PortAventura WORLD

Made to Remember

2023 Sustainability Report

Certified B Corporation













portaventuraworld.com



PortAventura World's 202ha of owned land

76
Rides in 3 parks

53
Shows

89
Food & beverage outlets

70
Merchandise & other outlets

9
Hotels

3.053
Hotel rooms

6.000
Person capacity in The convention center

PortAventura WORLD | Made to Remember

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Our corporate sustainability commitment

Committed from the outset

1997
Creation of the Green Team by the Environmental Committee

2000
First environmental policy

2001

2003

2006
Recovery of the "Sèquia Major" wetlands in Vila-seca

2007

2008
First Corporate Social Responsibility Report (2008)

2009

2010
Code of Ethics for Suppliers

2011
0.7% of profits assigned to the PortAventura Foundation

2012
Corporate Defence

2013
Code of Ethics and Conduct

2014

2015
Supplier selection portal

External verification G4-GRI CSR report (2014)

2016
First Corporate Responsibility Committee

Employee training platform

2017
Involvement in the International Year of Sustainable Tourism

2018

2019
Colorado Creek Hotel, first carbon-neutral hotel

Award for PortAventura Dreams Village, "an impressive initiative"

2020
Carbon-neutral Resort (scopes 1 and 2)

2021
Our 2022-2025 Sustainability Strategy

Carbon-neutral Resort (scopes 1 and 2)

2022
PortAventura World has committed to set a science-based target through the Science Based Targets initiative.

2023
Signatories of the European Union Diversity

Certified according to the WHO Healthy Workplace Model

We are a **B Corp.**



Choni Fernández

Sustainability, customer
and communication Director

In 2022, we successfully met the strict impact measurement requirements to become a B Corp company, achieving high environmental, social and good governance performance standards.

Becoming a B Corp company is the end result of a new corporate purpose “A PortAventura World we create unforgettable experiences that generate a positive impact on people, while caring for the planet”, which is reflected in an amendment to our Articles of Asociation, adapting the social purpose and Board’s powers in accordance with B Corp requirements.

Our 2022-2025 Sustainability Strategy is aligned with the context and current environmental, social and governance needs, as well as the results of the materiality analysis and impact measurement conducted with B Corp certification. It also incorporates the climate change risks identified using the TFCD (Task Force on Climate-Related Financial Disclosure) methodology, as well as our commitment to the SBTi (Science Based Targets Initiative).

Our roadmap is based on the principles of the UN Global Compact and Sustainable Development Goals, as well as the World tourism Organization’s Global Code of Ethics for Tourism

At PortAventura World, we have aligned our commitment with the United Nations Sustainable Development Goals (SDGs). Our main objectives are:

3 GOOD HEALTH AND WELL-BEING · 4 QUALITY EDUCATION · 6 CLEAN WATER AND SANITATION · 7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH · 12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 13 CLIMATE ACTION · 17 PARTNERSHIPS FOR THE GOALS
SUSTAINABLE DEVELOPMENT GOALS

Our sustainability strategy is also in line with the following initiatives:

SUSTAINABLE DEVELOPMENT GOALS · Certified B Corporation · TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

PortAventura World has committed to set a science-based target through the Science Based Targets initiative. The GHG emissions reduction goal in line with the methodology established by the Science-Based Targets initiative (SBTi) has been validated over the course of 2023.



Our corporate sustainability strategy 2022-2025

Our 2022-2025 Sustainability Strategy is aligned with the context and current environmental, social and governance needs, as well as the results of the materiality analysis and impact measurement conducted with B Corp certification. It also incorporates the climate change risks identified using the TFCD (Task Force on Climate-Related Financial Disclosure) methodology, as well as our commitment to the SBTi (Science Based Targets Initiative).

The PortAventura World Sustainability Committee is broadly represented among senior managers, as we have elevated the sustainability strategy to the highest level, making it one of our strategic pillars. The responsibility for defining the strategy and setting out the proposal for annual and quarterly targets, part of the ESG bonus for departments and areas, lies with the Executive Committee. B Corp is our impact measurement tool which we use to identify and assess environmental, social (including human rights) and economic impacts.

PortAventura World has committed to set a science-based target through the Science Based Targets initiative.

The GHG emissions reduction goal in line with the methodology established by the Science-Based Targets initiative (SBTi) will be validated over the course of 2023.

Key projects in 2023

In the second year following implementation of the 2022-2025 Sustainability Strategy, we achieved the following milestones:

Validation of our corporate greenhouse gas reduction targets by the Science Based Targets initiative.

Third year offsetting scope 1 and 2 emissions through a conservation project on the coast of Guatemala.

Launch of PortAventura Solar, the largest self-consumption photovoltaic power plant of any holiday resort in Spain and one of the largest in Europe.

Adhesion to the Biodiversity Foundation's Spanish Business and biodiversity Initiative

New internal communication strategy.

Management system certification, in accordance with the World Health Organization's Healthy Workplace Framework and Model.

Formalisation of the diversity and inclusion policy.

Adhesion to the European Diversity Charter.

Receipt of the Diversity Leading Company badge, recognition as a leading company in diversity and inclusion.

Certification to ISO 22000, which recognises the effectiveness of the Food Safety Management System at the PortAventura Convention Centre and in the central kitchen.

External audit of compliance procedures.

Incorporation of an external reporting channel.

ISO 27001 recertification for the Information Security Management System external reporting channel.

Strategic goals

ENVIRONMENTAL GOALS

			B Corp impact	2022		2023		2024	2025
				Goal	Achievement	Goal	Achie.	Goal	Goal
Energy transition and climate change	Commitment to reducing the Resort's scope 1 and 2 GHG emissions in accordance with the SBT initiative by 20% of 2019 levels by 2025. (t CO_2eq)[1]			6.175	5.362 -13%	5.300	4.069 -23%	4.000	<4.000
	Increase in the energy consumed within the Resort sourced from renewable energy generated on site by the photovoltaic power plant.			Construction of the first photovoltaic power plant		7.8 GWh	4.4 GWh	10 GWh	11 GWh
	Reduce the Resort's electrical energy consumption. (MWh/1,000 visits-overnight stays/year)	Resort		6.21	6.51 +1.7%	6.44	6.39 -1.9%	6.38	6.32
		Ponient		-	-	-	-	12.9	12.8
Circular economy and efficient use of resources	Reduce generation of garbage waste from total waste generated. (t garbage waste/1,000,000 visits-overnight stays/year)			-	219 -22% [2]	208	205 -6.61%	204	197
	Reduce total waste generation. (t waste/1,000,000 visits-overnight stays/year)			-	573 -10% [3]	544	559 -2.41%	533	516
	Reduce drinking water consumption. (m3/1,000 visits-overnight stays/year)	Resort		-	-	-	-	166	162
		Ponient		-	-	-	-	148	145

ACHIEVED PARTIALLY ACHIEVED (within 5% of the target) NOT ACHIEVED

CARING FOR THE PLANET POSITIVE IMPACT ON PEOPLE UNFORGETTABLE EXPERIENCES

(1) Included in the SBTi initiative to reduce total GHG emissions by 20% until 2025. Base year 2019: 6,490 tCO2.
(2) Base year 2019: 282 t/1,000 visits-overnight stays/year.
(3) Base year 2019: 638 t/1,000 visits-overnight stays/year.

SOCIAL GOALS

		B Corp impact	2022		2023		2024	2025
			Goal	Achievement	Goal	Achievement	Goal	Goal
Safety of our facilities and visitors	Zero customer accidents.[1]		0	0	0	0	0	0
Health and safety of our employees	Reduce incidence rate.[2]		2.519	3.567 +3.2 %	3.478	4.545 +27 %	3.510	3.324
Satisfaction of our visitors with the overall experience	Improve the Resort's customer satisfaction index.		Satisfaction Net Promoter Score: 50	Satisfaction Net Promoter Score: 48	Satisfaction Net Promoter Score: 52	Satisfaction Net Promoter Score: 52	Satisfaction Net Promoter Score: 54	Satisfaction Net Promoter Score: 56
Attractive working environment that ensures equal opportunities and helps motivate our staff	Improve employee satisfaction index (eNPS).		-	-17	5	22	23	24
	Increase the number of employees with specific ESG training.		-	-	75 %	38.7 %	75 %	100 %

ACHIEVED PARTIALLY ACHIEVED (within 5% of the target) NOT ACHIEVED
CARING FOR THE PLANET POSITIVE IMPACT ON PEOPLE UNFORGETTABLE EXPERIENCES

(1) Accidents are considered serious injuries to a person that result in immediate admission and hospitalization for more than 24 hours for purposes other than medical observation, or that result in death, and have a substantial negative impact on outcomes. economic and/or reputation of the company.
(2) The incidence rate represents the number of accidents with sick leave for every hundred thousand people exposed. In 2022, the housekeeping staff was included, and without this group, the achievement was +3.2%.

