



Made to Remember

2022

Sustainability report

Certified



Corporation



HOTELS



THEME PARK



WATER PARK



CONVENTION CENTRE



FOUNDATION



FERRARI LAND

+ 64ha
of fully permitted
expansion land



PortAventura
World's 202ha
of owned land



76
rides in 3 parks



53
shows



89
food & beverage
outlets



70
merchandise
& other outlets



8
hotels



2,693
hotel rooms



6,000
person capacity in
the convention center



Made to Remember



Index

PORTAVENTURA
WORLD, A
B-CORP
COMPANY
WITH PURPOSE

10

01 OUR CORPORATE
RESPONSIBILITY
COMMITMENT

16

02 UNFORGETTABLE
EXPERIENCES

28

03 POSITIVE IMPACT
ON PEOPLE












48

04 WE CARE FOR
THE PLANET

98



First class family destination resort, which covers the full spectrum of entertainment and hospitality

Hotels	PortAventura Parks	PortAventura Events	Seasons	Key partnerships	Ancillary services
					
<p>8 4 and 5 star themed hotels</p>	<p>3 Parks: PortAventura Theme Park, Caribe Aquatic Park & Ferrari Land</p>	<p>Multi-functional spaces</p>	<p>Carnival / Easter</p>	<p>Universal </p>	<p>Infinitem 3 golf courses, a fully gated community with 300 homes and the potential to develop up to c. 2,350 and a private beach club</p>
<p>2,693 Hotel Rooms</p>	<p>89 Food & Beverage outlets</p>	<p>20,000 sqm</p>	<p>Summer</p>	<p>Sesame Street </p>	<p>1h drive from Barcelona</p>
<p>26 Food & Beverage outlets</p>	<p>53 Shows</p>	<p>6,000 seats</p>	<p>Halloween</p>	<p>Ferrari </p>	<p>Costa Dorada region</p>
<p>2 Wellness centre</p>	<p>76 Rides</p>	<p>Open 365 days a year</p>	<p>Christmas</p>	<p>Sony </p> <p>LaLiga </p>	



A Purpose driven company

Purpose



We create **unforgettable experiences** that **generate a positive impact** on people while **taking care of the planet.**

Values

-  **SAFETY**
Our priority and commitment to everyone.
-  **PASSION**
We are thrilled by what we do, with a passion that makes us unique.
-  **WE BELIEVE IN PEOPLE**
We work as a team, co-create and build sound relationships based on trust, inclusion and respect.
-  **EFFICIENCY**
The highest quality with sustainable use of resources.
-  **INNOVATION**
We are pioneers, never resting on our laurels. We create so as to surprise.
-  **COMMITMENT**
We take on the responsibility of contributing to the wellbeing of people and to improving society by caring for the planet.

PortAventura World, a B Corporation with purpose

In November 2022 we achieved a major milestone at PortAventura World **becoming a B Corp**.

We are now part of a community representing the most advanced sustainable and regenerative business model in the world. We are the first resort in the world to achieve this recognition, which underpins the development and scalability of the intended model while maximising the scope of the impact economy.

Being a B Corp is a process, not a destination. By obtaining and, most importantly, maintaining this certification, B Corporations will always be on the right track in terms of sustainability and social impact.

Joining the B Corp movement underscores our commitment to society and the planet, which is embedded into our purpose: **“We create unforgettable experiences that generate a positive impact on people while taking care of the planet”**.

At PortAventura World we never cease to provide unforgettable experiences to our guests, even during the toughest times of the pandemic, but we are more than glad to be back to normal, having recovered our pre-pandemic attendance levels with more than 5 million visits and 1.2 million overnight stays in 2022. The season began with the first ever Easter-themed period (including the world’s largest decorated Easter egg as certified by Guinness World Records) that translated into a record Easter week. A great start to a year full of novelties in which we launched multiple new initiatives that should set the basis for growth in the coming years.

At PortAventura World we strive to make a positive impact on people. In 2022 we approved PortAventura World’s Equality Plan II to continue ensuring equal opportunities for men and women within the company. We also cemented PortAventura World’s ‘e-Saludable’ health

programme, to nurture the wellbeing of our workforce, offering activities, services, and facilities to develop healthy lifestyles. Another notable achievement was the recognition of PortAventura Dreams’ positive impact at the Blooloo Innovation Awards 2022. PortAventura Dreams’ village of fully accessible homes hosted this year more than 180 underprivileged families with a seriously ill child to enjoy the resort for a week completely free of charge, and our ambition is to double the village capacity in the near future.

At PortAventura World we take care of the planet. We have signed up to the Science Based Targets initiative (SBTi), which drives ambitious climate action in the private sector pushing organisations to set science-based greenhouse gas emissions reduction targets. As part of the resort’s decarbonisation objectives, in 2022, PortAventura World began the construction of a solar power plant inside the resort. The plant will supply approximately one third of the electricity consumed at the resort each year. This major investment is another step in PortAventura World’s journey toward promoting a more environmentally friendly tourism. The solar plant began operating in June 2023, and its expansion is expected to be completed by the end of the year.

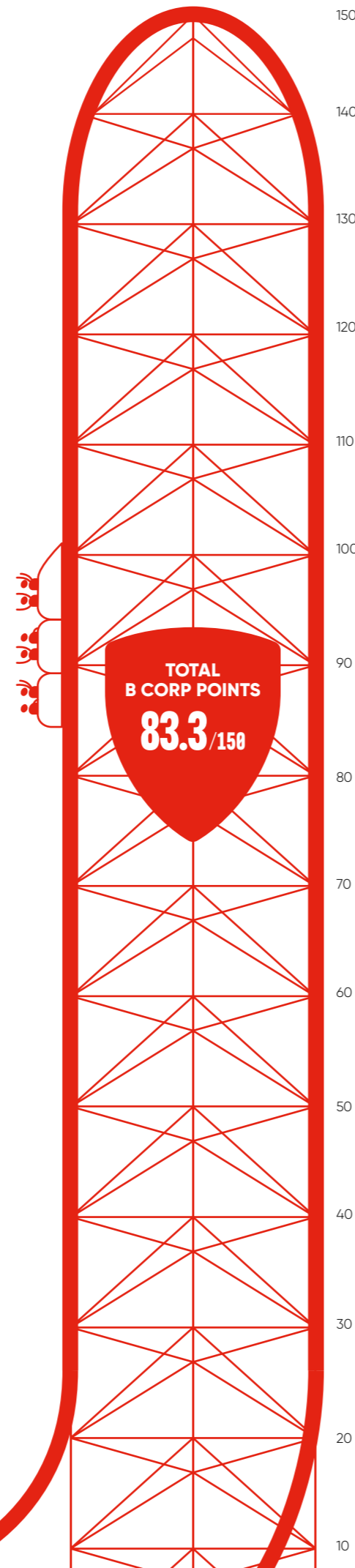
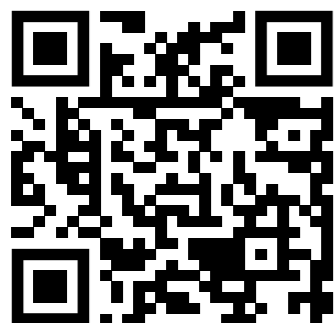


We are the first Resort in the world to claim B Corp recognition.

B Corp means fulfilling high standards of social and environmental impact, legal responsibility and transparency. Being a B Corp means leading the transformation to a new, more inclusive and sustainable business paradigm, focused on creating social, environmental and economic value for all our stakeholders.



Watch the video:
B Corp Day





We are proud to announce that PortAventura World is a B Corporation

In 2022 PortAventura World became the first resort in the world to achieve B Corp certification. With this new status, as a B Corp, we are now part of a global community that uses business as a force for good. This means that we are balancing people, planet and profit, and continuously aiming for higher environmental and social standards.

Achieving this milestone demonstrates our commitment to society and the planet and in order to continue promoting our positive impact, we have defined the purpose of PortAventura World: **"We create unforgettable experiences that generate a positive impact on people while taking care of the planet"**.

We deliver unforgettable experiences. PortAventura World in 2022 welcomed over 5 million visits, a figure matching pre-pandemic levels and hosted more than 1.2 million overnight stays, exceeding 2019 figures. I would like to thank our employees for their commitment to excellence and their continued endeavours to offer our clients a safe and unforgettable experience.

Our experiences generate a positive impact on people. Among other social initiatives, PortAventura Dreams has established itself as one of the leading social and inclusive commitment projects, each year hosting families with children or teenagers completely in a position of vulnerability and suffering a serious illness, free of charge. In fact, this year, this key PortAventura Foundation project was recognised at the Bloop Innovation Awards 2022.

Our experiences also take care of the planet. As evidenced by the construction of the first photovoltaic power plant (PortAventura Solar) in 2022; this plant will drive the generation of electricity from renewable sources providing more than 30% of the electricity consumed in the Resort. The plant will begin operation in May 2023, and will be followed by the launch of a second solar power plant scheduled for the same year. In line with our commitment with the planet we have signed up to the Science Based Targets initiative (SBTi), which identifies and promotes innovation focused on setting ambitious and meaningful greenhouse gas reductions targets.



Joining the B Corp movement means joining a group of amazing fellow companies that see the need for a better future, PortAventura World will encompass B Corp's philosophy of full transparency, honesty and continuous improvements as a company, pushing ourselves to do the right thing for society and our planet.

Our medium-term corporate responsibility strategy (2022-2025) is aligned within this context and the environmental, social and governance needs of today. To promote our positive impact, we have defined our purpose and values, on a participatory basis, by staging workshops to engage our workforce.

Underpinning all these efforts, we have created a new Digital department to identify key digital products and services that will continue to drive PortAventura World's growth across all our businesses. Labelled "Adventure Labs", the team will focus on new customer products, operational resilience and employee satisfaction.

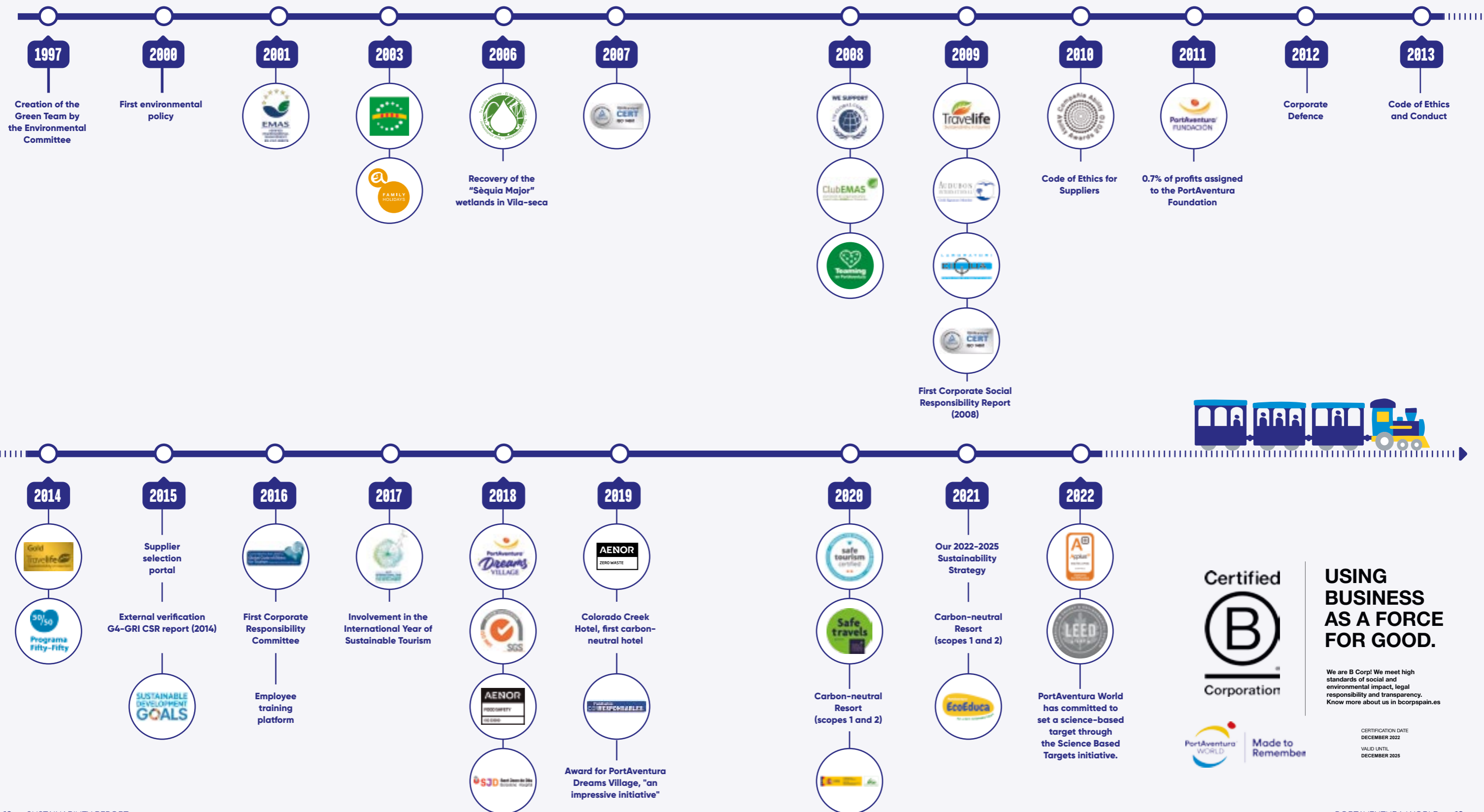
All of this would not be possible without the support of our shareholders and the administrations, but above all our talented team which help us advance towards our purpose.

