the workplace and develops an annual activity programme to comply with the identified goals and the applicable legislation. At PortAventura World, we extend our commitment to occupational safety through the coordination of business activities. The aim is to ensure that the services performed by external entities or personnel meet the safety measures required by law.				●

GRI standard indicator	Page or direct response	Omissions	External assurance																											
403-4 Participation of the Workers, consultations and Communication on health and safety at work	<table border="1"> <thead> <tr> <th>Composition of the Safety Committee and Health (as at 31 December)</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Committee members</td> <td>14</td> <td>14</td> <td>14</td> </tr> <tr> <td>- Prevention officers</td> <td>7</td> <td>7</td> <td>7</td> </tr> <tr> <td>- Company representatives</td> <td>7</td> <td>7</td> <td>7</td> </tr> <tr> <td>Workforce represented by the Health and Safety Committee</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Composition of the Safety Committee and Health (as at 31 December)	2018	2019	2020	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%		●							
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Workforce represented by the Health and Safety Committee	100%	100%	100%																											
403-5 Training of workers in occupational health and safety	44, 48		●																											
403-6 Promoting the health of the workers	The "PortAventura e-Healthy" programme is the tool with which we implement and make tangible the principles of a healthy company, with the aim of making people aware of the importance of looking after their health, and offering different activities, services and facilities that enable them to develop healthy habits. In 2020, the planned actions have not been carried out as a result of the impact of COVID-19.		●																											
403-7 Prevention and mitigation of the impacts on health and security of the workers directly linked through commercial relations	96		●																											
403-8 Workers covered by an occupational health and safety management system	<table border="1"> <thead> <tr> <th>Boundary of the occupational safety and health management system</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system</td> <td>1,872</td> <td>959</td> </tr> <tr> <td>Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system¹</td> <td>1,027</td> <td>539</td> </tr> <tr> <td>Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party</td> <td>1,872</td> <td>959</td> </tr> <tr> <td>Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party²</td> <td>1,027</td> <td>539</td> </tr> <tr> <td>Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Boundary of the occupational safety and health management system	2019	2020	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	1,872	959	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	100%	100%	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system ¹	1,027	539	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system	100%	100%	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party	1,872	959	Employees (own staff) whose work or place of work are controlled by PAW and are covered by the occupational health and safety management system, subject to internal audit or certification by a third party	100%	100%	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party ²	1,027	539	Workers that are not employees (external staff) whose work or place of work are controlled by PAW and are covered by the occupational safety and health management system, subject to internal audit or certification by a third party	100%	100%		●
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(1) Coordination of activities are carried out with the different companies that perform work in our facilities. (2) The coordination of business activities is provided for in the legal audit of the occupational risk management system.																														

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403-9 Injuries due to accidents in the workplace	44-45																																																																																																																										
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GRI standard indicator	Page or direct response	Omissions	External assurance						
GRI 404: Training and education 2016									
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>GRI 404: Training and education</td> <td>Inside the organisation</td> <td>Direct</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	GRI 404: Training and education	Inside the organisation	Direct		
Material topic	Boundary ¹	Involvement ²							
GRI 404: Training and education	Inside the organisation	Direct							
103-2 Management approach and components	<p>Training is one of the tools provided by PortAventura World to offer added value to its workers. The company's training plan, which is annual, includes all training actions required to ensure that employees are prepared to adequately perform the duties and tasks of their job position, and to extend their knowledge and reinforce their skills and competencies. The training plan is open and dynamic, as the needs are always changing too.</p>								
103-3 Evaluation of the management approach	<p>The Human Resources Management is responsible for managing the company's training policy, defining together with the General Management the criteria and priorities for each season, and assigning the resources necessary for their application.</p> <p>The talent management model of PortAventura World is focussed on maximising internal talent, incentivising continuous improvement and promoting professional development. We have various tools to ensure that the model is effective, although in 2020 due to the impact of COVID, the planned performance evaluations have not been developed.</p> <ul style="list-style-type: none"> The performance management system allows us to help develop the performance of all employees, in order to implement a culture of continuous improvement. The system unifies criteria, facilitates communication and serves for the good development of the work, to participate in future internal selection processes and promotion and detect new training needs. The goal-based management system makes it possible to obtain the information needed to be able to apply personalised variable remuneration. The system sets out functional (operational and service) and productivity goals. The employees receive compensation for achieving these goals. <p>Furthermore, we have two other initiatives for recognising staff performance: (quality cards, Best unit award and Best Employee of the Quarter Award). Due to the impact of COVID-19, in 2020 the prizes have not been awarded, nor the shopping and restaurant vouchers and hotel nights.</p>								

GRI standard indicator	Page or direct response	Omissions	External assurance
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404-1
Average number of training hours per year per employee

Average no. of training hours per employee by gender and job category (h/employee)	2018	2019	2020
Global (men and women)	11.16	13.21	10.53
<i>Men</i>	12.44	13.78	11.78
- Executives and area managers	21.26	35.53	5.53
- Supervisory, technical and administrative roles	11.51	13.13	9.34
- Operations staff	12.17	12.75	14.15
<i>Women</i>	10.52	12.87	9.94
- Executives and area managers	18.81	33.69	11.89
- Supervisory, technical and administrative roles	11.61	16.47	8.84
- Operations staff	10.10	11.38	10.30

Other training indicators	2018	2019	2020
Training hours	40,629	50,052	16,988
Workforce trained ¹	3,640	3,789	1,613
Workforce that has received some form of training during the year	94.01%	96.09%	66.11%
Workforce participating in distance training	77%	85% ²	83%

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

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

The training plan is organised into training areas:

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

The most relevant training actions of 2020 are:

- New edition of the modular training programme "**Training of Middle Managers of the Tourism Sector**" within a collaboration agreement with the Rovira i Virgili University). The leisure and entertainment module was pending completion since it coincided with the lockdown. The programme was completed by 16 employees.
- Specific training for hotel managers: **Advanced Hotel Management Programme**. 66-hour online training. 6 students completed the program.
- Training on **Prevention and control of COVID-19** training provided by the company Biolinea. Course duration 2 hours. It was developed as a webinar in which the participants could raise questions with the trainer. This training was aimed at: heads, managers, middle managers who manage teams, prevention service, management committee and prevention delegates. At the end of the training, a certificate was issued per participant. In total 274 employees were trained.
- Training on **COVID-19 Good Practices and Preventive Measures**, carried out internally through the training platform. Different courses were held with the specific procedures to follow for the different groups (shows, hotels, logistics, offices, restaurant operations, and shops & games). The courses had a knowledge validation questionnaire. 987 employees took the training.

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

Workforce benefits from a system of variable remuneration based on the achievement of individual and group goals according to gender and job category (on 31 December)	2018	2019	2020
Total workforce	17%	17%	29%
<i>Men</i>	20%	20%	52%
- Executives and area managers	100%	100%	95%
- Supervisory, technical and administrative roles	47%	49%	80%
- Operations staff	0%	0%	0%
<i>Women</i>	15%	15%	17%
- Executives and area managers	100%	100%	100%
- Supervisory, technical and administrative roles	43%	44%	28%
- Operations staff	0%	0%	0%

Workforce who have undergone a performance appraisal system (active employees throughout the year)	2018	2019	2020
Total workforce	75%	78%	0%
<i>Men</i>	72%	76%	0%
- Executives and area managers	0%	3%	0%
- Supervisory, technical and administrative roles	49%	50%	0%
- Operations staff	86%	90%	0%
<i>Women</i>	77%	79%	0%
- Executives and area managers	0%	0%	0%
- Supervisory, technical and administrative roles	66%	69%	0%
- Operations staff	85%	87%	0%

