



# 2023

## Sustainability Report

Certified



Corporation



**+ 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



**9**  
Hotels



**3.053**  
Hotel rooms



**6.000**  
Person capacity in  
The convention center



**Made to  
Remember**

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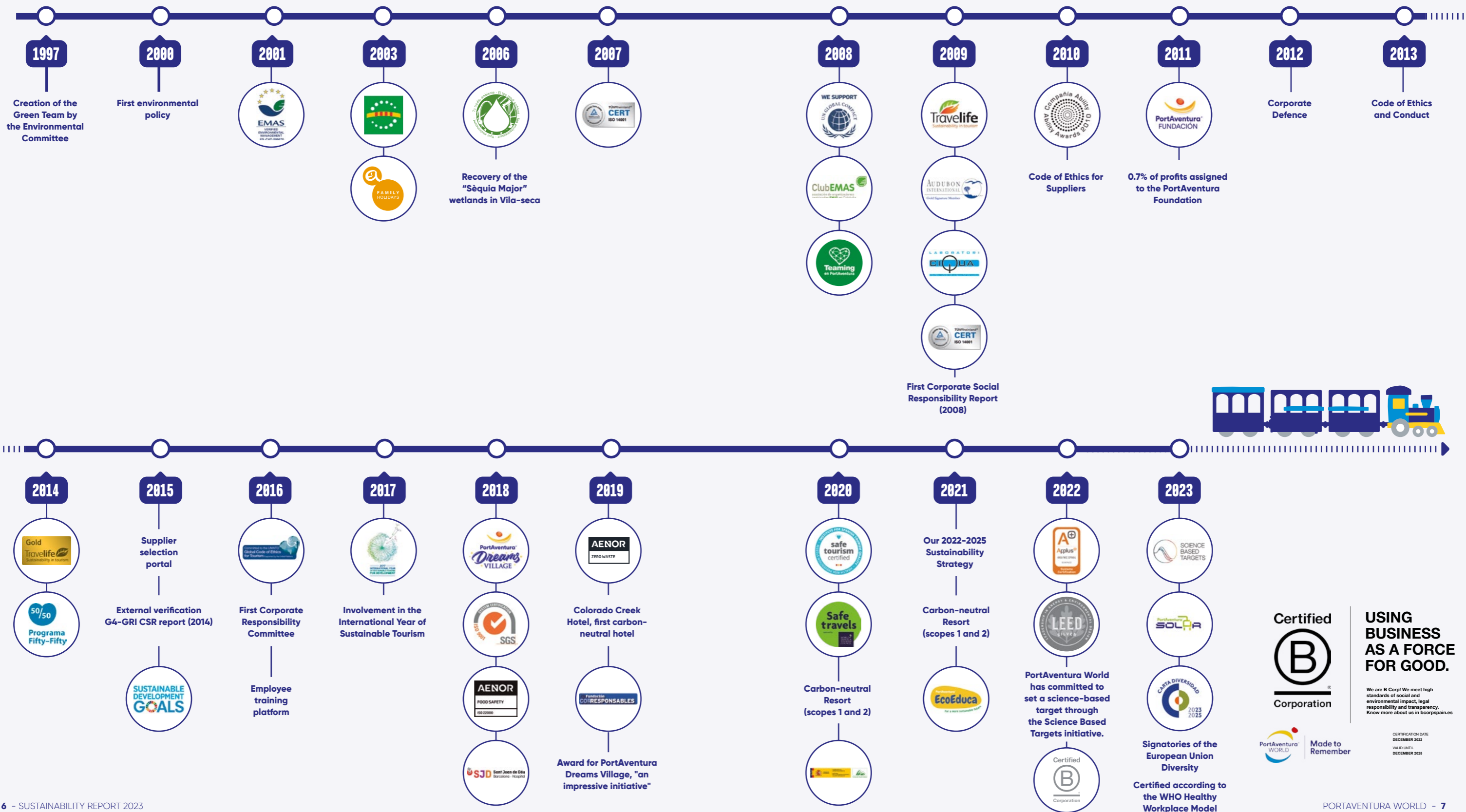
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# Our corporate sustainability commitment



# Committed from the outset



# 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 Association, 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 TCFD (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:



Our sustainability strategy is also 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) 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 TFCFD (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.

Formalisation of the diversity and inclusion policy.

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

Adhesion to the European Diversity Charter.