Alex Cruz
Chairman of the Executive Committee

Our corporate responsibility commitment



Committed from the outset



USING BUSINESS AS A FORCE FOR GOOD.

We are B Corp! We meet high standards of social and environmental impact, legal responsibility and transparency. Know more about us in bcorpSpain.es



CERTIFICATION DATE
 DECEMBER 2022
 VALID UNTIL
 DECEMBER 2025

We are a **B Corp.**



Concepción Fernández

Customer and Sustainability Director

"In 2022 we embarked on a new stage in our corporate responsibility strategy in accordance with the impact measurement conducted with B Corp, setting environmental, social and good governance goals running up until 2025."

"Membership of B Corp means being capable of going the extra mile, successfully calibrating goals and short-term results, making bold decisions to guarantee a positive impact on society and on the planet."

"We have reviewed our new corporate responsibility strategy in accordance with the impact measurement conducted with B Corp. We likewise include in this report the results of the identification of climate change risks using the methodology of the TFCF (Task Force on Climate-related Financial Disclosure), as well as our commitment to the SBTi (Science Based Targets Initiative) project."



Our corporate sustainability strategy 2022-2025

The corporate sustainability strategy 2022-2025, drawn up after a double materiality analysis, is revised and adapted annually in line with the commitments we have taken and the external conditions. It is part of the business plan and is in line with the following initiatives:








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.








Strategic goals

ENVIRONMENTAL GOALS

	B Corp impact	2022		2023
		Goal	Achievement	Goal
     Commitment to reduce the Resort's scope 1 and 2 GHG emissions in accordance with the SBT initiative by 20% in 2025 compared to 2019 emissions. ⁽¹⁾ (t CO ₂ e)		-5%	-11%	-10%
Energy transition and climate change				
Increase in the energy consumed within the Resort sourced from renewable energy generated on site by the solar power plant.		Construction of the first solar power plant		7.8 GWh
Reduce the Resort's electrical energy consumption. (MWh/1,000 visits-overnight stays/year)		-3%	+1.73% ⁽²⁾	-1% ⁽³⁾
Circular economy and efficient resource				
Reduce generation of other waste out of the total waste generated. (t other waste/1,000 visits-overnight stays/year)		-	-22% ⁽⁴⁾	-5% ⁽⁵⁾
Reduce total waste generation. (t waste/1,000 visits-overnight stays/year)		-	-10% ⁽⁶⁾	-5% ⁽⁷⁾

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

(1) Included in the SBT initiative to reduce total GHG emissions by 20% by 2025. Baseline year 2019: 6,021.50 tonnes of CO₂ equivalent Goal 5,300 t/year (2) Baseline year 2019: 6,397 MWh/1,000 visits-overnight stays/year. (3) Baseline year 2022: 6,506 MWh/1,000 visits-overnight stays/year. (4) Baseline year 2019: 282 t/1,000 visits-overnight stays/year. (5) Baseline year 2022: 219 t/1,000 visits-overnight stays/year. (6) Baseline year 2019: 638 t/1,000 visits-overnight stays/year. (7) Baseline year 2022: 573 t/1,000 visits-overnight stays/year.

SOCIAL GOALS

	B Corp impact	2022		2023
		Goal	Achievement	Goal
Safety of our installations and visitors Zero customer accidents. ⁸		0	0	0
Health and safety of our employees Reduce accident rate. ⁹		-3%	+3.2%	-2.5% ¹⁰
Satisfaction of our visitors with the general experience. Improve the Resort's customer satisfaction index.		Satisfaction Net Promoter Score: 50	Satisfaction Net Promoter Score: 48	Satisfaction Net Promoter Score: 52
Attractive working environment ensuring equal opportunities and helping to motivate staff. Improve employee Net Promoter Score (eNPS).		-	-17 ¹¹	5
Attractive working environment ensuring equal opportunities and helping to motivate staff. Increase the number of employees who have received specific ESG training.		-	-	75 %

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

(8) Accidents are considered to be serious injuries suffered by a person and resulting in immediate hospital admission and hospitalisation for over 24 hours for purposes other than medical observation, or that result in death, and have a substantial negative impact on the company's economic results and/or company reputation. (9) The accident rate represents the number of accidents leading to time off work per one hundred thousand people exposed. The incorporation of the hotel housekeeping staff in 2022 had an impact on accident rate indicators. Excluding the hotel housekeeping staff, the 2022 achievement is +3.2%. (10) Baseline year 2022 taking into account the set of apartments: 3,567. (11) In order to improve employee satisfaction, it is necessary to make PortAventura an attractive place to work. For this, all the policies that have been defined by HR must be developed, which will motivate more the employee and will help both to retain talent and to attract new talent.apartments: 3,567.

GOVERNANCE GOALS

	B Corp impact	2022		2023
		Goal	Achievement	Goal
Sustainability in our supply chain Deliver specific ESG training for the supply chain. (% suppliers, in monetary terms, having taken part in a specific ESG training programme)		-	-	100%
Safety of our installations and visitors Zero cybersecurity incidents. ¹²		0	0	0
Ethics and best business practices Zero data privacy fines.		0	0	0
Ethics and best business practices Provide specific ESG training for Board of Directors Members. (% of Board Members)		-	-	100%
Attractive working environment ensuring equal opportunities and helping to motivate staff. Increase the presence of women at the highest management levels (executives and area managers). (average employees during the year)		45%	45%	48%

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

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



Unforgettable experiences

So that you may never forget the experience you are about to live, so that your mind may always treasure its memories of this moment:

Made to remember.

Because every ride, every show, every corner and every emotion you experience are designed to be lived to the full.



SUSTAINABLE DEVELOPMENT GOALS



CUSTOMERS: 3.3/5



GOVERNANCE: 16/20



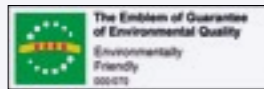
General sustainability



Certificate of excellence



E-Health award



Environmental quality



World Travel Market global award – HHRR policy



Award for the 10th Anniversary of the PortAventura corporate social responsibility strategy



Ability awards the PortAventura corporate social responsibility strategy



Thomas Cook Proven quality



2022 Awards

BEST THEME PARK IN EUROPE FOR PORTAVENTURA WORLD

BEST SHOW PRODUCED AT A THEME PARK THROUGHOUT EUROPE FOR DESTINATION DANCE
World of Parks Awards

These accolades are awarded by worldofparks.eu, one of the leading international portals for information about theme and leisure parks. They serve to recognize the efforts of the best theme parks throughout the European continent.

BEST STEEL ROLLER COASTER FOR SHAMBHALA

European Star Award 2022

PORTAVENTURA CONVENTION CENTRE, RECOGNISED AS ONE OF THE BEST EUROPEAN CONVENTION CENTRES OUTSIDE THE UNITED KINGDOM

M&IT Awards 2022

These awards recognize the leading organisation in the corporate events industry thanks to its management, outstanding services and infrastructure, a unique venue in the sector, and a privileged setting.

ENVIRONMENT AWARD FOR PORTAVENTURA WORLD

15th Gaudí Gresol Awards for Reputation and Excellence

3RD PLACE IN THE "INCLUSION" CATEGORY FOR PORTAVENTURA DREAMS

Bloolooop Innovation Awards 2022

These are the most important awards worldwide in the entertainment and theme park sector, spotlighting the most creative and innovative initiatives in the industry.

"EMPOWERING WOMEN'S TALENT" SEAL OF APPROVAL FOR PORTAVENTURA WORLD

Equipos y Talento (Custommedia)

Recognition of support for female talent.

BEST SUSTAINABILITY ACTION FOR PORTAVENTURA SOLAR

Equipos y Talento (Custommedia)

Award for the construction of the largest photovoltaic solar power plant at a resort in southern Europe.

"RISING STAR" AWARD FOR PORTAVENTURA WORLD

Board Customer Awards 2022

Award in recognition of practices and initiatives to promote more efficient planning and achieve better control of company's performance.

HOTEL MANSIÓN DE LUCY

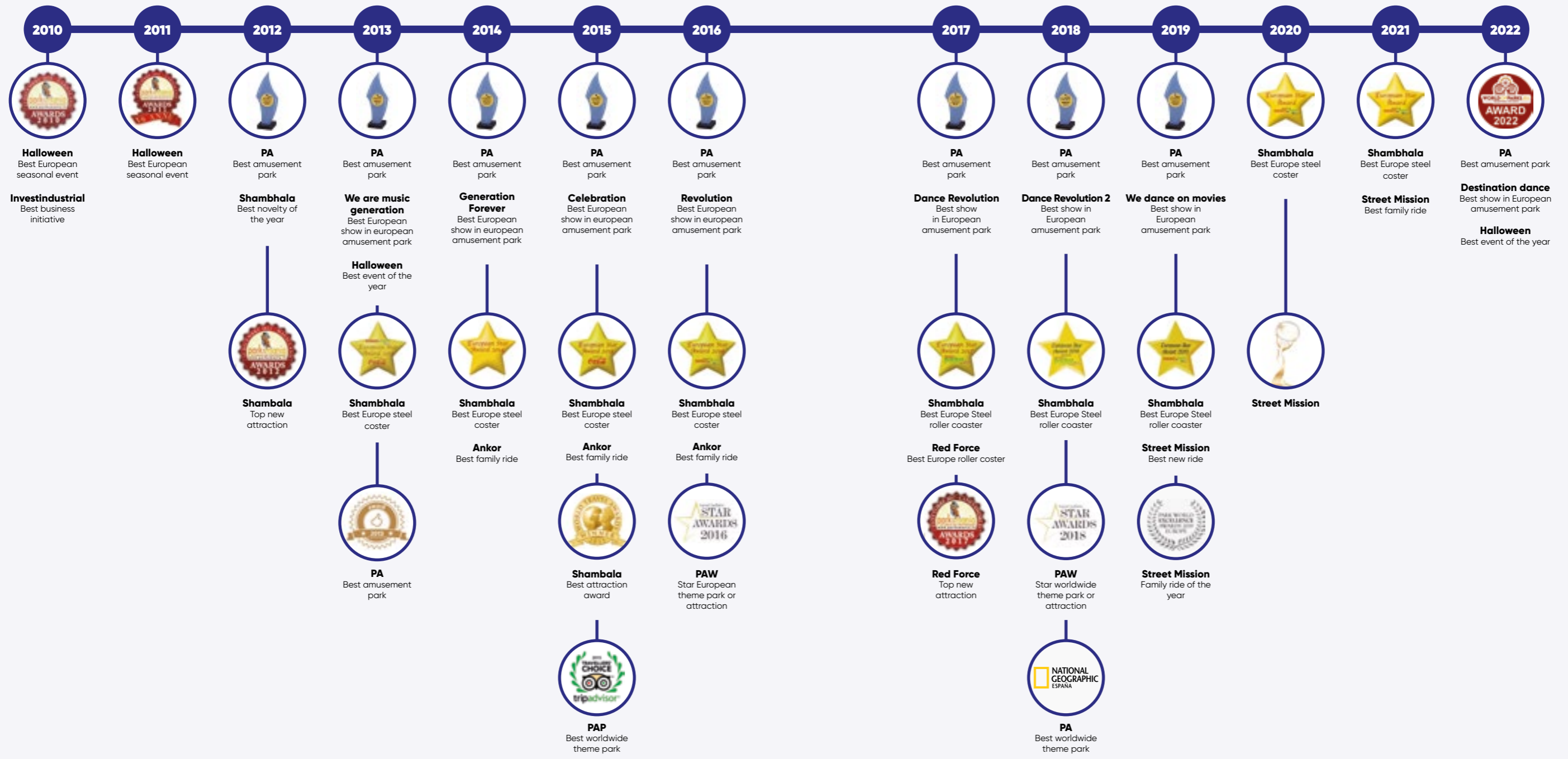
TripAdvisor Travelers' Choice Awards

For the second year running, Hotel Mansión de Lucy received a TripAdvisor Travelers' Choice Award, the only accolades in the tourism sector based on millions of opinions and favorable comments by visitors from all round the globe.