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

103-1 Explanation of the material topic and its boundary	Material topic	Boundary¹	Involvement²	●																	
	GRI 405: Diversity and equal opportunities	Inside the organisation	Direct																		
<p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>																					
103-2 Management approach and components	94-95	Diversity and equal opportunities are the structural levers of our workforce management strategy. It is also our obligation to apply them fairly and correctly, adopting the necessary measures and using the appropriate mechanisms to guarantee non-discrimination against people based on race, colour, sex, religion, age, political opinion, social background, origin or others: <ul style="list-style-type: none"> • Code of ethics and profession conduct • Workplace harassment protocol • Equal opportunities plan for men and women The gender perspective is incorporated into the recruitment process established by the Human Resources Department and in psychosocial risk assessments.			●																
103-3 Evaluation of the management approach	For the human resources recruitment procedure, we have a particular methodology for people with special needs. The selection process is personalised and includes contact with centres and entities for integration into the workplace; it consists of a skills and competences interview. There is a common communication framework for the monitoring process. For the insertion of people at risk of social exclusion, we work with the ASJTET Tarragona Centre of Regional Programs (Support for young people currently and formally in care and Directorate for child and adolescent care) and with Aula 15 of the City Council of Vila-seca. We also collaborate with the Vila-seca, Salou and Mas Carandell employment boards for young people.																				
405-1 Diversity in Government bodies and employees	94-95	<table border="1"> <thead> <tr> <th>Female staff by job category (on 31 December)</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Executives and area managers</td> <td>42%</td> <td>41%</td> <td>41%</td> </tr> <tr> <td>Supervisory, technical and administrative roles</td> <td>61%</td> <td>61%</td> <td>64%</td> </tr> <tr> <td>Operations staff</td> <td>66%</td> <td>65%</td> <td>68%</td> </tr> </tbody> </table>			Female staff by job category (on 31 December)	2018	2019	2020	Executives and area managers	42%	41%	41%	Supervisory, technical and administrative roles	61%	61%	64%	Operations staff	66%	65%	68%	●
Female staff by job category (on 31 December)	2018	2019	2020																		
Executives and area managers	42%	41%	41%																		
Supervisory, technical and administrative roles	61%	61%	64%																		
Operations staff	66%	65%	68%																		

GRI standard indicator	Page or direct response	Omissions	External assurance
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Workforce by gender and age group (on 31 December)	2018	2019	2020
25 years old	444	417	22
- Male	182	182	15
- Female	262	235	7
26-35 years old	362	395	169
- Male	128	153	59
- Female	234	242	110
36-45 years old	540	564	357
- Male	187	190	115
- Female	353	374	242
46-55 years old	331	371	298
- Male	121	136	116
- Female	210	235	182
56-65 years old	98	123	112
- Male	25	32	32
- Female	73	91	80
> 65 years old	1	2	1
- Male	0	0	0
- Female	1	2	1

GRI standard indicator	Page or direct response	Omissions	External assurance
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Workforce by nationality (on 31 December)	2020		
	Female	Male	Total
Country			
Germany	2	3	5
Algeria	0	1	1
Argentina	1	2	3
Belgium	0	0	0
Bolivia	0	0	0
Brazil	1	0	1
Bulgaria	2	0	2
Canada	0	0	0
Czech Republic	0	1	1
Chile	0	0	0
Colombia	2	0	2
Democratic Republic of Congo	0	1	1
Croatia	0	0	0
Cuba	0	0	0
Dominican Republic	0	0	0
Ecuador	0	0	0
Slovakia	0	0	0
Slovenia	0	0	0
Spain	581	297	878
France	5	3	8
Ghana	0	0	0
Equatorial Guinea	0	2	2
Holland	1	0	1
Honduras	0	0	0
Italy	3	8	11
Latvia	1	0	1
Morocco	4	13	17
Mexico	0	0	0
Moldova	0	0	0
Nigeria	0	0	0
Peru	2	0	2
Poland	1	0	1
Portugal	2	3	5
Romania	9	1	10
Russia	3	0	3
Senegal	1	1	2
Switzerland	0	0	0
Ukraine	0	0	0
Uruguay	0	1	1
Venezuela	1	0	1
Total	622	337	959

GRI standard indicator	Page or direct response	Omissions	External assurance
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Own staff with functional diversity by job category ¹	2018	2019	2020
Executives and area managers	0	0	0
Supervisory, technical and administrative roles	3	3	4
Operations staff	53	63	17
Total	56	63	21
Percentage of workers on the workforce with some kind of disability	2.09%	2.43%	2.19%

(1) The calculation formula for the data is presented with the data for 31 December and 12 months earlier.

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

405-2	Ratio between base salary and women's wages as compared to men's wages	182	●
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GRI 406: Non-discrimination 2016

103-1	Material topic	Boundary ¹	Involvement ²	
Explanation of the material topic and its boundary	GRI 406: Non-discrimination	Inside the organisation	Direct	●

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

(2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).

103-2	Management approach and components	92, 94, 158, 186	●
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103-3	Evaluation of the management approach	92, 94, 158, 186	●
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406-1	Cases of discrimination and corrective actions taken	PortAventura World applies the principles of honest treatment and respect for human rights provided for in its Code of Ethics and Professional Conduct, so that relations between all professionals and suppliers of the company should be characterised by fair, educated and respectful treatment. PortAventura World has no recorded incidents of discrimination with regard to its work- force, customers, suppliers, contractors, external staff or society in general for 2020.	●
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GRI standard indicator	Page or direct response	Omissions	External assurance
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GRI 413: Local communities 2016

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 413: Local communities	Inside and outside the organisation	Direct and indirect	●
	(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	52-58, 89, 109, 133			●
103-3 Evaluation of the management approach	52-58, 89, 109, 133			●
413-1 Operations with local community participation, impact evaluations and development programmes	52-58, 89, 109, 133		Due to the situation caused by COVID-19, 16 traineeships have joined in 2020, all of them nationals.	●

GRI 414: Suppliers social evaluation 2016

103-1 Explanation of the material topic and its boundary	Material topic	Boundary ¹	Involvement ²	
	GRI 414: Suppliers social evaluation	Outside the organisation	Direct and indirect	●
	(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).			
103-2 Management approach and components	98-99		Since 2016, certificates have been accepted proving mandatory compliance in social audits at suppliers' factories in Asia (China, Thailand, Bangladesh and Indonesia). Only auditors and certificates of renowned prestige are allowed, and a high degree of compliance is required for them to be accepted. A trade relationship has not been established with suppliers whose factories do not achieve the minimum score required, or those that have refused performance of this audit. PortAventura World extends its corporate responsibility in its supplier relations.	●
103-3 Evaluation of the management approach				

GRI standard indicator	Page or direct response	Omissions	External assurance
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Accepted certification	Main topics analysed	Number of 2020 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.	3
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.	2
BSCI	Social management system and knock-on effect, involvement of work team and protection, right to the freedom of association and collective bargaining, non-discrimination, fair salaries, decent working hours, occupational health and safety, child labour, special protection of young staff members, precarious employment, slavery to cover debts, environmental protection, ethical behaviour of the business.	0
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.	3
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.	0
INTERTEK	Employment practices, salaries and working hours, health and safety, management systems and environment.	2
Brand certifications	The brand certificate guarantees that in the production process of the products of internationally recognised brands, all the established policies are complied with in regard to ethics, corruption and bribery, human rights, environmental management, occupational health and safety, salaries and benefits, etc.	1
Total		10

GRI standard indicator	Page or direct response	Omissions	External assurance
414-1 New suppliers that have passed screening and selection filters according to social criteria	98-99 The social aspects considered when assessing suppliers are as follows: level of employment practices; compliance with local health and safety regulations; availability of a third-party certified occupational risk prevention system; availability of the occupational risk prevention certificate and certificate of the medical aptitude of all workers; and the existence of a civil liability policy for professional risks with the corresponding receipt of payment. Regarding human rights: adherence to the United Nations Global Compact; support for freedom of association and effective recognition of the right to collective bargaining; compliance with local labour regulations, including workers' rights regarding contracting, working hours, salary, etc.; support for the protection and respect of internationally recognised basic human rights; respect for the rights of children to be protected against economic exploitation; support for the elimination of all types of forced and compulsory labour and abuses of authority; respect for equal opportunities and rejection of discriminatory practices in the workplace; compliance with the legislation in force on workers' rights; occupational health or safety; and extension of the commitment to human rights to encompass the supply chain.		●
New suppliers that were screened using social criteria			
		2019	2020
	% new suppliers that were screened using social criteria	77%	75%