GOVERNANCE GOALS

		B Corp impact	2022		2023		2024	2025
			Goal	Achievement	Goal	Achievement	Goal	Goal
Sustainability in our supply chain	Provide specific ESG training to supply chain. (% of suppliers who have taken part in a specific ESG training programme)		-	-	100%	0%	75%	90%
Safety of our installations and visitors	Zero cybersecurity incidents.[1]		0	0	0	0	0	0
Ethics and best business practices	Zero data privacy fines.		0	0	0	0	0	0
	Provide specific ESG training to Board of Directors members. (% of Board Members)		-	-	100%	0	100%	NA
Attractive working environment ensuring equal opportunities and helping to motivate staff.	Increase the presence of women in initial management levels (senior managers and area managers) (average employees during the year)		45%	45%	48%	41.3%	45%	48%

ACHIEVED PARTIALLY ACHIEVED (within 5% of the target) NOT ACHIEVED
CARING FOR THE PLANET POSITIVE IMPACT ON PEOPLE UNFORGETTABLE EXPERIENCES

(1) ISO/IEC 27000:2018 defines "cybersecurity incidents" as "a single or series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security".



Unforgettable customer experiences

SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

CUSTOMERS: **3.3**/5

GOVERNANCE: **16**/20

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General sustainability

AENOR
ZERO WASTE

2023 Awards

World of Parks Awards 2023 Awarded by worldofparks.eu, one of the leading international websites for information about theme and leisure parks.

- Best Theme Park in Europe for PortAventura World
- Best Show at a European Theme Park for DIVAS
- Third in Best New Ride at a European Theme Park category for 2023 for Uncharted: The Enigma of Penitence
- Third in Best Event at a European Theme Park category for Halloween

Park World Excellence Awards 2023 Leading industry awards scheme for the EMEA region (Europe, Middle East and Africa).

- Best Green Initiative of the Year for PortAventura Solar at PortAventura World
- Finalist in Best Product Innovation for Uncharted: The Enigma of Penitence
- Finalist in Best Marketing Initiative of the Year for Uncharted: The Enigma of Penitence
- Finalist in Best Roller Coaster of the Year for Uncharted: The Enigma of Penitence
- Finalist in Best Park of the Year for PortAventura Park

European Star Award 2023, the most important awards in Europe's theme park industry.

- Best steel rollercoaster in Europe for Shambhala
- Second in Best Theme Park category for PortAventura Park
- Second in Europe's Best New Roller Coaster category for Uncharted: The Enigma of Penitence
- Second in Europe's bets dark ride category for Street Mission

Parksmania Awards 2023

- Europe's best new ride for Uncharted: The Enigma of Penitence

IAAPA Brass Ring Award

- Second in Best Ride/Attraction category for Uncharted: The Enigma of Penitence

M&IT Awards 2023 These awards recognise the leading organisations in the corporate events industry.

- Third in Europe's Best Convention centres Outside the United Kingdom category for the PortAventura Convention Centre.

Eventoplus awards

- Best Venue for the PortAventura Convention Centre Eventoplus Awards

Google Marketing Partner Awards

- Best Media Activation for the 2023 Carnival campaign

Compromiso RSE

- Sustainability action 23' for EcoEduca Green School Days

Responsible and Sustainable Tourism Awards InterMundial Foundation, FITUR and World Tourism Organization

- Tourist Destinations for PortAventura Solar

Corresponsables

- Finalist in Big Enterprises category for PortAventura Solar

Césars du Voyage Responsible

- First place in Leisure category for PortAventura Dreams

Private Equity Wire ESG AAA European Awards

- Best Social Initiative - Company Portfolio for PortAventura Dreams







2010

Halloween
Best European seasonal event

Investindustrial
Best business initiative

2011

Halloween
Best European seasonal event

Shambala
Best novelty of the year

Shambala
Top new attraction

2012

PA
Best amusement park

We are music generation
Best European show in european amusement park

Halloween
Best event of the year

Shambala
Best Europe steel coster

PA
Best amusement park

2013

PA
Best amusement park

Generation Forever
Best European show in european amusement park

Shambala
Best Europe steel coster

Ankor
Best family ride

2014

PA
Best amusement park

Celebration
Best European show in european amusement park

Shambala
Best Europe steel coster

Ankor
Best family ride

Shambala
Best attraction award

PAP
Best worldwide theme park

2015

PA
Best amusement park

Revolution
Best European show in european amusement park

Shambala
Best Europe steel coster

Ankor
Best family ride

PAW
Star European theme park or attraction

2016

PA
Best amusement park

2017

PA
Best amusement park

Dance Revolution
Best show in European amusement park

Shambala
Best Europe Steel roller coaster

Red Force
Best Europe roller coster

Red Force
Top new attraction

2018

PA
Best amusement park

Dance Revolution 2
Best show in European amusement park

Shambala
Best Europe Steel roller coaster

PAW
Star worldwide theme park or attraction

PA
Best worldwide theme park

2019

PA
Best amusement park

We dance on movies
Best show in European amusement park

Shambala
Best Europe Steel roller coaster

Street Mission
Best new ride

Street Mission
Family ride of the year

2020

Shambala
Best Europe steel coster

Street Mission

2021

Shambala
Best Europe steel coster

Street Mission
Best family ride

2022

PA
Best amusement park

Destination dance
Best show in European amusement park

Halloween
Best event of the year

2023

PA
Best Theme Park in Europe for PortAventura World

Shambala
Best Europe steel coster

PortAventura Solar
Best Green Initiative of the Year for PortAventura Solar at PortAventura World

Uncharted
Europe's best new ride for Uncharted: The Enigma of Penitence

Customer experience

Based on this analysis and the segmentation, we have designed a specific selection of options for 2024 with a view to meeting the needs of each customer segment. We have laid the groundwork to find out who our customers are and what they need, placing them at the heart of our organisation.



The customer at the heart of our organization

With the aim of being a customer-centric company, we have a new department focused exclusively on the customer experience, the purpose of which is to develop a unique, 360° vision of our customers and improve their experience in all areas. This department focuses on three operational tasks:

CUSTOMER EXPERIENCE

Definition and implementation of customer journeys and service standards at each point of contact. – Definition and implementation of action plans to improve our customer service at all points of contact. – Definition and implementation of new products and services based on customer needs.

CUSTOMER SERVICE

Assurance that the customer service teams provide the best service possible.

CUSTOMER INTELLIGENCE

Detailed knowledge of our customers. (Creation of a 360° control panel). Monitoring of and constant follow-up on customer returns and satisfaction.

Customer intelligence milestones

New customer reporting

Development of products and services focused on the customer experience.

Online reputation (social media and review sites).

Fortnightly feedback

Monthly meetings with operations and hotel representatives.

Segmentation based on customer behavior.

Definition of the NPS for 2024 per segment.

Product definition, adapting the products to each segment.

Optimisation of advertising campaigns by choosing the best channel, moment and message.

New omnichannel platform

Integration with salesforce

Accessible for new sources of information

With new tools and metrics to conduct new analyses, determine the customer experience in each point of contact and provide feedback in real time.

Customer satisfaction

Our aim is to adequately manage our customer's expectations and experiences, stay ahead of them and enhance their experience

To do so, in 2023, we categorised all customer interactions: enquiry, request and complaint or claim. Knowledge of our customers helps us stay ahead and anticipate their needs with proactive information and measures such as adequately sizing the staff required in certain time slots.

We developed new communication channels and unified the customer's voice in order to offer the same service policy, the same commercial discounts, etc.

We have taken steps to contain or anticipate claims and complaints, such as the use of the Welcome Team to accompany customers or advance information.