TM & © Walter Lantz







Improvement and constant evaluation of the customer experience

With the aim of being a customer-centric company, we have had a new fully dedicated team in place since 2022, focused on the customer experience with the aim of developing a unique, 360° vision of our customers, in order to improve guest experience in all areas. The Department performs three operational tasks:

CUSTOMER EXPERIENCE

Newly created area, based on new customer segmentation to define and monitor the different Customer Journeys and service standards at each point of contact.

Monitoring and constant tracking of customer returns and satisfaction.

Full information provided to other areas to assist in customer-focused decision-making.

CUSTOMER SERVICE

Definition and implementation of action plans to improve the customer experience.

Guarantee that the customer service teams do their very best. Proactive rather than reactive approach to customers. Clear and precise information, new policies and procedures will be the hallmarks of this area, which serves to reinvent the visitor care areas at the parks and the call centre area.

Participation in the definition and implementation of new products and services based on customer needs.

CUSTOMER INTELLIGENCE

This area will now channel all surveys and data gathered from customers by different methodologies, focus group sessions and other qualitative analyses.

Constant evaluation of our visitors' satisfaction with their general experience is a strategic goal for PortAventura World. This evaluation serves to detect such aspects for improvement as the reasons behind complaints, along with the implementation of corrective measures.

Understanding our customers with the utmost granularity.

Creation of a 360° control panel.

Net Promoter Score



3/5

customers are Promoters in PortAventura Park

74%

said their experience was "Excellent" or "Very Good" in both, PortAventura Park and Hotels

Our customers satisfaction, one of our main priorities

REVISIT

90%

will surely/probably revisit PA Park



69%

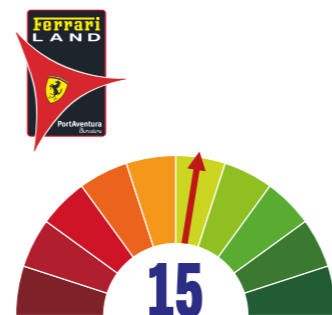
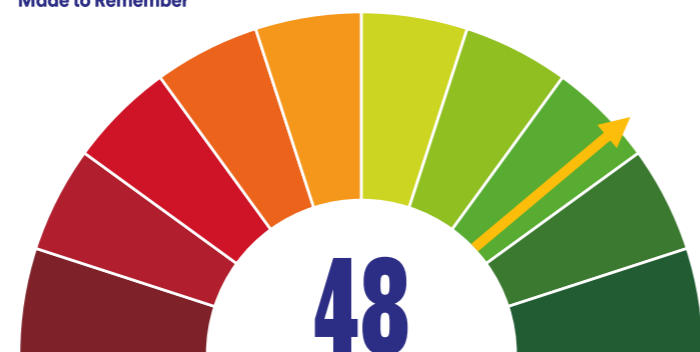
will revisit FerrariLand

78%

will revisit Caribe Aquatic Park

75%

will stay again in our Hotels



*2019 no data NPS

Sentiment and key drivers

40%

Positive sentiment

NEGATIVE TO NEUTRAL

- Negative mentions decreased by -20% compared to 2021, reaching 10.5K mentions.

- These mentions represented 4.9% of the total volume of mentions, and generated a 1.8% of total engagement.

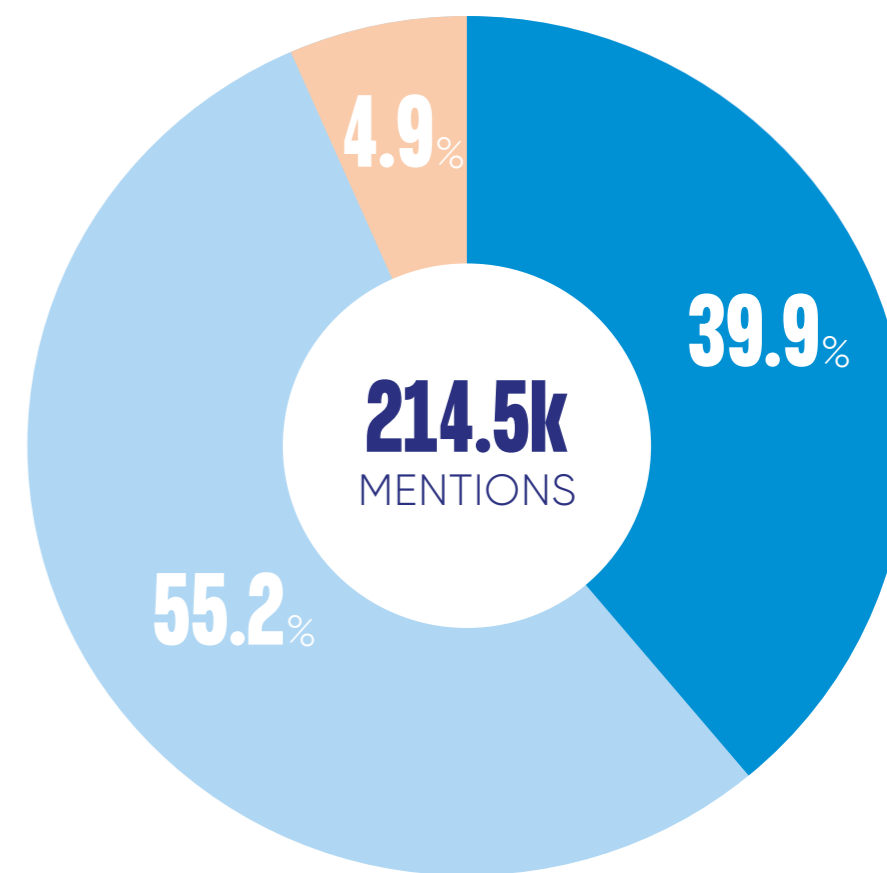
POSITIVE

- This year, **positive reached 85.5K, a 39.9% (+33% compared to LY).**

- Positive mentions generated **53.9% of total year engagement.**

- Neutral sentiment increased by +6% and accounted for 55.2% of all mentions.

- The three top positive posts of this year.



33%

Positive

6%

Neutral

20%

Negative

Customer satisfaction: knowing to improve

We like to take care of all the details so that our customers are fully satisfied.

We offer the best experience immediately, sustainably and with a quality service. We offer content of interest to our clients through social media.



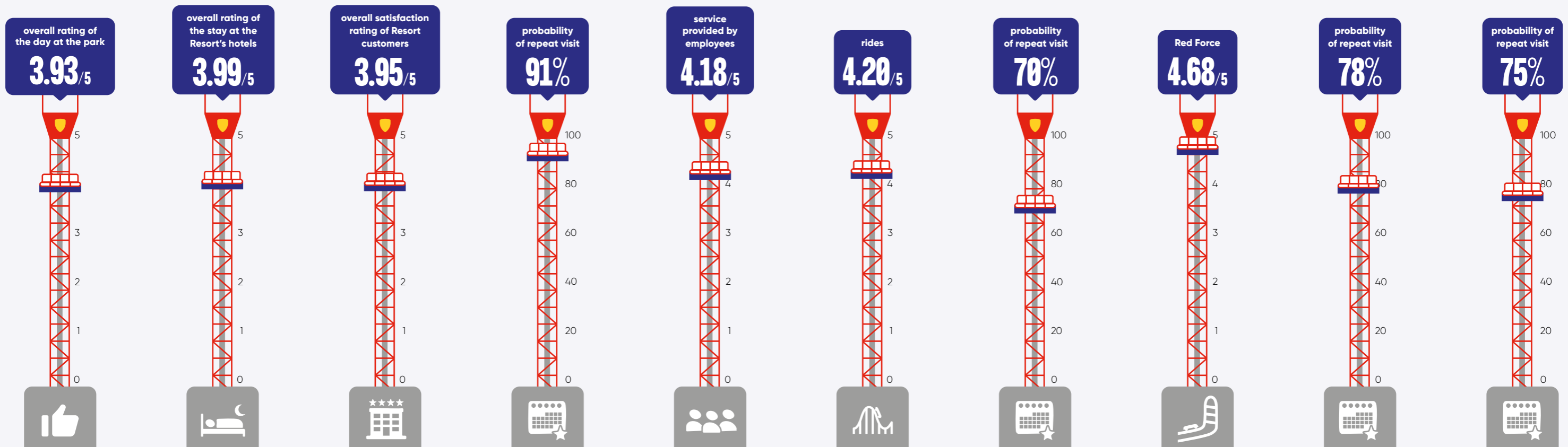
Customer satisfaction

PortAventura Park

Ferrari Land

PortAventura Caribe Aquatic Park

Hotels



Alliances to add value

Committed supply chain

98%
suppliers
from
European
countries



Purchasing policy
Code of ethics and
professional conduct



Purchasing policy
Code of ethics



1,062
suppliers

73%

our suppliers have
started an ESG
standardisation
process with
favourable results

84%
Spanish
suppliers





Sector and local area organisations

We belong to numerous organisations which allow us to play our part and contribute to the social and economic development of the sector and the region.

We take part in over 40 associations in different fields:

Green & Human



Sustainable governance



Board of Directors

Approved ESG strategic plan
Carries out quarterly monitoring



Sustainability Committee

Broad Board representation



Executive Committee

Defined ESG strategic plan
Proposes yearly and quarterly goals, which are part of the ESG bond

30%

of director and manager bonuses are linked to achieve ESG goals.

Codes of ethics

Code of ethics and professional conduct of PortAventura World

UNWTO Global Code of Ethics for Tourism



Data protection

In 2022 we set up the Personal Data Protection Committee, which, together with the data protection officer, has the task of overseeing regulatory compliance in relation to personal data processing. The company achieved net zero data privacy fines in 2022.



"RISING STAR" AWARD FOR PORTAVENTURA WORLD BOARD Customer Awards 2022

Award in recognition of practices and initiatives to promote more efficient planning and achieve better control of company performance.

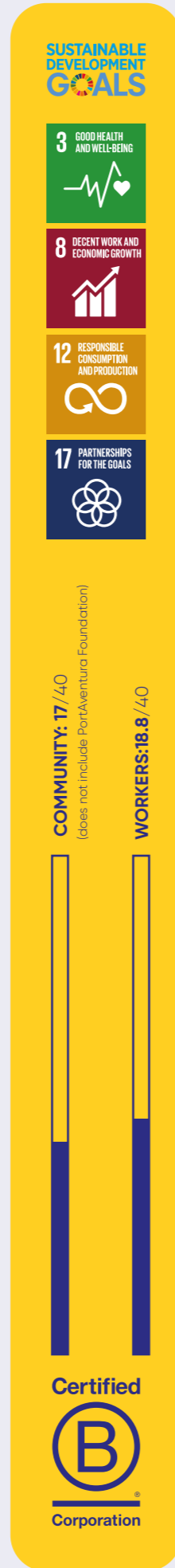


Positive impact on people

We exist in order to have a positive impact on people, especially on our workforce and the most vulnerable people in our community.