GRI 416: Customer health and safety 2016

GRI standard indicator	Material topic	Boundary ¹	Involvement ²	Omissions	External assurance
103-1 Explanation of the material topic and its boundary	GRI 416: Salud y seguridad de los clientes	Dentro y fuera de la organización	Indirecta		●
(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).					
103-2 Management approach and components	60-61, 64, 72-79				
103-3 Evaluation of the management approach	60-61, 64, 72-79				
416-1 Evaluation of the health and safety impact on the categories of products or services	60-61, 64, 72-79				
F&B SERVICE FOR ALL The F&B areas (table service, buffet and self-service) of the Resort where customers can enjoy products suitable for celiacs are shown in the "Eat gluten-free" leaflet. Visitors to the Resort can also obtain information about the different F&B possibilities for people with special dietary needs, contained in the guide to "Food allergies and intolerances". PortAventura World has established the following procedure: the form for allergies and intolerances is given to customers from the call centre when they request it so that they have the information in advance. The form is also given in the hotels at checkin. The information is sent to the catering department so that they can take it into account in all meal services. For people with food allergies and intolerances who only come to our theme parks, we have a booking form for table services and a special form to enter the park with food, so that people with allergies and complicated intolerances may enter with specific products. This document must always be accompanied with a medical certificate indicating the relevant allergy or intolerance. In all our restaurants, we also promote the Mediterranean diet, with vegetable garnishes and healthy desserts, and we are gradually increasing the vegetarian offer. At our recharge areas, we offer healthy options such as cut fruit and natural juices.					

GRI standard indicator	Page or direct response	Omissions	External assurance
	RIDE AND FACILITY SAFETY An essential requirement for the safety of the customers is the safety of the facilities. At PortAventura World, we guarantee:		
	<ul style="list-style-type: none"> Maintenance, inspections and certifications at a higher level than any local, regional or state regulations requirements. We also commit to annual certification by an authorised body or third party. A control centre that centralises 100% of information and events in the Resort facilities, to guarantee an immediate response should there be a malfunction or incident alert. 24-hour presence of a sufficient number of qualified staff for immediate, first intervention, which minimise or removes the risk of consequences being propagated or elevated. Operation of the Security Area, which has a structure that guarantees 24-hour security every day of the year, is responsible for coordinating relations between the company and security forces and bodies. Its mission is to guarantee the protection of people, first and foremost, in addition to property, assets, real estate and business trade, and to oversee services to make sure they are functioning properly. To monitor the facilities, the Resort has hired security guards from a company that is duly approved through the Register of Security Companies of the General Directorate of the Police. In addition, active and passive technical means of protection (e.g. against anti-social behaviour, and for fire prevention and protection) are in place. 		
	The self-protection plan is reviewed and updated permanently, not only because of the addition of new business units, but as a result of the drills, periodic inspections or partial audits of each unit. This continuous update enables the annual process of maintenance, inspections, certifications and emergency plans to be concluded, guaranteeing the safety of our customers.		
	The corresponding safety inspections and reviews and the functioning inspections of the ride are carried out daily. There is also a weekly review of any incidents (faults) that may have arisen to check and ensure that the measures taken were appropriate. In strict adherence to all applicable Spanish and European legislation, PortAventura World uses the services of an independent inspection company, which performs all annual non-destructive testing and operational testing on the rides, and issues certificates:		
	<ul style="list-style-type: none"> 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. PortAventura Caribe Aquatic Park annual inspections and annual certification by SGS, according to (UNE-EN 1069). Daily inspections are carried out in accordance with the maintenance manual and requirements established during initial certification. The ride is not opened to the public until all required adjustments, inspections and repairs have been performed. The procedures and maintenance logs for the ride are certified. Random internal audits during daily inspections are performed throughout the season. All rides are certified to EN 13814 for design, construction, installation and maintenance, including: PER (Pressure Equipment Regulation, by Bureau Veritas ECA), LVD (Low-Voltage Electrotechnical Regulation, by Bureau Veritas ECA), UNE-60-620 (Gas Installations Regulation, by Bureau Veritas ECA), annual RAPO (Chemical Product Storage Regulation, by Bureau Veritas ECA), ride structures and slides of water park, fall protection (lifelines) in accordance with the UNE-EN 795 standard (approved external companies). PortAventura World is also adapting to the forthcoming ISO 17842 international standard, in anticipation of it replacing EN 13814. 		
			
	Clear, concise information at the entrance to each ride on restrictions and behaviour for the proper use of the rides is another key aspect to maximum safety. The information is provided by the manufacturer, and reviewed and validated by the independent inspection company. All visitors of the Resort must observe the operating rules of PortAventura Park, PortAventura Caribe Aquatic Park and Ferrari Land.		

GRI standard indicator	Page or direct response	Omissions	External assurance																																				
GRI 416: Customer health and safety 2016																																							
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>GRI 416: Customer health and safety</td> <td>Inside the organisation</td> <td>Direct</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	GRI 416: Customer health and safety	Inside the organisation	Direct	●																															
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103-2 Management approach and components	67-69, 85-86		●																																				
103-3 Evaluation of the management approach	67-69, 85-86		●																																				
Customer satisfaction	67-68		●																																				
	<table border="1"> <thead> <tr> <th>Customer satisfaction (score out of 5)</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Overall rating for PortAventura Park</td> <td>4.17</td> <td>4.17</td> <td>4.01</td> </tr> <tr> <td>Overall rating PortAventura Caribe Aquatic Park</td> <td>4.14</td> <td>4.04</td> <td>The park has not been opened</td> </tr> <tr> <td>Overall rating for Ferrari Land</td> <td>3.81</td> <td>3.79</td> <td>3.74</td> </tr> <tr> <td>Overall rating for stays in Resort hotels</td> <td>4.08</td> <td>4.15</td> <td>4.19</td> </tr> <tr> <td>Overall rating for the PortAventura Convention Centre¹</td> <td>4.27</td> <td>4.44</td> <td>No surveys have been conducted</td> </tr> </tbody> </table> <p>(1) In 2019, the method of working the evaluation data of PortAventura Convention Centre was modified. The raw data will be weighted so that it is more representative. Taking into account this change in the methodology, only the weighted data of 2018 and 2019 are available.</p>	Customer satisfaction (score out of 5)	2018	2019	2020	Overall rating for PortAventura Park	4.17	4.17	4.01	Overall rating PortAventura Caribe Aquatic Park	4.14	4.04	The park has not been opened	Overall rating for Ferrari Land	3.81	3.79	3.74	Overall rating for stays in Resort hotels	4.08	4.15	4.19	Overall rating for the PortAventura Convention Centre ¹	4.27	4.44	No surveys have been conducted														
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Presence on social networks and digital channels	86		●																																				
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Food safety and healthy eating habits																			
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Food safety and healthy eating habits	Inside and outside the organisation	Direct and indirect																	
103-2 Management approach and components	78		●																
103-3 Evaluation of the management approach	78		●																
Number of health and hygiene audits (internal and external) carried out over the year	78		●																
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	2018	2019	2020																
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Material topic	Boundary ¹	Involvement ²																	
Merchandise safety	Inside and outside the organisation	Direct and indirect																	
103-2 Management approach and components	168		●																
103-3 Evaluation of the management approach	168		●																

GRI standard indicator	Page or direct response	Omissions	External assurance						
Regulations and standards contemplated to guarantee the safety of merchandise	<p>The safety of all merchandising items is guaranteed by PortAventura World complying with current legislation, CE marking and labelling, and updating to the standard changes when applicable. The advisory body for PortAventura World in relation to merchandise for children (even when these items are not toys is the Technological Institute for Children's Products and Leisure. These undergo safety testing according to European standard UNE-EN 71 (parts 1-13):</p> <ul style="list-style-type: none"> EN 71 - part 1: Mechanical and physical properties EN 71 - part 2: Flammability EN 71 - part 3: Migration of certain elements 		●						
Digitalisation									
103-1 Explanation of the material topic and its boundary	<table border="1"> <thead> <tr> <th>Material topic</th> <th>Boundary¹</th> <th>Involvement²</th> </tr> </thead> <tbody> <tr> <td>Digitalisation</td> <td>Inside and outside the organisation</td> <td>Direct and indirect</td> </tr> </tbody> </table> <p>(1) States where the impact takes place: inside the organisation, outside the organisation or inside and outside the organisation. (2) States involvement of the organisation regarding the impact: direct (the organisation has caused the impact directly) or indirect (the organisation is linked to the impact through its business relations).</p>	Material topic	Boundary ¹	Involvement ²	Digitalisation	Inside and outside the organisation	Direct and indirect		●
Material topic	Boundary ¹	Involvement ²							
Digitalisation	Inside and outside the organisation	Direct and indirect							
103-2 Management approach and components	64, 79, 84-85		●						
103-3 Evaluation of the management approach	64, 79, 84-85		●						
Digitalisation actions targeted at customers and visitors	64, 84-85		●						
Digitalisation actions targeted at employees	64, 84-85		●						