Net Promoter Score



PortAventura WORLD
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52
Net Promoter Score PortAventura World

PortAventura PARK
57
Net Promoter Score

Ferrari Land
29
Net Promoter Score

PortAventura CARIBE AQUATIC PARK
45
Net Promoter Score

PortAventura HOTELS
50
Net Promoter Score

PortAventura BUSINESS & EVENTS
70
Net Promoter Score

Global Customer satisfaction

Global Resort Evaluation

8.86/10
Overall satisfaction rating of Resort

8.13/10
Overall rating of the day at the parks

PortAventura hotels

75%
Likelihood of repeat visit

Convention Centre

90%
Likelihood of organizing another event in the centre

8.70/10
Overall rating

PortAventura Parks

PortAventura Park

8.45/10
Overall rating

93%
Likelihood of repeat visit

9.24/10
Rides

Ferrari Land

7.91/10
Overall rating

79%
Likelihood of repeat visit

9.69/10
Red Force

Caribe Aquatic park

8.24/10
Overall rating

85%
Likelihood of repeat visit

Positive impact on people

SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

COMMUNITY: 17/40
(does not include PortAventura Foundation)

WORKERS:18.8/40

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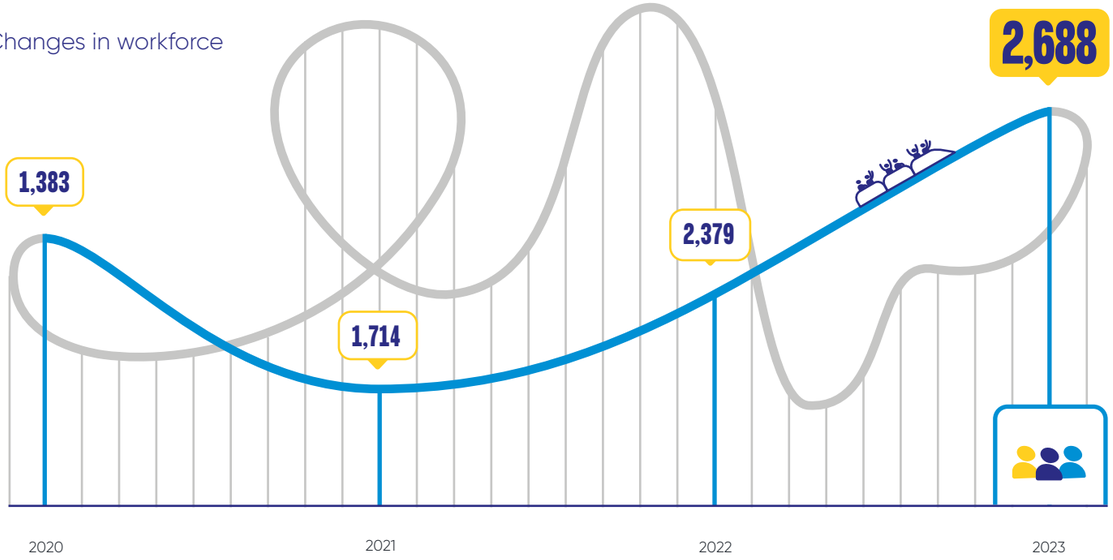
Looking after our employees

In 2023, we created the People Excellence Office with a view to driving staff excellence, as well as transformation and innovation. The main projects in this area are:

98% staff on a permanent contract

76% workforce on full-time contracts

Changes in workforce



Average people employed during the year (calculation based on the workforce on the last day of each month).

Employee Net Promoter Score (eNPS).

The eNPSis an indicator of the employees' experience in the company. The goal of this project is to improve this indicator in the 2024 PortAventura World Employee Commitment and Experience Survey, by reactivating the improvement plans defined for each department. Through interviews and workshops, action and support plans will be drawn up to enable the management teams to take measures that have a greater impact on staff and their satisfaction in the company.

People and Culture processes.

The objective is to develop a clear vision of the level of maturity of the People & Culture processes in place to implement department strategies. The aim of the project is to analyse the processes, systems and means by which the People & Culture Department works through document analysis, interviews and workshops, identify areas for improvement and define a road map.

People Business Partner model.

This project, still in the initial stages, will define the People Business Partner model to help the People & Culture team take a more in-depth look at the operations and a more proactive approach to the needs of the business.

Schedule planner.

The purpose of this is to define a system that makes it easier to schedule monthly shifts and plan schedules based on business demand. The project involves streamlining the planning processes, a first step before finding a technological solution that covers the operational needs.

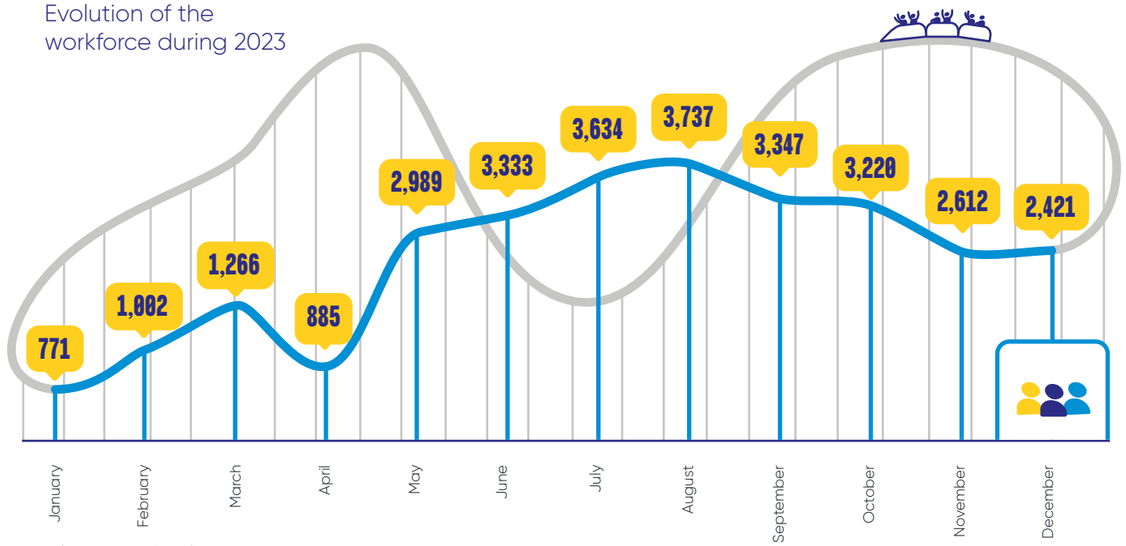
Flexibility and Balance.

Project launched in 2023 to define a sustainable teleworking model for employees from the organisational structure and reflect on elements that could result in a better quality of life for operational workers.

Employee Value Proposition.

Project launched in 2023 to define the Employee Value Proposition included in the recruitment and selection process, defining a new claim and narrative that respond to the reality and value proposition of PortAventura World.