TM & © Warner Lantz

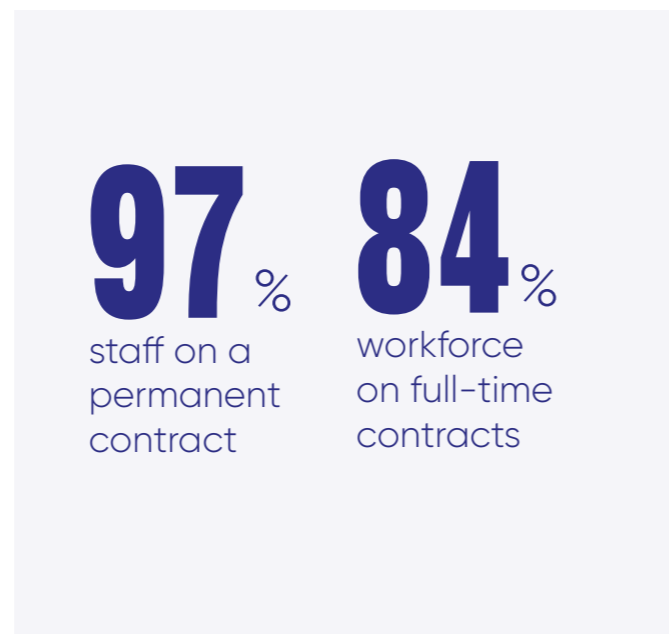


Looking after our employees

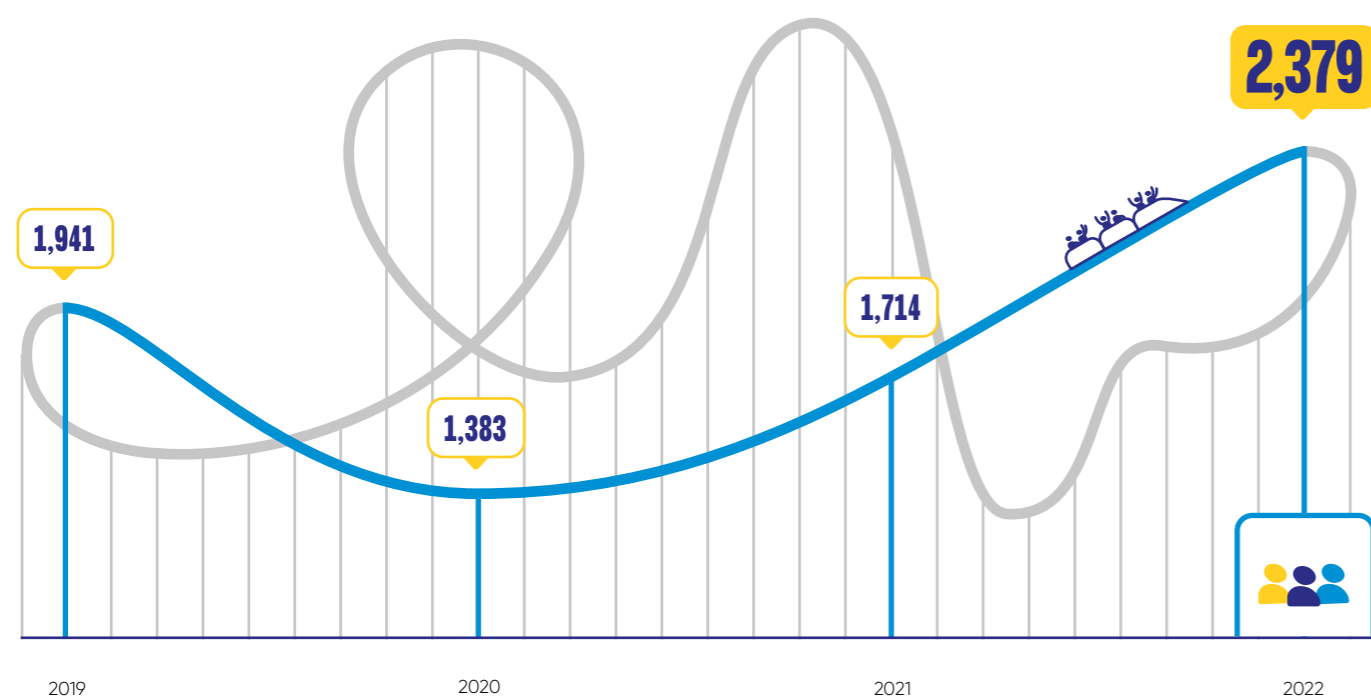
Quality jobs

At PortAventura World, we facilitate work-life balance and offer social benefits. In 2022 we carried out our Employee Commitment and Experience Survey which allows us to learn about and improve their experiences.

Our team managed to continue growing in 2022 with the incorporation of the hotel housekeeping staff as part of internal staff.

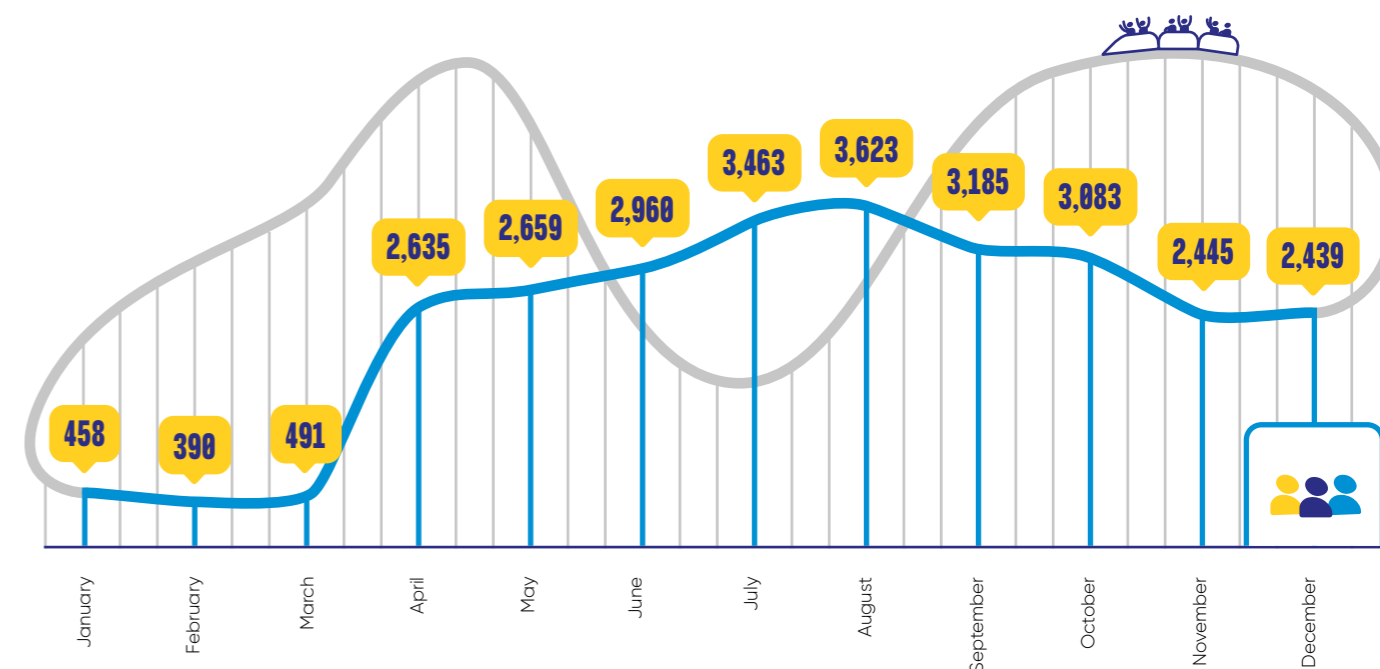


Changes in workforce



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

Evolution of the workforce during 2022



Workforce on the 15th of each month.

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."



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 anti-social 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.



How to identify 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 (Mobaró) 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 UNE-EN 795 standard (approved external companies). PortAventura World is also adapting to the forthcoming ISO 17842 international standard, in anticipation of it replacing EN 13814, which is currently in force.



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, was renewed in 2021.



Health and safety in the workplace



137
 emergency drills

105
 risk assessments

259
 technical reports
 (noise, thermal stress,
 lighting, ergonomics
 and CO2)



Over 740 cameras at the Resort monitored by the control centre.



12
 practical courses
 on fire prevention

135
 courses on
 preventing
 occupational
 hazards



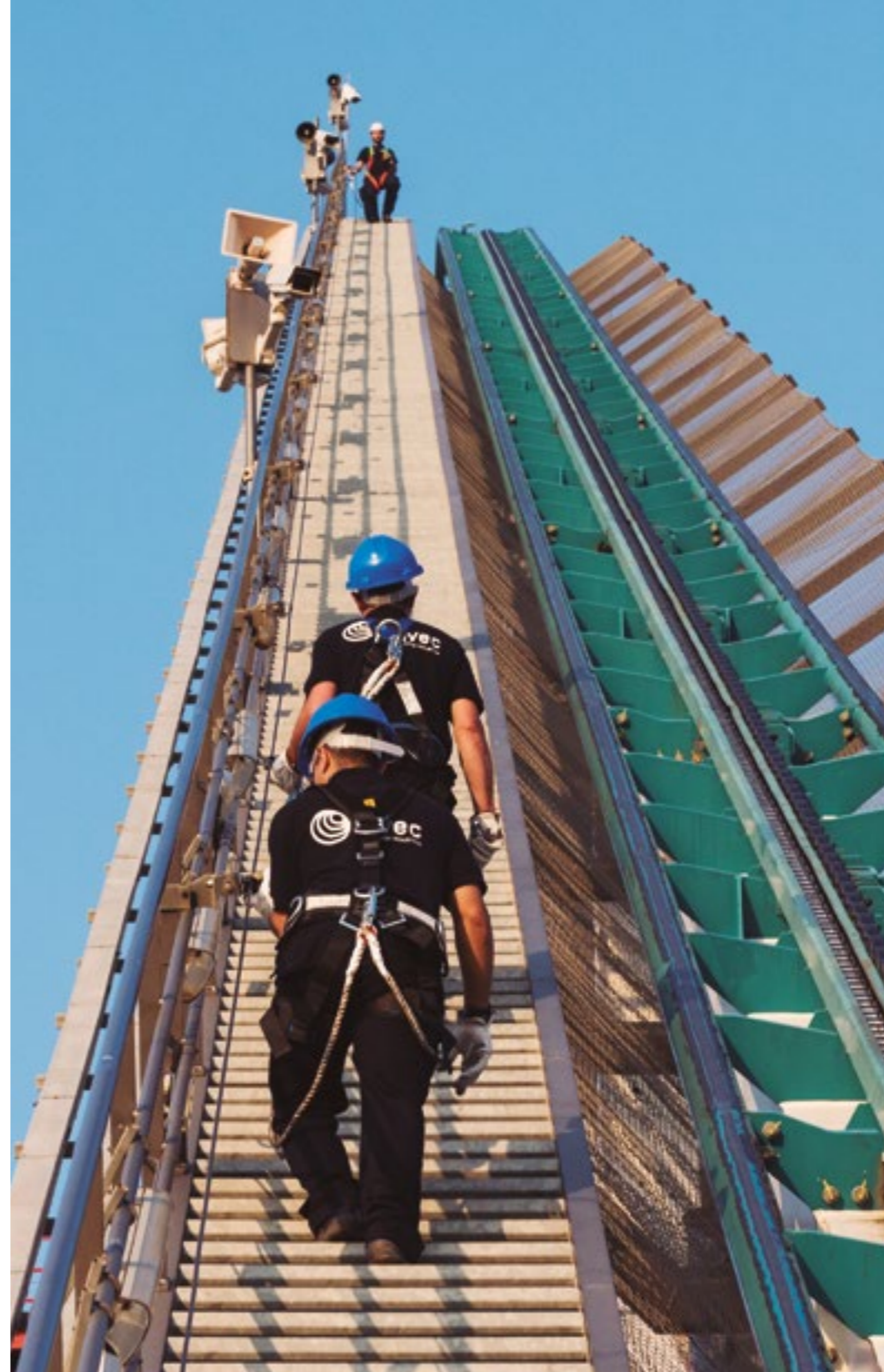
Control centre in operation 24 hours a day, 365 days a year 24-hour presence of qualified staff for immediate intervention. Surveillance of facilities by security personnel.



1,007
 medical check-ups

1,250
 medical consultations

604
 consultations
 relating to exemptions



INTERNAL STAFF



24.2

frequency rate¹

3,567.3

incidence rate²

0.5

severity rate³

2.0

Average health and safety training hours per employee

(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.



"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>

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

PortAventura e-Healthy programme



INTERNAL STAFF

3,392
 employees participating in the programme

4.8/5
 degree of workforce satisfaction with the programme

37,054
 attendees at the different activities

1,250
 consultations with the health promoter



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 monitored activities.

Diabetes and hypertension awareness-raising campaigns.

Workshop experiences.

Physiocoaching service with stretching workshops, expanded in 2022.



Emotional health programme

Psychological support for all employees.

Assistance and guidance to facilitate processes such as applications for bursaries or disability grants.



Health detection, promotion and risk prevention programme

Blood donation campaigns among company staff.

Sun protection campaign.

Activities with employees' children.



Healthy habits programme

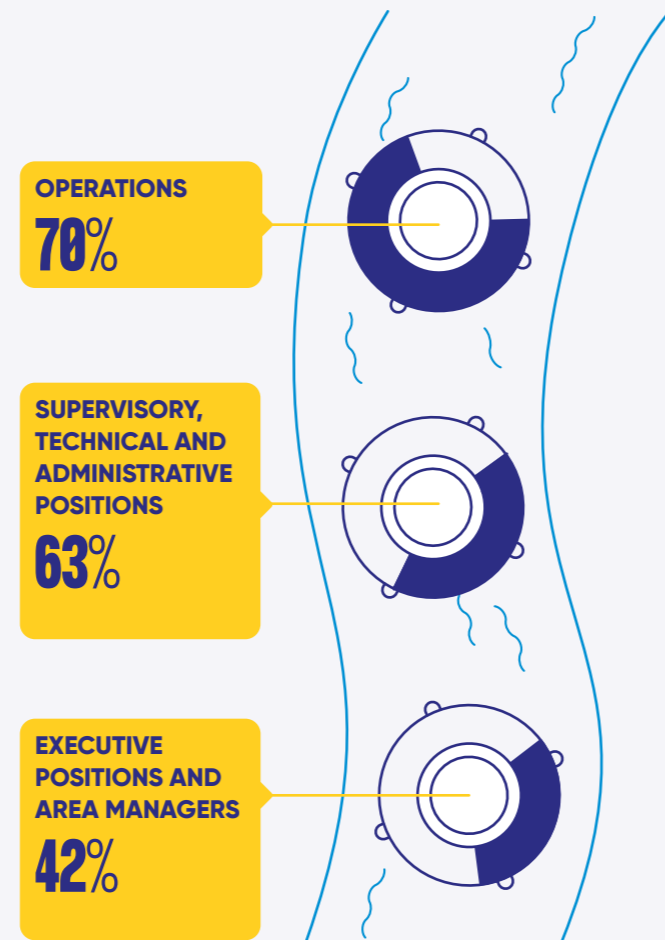
"Gain life, lose weight" health programme. Raffle of fruit and vegetable baskets.