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

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

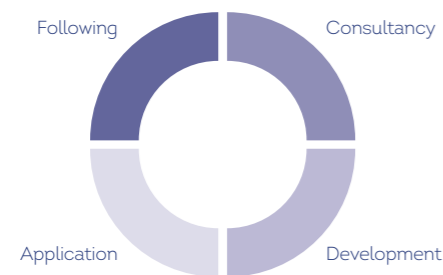
Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
General information			
Business model			
Brief description of the Group's business model	16 12-13, 16-17, 65	102-2 Activities, brands, products and services 102-7 Organisation size	●
Geographical presence	128 128 62	102-3 Location of headquarters 102-4 Location of operations 102-6 Markets served	●
Company objectives and strategies	8-9, 26-27	102-14 Statement from decision-making senior executives	●
Main factors and trends that may affect their future trend	20-21	102-15 Key impacts, risks and opportunities	

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

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

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

RISK MANAGEMENT METHODOLOGY



RISK MAP

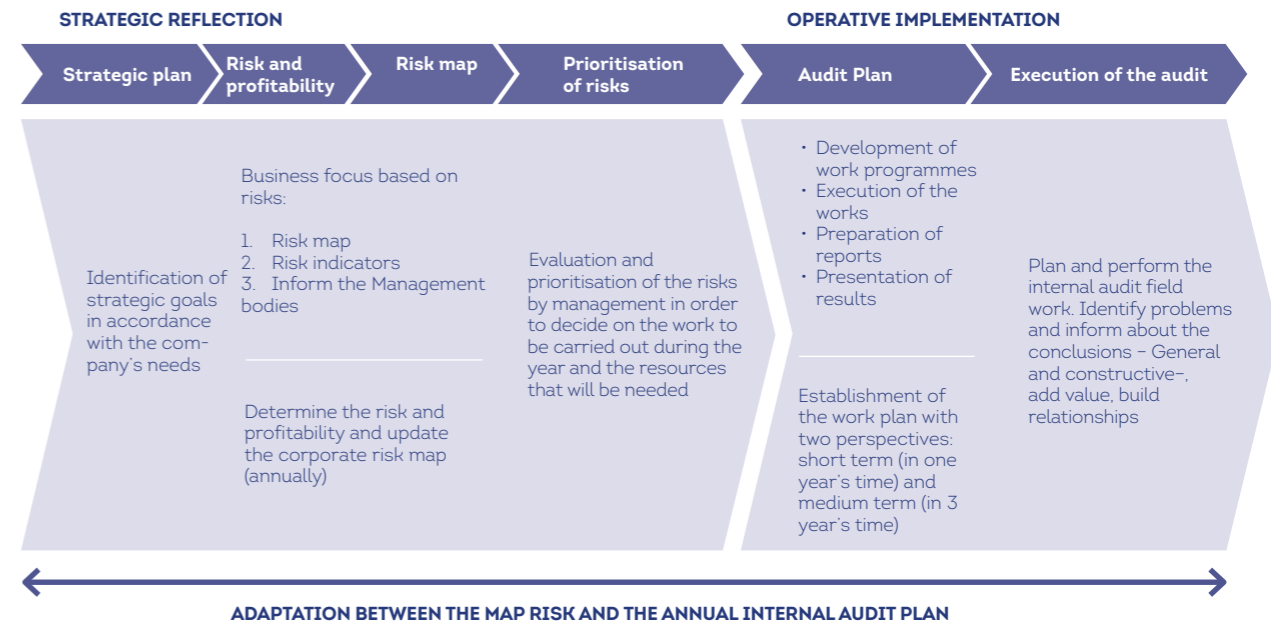
1. Definition of risk
2. Risk management framework
3. Roles and responsibilities
4. Transparency of the governing bodies
5. Risk infrastructure
6. Management Responsibility
7. Review and supervision
8. Responsibility of the business units
9. Support of the department and support functions

BENEFITS

- Part of the strategic reflections
- Aligns strategic goals with the risk management
- Strengthens the organisation's governance structure

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

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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RISK MAP

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

We periodically review the risks we are exposed to in order to anticipate and mitigate them and, at the same time, reinforce the internal control culture of PortAventura World. In 2021 we will conduct a new update of the corporate risk map in order to maintain an effective risk management system according to the standards and principles contained in the Risk Management ISO 31000. This review includes the aspects relevant to our strategic management such as the risk governance model, setting appetite and risk tolerance, model for qualitative impact and level of control (residual risk) assessment and risk prioritisation model.

In the last review of the risk map, 29 risk events were identified and stem from the following risk areas:

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

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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CRIMINAL RISK PREVENTION MODEL

We have an analysis of the criminal risks to which the company could potentially be exposed and which may involve criminal liability of the legal entity. Made in 2010 and updated in 2019 under the reform of the Criminal Code which provides for the exemption from criminal liability under the following conditions:

Establishment of a body with autonomous initiative and control powers.	Compliance Commission
Identification of the activities which may lead to crimes being committed that should be prevented.	Definition of the criminal risk prevention model in collaboration with an external professional
Establishment of the protocols or procedures that specify the process to express the will of the legal entity, decision making and enforcement of those decisions.	Definition and communication of the <i>Code of ethics and professional conduct</i>
Having an adequate financial resources management model in place to avoid crimes that must be prevented.	Including a budget line for the management of the model
Enforcement of the obligation to inform about possible risks and non-compliances to the control body.	Set up a whistle blower channel for the communication and processing of any breaches of the model, and define regulations for its control
Setting up a disciplinary system that adequately sanctions any breaches of the model.	Referring to Collective Bargaining and Statute of Workers' Rights
Carrying out a periodic review of the Model and making any modifications to it when relevant breaches of its provisions are revealed, or when changes occur in the organisation.	Checking the applicability of the identified risks, and oversee and monitor the validity and effectiveness of the associated controls.

In the last update of the model in 2019, 26 risks were identified and a process of implementation of the management of automated control activities began. There are a total of 171 controls, generic or specific controls linked to the crimes. There are a total of 171 controls, either of a generic or specific nature, related to crimes. In 2020, risks have been reduced in proportion to the decline in the company's activity.

The compliance officer monitors the implementation, design and effectiveness of the controls defined for their mitigation through the comprehensive criminal risk management tool.

PortAventura World has a compliance channel which is at the service of all employees to report possible criminal acts within the company, including those related to money laundering. The channel puts employees in direct contact with the Compliance Officer through the following channels: e-mail, postal address and post box located at the reception of building 110. The specific regulation of the channel establishes that any complaint will be treated with the strictest confidentiality and will only be known to those who must investigate the reported facts. Likewise, it guarantees that the complainant will not be subject to any retaliatory action or disciplinary measures for filing complaints, supplying information or assisting in investigations. As a result of the investigation carried out, the Audit Committee will adopt the pertinent measures. In 2020 the compliance channel did not receive any complaints.