Evolution of the workforce during 2023



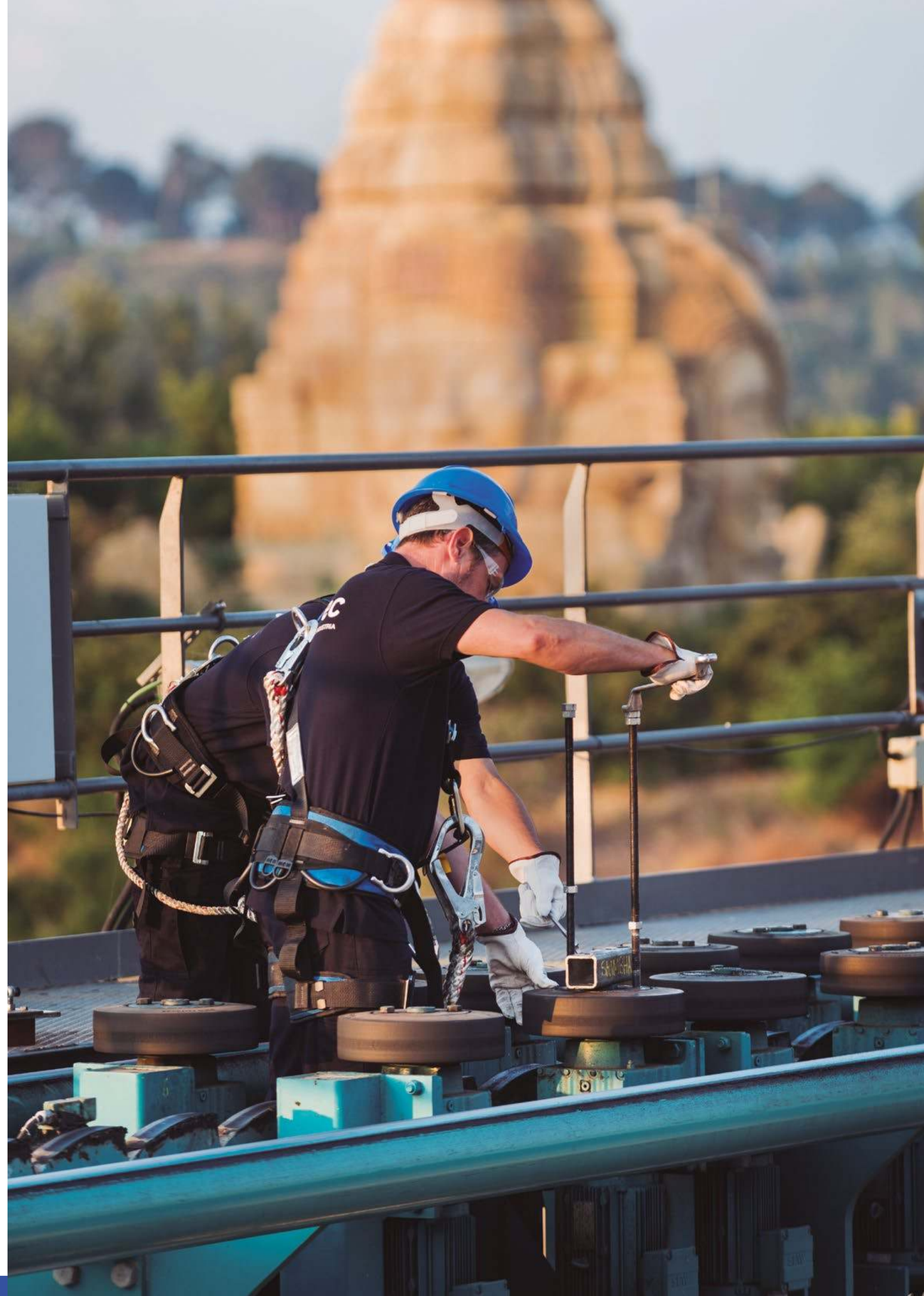
Workforce on the 15th of each month.

Committed to excellence in safety

We believe our safety record, along with the clean and attractive appearance of our hotels, parks and Convention Centre, helps to generate higher guest satisfaction and loyalty.

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

- Maintenance, inspections and certifications at a higher level than any local, regional or state regulations requirements. We also commit to annual certification by an authorised body or third party.
- All safety risk management is also monitored by our company safety committee, which meets quarterly.
- 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 minimises 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 relationships 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 antisocial behavior, and for fire prevention and protection) are in place.
- Contingency plans for potential emergency situations have been developed for each facility. During the off-season, maintenance personnel examine the rides and repair, refurbish and rebuild them where necessary.



Ongoing focus on efficient operating practices that ensure safe and unique experiences for our guests.



Fernando Aldecoa
Managing Director Operations and Finance

"The development of our activity always has been marked by Safety & Security as our top priority with a focus on our customer's satisfaction in both parks and hotels.!

"We have implemented operating improvements in order to enhance customer experience in the resort (e.g., online check-in, express passes, etc.), whilst ensuring maximum operational efficiency."

"We believe that our rigorous safety procedures and inspections will enable us to continue to enjoy a strong reputation as a safe operator of a destination resort which will ultimately result in more people enjoying of our parks and hotels."

Our commitments to safety

The corresponding safety inspections and reviews and the functioning inspections of the rides are carried out every day during the operating season by qualified personnel 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.

There is also a weekly review of any incidents (faults) that may have arisen in order to check and ensure that the measures taken were appropriate.

Our operations are subject to local, national and supranational government regulations relating to safety. In strict adherence to all applicable Spanish and European legislation, PortAventura World uses the services of an independent inspection company, which performs all annual non-destructive testing and operational testing on the rides, and issues certificates:

- **Initial certification of all rides is 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. In addition to the legally required inspections and certifications, SGS also certifies the maintenance procedures manual for each ride.

- **Extra thorough yearly inspection and yearly functional test** is performed by TÜV-SUED for PortAventura resort Rides: PortAventura Park & Ferrari Land rides (under standard EN13814) and Costa Caribe Aquatic Park (Slides and toboggans under standard UNE EN 1069-1:2020).

- **Additional regular inspections.** We voluntarily retain SGS to double-check that checks maintenance of our rides is up to standard. SGS perform random inspections while the parks are in seasonal operation, to verify the regular inspections of each park and all attractions are correct under the related maintenance procedures.

- **The procedures and maintenance logs for the ride are certified.** The digital app (Mobaro) was developed in 2019 and implemented in 2020. The aim was to record with this digital tool all rides maintenance actions and tasks carried out during the park is operational season. In the second semester of 2021, we added all "winter/ yearly" maintenance operations to this app trying to remove nearly all papers files and keep all records and task traces on a digital platform. In particular, the digital system contains the correct checklist points under the current standards.

- **Inspections of local authorities.** Other portions of each park are subject to inspections by local fire marshals and health and building department officials.

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



PortAventura World has obtained ISO 9001:2005 certification for ride management and maintenance in 2018. Every year an external company develops the corresponding ISO 9001 audit. As per mandatory ISO rules, the corresponding three years cycle audit for ISO 9001, has already been renewed in 2024.



Food safety

The PortAventura Convention centre and the Resort's central kitchen, the latest additions to the list of PortAventura World establishments certified to ISO 22000, which recognises the effectiveness of our Food Safety Management System.

PortAventura World has implemented a food safety management system, which applies to the entire Resort. The system's framework lies in the Food safety policy .

Management and communicated to all internal and external staff members, with regularly updated objectives and indicators. In 2023, the scope of the Food Safety Policy was extended to include the new hotels and catering points. PortAventura Park, PortAventura Caribe Aquatic Park, Ferrari Land, Hotel PortAventura, Hotel El Paso, Hotel Caribe, Hotel Gold River, Hotel Mansión de Lucy, Hotel Colorado Creek, PortAventura Convention Centre, the Dreams Village and the hotels managed by Port Aventura Entertainment, SAU have the same Food Safety Management System in place with a view to ensuring the highest standards of food quality and safety.



The Food Safety Management System, which applies to all catering units at PortAventura World, includes a Hazard and Critical Control Points Analysis that identifies and assesses potential risks in the production, handling and service of food, their causes and preventative measures. Control measures or oversight systems are established in the case of significant hazards and are classified, in accordance with the likelihood of occurrence, severity and detectability, as follows: control points, operational prerequisites and critical control points.

Under our Food Safety Management System, we are required to document all control plans, procedures, manuals, guides and working instructions, including supplier approval procedures, emergency and product recall procedures, food allergy and intolerance management procedures, the hazard analysis and critical control points manual, the good hygiene and food handling practice manual, hygiene and disinfection plans, non-conformity management plans and training plans.

The Food Safety Area is responsible for managing and coordinating all aspects related to this issue at the Resort, with a specialised technical team in place that is supported by external consultants. To coordinate all departments and areas directly or indirectly involved in food safety, we also have a multi-departmental food safety team.

At PortAventura World, we are constantly checking and monitoring to ensure that the Food Safety Management System is working effectively and identify possible means of improvement.

Regular hygiene and sanitary audits for all catering locations to evaluate the degree of implementation of the system:

100%
of open catering locations audited each year

234
external audits

259
internal audits

Food and surface analyses. Random monitoring of products to guarantee their microbiological safety