Equality, diversity and inclusivity

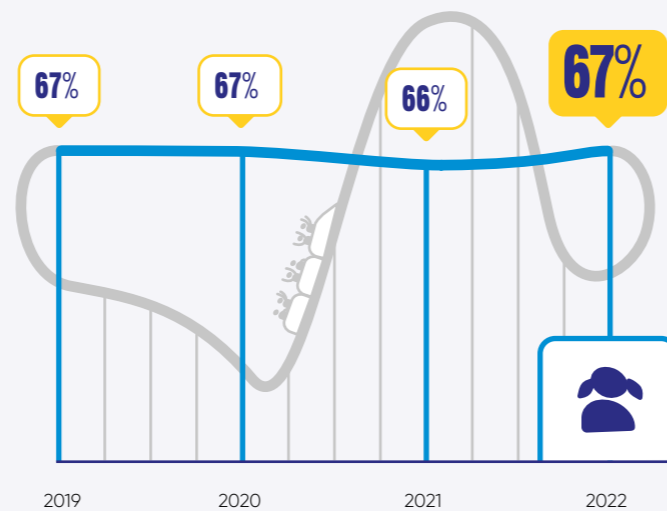
Equal

In 2022 we approved the second Plan for Equality between women and men at PortAventura World.

Presence of women by job category



Evolution of women in the workforce





Multiculture

At PortAventura World we are diverse and inclusive, as stated in our Code of Ethics and Professional Conduct. In 2023, we will formalise our commitment to diversity by developing a formal diversity policy guaranteeing a diverse and inclusive environment and fostering a job atmosphere of mutual respect.

49

different nationalities



82%

workforce from Spain



18%

workforce from other countries



We will reward the people who carry out actions with value for PortAventura World, helping boost the feeling of belonging and commitment to company values.

Professional development of talent

New recognition programme

In 2022, we launched a recognition programme which awards points to employees enabling them to benefit from hotel nights, vouchers for shops and restaurants, tickets for the parks, etc.

Aspects measured by the programme:

Environmental, Social and Governance (ESG): participation in volunteering, activities at PortAventura Foundation.

Participation in the business unit.

Voluntary training and acting as an internal trainer.

Participation in the company.

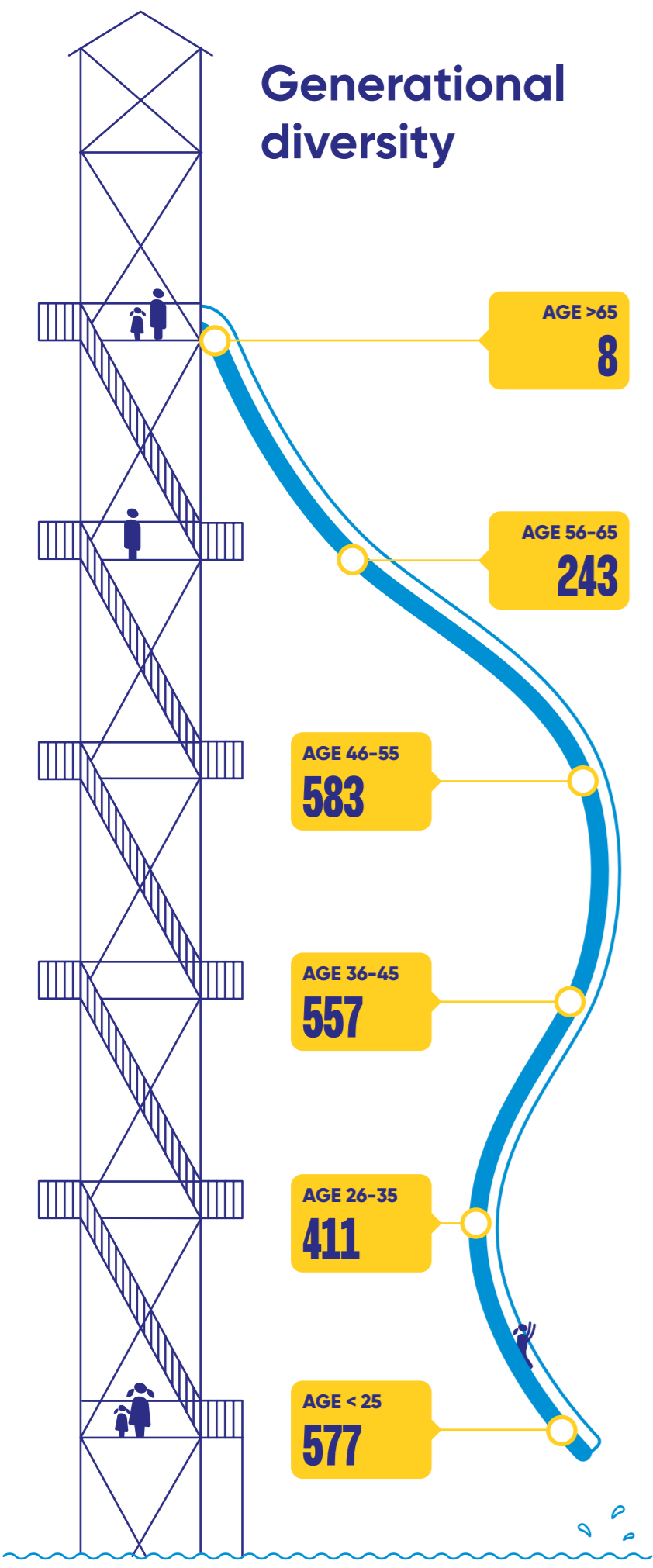
56

differently-abled people employed directly by the company



"EMPOWERING WOMEN'S TALENT" SEAL OF APPROVAL FOR PORTAVENTURA WORLD
 Equipos y Talento Publication (Custommedia)
 Recognition of support for female talent.

Generational diversity





Training for development

We want PortAventura World employees to have the necessary tools to unlock their full potential and develop new skills.



Note: 2022 figures

53,341
total training
hours



12.8
average training
hours per person



86%
workforce
trained

4,163
employees who
received training
during the year



Attracting talent and job placements

In 2022 we continued to undertake initiatives and enter into partnership agreements to promote training and job placements for people in the region.

We shared our knowledge in the field of tourism, through talks and presentations at educational institutions in the region, as well as the opening of the resort to student visitors.



20  work placements

3 students on a dual education course

PortAventura Foundation

PortAventura Foundation raises funds for projects thanks to the 0.7% contribution of PortAventura World's net profit and donations from more than 29,000 people participating in fundraising events over the past 12 years.

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





PortAventura Foundation

 **€1,299,494**
gross income

 **75**
volunteers


 **€1,089,168**
Aid granted by the
Foundation

 **RECOGNITION IN
THE "INCLUSION"
CATEGORY AT THE
BLOOLOOP
Innovation Awards 2022**

PortAventura Dreams Village

 **192**
children and adolescents
welcomed to the Village

 **962**
participants
in the project

 **187**
Dreams families
selected by hospitals

 **4,475**
Overnight stays

Accessibility to leisure

 **10,078**
beneficiaries

Teaming Project

 **€18,145**
donated

Our lines of action

Contribution is channelled through the following activities with access to leisure for sick or disadvantaged young people:



PortAventura
Dreams Village



Access to leisure



Charity days in
PortAventura Park
to raise awareness
amongst visitors and
collect funds for other
organisations



Targeted fundraising
events to promote
charity projects



Direct contributions
to projects



Our Funding

Every year PortAventura World allocates 0.7% of its profits to the PortAventura Foundation.

This is a key contribution so that we have the necessary resources with which to develop our activities, in addition to the donations we receive and agreements with other organisations.

Portaventura foundation income (€ ,000)

	2022
PortAventura World contribution to our Foundation	€457
Collections from the organisation of fundraising events	€157
Donations from other foundations and partnering companies	€685
Essential business expenses	€-222
Total net income	€1,077

Aid granted and distribution by beneficiary group and events (€ ,000)

	2022
Diseases	€837
Special needs	€159
Social exclusion	€93
Total aid	€1,089

We raise funds for projects thanks to PortAventura World's contribution of 0.7% of its net profit and the collaboration of thousands of donors



TM & © Walter Lantz



Ramón Marsal, President of PortAventura Foundation

PortAventura Foundation

PortAventura Dreams is a space designed so that children who suffer severe illnesses and their families enjoy a free six-night stay at PortAventura World. Aside from the villa accommodation, the package includes unlimited access to the PortAventura World parks.

Thanks to the partnership agreement signed with the Ricky Rubio Foundation, six families of cancer patients in the Luca Project enjoyed a week at the PortAventura Dreams village in 2022.



PortAventura Dreams Village is a pioneering initiative in Europe that hosts families who have children or teenagers suffering serious illnesses and who are at risk of social exclusion due to economic reasons, to enjoy a free six-day stay together as part of their emotional recovery.

PortAventura Dreams Village was opened in 2019 and represents a further step in PortAventura Foundation's commitment to contribute value to society. The village is a different, fun, physical space, but also an emotional space, designed to achieve positive psychological effects and to feed into new moments of family bonding.

Since it opened in 2019, more than 200 Dreams families, some of them coming from different parts of the world, have been able to enjoy a stay in the Village, as we have sought to contribute to their recovery thanks to the therapeutic value of leisure.

In developing this initiative, the PortAventura Foundation is supported by a network of partners. The preparation, selection and supervision of families is determined by a commission formed by medical teams and social workers, in collaboration with three reference pediatric hospitals in Spain: Niño Jesús Children's University Hospital in Madrid, Sant Joan de Déu Hospital and Vall d'Hebron Hospital in Barcelona. The Doctors themselves are responsible for deciding whether a sick child or adolescent would benefit and is able to spend time in the Village and what activities he/she can do with their family.



The PortAventura Dreams village has:

8,850 sqm

located within the PortAventura resort

6 Homes measuring 135 m², with no architectural barriers.

1 exclusive restaurant for guest families



Dreams Cruyff Court, a football pitch for sports activities.



1 multi-purpose room where our Foundation's volunteers organise the schedule of activities and workshops for the families



THIRD PLACE IN THE "INCLUSION" CATEGORY FOR PORTAVENTURA DREAMS WORLD

Blooloop Innovation Awards 2022

These are the most important awards worldwide in the entertainment and theme park sector, spotlighting the most creative and innovative initiatives in the industry.



Founding donors of Dreams Village

PortAventura Dreams Village is a reality today thanks to its founding donors who offered us their firm support to make our initiative a reality. These are: El Corte Inglés, Barça Foundation, Cruyff Foundation, "la Caixa" Foundation, LaLiga Foundation, Probitas Foundation, LG, Mango, Mediapro, KKR, Invest for children, and other anonymous donors.



PortAventura Dreams Village extension

The large number of families welcomed at PortAventura Dreams Village and the growing waiting list make it necessary to expand this project so that we can double the current capacity. To achieve this, we are building 4 new villas.