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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General

Mention in the report of the national, European or international reporting framework used to select key nonfinancial performance indicators included in each of the sections.	5, 128	102-54 Claims of reporting in accordance with the GRI standards	●
Materiality principle	30-33	102-46 Defining report content and topic boundaries 102-47 List of material topics	●
If the company complies with the non-financial information law by issuing a separate report, it must indicate expressly that said information is included in the management report.	The information contained in this Corporate Responsibility Report 2020 is part of the management report.		●

Information on environmental issues

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.	77, 99, 104-125	103-2 The management approach and its components	●
The results of these policies , which should include key indicators of relevant nonfinancial results that enable progress to be monitored and evaluated and that favour comparison between societies and sectors, in accordance with the national, European or international reference frameworks used.	26, 77, 99, 104-125	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 should be included about the effects that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.	172-174	102-15 Key impacts, risks and opportunities	●

Environmental management

Current and foreseeable impact of the company's activities on the environment and where applicable, on health and safety	In 2020 there have been no breaches of environmental legislation and regulations.	307-1 Non-compliance with environmental legislation and regulations	●
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Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law								
Evaluation procedures or environmental certification	104	103-2 The management approach and its components: environmental evaluation o certification	●								
<p>In order to systematically and objectively evaluate the environmental management system, we conduct periodic internal and external environmental audits. In 2020, 1 internal audit and 10 external audits were carried out.</p>											
Resources dedicated to the prevention of environmental risks		103-2 The management approach and its components: environmental investments	●								
		<table border="1"> <thead> <tr> <th></th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Environmental investment</td> <td>€754,074</td> <td>€753,770</td> <td>€858,003</td> </tr> </tbody> </table>		2018	2019	2020	Environmental investment	€754,074	€753,770	€858,003	
	2018	2019	2020								
Environmental investment	€754,074	€753,770	€858,003								
<p>Thanks to its cross-cutting character, the environmental management system is overseen by different bodies:</p> <ul style="list-style-type: none"> • Management Committee, managers and area supervisors, who approve proposals from the Environmental Management System (EMS) representative, regarding environmental management of the complex. The Management signs the Environmental Policy. • Environmental Management System (EMS) representative, an executive responsible for monitoring the overall application and maintenance of the environmental management system and who acts as an interlocutor with the Management Committee. • The Green Team or Environmental Committee, a multi-departmental working group whose goal is to ensure proper, uniform environmental management throughout the Resort. It suggests and presents proposals for improvement, and facilitates and establishes goals based on the environmental policy. This committee meets every three months and reports to the Management Committee. <p>In 2020, a total of 4.85 equivalent employees have been dedicated to the environmental management of PortAventura World.</p> <p>In order to involve the whole workforce, we have an environmental objective in the manager's variable pay system.</p>											
Implementation of precautionary approach	104	102-11 Precautionary principle or approach	●								
Amount of provisions and guarantees for environmental risks	See table on environmental investment.	103-2 The management approach and its components: environmental investments	●								
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	As regards to noise emissions, voluntary acoustic measure-ments are carried out every three years.	103-2 The management approach and its components: measures to prevent, reduce or repair noise pollution	●								
		103-2 The management approach and its components: measures to prevent, reduce or repair light pollution									
<p>As regards to light emissions, the requirements established by Decree 190/2015, of August 25, developing Law 6/2001, of May 31, on environmental management of lighting for the protection of the night environment are met. This is applicable to newly installed lighting fixtures and installations, as well as to modifications and extensions to existing installations.</p>											
Circular economy and waste prevention											
Prevention measures, recycling, reuse, other forms of recovery and waste disposal	108 107, 145 107, 145 107 146-147 146-147	301-2 Recycled inputs 306-1 Disposal of water according to its quality and use (2020) 306-2 Waste by type and disposal method (2020) 306-3 Waste generated (2020) 306-4 Waste diverted from disposal (2020) 306-5 Waste directed to disposa (2020)	●								

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Actions to combat food waste	109	103-2 The management approach and its components: actions to combat food waste	●
Sustainable use of resources			
Water consumption and water supply in accordance with local constraints	141 141-143 123	303-1 Water withdrawal by source (2018) 303-2 Management of impacts related to discharges of water (2018) 303-3 Recycled water (2018)	●
Consumption of raw materials and measures taken to improve the efficiency of their use	108	301-1 Materials used by weight or volume	●
Direct and indirect energy consumption	113 113	302-1 Energy consumption within the organisation 302-3 Energy intensity	●
Measures taken to improve energy efficiency	110, 112	302-4 Reduction of energy consumption	●
Use of renewable energy	112, 114	302-1 Energy consumption within the organisation	●
Climate change			
Important elements of greenhouse gas (GHG) emissions generated as a result of the company's activities, including the use of the goods and services it produces	118, 144 118, 144 118, 144 118, 145	305-1 Direct GHG emissions (scope 1) 305-2 Indirect GHG emissions from energy generation (scope 2) 305-3 Other indirect GHG emissions (scope 3) 305-4 GHG emissions intensity	●
Measures adopted to adapt to the consequences of climate change	118-119	201-2 Financial implications and other risks and opportunities derived from climate change	●
Reduction goals set voluntarily in the medium and long term to reduce greenhouse gas emissions and the measures implemented for that purpose	26, 116	305-5 Reduction of emissions	●
Biodiversity protection			
Measures taken to preserve or restore biodiversity	120-121	103-2 The management approach and its components: measures taken to preserve or restore biodiversity	●
<p>In 2020, the built area of PortAventura World was 491,418 m² and the landscaped areas amounted to 674,994 m². In the case of construction sites, the possibility of transplanting plant, tree and shrub species found in the area is assessed; if this is viable, they are transplanted into nursery pots and maintained to relocate them in the same area or elsewhere. While it always depends on the species and their size, usually about two years after being transplanted, they recover the appearance they had in their initial location.</p>			
Impact caused by the activities or operations in protected areas	PortAventura World facilities are not located in protected areas.	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Information on social and staff issues			
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.	36-58, 151-161	103-2 The management approach and its components	●
The results of these policies , which should include key indicators of relevant nonfinancial results that enable progress to be monitored and evaluated and that favour comparison between societies and sectors, in accordance with the national, European or international reference frameworks used.	36-58, 151-161 36-58, 151-161	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 should be included about the effects that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.	172-174	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Employment			
Total number and distribution of staff employed meeting the diversity criteria (gender, age, country, etc.)	36-37, 129-130	102-8 Information on employees and other workers	●
Total number and distribution of employment contract types, annual average permanent contracts, temporary contracts and part-time contracts per gender, age and professional category	36-37, 129-130	102-8 Information on employees and other workers	●

Workforce per contract type	2020	
	Staff employed as of 31 December	Annual average of staff employed
Contract type per gender		
Permanent	945	1,361
- Male	330	451
- Female	615	910
Temporary	14	22
- Male	7	10
- Female	7	12
Contract type per age group		
Permanent	945	1,362
- 25 years old	17	88
- 26-35 years old	164	270
- 36-45 years old	354	468
- 46-55 years old	297	380
- 56-65 years old	112	153
- >65 years old	1	3
Temporary	14	22
- 25 years old	5	8
- 26-35 years old	5	8
- 36-45 years old	3	5
- 46-55 years old	1	1
- 56-65 years old	0	0
- >65 years old	0	0
Contract type per professional category		
Permanent	945	1,361
- Executives and area managers	34	33
- Supervisors, technicians and office workers	529	553
- Operations staff	382	775
Temporary	14	22
- Executives and area managers	0	0
- Supervisors, technicians and office workers	5	5
- Operations staff	9	17

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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Workforce per working day type	2020	
	Staff employed as of 31 December	Annual average of staff employed
Contract type per gender		
Full-time	807	1,045
- Male	312	409
- Female	495	636
Part-time	152	338
- Male	25	52
- Female	127	286
Working day type per age group		
Full-time	807	1,045
- 25 years old	12	56
- 26-35 years old	143	209
- 36-45 years old	290	345
- 46-55 years old	255	304
- 56-65 years old	106	129
- >65 years old	1	2
Part-time	152	338
- 25 years old	10	40
- 26-35 years old	26	69
- 36-45 years old	67	127
- 46-55 years old	43	78
- 56-65 years old	6	24
- >65 years old	0	1
Working day per professional category		
Full-time	807	1,045
- Executives and area managers		33
- Supervisors, technicians and office workers	465	481
- Operations staff	308	531
Part-time	152	338
- Executives and area managers	0	0
- Supervisors, technicians and office workers	69	77
- Operations staff	83	261

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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Number of dismissals by sex, age and professional category

103-2 The management approach and its components: number of dismissals by sex, age and professional category