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

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

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

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

New internal communication strategy.

External audit of compliance procedures.

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




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	
<b>Energy transition and climate change</b>		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 <sub>2</sub> eq) <sup>1</sup>						
		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.						
				7.8 GWh	4.4 GWh	10 GWh	11 GWh	
		Resort	6.21	6.51 +1.7%	6.44	6.39 -1.9%	6.38	6.32
		Ponient	-	-	-	-	12.9	12.8
<b>Circular economy and efficient use of resources</b>		Reduce generation of garbage waste from total waste generated. (t garbage waste/1,000,000 visits-overnight stays/year)						
		-	219 -22% <sup>2</sup>	208	205 -6.61%	204	197	
		Reduce total waste generation. (t waste/1,000,000 visits-overnight stays/year)						
		-	573 -10% <sup>3</sup>	544	559 -2.41%	533	516	
		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 tCO<sub>2</sub>.  
 (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

3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	8 DECENT WORK AND ECONOMIC GROWTH	17 PARTNERSHIPS FOR THE GOALS	B Corp impact	2022		2023		2024	2025	
					Goal	Achievement	Goal	Achievement	Goal	Goal	
<b>Safety of our facilities and visitors</b>				Zero customer accidents. <sup>1</sup>		0	0	0	0	0	0
<b>Health and safety of our employees</b>				Reduce incidence rate. <sup>2</sup>		2,519	3,567 +3.2%	3,478	4,545 +27%	3,510	3,324
<b>Satisfaction of our visitors with the overall experience</b>				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
<b>Attractive working environment that ensures equal opportunities and helps motivate our staff</b>				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

8 DECENT WORK AND ECONOMIC GROWTH	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	3 GOOD HEALTH AND WELL-BEING	17 PARTNERSHIPS FOR THE GOALS	B Corp impact	2022		2023		2024	2025	
					Goal	Achievement	Goal	Achievement	Goal	Goal	
<b>Sustainability in our supply chain</b>				Provide specific ESG training to supply chain. (% of suppliers who have taken part in a specific ESG training programme)		-	-	100%	0%	75%	90%
<b>Safety of our installations and visitors</b>				Zero cybersecurity incidents. <sup>1</sup>		0	0	0	0	0	0
<b>Ethics and best business practices</b>				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
<b>Attractive working environment ensuring equal opportunities and helping to motivate staff.</b>				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



CUSTOMERS: 3.3/5



GOVERNANCE: 16/20



Certified



Corporation



## General sustainability



# 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 best 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



# The Country's Premier Entertainment Europe



2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<p><b>Halloween</b> Best European seasonal event</p>	<p><b>Halloween</b> Best European seasonal event</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best amusement park</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>PA</b> Best amusement park</p>	<p><b>PA</b> Best Theme Park in Europe for PortAventura World</p>
<p><b>Investindustrial</b> Best business initiative</p>		<p><b>Shambhala</b> Best novelty of the year</p>	<p><b>We are music generation</b> Best European show in European amusement park</p>	<p><b>Generation Forever</b> Best European show in European amusement park</p>	<p><b>Celebration</b> Best European show in European amusement park</p>	<p><b>Revolution</b> Best European show in European amusement park</p>	<p><b>Dance Revolution</b> Best show in European amusement park</p>	<p><b>Dance Revolution 2</b> Best show in European amusement park</p>	<p><b>We dance on movies</b> Best show in European amusement park</p>		<p><b>Street Mission</b> Best family ride</p>	<p><b>Destination dance</b> Best show in European amusement park</p>	<p><b>Halloween</b> Best event of the year</p>
		<p><b>Shambhala</b> Top new attraction</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>Shambhala</b> Best Europe steel coaster</p>	<p><b>Shambhala</b> Best Europe Steel roller coaster</p>	<p><b>Shambhala</b> Best Europe Steel roller coaster</p>	<p><b>Shambhala</b> Best Europe Steel roller coaster</p>	<p><b>Street Mission</b></p>		<p><b>Shambhala</b> Best Europe steel coaster</p>	
			<p><b>PA</b> Best amusement park</p>	<p><b>Ankor</b> Best family ride</p>	<p><b>Ankor</b> Best family ride</p>	<p><b>Ankor</b> Best family ride</p>	<p><b>Red Force</b> Best Europe roller coaster</p>	<p><b>PAW</b> Star worldwide theme park or attraction</p>	<p><b>PAW</b> Star worldwide theme park or attraction</p>	<p><b>Street Mission</b> Best new ride</p>		<p><b>PortAventura Solar</b> Best Green Initiative of the Year for PortAventura Solar at PortAventura World</p>	
				<p><b>PAP</b> Best worldwide theme park</p>	<p><b>Shambhala</b> Best attraction award</p>	<p><b>PAW</b> Star European theme park or attraction</p>	<p><b>Red Force</b> Top new attraction</p>	<p><b>PA</b> Best worldwide theme park</p>	<p><b>Street Mission</b> Family ride of the year</p>		<p><b>Uncharted</b> Europe's best new ride for Uncharted: The Enigma of Penitence</p>		