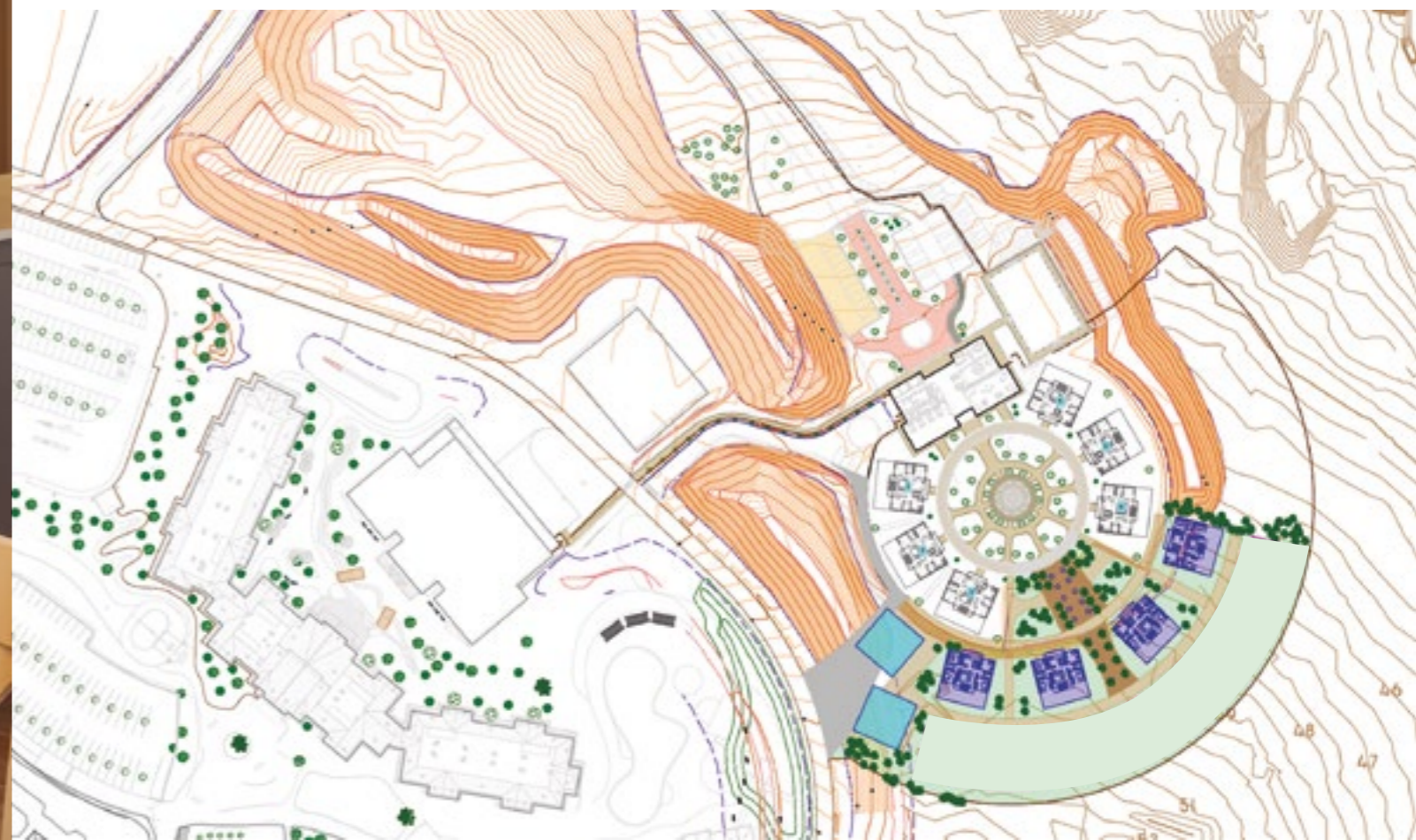
The Village currently has 6 villas, each with capacity for 6 people, which together welcome around 200 families every year. Our objective is to increase this figure in 2023: with the support and collaboration of companies and organisations, we want to achieve an annual target of 340 Dreams families – up from 187 in 2022.

340

Dreams families every year is our goal



Let's dream together, a visit to the Village:



Support and collaboration with other foundations



1,000+
attendees

Charity days at PortAventura Park

"Posa't la gorra".
PortAventura Foundation and AFANOC (Association of Relatives and Friends of Children with Cancer in Catalonia) (20th edition)



+2,500

people bought the charity tickets.
"Fent Amics".
PortAventura Foundation and Down Catalunya (13th edition)





Internal fundraising events

Charity Golf tournament
(7th edition)

112
participants

Money raised went to:



Charity race. Fun run
(10th edition)

923
runners

Money raised went to:



Charity dinner
(11th edition)

989
attendees

Money raised went to:



Other direct contributions to projects

Volunteering and direct contributions to projects form part of the social value of the PortAventura Foundation. During 2022, members of the volunteering programme took part in a variety of events.

Teaming 2022 Project

PortAventura World staff can present charitable projects and contribute to their development by voluntarily donating one euro from their salary. For every euro given, the PortAventura Foundation contributes another two. The funds collected this year were donated to the 1000 Foundation for congenital defects and the Coco - Esperanza y Vida charitable Association to combat neuroblastoma and other childhood tumours.

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

The Sesame Street characters and Father Christmas, accompanied by PortAventura Foundation volunteers surprised hospitalised children with gifts.

Toy collection campaign with the Red Cross

As a result of COVID-19, the PortAventura Foundation set up a virtual toy collection campaign, offering PortAventura World employees the chance to purchase a Charitable Toy. A total of 110 new toys were collected.

Switching-on of lights at Sant Joan de Déu Hospital

Accompanying families on the PortAventura Dreams programme



Support and collaboration with other foundations

The PortAventura Foundation undertakes charitable events every year with the aim of supporting social organisations in the region by collecting funds and raising the profile of the beneficiary organisations' projects. In 2022, the organisations selected patients suffering from cancer, heart disease and mental health issues.

RICKY RUBIO FOUNDATION

Thanks to the partnership agreement signed with the Ricky Rubio Foundation, six families of cancer patients in the Luca Project had the chance for the second year running to spend a week at the PortAventura Dreams village. The families were able to meet up with the participants from the 2021 stay during a festive day featuring performances by the likes of Luis Cepeda, Edu Esteve, David Ros and Núria Cortacans.

LALIGA GENUINE SANTANDER

As sponsors of LaLiga Genuine Santander, the competition developed by LaLiga comprised of teams of people with intellectual disability, we contributed two musical performances at the opening ceremony of the 2022-2023 season, held at the Nou Estadi Costa Daurada.

ACCESS TO LEISURE

The PortAventura Foundation develops a programme to provide access to leisure for disadvantaged groups, by donating entrance tickets and lending venues. This programme is intended for centres focused on helping and improving the quality of life of children and teenagers, mostly in the local region, with a particular emphasis on those with programmes helping children with serious illness or at risk of social exclusion.



We care for the planet



SUSTAINABLE DEVELOPMENT GOALS



ENVIRONMENT: 28.1 / 45



Certified

Corporation

Commitment to the environment

With the aim of implementing our commitment to protect the environment, we continuously, measure and improve our environmental results.

€757,550

environmental investments



ENVIRONMENT AWARD
 for PortAventura World

15TH GAUDÍ GRESOL
 Awards for Reputation and Excellence

It should be noted that we have become the first operationally carbon-neutral complex in Europe and have joined the Science Based Targets initiative (SBTi).



BEST SUSTAINABILITY ACTION
 for PortAventura Solar

2ND EDITION
 of the Sustainability Day 2022
 (Custommedia)

AWARD
 for the construction of the largest solar power plant at a resort in southern Europe.

LaLiga TwentyNine's, the first of the Resort's spaces to obtain LEED certification (Leadership, Energy and Environmental Design) in the Silver category.

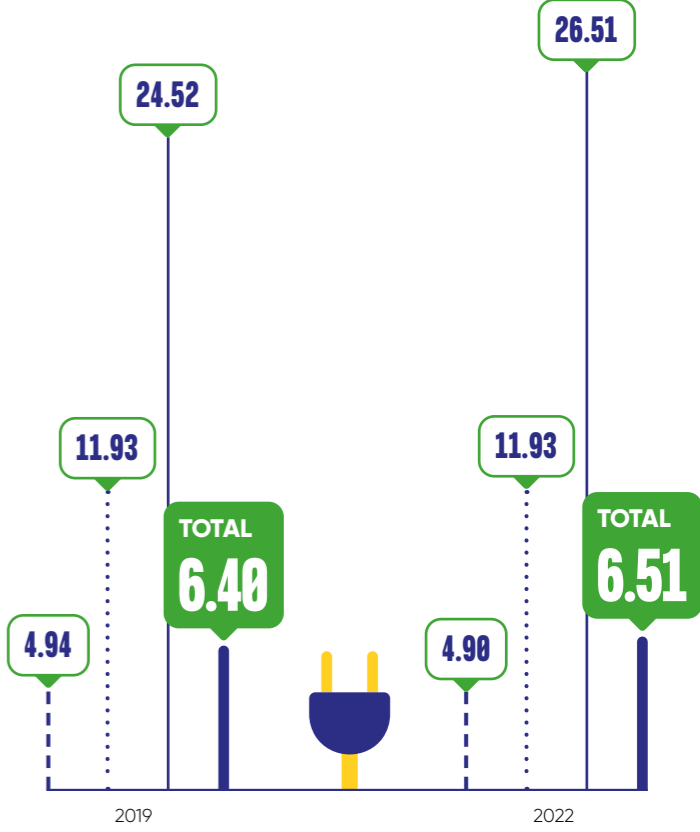




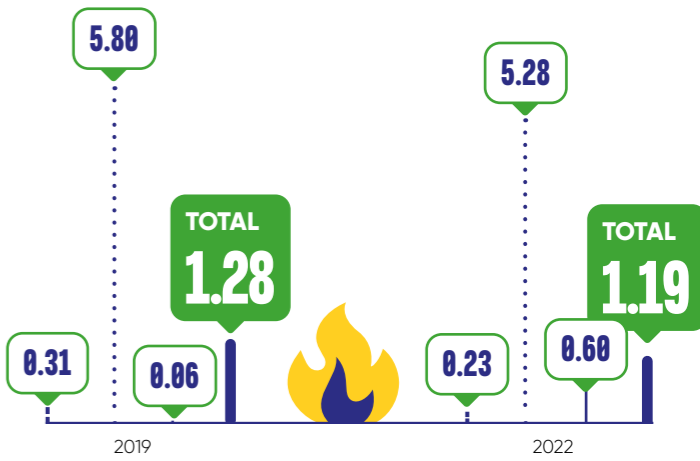
Energy transition and climate change





Energy: efficient use and from renewable sources

Since 2016, 100% of the electricity consumed in the resort has come solely from renewable energy sources free of CO2 emissions (guarantee of origin).



NATURAL GAS

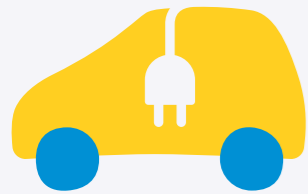


 PortAventura Park / PortAventura Caribe Aquatic Park / Ferrari Land
 Hotels
 PortAventura Convention Centre
 Total

Data from 2020 and 2021 are not representative due to the exceptional situation caused by the Covid-19 epidemic.

Charging points for electric cars

Development of one of the largest electric car recharging hubs at a resort in Europe.



150

spaces with electric chargers
Free for employees and customers
In collaboration with Endesa X Way

7

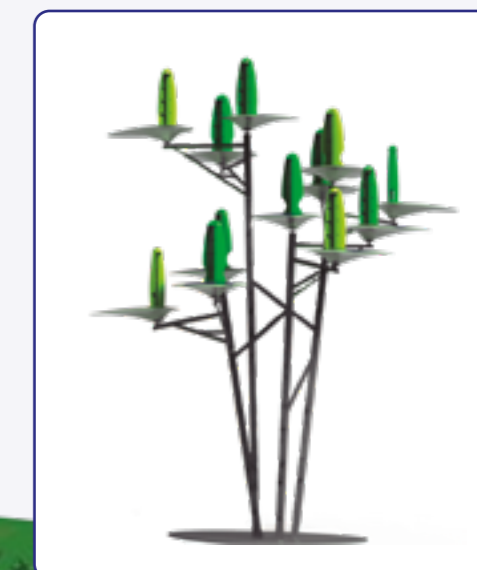
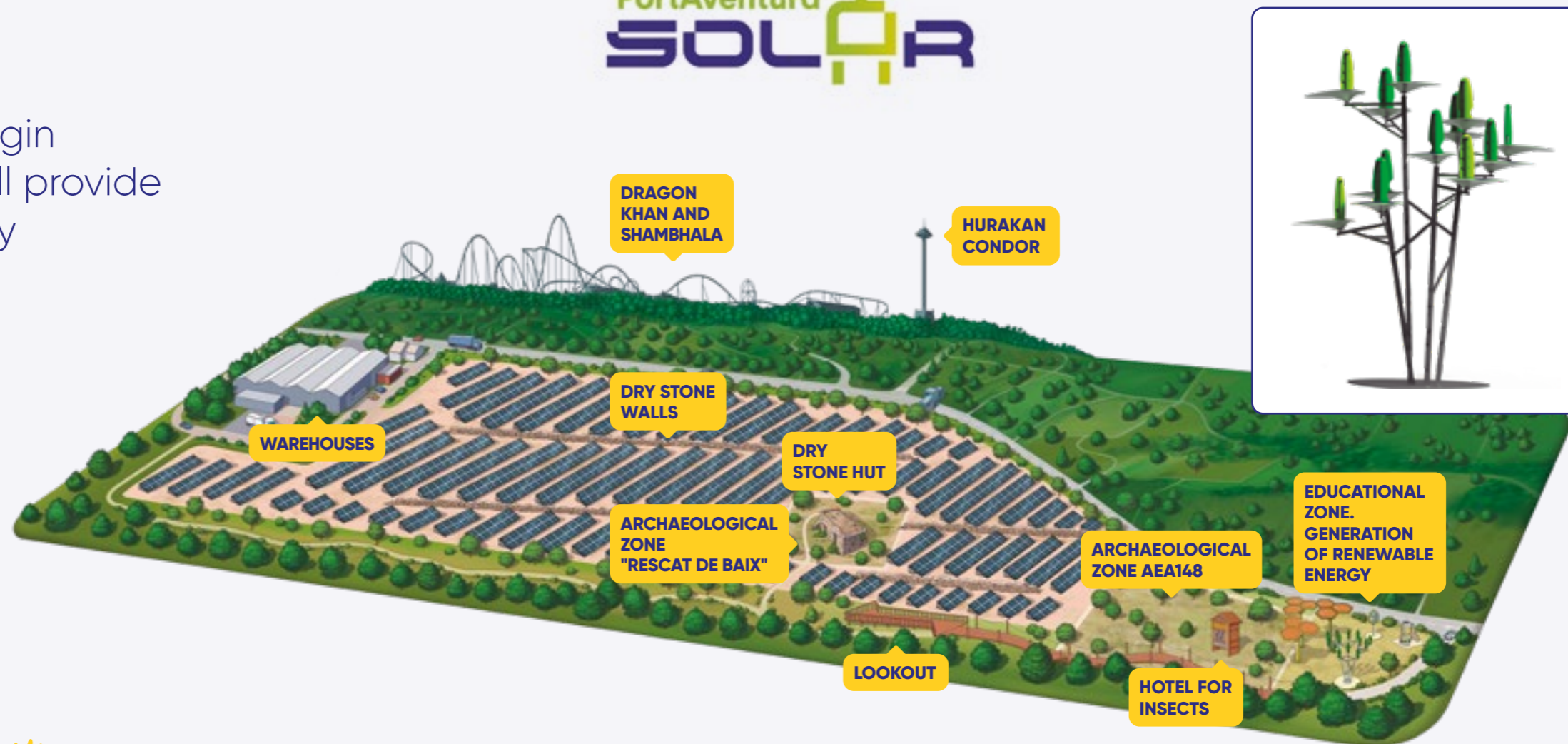
car parks