Dismissals	Accumulated 2020
Dismissals of own staff per gender and age group	3
Men	3
- 25 years old	0
- 26-35 years	0
- 36-45 years	2
- 46-55 years	1
- 56-65 years	0
- >65 years old	0
Women	0
- 25 years old	0
- 26-35 years	0
- 36-45 years	0
- 46-55 years	0
- 56-65 years	0
- >65 years old	0
Dismissal of own staff per professional category	3
- Executives and area managers	1
- Supervisors, technicians and office workers	2
- Operations staff	0

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

103-2 The management approach and its components: average remunerations and their evolution broken down by sex, age and professional category or equal value

Average remuneration*	2020	
	Remuneration by gender	
Category	Female	Male
Directors, managers and area managers	€47,364.10	€68,342.37
Operational and technical staff	€18,879.74	€19,480.47

Average salary	2020		
	Remuneration by age		
Category	<30 years old	30-50 years old	>50 years old
Directors, managers and area managers	€36,510.97	€55,025.61	€69,908.38
Operational and technical staff	€16,069.50	€20,129.10	€18,923.21

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

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law																				
Wage gap, wages for positions of employment that are on a par with the social average		405-2 Ratio between base salary and women's wages as compared to men's wages	●																				
<table border="1"> <thead> <tr> <th>Wage gap</th> <th>Gender gap*</th> <th>Total workforce 2020</th> <th>Template</th> <th>Women</th> </tr> </thead> <tbody> <tr> <td>Directors, managers and area managers</td> <td>9.17%</td> <td>116</td> <td>6%</td> <td>47.41%</td> </tr> <tr> <td>Operational and technical staff</td> <td>0.00%</td> <td>1,776</td> <td>94%</td> <td>69.09%</td> </tr> <tr> <td></td> <td></td> <td>1,892</td> <td>100%</td> <td>67.76%</td> </tr> </tbody> </table> <p>*Gender gap is calculated: (average male remuneration - average female remuneration) / average male remuneration. This excludes the chair of the Executive Committee for being considered top management.</p> <p>Active workforce average remuneration 15/8/2020.</p>				Wage gap	Gender gap*	Total workforce 2020	Template	Women	Directors, managers and area managers	9.17%	116	6%	47.41%	Operational and technical staff	0.00%	1,776	94%	69.09%			1,892	100%	67.76%
Wage gap	Gender gap*	Total workforce 2020	Template	Women																			
Directors, managers and area managers	9.17%	116	6%	47.41%																			
Operational and technical staff	0.00%	1,776	94%	69.09%																			
		1,892	100%	67.76%																			
Average remuneration of directors and executives, including variable remuneration, allowances, severance payments, payment to long-term savings pension systems and any other perception disaggregated by sex		103-2 The management approach and its components: average wage for managers and directors	●																				
<p>In 2020, the average annual remuneration of directors and senior management was €74,086. In order to calculate this indicator, the variation in the number of directors throughout the financial year has been taken into account and the equivalent number of directors has been found, a factor that divides the total accumulated remuneration to obtain the calculation of the average remuneration of directors. There is only one person with variable remuneration. For data protection reasons, the variable remuneration of the President of the Executive Committee is not included. Furthermore, in 2020 this person has not merited any variable. The decrease in average remuneration is due to the greater number of directors, thus distributing the total cost with more people; it also affects the reduction of the remuneration of all directors by 20% throughout 2020.</p>																							
Implementation of policies that support the right to disconnect from work		103-2 The management approach and its components: policies that support the right to disconnect from work	●																				
<p>PortAventura World staff in possession of a Company email address are encouraged to switch on the automated reply option ("Out of Office") when they are on holiday, or at any other time when they are granted permission to do so. This communicates to others that they are out of the office, whether on holiday or unavailable to answer emails. On such occasions they shall supply contact details for a third party who can reply in their absence.</p>																							
Workers with disabilities	94, 158, 161	405-1 Diversity of governance bodies and employees	●																				

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Work organisation			
Organisation of working hours		103-2 The management approach and its components: work organisation	●
<p>The 2015-2019 collective agreement stipulates the working days, breaks, working hours and employment calendar.</p> <p>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.</p> <p>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 of a certain size. Staff on continuous working days of six or more hours shall be entitled to a 15-minute break. This shall be included as part of actual working time. In instances where the continuous working day is eight hours or more, a 30-minute break shall be granted, 20 minutes of which shall be considered actual working time.</p> <p>Weekly days off are also stipulated in the agreement. Each contract type shall indicate the consecutive days off and the days of the week when these days off can be taken. In some cases, an amount will be paid to compensate staff who voluntarily decide to change weekly days off coinciding with weekends to Monday to Friday, and to increase the number of exceptional weeks with only one day off, provided that the employee is in express agreement with the company's request to do so.</p> <p>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 25th 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.</p> <p>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 B, only specialist groups.</p> <p>The company shall release its working calendar for the forthcoming year prior to the Resort's opening, having previously informed the Board.</p> <p>The working calendar shall contain the following information.</p> <ol style="list-style-type: none"> The anticipated opening and closing times for each of the Resort's facilities. The maximum number of working hours per year, as well as the maximum number of daily working hours for full-time employees. A general overview of weekly days off. An outline of breaks and time off for employees on split and continuous shifts. <p>In 2019, as of 08/07/2019, the Policy of a working time record was implemented. This policy to record the working time was implemented in Port Aventura Entertainment, SAU in order to comply with the provisions of Royal Decree Law 8/2019, of 8 March, on urgent measures for social protection and to fight against precarious work in the working day ("RDL 8/2019"), which, in turn, modified Article 34 of the Workers' Statute.</p>			
Total number of hours of absenteeism	45	403-9 Work-related injury (2018)	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law																																											
Measures designed to facilitate the enjoyment of work/life balance and encourage joint responsibility of these by both parents		103-2 The management approach and its components: measures designed to facilitate the enjoyment of work/life balance	●																																											
<p>In PortAventura World, we are committed to favouring measures for the conciliation of work, family and personal life, and we promote a work culture that increases people's well-being. In accordance with the current collective bargaining agreement, we apply different measures:</p> <ul style="list-style-type: none"> Flexible working hours from Monday to Thursday and shorter working day on Friday for staff with regular working week. Flexibility in the choice of vacation time. Job reserved for a period of three years due to leave of absence for care of a child under three, care of the elderly or domestic violence. Possibility of choosing a regional bank holiday in a 7-month period and two regional bank holidays in a 9-month period, as detailed in the current collective bargaining agreement, for staff hired on a part-time basis and with reduced working hours. Paid leave for death, serious illness and birth. 																																														
		<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">2020</th> </tr> <tr> <th>Women</th> <th>Men</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Accumulation of leave for breast-feeding</td> <td>10</td> <td>1</td> <td>11</td> </tr> <tr> <td>Compensation for time off for breast-feeding</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Maternity leave</td> <td>31</td> <td>0</td> <td>31</td> </tr> <tr> <td>Paternity leave</td> <td>0</td> <td>12</td> <td>12</td> </tr> <tr> <td>Leave for care of a young child</td> <td>8</td> <td>1</td> <td>9</td> </tr> <tr> <td>Leave for care of a child</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Reduced working hours for carers</td> <td>24</td> <td>2</td> <td>26</td> </tr> <tr> <td>Reduced working hours for the care of children</td> <td>220</td> <td>7</td> <td>227</td> </tr> <tr> <td>Total</td> <td>294</td> <td>23</td> <td>317</td> </tr> </tbody> </table>		2020			Women	Men	Total	Accumulation of leave for breast-feeding	10	1	11	Compensation for time off for breast-feeding	1	0	1	Maternity leave	31	0	31	Paternity leave	0	12	12	Leave for care of a young child	8	1	9	Leave for care of a child	0	0	0	Reduced working hours for carers	24	2	26	Reduced working hours for the care of children	220	7	227	Total	294	23	317	
	2020																																													
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Health and safety																																														
Occupational health and safety terms	38-50, 152-153	403-1 Occupational safety and health management systems (2018)	●																																											
	38-50, 152-153	403-2 Hazard identification, risk assessment and investigation (2018)																																												
	38-50, 152-153	403-3 Health services at work (2018)																																												
	44, 48	403-5 Training of workers on health and safety at work (2018)																																												
	153	403-6 Promotion of workers' health (2018)																																												
	96	403-7 Prevention and mitigation of the impacts on health and security of the workers directly linked through commercial relations (2018)																																												
Work accidents, in particular their frequency and severity, as well as occupational diseases; broken down by gender	44-45, 154	403-9 Work-related injury (2018)	●																																											
Social relationships																																														
Organisation of social dialogue, including procedures for informing and consulting staff and negotiating with them	50, 135	102-43 Approach to stakeholder engagement (workforce)	●																																											
		402-1 Minimum notice periods regarding operational changes																																												
<p>The collective agreement (2015-2019) establishes notice periods for staff and the company. Given that, due to its nature, the intensity of the Group's activities is variable and unpredictable over the long term, notice of the working hours for each month must be given to the members of staff affected by irregular working hours on the 25th of the preceding month, through publication of the corresponding schedule on the unit's bulletin board.</p>																																														
	152	403-1 Workers representation in formal joint management-worker health and safety committees																																												