## 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



**52**  
Net Promoter Score  
PortAventura World



**57**  
Net Promoter Score



**29**  
Net Promoter Score



**45**  
Net Promoter Score



**50**  
Net Promoter Score



**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



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

WORKERS: 18.8 / 40



Certified



Corporation



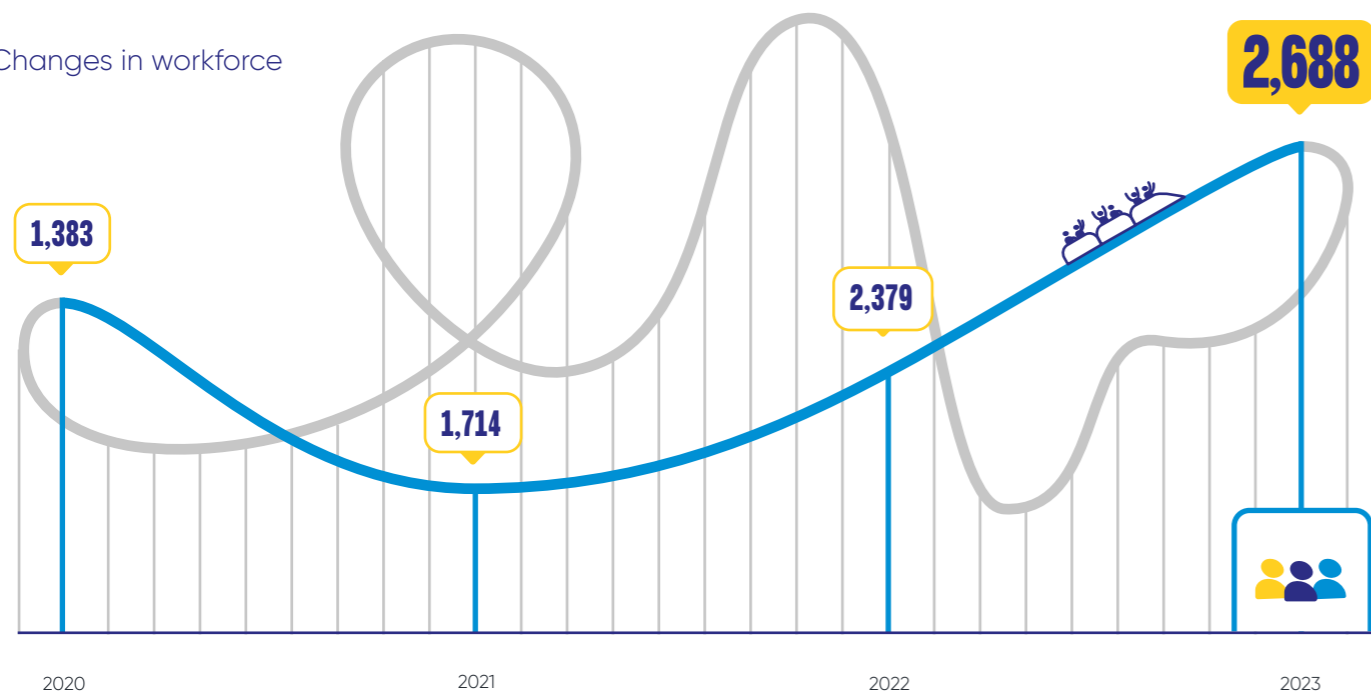
# Looking after our employees

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 eNPS is 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.