PortAventura Solar

€4 million investment

In 2023, a second plant will begin operating; collectively, they will provide over 30% of the Resort's energy



11,102

solar panels on the ground

6.4 ha

total surface, the equivalent of 9 football fields

6.05 MWp

10 GWh/year

of clean electricity

>20%

of the Resort's energy needs covered



Integration and impact on landscape



Environmental education workshops

endesa x

Designed and built by Endesa



Operationally carbon-neutral resort

(scopes 1 and 2)

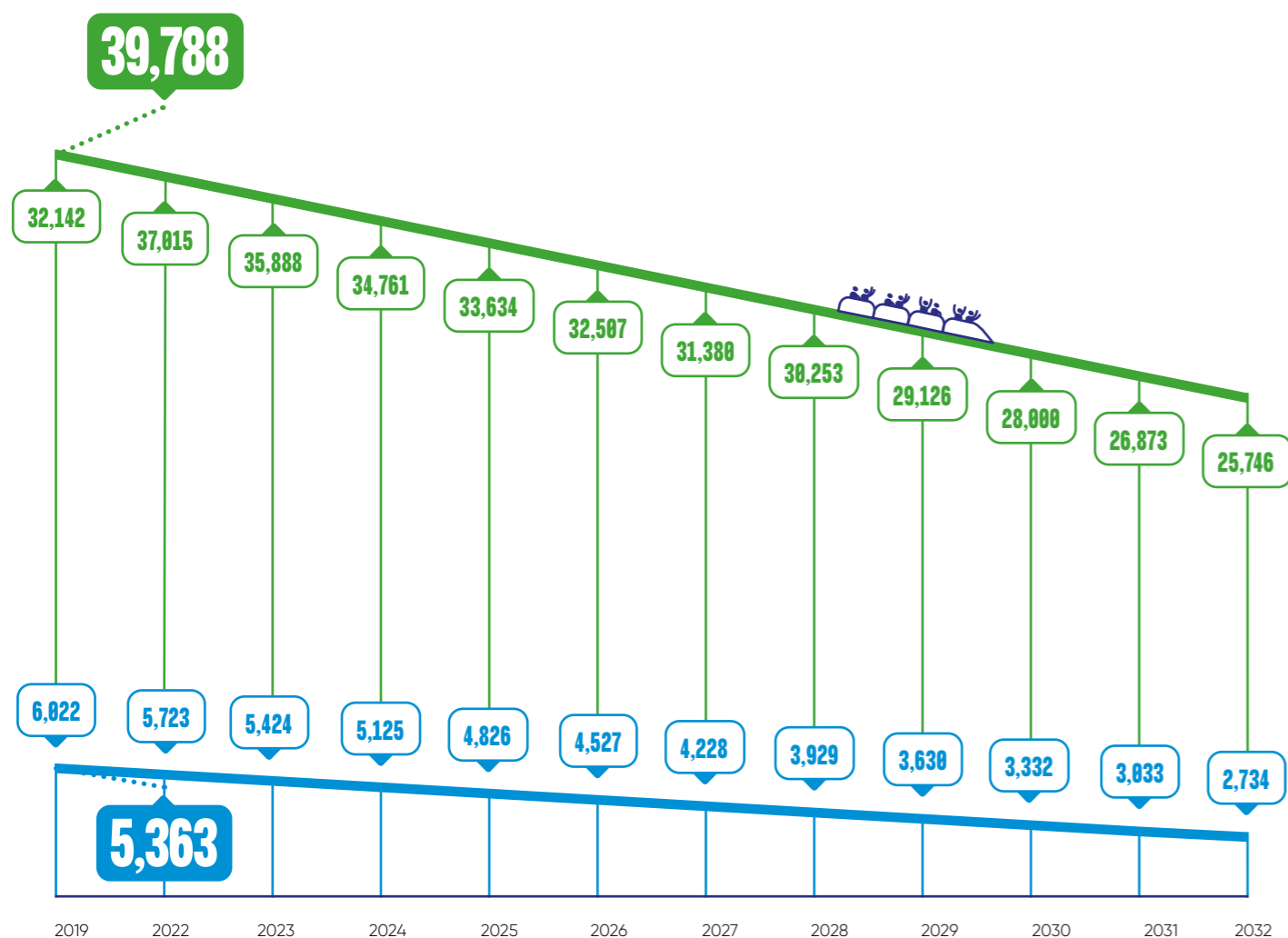
Reduction of GHG emissions

Goal to reduce GHG emissions in line with the methodology of the Science Based Targets initiative (SBTi).
2025 Goal: to reduce total GHG emissions by 25%

In 2022 we reduced CO2 emissions (scopes 1 and 2) by 11% compared to 2019

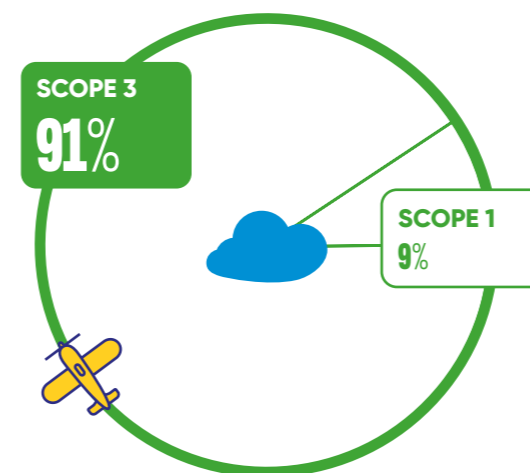
Reduction goals set by SBTi 2019-2032

Scopes 1+2 ●●● Real emissions (t CO₂e) ■ Reduction goals (t CO₂e)
Scope 3 ●●● Real emissions (t CO₂e) ■ Reduction goals (t CO₂e)

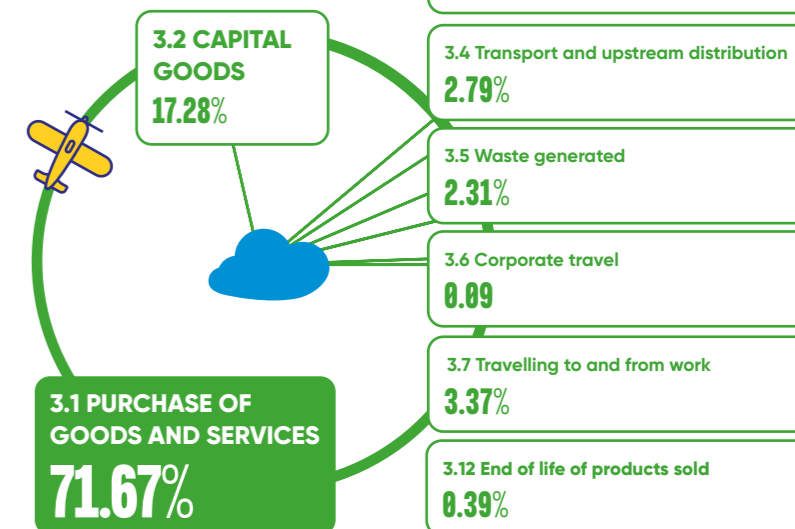


CALCULATION OF OUR CARBON FOOTPRINT

GHG EMISSIONS BY SCOPE



SCOPE 3 GHG EMISSIONS (MARKET-BASED)



Note: Calculation of the GHG emissions for the year 2022 employed the emissions factors from the "Practical guide for GHG emissions calculations" of the Catalan Climate Change Office, in the April 2022 version. Other emissions factors used in 2022 correspond to DEFRA GHG and IEA (2022). Calculation made according to GHG Protocol methodology.

0.84 t of CO₂e

(scopes 1 and 2) for every 1,000 visits-overnight stays in 2022

OFFSETTING OF EMISSIONS

Since 2021 we have offset the emissions for the entire Resort (scopes 1 and 2) corresponding to the previous year, making us the first emissions-neutral Resort in Europe.

PortAventura World has committed to follow the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

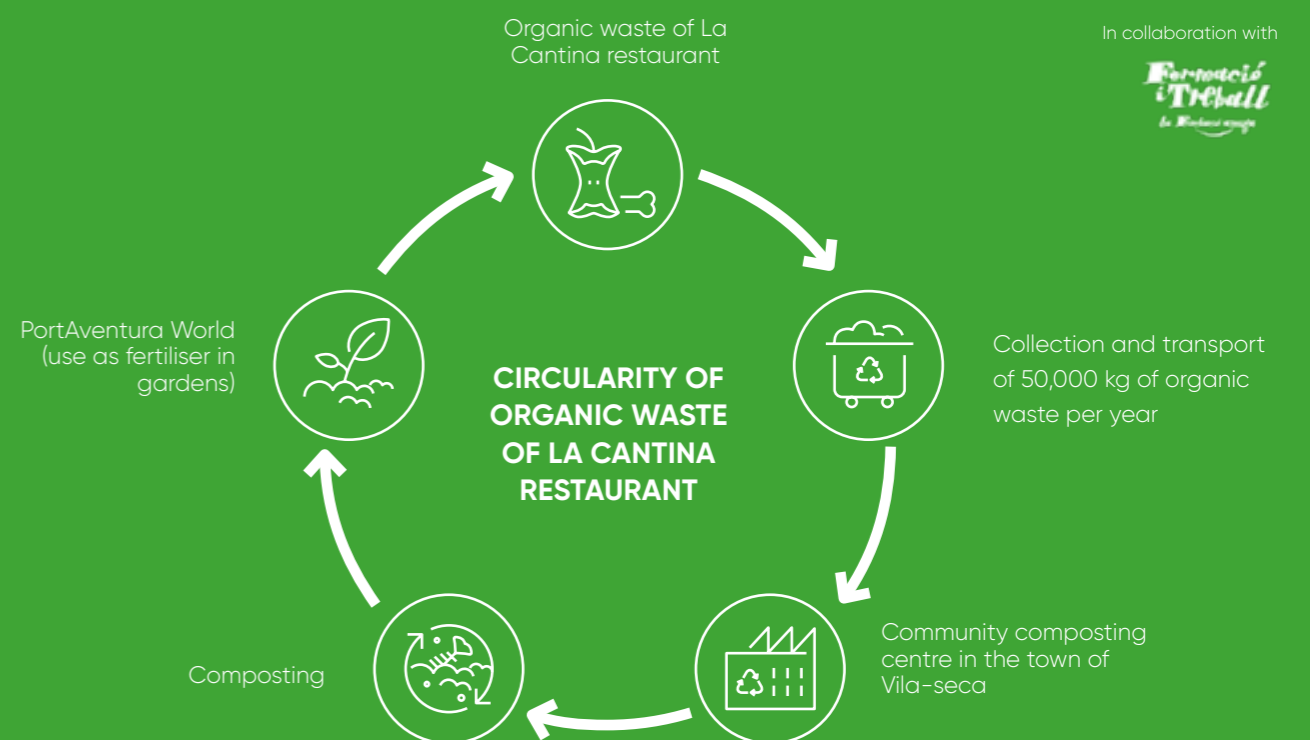
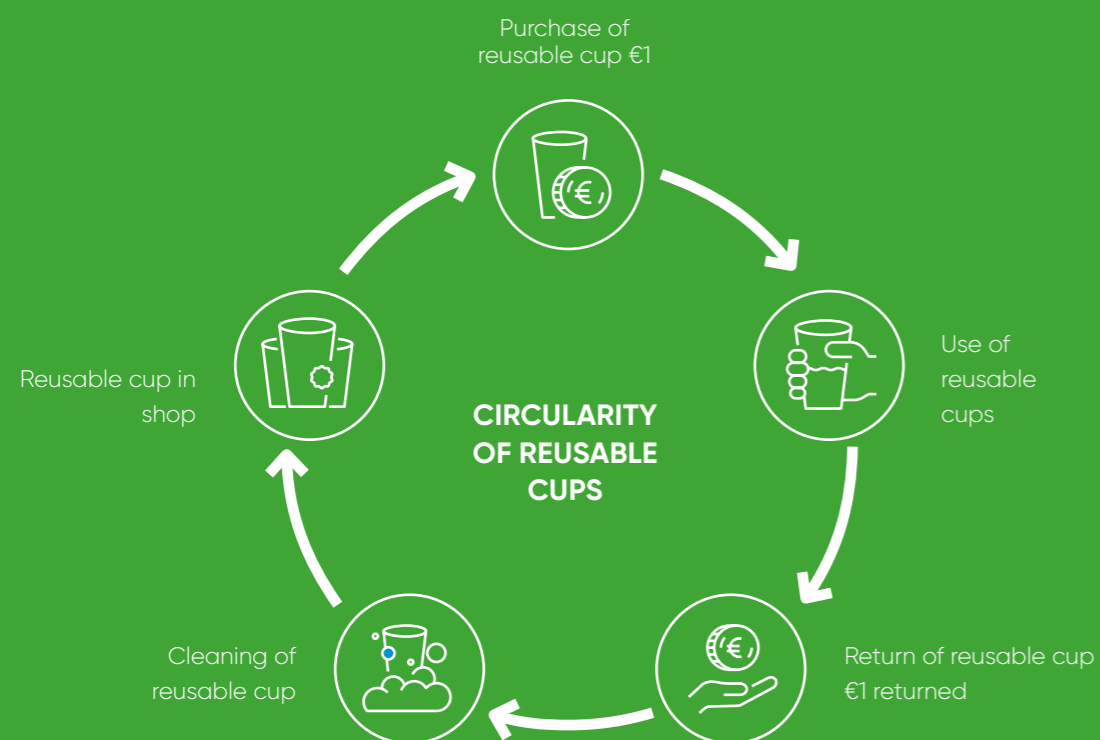