100%
of open catering points and hotels audited each year

1,397
analyses at catering points and hotels

73
analyses of raw materials delivered by suppliers

Supplier audits

7
external audits

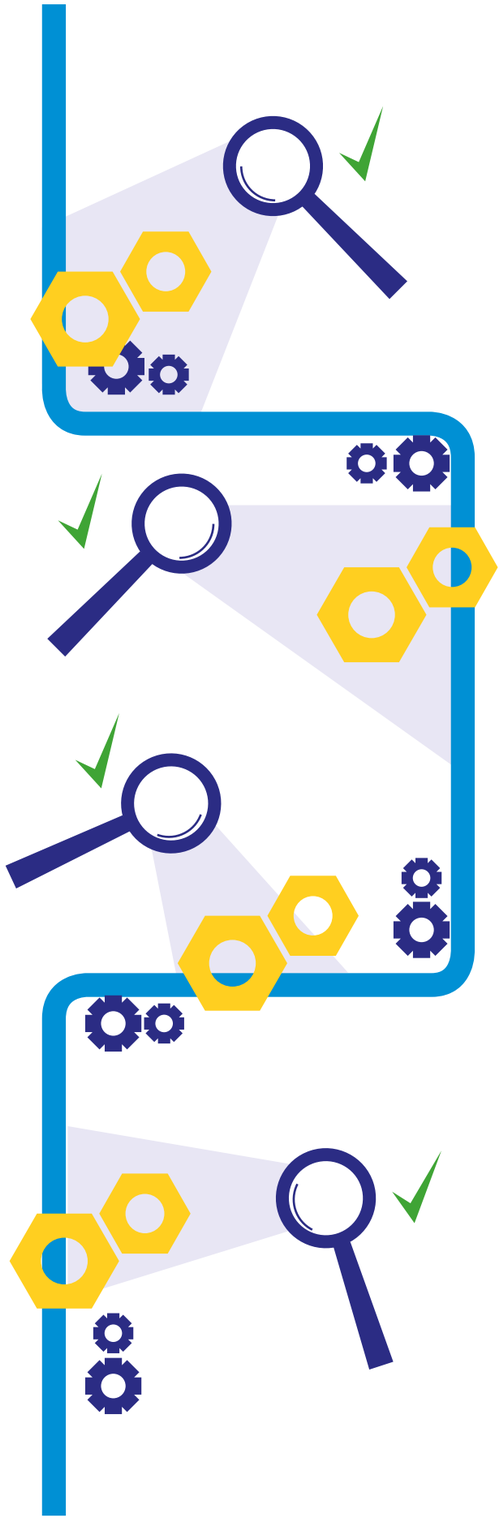
10%
of food suppliers audited



Facilities safety

All facilities required to ensure that the Resort runs properly are checked and certified, beyond the requirements of the technical regulations, with a view to guaranteeing visitor safety. These checks include the electrical and lighting equipment, ventilation and cooling systems, sanitary hot water production and plumbing network.

We also revise and certify the visitor protection systems, comprehensively complying with fire detection and protection regulations, emergency exits and evacuation routes, automatic extinguisher systems, etc. We ensure a bacteria-free environment and mitigate possible pathogen outbreaks by means of the regularly scheduled disinfection of air and air-conditioning ducts, cleaning inside chimneys and extraction hoods and work on discharge and wastewater pipelines.







Water

Quality control

The departments responsible for monitoring the quality of the water at PortAventura World are Technical Services and Catering. We also work with external companies that plan, monitor and provide advice to help us comply with all processes required under the various regulations that apply depending on the nature of the water use. For some checks, the regulations require us to engage the services of a duly accredited laboratory, while others constitute in situ measurements taken by maintenance staff with proper equipment and training. At certain times of the year, the maintenance staff are required to assist a technician from an external laboratory in performing these checks on the resort's facilities.



Safety on merchandising

Safety management for all merchandising items at the Resort involves complying with the legislation in force, CE marking and labelling and taking into account any amendments to the regulations. The entity that provides PortAventura World advice on merchandising items intended for children (even if not toys) is the Technological Child Product and Leisure Institute. These items are subjected to safety tests under European standard UNE-EN 71 (parts 1-13):

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





Health and safety in the workplace

149
emergency drills

200
risk assessments

433
technical reports (noise, thermal stress, lighting, ergonomics and CO2)

Over 800 cameras at the Resort monitored by the control centre.

18
practical courses on fire prevention

279
courses on preventing occupational hazards

Control centre in operation 24 hours a day, 365 days a year 24-hour presence of qualified staff for immediate intervention. Surveillance of facilities by security personnel.

964
medical check-ups

718
consultations relating to exemptions



We invest in the health and safety of our team, beyond compliance with the law.

For the reporting of confidential information on safety and maintenance matters please, contact: safetyconfidential@portaventura.es In compliance with Law 2/2023 of February 2023, regulating the protection of people who report on regulatory violations and the fight against corruption, the "Whistleblowing Channel" has been enabled, through which any member of the organisation as well as third parties can report facts that may constitute crimes or serious or very serious administrative offenses related to PortAventura. The link to the channel has been provided on the PortAventura intranet (for members of the organisation) as well as on the PortAventura website (third parties). Attached current link: https://lp.lefebvre.es/portaventura-canal-comunicacion

INTERNAL STAFF

32.00
frequency rate[1]

4,545.32
incidence rate[2]

0.60
severity rate[3]

7.22%
Absenteeism rate

(1) Representing the number of accidents per million hours worked.

2) Representing the number of accidents causing time off per hundred thousand people exposed.

(3) Representing the number of days lost per thousand hours worked.

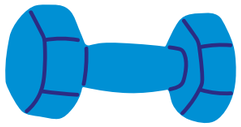
Stimulus for staff health and wellbeing

The PortAventura e-Healthy programme nurtures and promotes the staff's wellbeing by raising awareness of the importance of caring for their health, as well as through a range of activities, services and facilities to develop healthy lifestyles. The main actions carried out in 2023 are:

Healthy heart and musculoskeletal wellbeing programme.



Daily handout of fruit and free distribution of fruit and vegetable baskets.



Sports training room free of charge, with activities led by an instructor.



Diabetes and hypertension awareness-raising campaigns.



Workshop experiences.



Physiocoaching service, with stretching workshops. In 2023, we expanded the days and hours of this service.

Emotional health programme.



Personal assistant, legal and financial guidance to facilitate processes such as applying for bursaries or dependence grants.



Psychological support for all employees.

Health detection, promotion and risk prevention programme.



Blood drives among the company workforce.



Activities with our employees' children



Sun protection campaign with recommendations and distribution of sun cream to attendees.

Healthy lifestyles programme that includes the "Gain life, lose weight" health programme, and a raffle for fruit and vegetable hampers.

KPI's

4.76/5
average degree of workforce satisfaction with the e-Healthy programme

4,028
employees who took part in the PortAventura e-Healthy programme

38,533
activity attendees (1)

1,089
consultations with the health promoter

(1) The same person may attend different activities.



Equality, diversity and inclusion

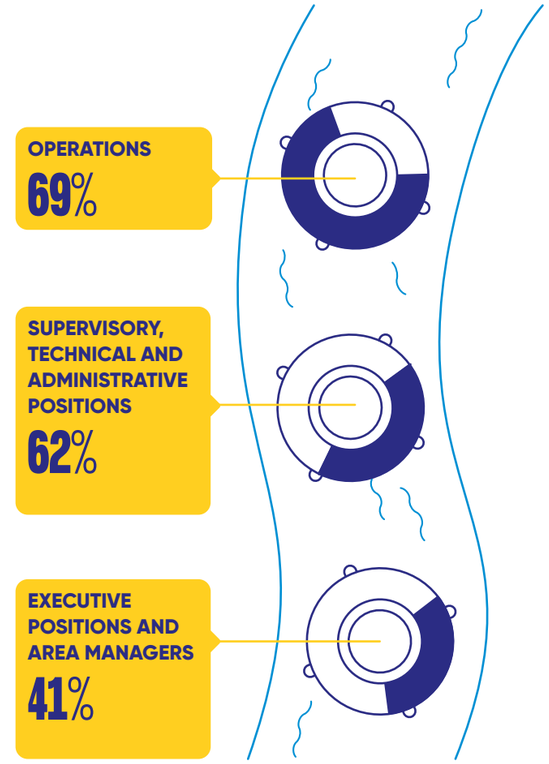
In 2023, we worked to develop a biennial action plan to improve diversity, equality and inclusion, in the framework of which we have carried out various activities:

- **Adhesion** to the European Diversity Charter.
- **Launch of the PAW** Tribes Programme.
- **Cultural awareness** activities to promote respect for different cultures.
- **Amendments** to the personal image policy.
- Actions to encourage the promotion of women to leadership positions.
- **Celebration of Pride Day**, to promote the inclusion of the LGBTIQA+ collective both internally and externally.
- **Training on functional** disability for PortAventura Dreams volunteers.
- **Cooperation programmes** with companies with workers with functional disability.
- **Arrangements** to adapt job positions for people over 60 years.