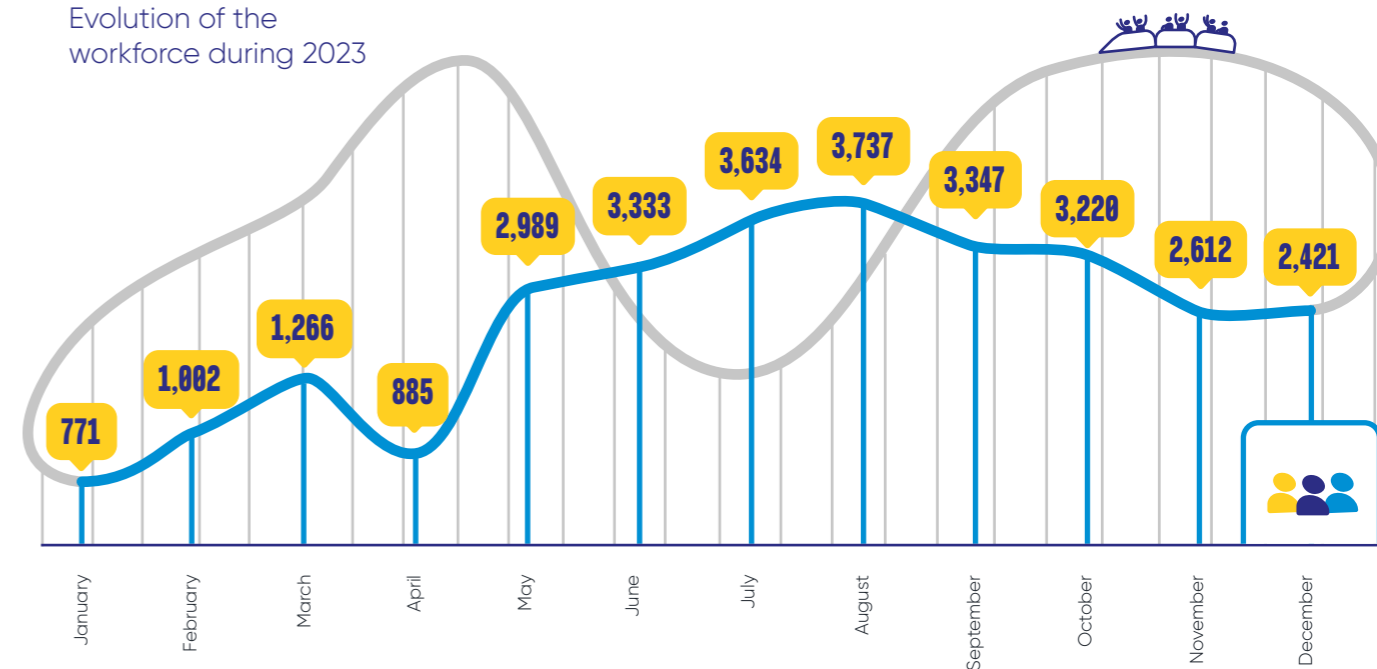
## Flexibility and Balance.

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.

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## Committed to excellence in safety