2022: purchase of 5,155 verified carbon credits through a protection and conservation project on the coast of Guatemala.

Circular economy and efficient resource management

CIRCULARITY

42%
of reusable cups were returned by customers in 2022



GENERATED AND RECOVERED WASTE



573 t

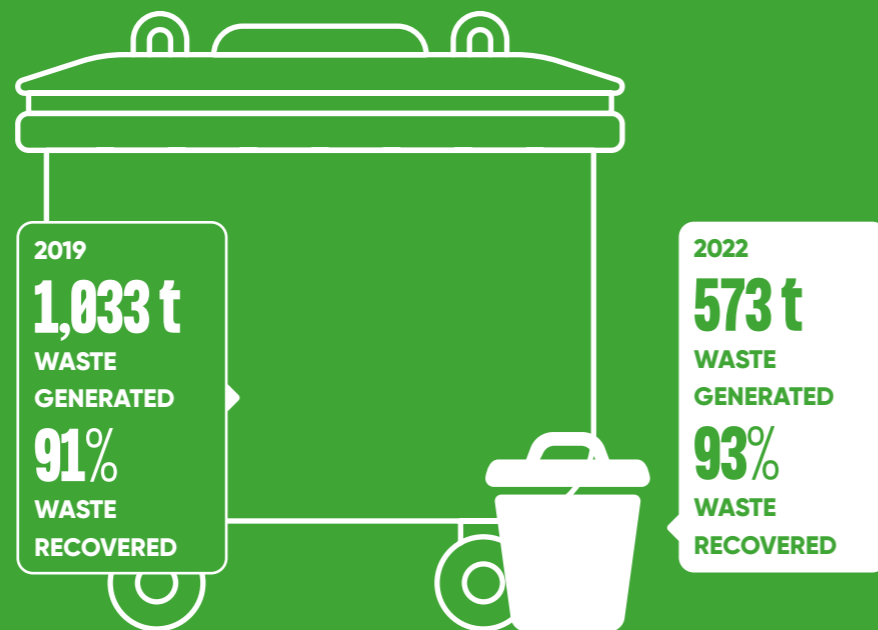
waste generated per million visits



35

fractions of waste

GENERATED AND RECOVERED WASTE



(1) waste generated per million visits (t)
(2) % waste recovered
Data from 2020 and 2021 are not representative due to the exceptional situation caused by the Covid-19 pandemic.

Responsible management of surplus

Surplus food is donated to the Catalan Food Bank.



BANC DELS ALIMENTS

3,333 kg

food collected and donated in 2022



Efficient use of water

Water efficiency is one of our priorities, as water is a scarce resource, and is also fundamental for the operation and theming of the Resort.

1 Drinking water from municipal main

2 Rainwater

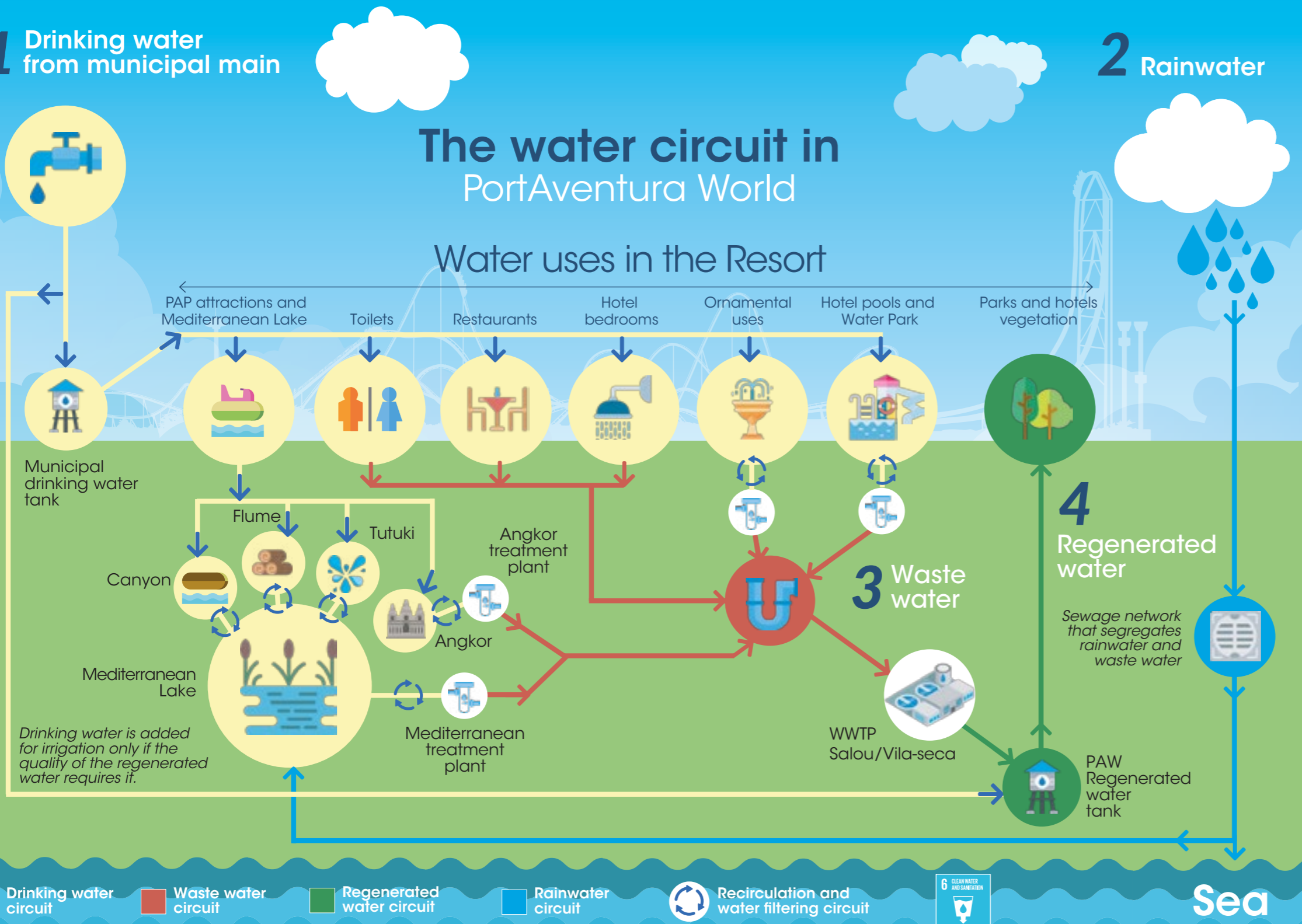
The water circuit in PortAventura World

Water uses in the Resort

27% 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)

2019	2022
160.25	151.33



Environmental education for all ages and visitors

Ecoeduca, an educational programme about sustainability which combines learning and fun

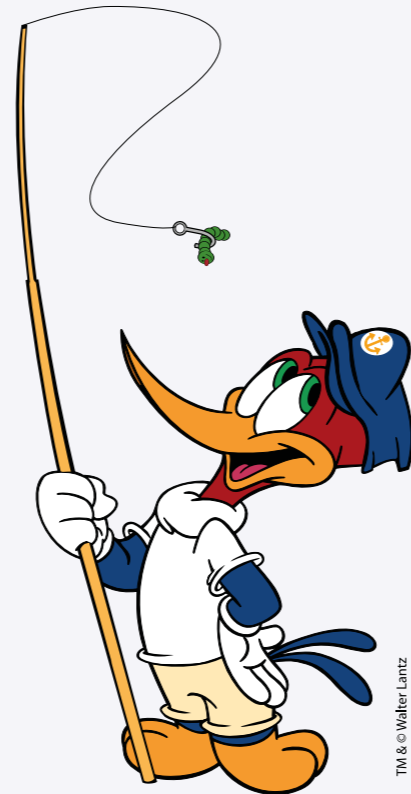
The programme is aimed at students in the last years of primary school or first years of secondary school.

Over 300 primary and secondary school students have taken part in this educational programme.



"RISING STAR" AWARD FOR PORTAVENTURA WOLD BOARD CUSTOMER AWARDS 2022

Awards in recognition of practices and initiatives to promote more efficient planning and achieve better control of company's performance.



Biodiversity workshop



Zero waste workshop



Launch of first sustainability school competition "Make your world more sustainable" at national level and new workshop on renewable energy, which will be developed in 2023.



Concurso escolar
HAZ TU MUNDO MÁS
SOSTENIBLE

WE PROTECT BIODIVERSITY

There is a house martin colony here

NOUS PROTÈGEONS LA BIODIVERSITÉ

Ici se trouve une colonie d'hirondelles de fenêtre



The **HOUSE MARTIN** and its nests are protected by Legislative Decree 2/2008.

Although it has a very important environmental function, the house martin leaves unsightly droppings in the area under its nests. We appreciate your understanding.



L'HIRONDELLE DE FENÊTRE et ses nids sont protégés tel que décrit dans le décret législatif 2/2008.

Malgré son rôle environnemental extrêmement important, l'hirondelle de fenêtre laisse des excréments partout sous ses nids. Merci de votre compréhension.

MIGRATION

The European house martin population winters in sub-Saharan Africa.

Breeding areas ●
Wintering grounds ●



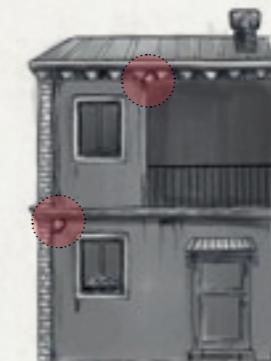
MIGRATION

La population européenne d'hirondelles de fenêtre passe l'hiver en Afrique subsaharienne.

● Zone d'élevage
● Zone d'hivernage

MUD NESTS

They build their mud nests under eaves, porches and windows, and if they remain intact, they will reuse them year after year.



NIDS DE BOUE

Elles construisent leurs nids de boue sous des saillies, des terrasses et des fenêtres, et, à moins qu'ils ne se cassent, elles les réutilisent chaque année.

BIOINDICATORS

They are excellent indicators of air and water quality, where the larvae of the flying insects they feed on develop.



EACH HOUSE MARTIN CONSUMES
27 KG
OF INSECTS
IN EUROPE DURING THE BREEDING SEASON
EQUIVALENT TO
153,000
INSECTS

CHAQUE HIRONDELLE DE FENÊTRE CONSOMME
27 KG
D'INSECTES
EN EUROPE PENDANT LA PÉRIODE D'ÉLEVAGE
L'ÉQUIVALENT DE
153 000
INSECTES

BIOINDICATEURS

Ce sont d'excellents indicateurs de la qualité de l'air et de l'eau du milieu où les larves des insectes volants dont elles se nourrissent se développent.

Assessorament científic a càrrec de:



2022 Sustainability report



Consult the document:
Statement of Non-Financial
Information and Diversity 2022