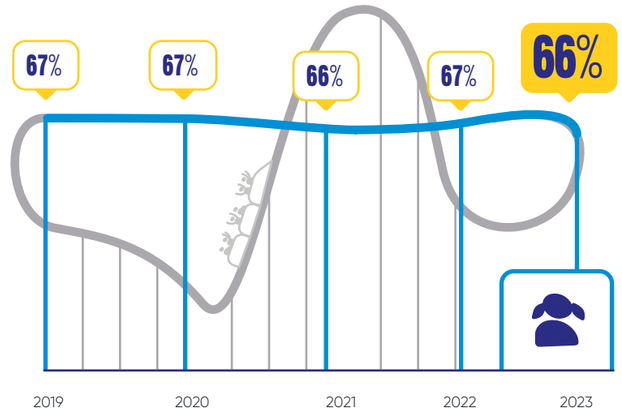
Equality

The 2nd PortAventura World Plan for Equality Between Women and Men, approved in 2022, is the current framework in which measures to continue promoting and ensuring genuine equality of opportunity for both women and men in the company are developed. In 2023, we incorporated a variable remuneration system for senior managers and area managers, the targets of equality among management positions.

Presence of women by job category



Evolution of women in the workforce





Diversity and Inclusion

The formalisation of the Diversity and Inclusion Policy fosters a model of people management with a commitment to professional excellence, in accordance with the legislation in force in our country and in line with the best international practices in these areas.

KPI's

49
different nationalities

18%
workforce from other countries

82%
workforce from Spain

58
people with functional diversity under direct contract

Professional development and training

To PortAventura World, offering training opportunities to our staff is a form of motivation and recognition. Training serves to increase the workers' degree of specialization, retain talent and increase loyalty, facilitate internal promotions, etc.

In 2023, PortAventura World implemented a new 100% on-site and hands-on onboarding training programme, which once again features internal trainers. Altogether, a team of 50 trainers from all operational departments conducted 116 courses with various itineraries depending on the area into which the new recruits are incorporated.

KPI's

3,768
employees who received some type of training during the year

79%
workforce trained[1]

43,459
total training hours

11.53
average number of training hours per person

54%
online training

(1) Percentage calculated based on total active workforce



PortAventura Foundation

PortAventura Foundation raises funds for projects thanks to the 0.7% contribution of PortAventura World´s net profit and the participation in fundraising events of more than 32,000 donors over the past thirteen years.

The goal of the PortAventura Foundation is to contribute to social well-being and improved quality of life for people at risk of social exclusion, in particular children and young people, acting with them directly or together with their families, and also indirectly through support for other foundations and institutions.





PortAventura Foundation

€1,086,000
gross income

66
volunteers

€1,116,000
Aid granted by the Foundation

PortAventura Dreams Village

208
Dreams families welcomed.

5,219
overnight stays at the village

The PortAventura Dreams project was also named **Best Social Initiative** - Portfolio Company at the Private Equity Wire ESG AAA European Awards, which took place in London.

PortAventura Dreams Village earned **first place in the Leisure category** at the Césars du Voyage Responsible Awards, acknowledgement of the company's firm commitment to sustainable development and social engagement.

Accessibility to leisure

10,099
people benefited.

Our lines of action

The PortAventura Foundation has two clearly defined lines of work:

Integration of groups at risk of social exclusion, with particular emphasis on children and young people, by working with their families and social environment.

Helping other foundations achieve their objectives by promoting and developing programmes designed especially for their groups and in accordance with each group's need.

Through programmes such as PortAventura Dreams, our internal activity programme, solidarity actions on behalf of other entities or access to leisure, the PortAventura Foundation contributes to the wellbeing of society and to improving the quality of life for people at risk of social exclusion.



Our financing

PortAventura World annually allocates 0.7% of its profits to finance our Foundation. This contribution is key so that we can have the necessary resources with which to develop our activity, in addition to the donations we receive and the agreements with other organizations.

Income of the PortAventura foundation (Thousand euros)

	2023
PortAventura World's contribution to our Foundation	€457
Income raised through fundraising even	€186
Donations from other foundations and corporate contributors	€723
Necessary expenses for the activity	€280
Total net income	**€1,086**

Aid granted and distribution by benefited group and events

(Thousand euros)

	2023
Illnesses	€948
Special needs	€120
Social exclusion	€48
Total aid	**€1,116**

Ramón Marsal, President of PortAventura Foundation

PortAventura Dreams Village

In 2023, we broke ground for the construction of an additional four houses in the Village, which are due to be finished in late May 2024 and will enable us to double the number of families we host. We also continued to organise workshops at Halloween and Christmas and activities throughout the year thanks to our network of volunteers. In 2024, we plan to build a splash pad for children.

The PortAventura Dreams Village opened its doors in 2019 to welcome children and young people, and their families, undergoing treatment for and recovering from serious illness. Since its opening, more than 500 families, some of them from different parts of the world, have had the pleasure of staying at the Village.

The aim of the project, envisioned as a space for entertainment and interaction, is to have a positive impact on the recovery process from a psychological perspective, while creating new moments for families to bond.

The 8,850m2 village is home to six 135m2 houses, a games area, a football pitch and gardens, which surround the entire complex, as well as a restaurant that provides meal services to guests and a multifunctional room in which PortAventura Foundation volunteers schedule activities and workshops for the families.

In order for PortAventura Dreams to function, the PortAventura Foundation receives support from network of partners: private companies, other foundations and, first and foremost, some of Spain's most prominent hospitals, such as Niño Jesús Children's University Hospital in Madrid and Sant Joan de Deu and Vall d'Hebron hospitals in Barcelona.

Increasing regional involvement with the village

In 2023, a number of organisations from the region organised activities geared toward cooperating with the PortAventura Dreams project:

- **The Vila-seca Half Marathon,** organised by the Runners Vila-seca Sports Club, donated funds from the inclusive kilometre.
- The table tennis tournament organised by the **Catalan Federation** featured a charitable fundraising raffle.
- **Local companies** have developed corporate volunteering programmes with a social purpose linked to the project.
- **To mark the International Day of People** with Disabilities, the TEB Cooperative Group proposed the challenge of helping 121 persons with intellectual disabilities secure a home and live independently. The campaign "One single stroke" began at the PortAventura Dreams Village.



Support and collaboration.

Fundraising events at PortAventura Park

At the PortAventura Foundation, we co-organise events alongside other regional institutions to help them reach their fundraising targets and lend visibility to the projects

“Fent Amics”.
PortAventura Foundation and Down Catalunya (14th edition) +4,300 attendees

“Posa’t la gorra”.
PortAventura Foundation and AFANOC (Association of Relatives and Friends of Children with Cancer in Catalonia) (21st edition) 1,200 people bought a charity ticket.



Own fundraising events

Gala Dinner
(12th edition)

1,100 Participants

€120,675 in Contributions

Fun RUN
(11th edition)

1,500 Participants

€10,500 in Contributions

Golf Tournament
(8th edition)

120 Participants

€10,170 in Contributions



Other direct contributions to projects

Volunteering and direct contributions to projects form part of the social value of the PortAventura Foundation. During the 2023 season, the members of the volunteering program took part in a variety of events.

Teaming 2023 Project

PortAventura World staff are given the chance to present charitable projects and contribute to their development by voluntarily donating one euro from their salary. For every euro they donate, the PortAventura Foundation contributes an additional two euros. As of the closing date of the EINF, employees are in process of voting on the proposed entities and associations: Asociación Gorka & Emma bienestar infantil (child welfare association), Aladina Foundation, IVET, MSD cure and FIATEH Project, Tarragona Handbol Club.

Christmas visits to the Joan XXIII and Sant Joan de Reus hospitals

The characters from Sesame Street and Father Christmas visited children and families in both the ward and ICU.

Toy collection campaign with the Red Cross.

PortAventura World employees have the opportunity to purchase a charitable toy on the website or bring toys to any of the two collection points set up for this purpose. A total of 100 new, non-aggressive and non-sexist toys were collected.

Lighting ceremony at Sant Joan de Déu Hospital.

To celebrate the 50th anniversary of the hospital's relocation to Esplugues, the characters from Sesame Aventura visited the pediatric ICU.

Access to leisure

With a view to making leisure accessible to the most disadvantaged groups, the PortAventura Foundation runs a ticket donation and venue provision programme. The programme is intended for centres that help and improve the quality of life of children and teenagers, mostly from the local region, with particular emphasis on those with programmes that assist children with serious illness or at risk of social exclusion

Accompaniment of families on the PortAventura Dreams programme.



Cooperation with other foundations

La Liga Genuine gets underway at PortAventura World with an activity to raise awareness of inclusive leisure and sport.

PortAventura World played host to the 46 teams involved in the emblematic tournament LaLiga Genuine, a football competition organised by LaLiga Foundation that promotes the integration of people with disability into the world of sport, in an event that placed the spotlight on inclusion and the celebration of diversity.