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law																			
		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)																				
<p>During the union elections on 10 October 2018, there was an employee representation of 45.44%. The results were as follows:</p>																						
		<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">Delegates 2020</th> </tr> <tr> <th>Works council</th> <th>Trade unions</th> <th>Total delegates</th> </tr> </thead> <tbody> <tr> <td>UGT</td> <td>17</td> <td>3</td> <td>20</td> </tr> <tr> <td>CCOO</td> <td>8</td> <td>3</td> <td>11</td> </tr> <tr> <td>TOTAL</td> <td>25</td> <td>6</td> <td>31</td> </tr> </tbody> </table>		Delegates 2020			Works council	Trade unions	Total delegates	UGT	17	3	20	CCOO	8	3	11	TOTAL	25	6	31	
	Delegates 2020																					
	Works council	Trade unions	Total delegates																			
UGT	17	3	20																			
CCOO	8	3	11																			
TOTAL	25	6	31																			
Percentage of employees covered by collective bargaining agreements per country	37, 134	102-41 Collective bargaining agreements	●																			
The balance of collective agreements, particularly in the field of health and safety at work	153	403-4 Health and safety topics covered in formal agreements with trade unions	●																			
	153	403-8 Workers covered by an occupational health and safety management system																				
Training																						
Policies implemented that focus on training	156	404-2 Programs for upgrading employee skills and transition assistance programs	●																			
Total hours training per profession	156	404-1 Average hours of training per year per employee	●																			
Universal accessibility for people with disabilities																						
Integration and universal accessibility for people with disabilities	94, 158, 161	405-1 Diversity of governance bodies and employees	●																			
<p>At PortAventura World we work to continue to improve access to leisure for people with functional diversity. In order to remove architectural barriers and facilitate accessibility for visitors with special needs, we adopt several measures, of which the following stand out:</p> <ul style="list-style-type: none"> Park facilities are designed in line with accessibility regulations not just in terms of the buildings but also rides, parking areas, urban surroundings and hotels. Attractions, services and facilities suitable for people with functional diversity. Height-adapted washbasin in different bathrooms around the park. Reservations in locations without architectural barriers inside restaurants. We have a Customer Service Office that provides services for customers with special needs, and has defined a new access policy for discounts and preferential access. At the Office we provide information on attractions, services and facilities suitable for people with functional diversity and we issue passes to access places without architectural barriers. 																						
Equality																						
Measures taken to promote equal treatment and opportunities between women and men		103-2 The management approach and its components: measures taken to promote equal treatment and opportunities between women and men	●																			
<p>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.</p>																						
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	94	405-1 Diversity of governance bodies and employees	●																			

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Integration and universal accessibility for people with disabilities	94, 158, 161	103-2 The management approach and its components: integration and universal accessibility for people with disabilities	●
Policy against all types of discrimination and, where appropriate, diversity management	161	406-1 Incidents of discrimination and corrective actions taken	●

Information on respect for 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 102-15 Key impacts, risks and opportunities	●
The results of these policies, which should include key indicators of relevant non-financial results that enable progress to be monitored and evaluated and that favour comparability between societies and sectors, in accordance with the national, European or international reference frameworks used.			
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 should be included about the effects that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.			

The procedure governing the respect of human rights refers to three main areas. A procedure which is common to all three areas is compliance with personal data protection according to the laws in place.

- **Employee rights.** The control tools are the candidate selection and contracting procedures, the Workers' Statute and the collective agreement, occupational risk prevention and work safety procedures, policies aimed at anti-discrimination and gender equality, anti-harassment in the workplace policies, committees with social agents and health-related rights such a company work accident insurance company, as well as specialist health monitoring. One of the points in the ethical and professional conduct code is the requirement to respect human rights, outlining different types of behaviour in this regard.
- **Customer rights.** Tools for monitoring these are: consumer protection regulations; customer service offices including attending to customers with special requirements; customer service procedures; security of the rides; stages and other installations; food safety and hygiene; procedures for the security area including modes of collaboration with the State security; the self-protection plan approved by PortAventura World and health service provision for customers.
- **Accountability in procurement contracts and the contracting of services** applied during the supplier certification procedure. Also includes the need for proof and proper documentation of audits carried out on the suppliers (specifically the fulfilment of human and workers' rights such as proof that they do not exploit children either directly or indirectly). In addition, the code of ethics for suppliers and contractors states that they shall respect childhood rights and protect against related economic exploitation of the sort that is forbidden by international bodies, the national legislation of each country and in international rules and conventions on human rights as laid down by the International Labour Organization.

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
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	29, 92 164	102-16 Values, principles, standards and business rules 414-1 New suppliers that were screened using social criteria	●

Complaints about cases of violation of human rights. Fully supporting and fulfilling the requirements of the core conventions related to the respect of freedom of association and the right to collective bargaining outlined by the International Labour Organization. Also supporting and fulfilling the requirements of the ILO's core conventions related to ending workplace discrimination, working under duress and child labour.	161	406-1 Incidents of discrimination and corrective actions taken	●
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Information related to combating 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.	92, 138-139	103-2 The management approach and its components	●
The results of these policies , which should include key indicators of relevant nonfinancial results that enable progress to be monitored and evaluated and that favour comparison between societies and sectors, in accordance with the national, European or international reference frameworks used.	92, 138-139 92, 138-139	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 should be included about the effects that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.	172-174	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Information related to combating corruption and bribery			
Measures adopted to prevent corruption and bribery	29, 92	102-16 Values, principles, standards and business rules	●
	138 138-139, 172-174	102-17 Advisory mechanisms and ethical concerns 205-1 Operations assessed for corruption-related risks	
Measures to fight against money laundering		205-2 Communication and training about anti-corruption policies and procedures	●
<p>There are three different instances for combating money laundering: the company's administrative bodies and management; the Compliance Commission as a collective body; and the <i>compliance officer</i> and external audits. The specific controls are based on different policies and procedures which can be split into three functions: procurement procedures; contracting, administration and finance procedures; and payment procedures. None of the following are in place: payments made in cash, gift policy; contract revisions; the double signing of documents related to contracting; an internal audit of management and control procedures; the use of SAP for managing procedures; tax advice given by an external law firm; and an audit of the yearly accounts by an independent party.</p>			
Contributions to foundations and non-profit entities		201-1 Direct economic value generated and distributed	●
		2020	
	Port Aventura Entertainment, SAU contribution	€ 666,471.00	