For the first time in the history of the competition, for which this year marked its sixth edition, the players had the chance to enjoy a day of fun together at PortAventura World, which also sponsors the competition.

The PortAventura Foundation and LaLiga Foundation capitalised on the opportunity to organize a activity entitled “Leisure and sport as tools for the inclusion of people with functional diversity”, which took place at the PortAventura Convention Centre.



We care for the planet

SUSTAINABLE DEVELOPMENT GOALS

4 QUALITY EDUCATION

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

ENVIRONMENT: **28.1**/45

Certified B Corporation

With PortAventura Solar, the largest self-consumption photovoltaic power plant of any holiday resort in Spain, and one of the largest in Europe, we are making progress toward decarbonisation.

In 2023, the Science Based Targets initiative (SBTi) confirmed that the corporate greenhouse gas reduction targets presented by PortAventura World comply with their criteria and recommendations and that its objectives are aligned with the 1.5ºC temperature goal We continue to make progress with the energy transition and circular economy.

Our environmental management system is backed by all major insignia and certifications:

- Since 2001, **EMAS** (Eco Management and Audit Scheme) **registration**, and since 2008, member of the EMAS Club of Catalonia.
- Since 2007, **ISO 14001:2015** certification.
- In 2019, first **AENOR Zero Waste** certification for all activities involved in managing the Resort, on reaching a minimum waste recovery rate of 90%.
- Since 2021 "**BREEAM in Operation**" badge for the sustainable construction of the main building in the PortAventura Dreams Village. This badge guarantees better health and greater comfort for users of the building, and a significant reduction in its environmental impact.
- Since 2022, **LEED** (Leadership in Energy and Environmental Design) **certification** for LaLiga TwentyNine's, the world's first LaLiga themed restaurant. Another objective is to secured LEED certification for the VRX virtual reality building in 2024.



Energy transition and climate change

SBTi (Science Based Targets initiative) validates our carbon emission reduction targets.

PortAventura Entertainment undertakes to reduce its total scope 1 and 2 GHG emissions by 55.1% of 2019 levels by 2032. It also undertakes to reduce its total scope 3 GHG emissions by 32.5% within the same period.

Between 2008 and 2023, we have succeeded in reducing scope 1 and 2 GHG emissions by 88% (t CO2eq per 1,000 visits-overnight stays).

Calculation of our carbon footprint

Since 2008, we have measured the carbon footprint generated as a result of our activity and quantify greenhouse gas emissions in tonnes of CO2e.

In 2022, we extended the carbon footprint calculation to emissions associated with all scope 3 categories applicable to PortAventura World, in order to set reduction targets.

Reduction of CO2 emissions

The self-consumption of renewable energy from PortAventura Solar, the purchase of electrical energy from renewable sources, increased energy efficiency and good environmental practices are the main actions that PortAventura World has performed in effort to reduce its carbon footprint.

Renewable energy consumption

Since 2016, 100% of the electricity consumed at the Resort comes from renewable energy sources with no GHG emissions (guarantee of origin).

With regard to the Ponient hotels, located outside the Resort, when their current supply contracts terminate, these hotels will also switch to electricity from renewable sources.

PortAventura World is home to two self-consumption photovoltaic power plants: PortAventura Solar. At full production capacity, they will supply over 30% of the energy the Resort currently consumes.

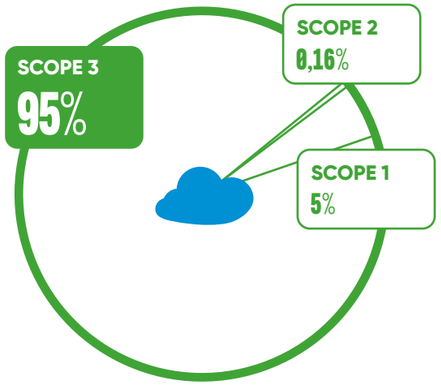
Offsetting emissions

We were the first European resort with carbon-neutral operations. In 2023, we offset 100% of the scope 1 and 2 emissions generated in 2022 as a result of our activity. This has been possible through the purchase of 5,363 verified carbon credits through a protection and conservation project on the coast of Guatemala.

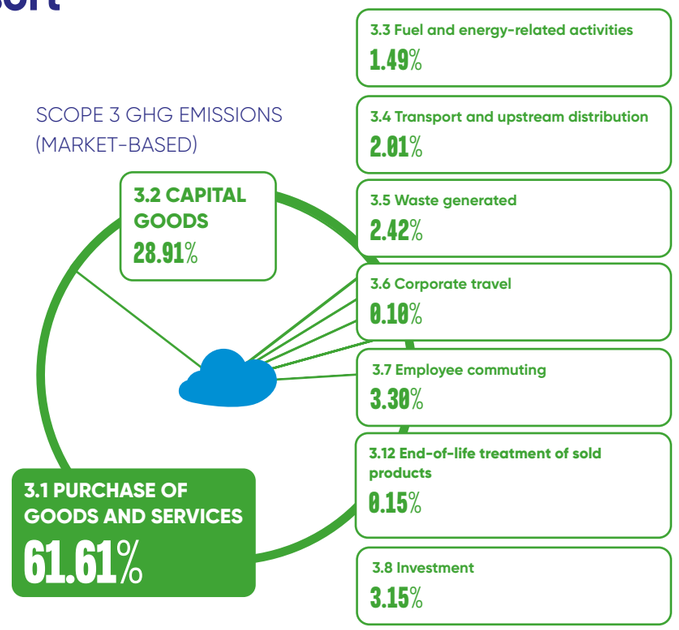
Decarbonising the resort

CALCULATION OF OUR CARBON FOOTPRINT

GHG EMISSIONS BY SCOPE



SCOPE 3 GHG EMISSIONS (MARKET-BASED)

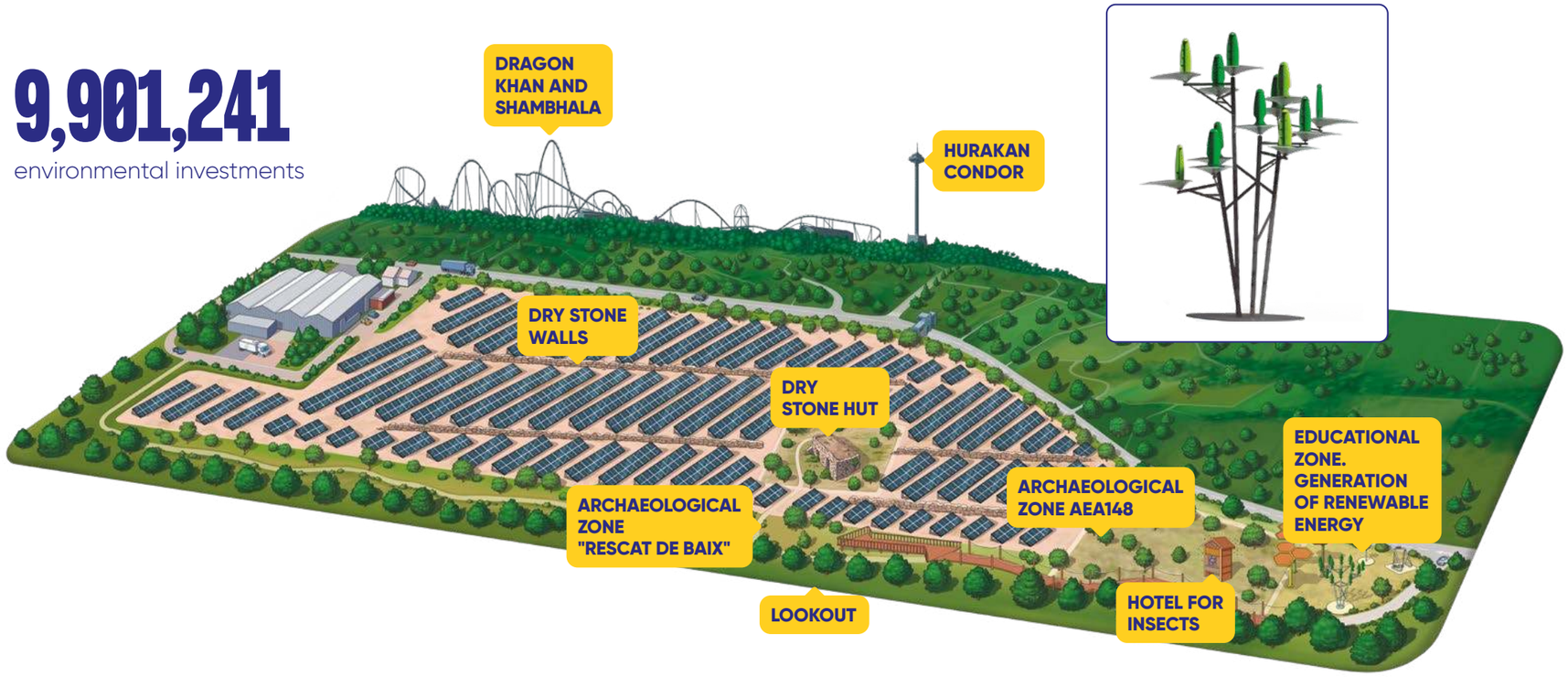


0,59 tCO2eq (scopes 1 and 2) per 1,000 visits-overnight stays in 2023



In 2023, we launch of PortAventura Solar, the largest self-consumption photovoltaic power plant of any holiday resort in Spain and one of the largest of its kind in Europe. Altogether, construction of the plant has entailed an investment of €8 million. At full production capacity it will generate around 30% of the energy the resort needs to operate.

9,901,241
environmental investments



Best Green Initiative of the Year for **PortAventura Solar** at PortAventura World by Park World Excellence Awards 2023

Phase I

11,102
ground-mounted solar panels

6.4
hectares total surface

6.05
megawatts of peak power (MWp),

10 GWH/
year of clean energy

4,000
tonnes of CO2 emissions prevented each year.

Phase II

4,600
ground-mounted solar panels

3.1
megawatts of peak power (MWp),

5.6 GWH/
year of clean energy

2,240
tonnes of CO2 emissions prevented each year.



Circular economy

Waste reduction
Main improvement actions in 2023

Use of reusable cups. In 2023, 54% of the reusable cups were returned by customers. In the cafeteria, single-use cups were replaced with glass cups.

Introduction of new reusable cups (Billie) for coffee and hot drinks. In 2024, this change is expected to avoid the use of 1.5 million disposable coffee cups.

Elimination of plastic at restaurants and incorporation of recycled and organic material in merchandising.

The pumpkins used as Halloween decorations **were turned into food for livestock at local farms.** Locally sourced products grown near the Resort to stimulate the local economy and Tarragona's agricultural industry.

The trees used to decorate the Resort at Christmas are reusable.

Materials management based on sourcing local, low environmental impact products.

Digitisation of processes in hotels, reducing the consumption of paper. The processes between operations and maintenance and customer service were also digitised.

In the central kitchen, the formats used to purchase various products were changed, from smaller to larger.

559 T
waste generated per million visits

33
segregated waste fractions

95%
waste recovered



Donation
of surplus food

Updating of the buddy pocket for all catering staff, which lists good practices for sustainability in the kitchen.

Updating of the Manual of Criteria to Control Food Waste, whose aim is to ensure the correction application of the regulations (Law 3/2020, on the prevention of food loss and waste) and set out the methodology for minimising food waste.

Creation of a waste prevention committee that oversees purchases, logistics and all catering units. The committee is responsible for updating the Manual and drawing up a Food Waste Prevention Plan in accordance with the regulations in force in 2024.

First phase of the waste identification study, conducted to draw up an action plan with a view to determining the origin, quantifying and proposing means of reducing waste.

Incorporation of all catering points into the programme for monitoring the weight and recording the kilograms of food waste from the hotel buffets and PortAventura Convention Centre events.

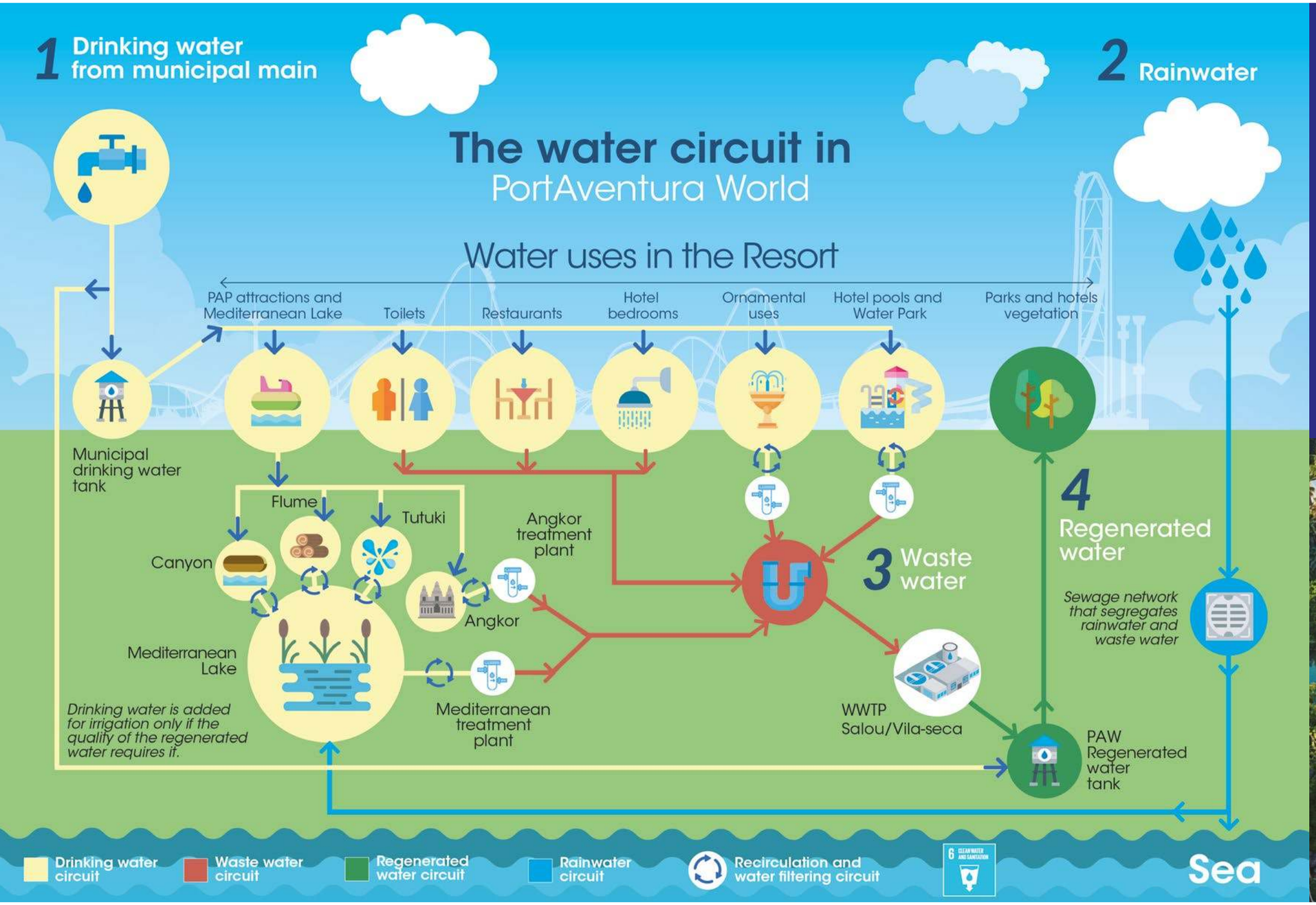
Incorporation of elements to encourage sound environmental and food handling practices at the Resort catering points.

At the buffet, Oscar the Grouch continues to raise guests' awareness of good practices in food waste prevention. The size of the plates at the buffet have also been reduced, and individual portions are becoming increasingly common.

1,392 kg
of food collected and donated

Water management

Water preservation and efficiency constitute one of our priorities, as water is a scarce resource and is also fundamental for the operation and theming of the Resort. We monitor water consumption on a daily basis and take steps to reduce it through watertightness tests, automatic irrigation at the parks, water-saving systems and the monitoring of potential leaks.



22% of water consumption is regenerated, sourced from the Waste Water Treatment Plant of Vila-seca and Salou.

Annual WATER consumption (m3 for every 1,000 visits-overnight stays per year)

2022	2023
151.33	174.52



Environmental education for all ages and visitors

EcoEduca is an educational programme that aims to provide young people information and raise their awareness of issues related to climate change, the loss of biodiversity and the environment.

230
school competition proposals

80
creative ideas for Hackathon PortAventura World Talent

Over
2,500
students took part in the EcoEduca programme





PortAventura WORLD

Made to Remember

2023 Sustainability Report

Certified B Corporation