Information about the society

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.	52-58, 89, 101, 109, 133, 137	103-2 The management approach and its components	●
The results of these policies , which should include key indicators of relevant nonfinancial results that enable progress to be monitored and evaluated and that favour comparison between societies and sectors, in accordance with the national, European or international reference frameworks used.	52-58, 89, 101, 109, 133, 137	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 should be included about the effects that have been observed, with a breakdown, in particular, of the short, medium and long-term risks.	172-174	102-15 Key impacts, risks and opportunities	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Company commitments to sustainable development			
Impact of company activity on employment and local development	52-58, 89, 109, 133	413-1 Operations with local community engagement, impact assessments, and development programs	●
	52, 101, 137 52, 133	201-1 Direct economic value generated and distributed 203-2 Significant indirect economic impact	
Impact of company activity on local populations and on the region	52-58, 89, 109, 133	413-2 Operations with significant, potential or actual, negative impacts on local communities	●
Relations with local community figures and forms of dialogue	30-31, 36, 50, 67-69, 86, 98, 124, 135	102-43 Approach to stakeholder engagement	●
Association or sponsorship actions	133 52-58, 89, 109, 133	102-13 Membership of associations 413-1 Operations with local community engagement, impact assessments, and development programmes	●
Sub-contracting and suppliers			
Inclusion of social, gender equality and environmental matters in procurement policy	148	308-1 New suppliers that were screened using environmental criteria	●
	98-99, 162-164	414-1 New suppliers that were screened using social criteria	
Consideration of suppliers' and subcontractors' social and environmental responsibility	148	308-1 New suppliers that were screened using environmental criteria	●
	98-99, 162-164	414-1 New suppliers that were screened using social criteria	
Supervision systems and audits and their results	99	103-2 The management approach and its components	●

Information requested by the law related to non-financial and diversity information	Pages	Reporting criteria: GRI (2016 version unless indicated otherwise)	Verification of the content of the law
Consumers			
Measures for health and safety of consumers	60-61, 64, 72-79	416-1 Assessment of the health and safety impacts of product and service categories	●
Claims systems, complaints received and resolution of them	69	103-2 The management approach and its components	●

		Complaints	Complaints/customer ratio
2018	Parks	3,592	0.00072
	Hotels	760	0.00069
2019	Parks	4,184	0.00081
	Hotels	785	0.00069
2020	Parks	959	0.00113
	Hotels	147	0.00075

The data for 2020 correspond to the calendar year (from January 1 to December 31). Data for previous years correspond to the season.

The privacy policy of PortAventura World and PortAventura Foundation guarantees the compliance with the regulatory framework applicable to the processing of personal data.

PortAventura World has appointed a Data Protection Officer, with accredited training in the matter, who oversees and supervises all data processing processes, from project design to the final stages of processing, ensuring that the basic principles are met, of data minimization, limitation in the conservation period and the legality of the legitimizing basis of the treatment, among others. In this way, we guarantee compliance with the principles of the privacy policy, as well as the applicable regulations on the matter.

The figure of the Data Protection Officer is included in the Legal Advisory Area that, together with the Information Security department, advise and supervise the fair, lawful and secure treatment of the personal data of clients, employees and employees, and others affected.

An Activities Register collects all the treatment activities carried out by PortAventura World and the corresponding impact evaluations are carried out when the treatment affects sensitive data. In the same way, different protocols and procedures have been established to determine the maximum periods of data conservation, possible security breaches, as well as to guarantee the exercise of the rights of the owners of the data.

An external audit for the evaluation of regulatory content and information security is carried out every two years to regularly test and evaluate the effectiveness of technical and organizational measures to guarantee regulatory compliance in the processing of personal data.

Tax information			
Profits obtained per country, tax on profit paid	100, 137	201-1 Direct economic value generated and distributed	●
Information on public subsidies received	100-137	201-4 Financial assistance received from the Government	●



GLOBAL COMPACT TABLE OF CONTENTS



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

We appreciate any comments on its content.

Principles of the United Nations Global Compact	Pages or direct response	GRI standards
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.	98-99, 158-161, 186-187	GRI 406, GRI 407, GRI 408, GRI 409, GRI 410, GRI 411, GRI 412, GRI 413, GRI 414
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	98-99, 158-161, 186-187	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.	37, 134, 185-186	102-41 GRI 402 GRI 407
Principio 4: Las empresas deben apoyar la eliminación de toda forma de trabajo forzoso o realizado bajo coacción	92, 94, 99, 158, 158, 163, 187 The PortAventura World <i>Code of Ethics and Professional Conduct</i> provides for the elimination of all forms of forced work or performed under duress.	GRI 409
Principle 5: Businesses should uphold the effective abolition of child labour.	92, 94, 99, 158, 158, 163, 187 The PortAventura World <i>Code of Ethics and Professional Conduct</i> provides for the eradication of child labour.	GRI 408
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	36-50, 92, 94, 129-130, 158, 161, 163, 180-181, 186	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.	26, 77, 99, 104-125	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	26, 77, 99, 104-125	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.	26, 77, 99, 104-125	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.	92, 138-139, 172-174	GRI 205, GRI 415



EXTERNAL VERIFICATION CERTIFICATION

This document is a copy of the original NON-FINANCIAL INFORMATION STATEMENT which forms part of the COMPANY'S MANAGEMENT REPORT and was signed by the directors on 23 March 2021. The data related to the 2019 financial year contained in this report have been verified by KPMG, meeting the requirements provided for in the Law on Non-Financial and Diversity Information, as indicated in the Content Index required by Law 11/2018.



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Barcelona

Independent Assurance Report on Corporate Responsibility Report of Paesa Entertainment Holding, S.L.U and subsidiaries for the year 2020

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

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

We have been engaged by Paesa Entertainment Holding, S.L.U. management to perform a limited assurance review of the accompanying Corporate Responsibility Report for the year ended 31 December 2020 of Paesa Entertainment Holding, S.L.U. (hereinafter, the Parent) and subsidiaries (hereinafter, the Group), prepared in accordance with the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards), in its core option (hereinafter, the Report).

In addition, pursuant to article 49 of the Spanish Code of Commerce, we have performed a limited assurance review to verify that the Consolidated Non-Financial Information Statement (hereinafter NFIS) for the year ended 31 December 2020, of the Group, included in the Report which forms part of the Group's 2020 consolidated Directors' Report, has been prepared in accordance with the contents required by prevailing mercantile legislation.

The Report includes additional information to that required by GRI standards in its core option and prevailing mercantile legislation concerning non-financial information which has not been the subject of our assurance work. Our work was limited exclusively to providing assurance on the information identified in the "GRI Content Index" and the "Table of contents for the law on non-financial and diversity information" included in the Report attached hereto.

Directors' responsibility

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

The Directors of the Parent are responsible for the contents and the authorisation for issue of the NFIS which has been prepared in accordance with prevailing mercantile legislation and selected GRI Standards, and based on the content indicated for each subject area in the "Table of contents for the law on non-financial and diversity information" of the aforementioned Report.

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

The Directors of the Parent are also responsible for defining, implementing, adapting and maintaining the management systems used to obtain the information required to prepare the Report.

KPMG Asesores S.L., a limited liability Spanish company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee, Paseo de la Castellana, 259C - Torre de Cristal - 28046 Madrid

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2

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

Our Independence and quality control

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

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

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

Our responsibility

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

We conducted our review engagement in accordance with the requirements of the Revised International Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the guidelines 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 and of the different units and areas of the Parent that participated in the preparation of the Report, reviewing the processes for compiling and validating the information presented in the Report and applying certain analytical procedures and sample review testing described below:

- Meetings with the Parent personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these matters, and to obtain the information necessary for the external review.
- Analysis of the scope, relevance and completeness of the content of the Report based on the materiality analysis performed by the Parent and described in the "Portaventura World's Corporate Responsibility, the value that sets us apart" section, considering the content required by prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the Report for 2020.
- Review of the information relating to the risks, policies and management approaches applied in relation to the material aspects presented in the Report for 2020.



3

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

- Corroboration, through sample testing, of the information relative to the content of the Report for 2020 and whether it has been adequately compiled based on data provided by the information sources.
- Procurement of a representation letter from the Directors and management.

Conclusion

Based on the assurance procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Corporate Responsibility Report of Paesa Entertainment Holding, S.L.U. and subsidiaries for the year ended 31 December 2020, has not been prepared, in all material respects, in accordance with prevailing mercantile legislation and based on the contents indicated for each subject area in the "Table of contents for the law on non-financial and diversity information" of the Report and in accordance with the GRI Standards, in its core option, as described in point 102-54 of the GRI content index.

Use and distribution

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

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

KPMG Asesores, S.L.

(Signed on original in Spanish)

Patricia Reverter Guillot

23 April 2021

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

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

Corporate Responsibility Report 2020

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