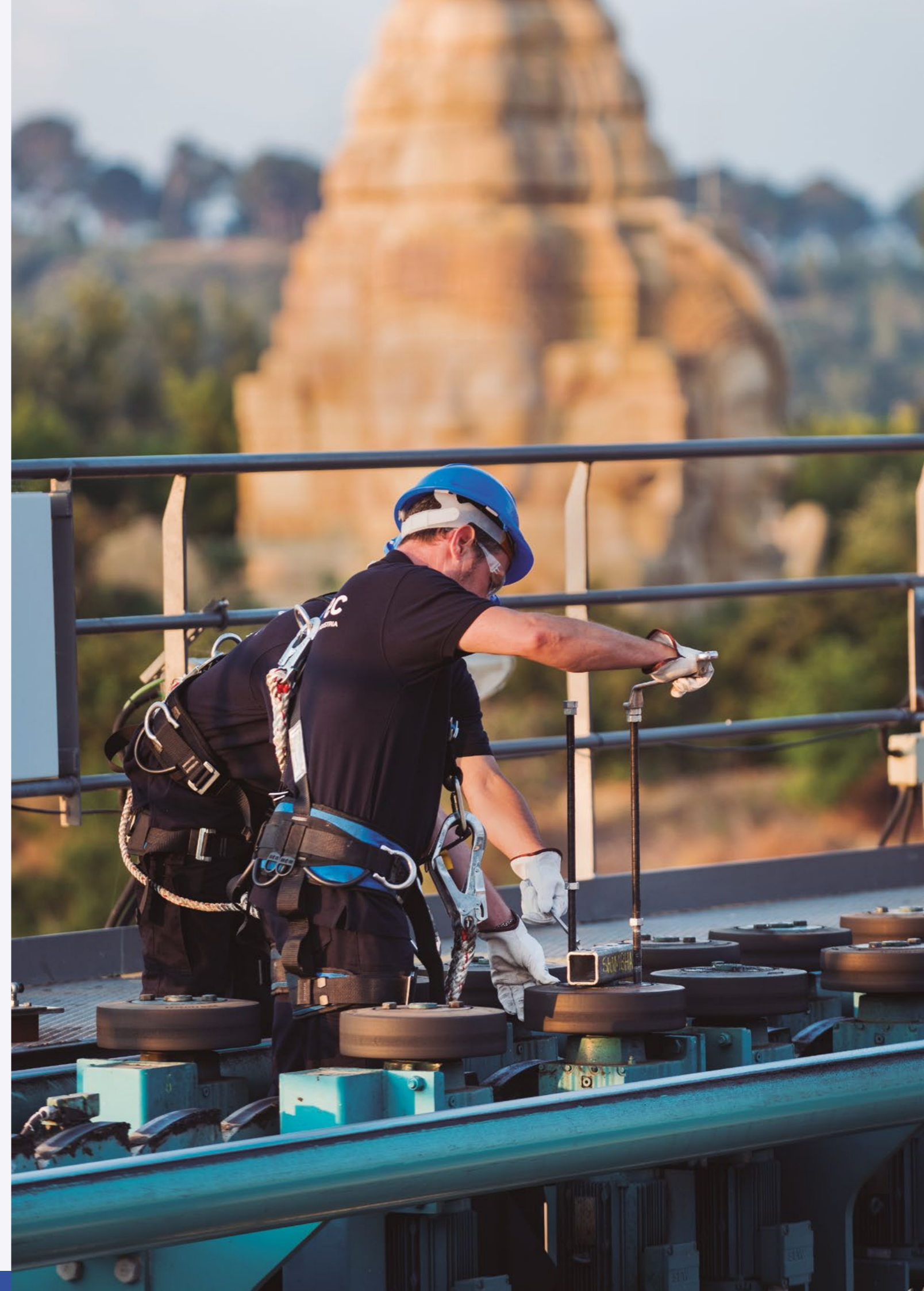
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**We believe our safety record, along with the clean and attractive appearance of our hotels, parks and Convention Centre, helps to generate higher guest satisfaction and loyalty.**

**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:

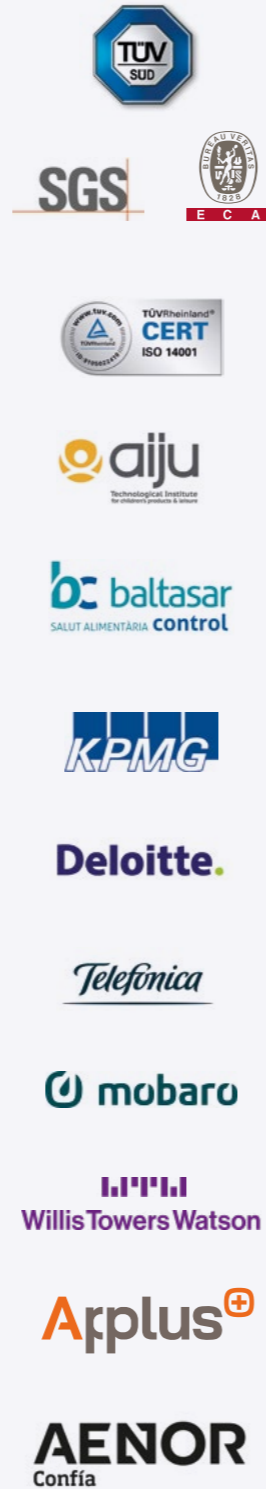
- **Initial certification of all rides is performed by TÜV SÜD and TÜV NORD** before they are opened to the public (EN 13814).
- **Exhaustive annual inspections certified by SGS**, an independent entity authorised by the Government. In addition to the legally required inspections and certifications, 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 (Mobar) 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.



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## Food safety

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**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

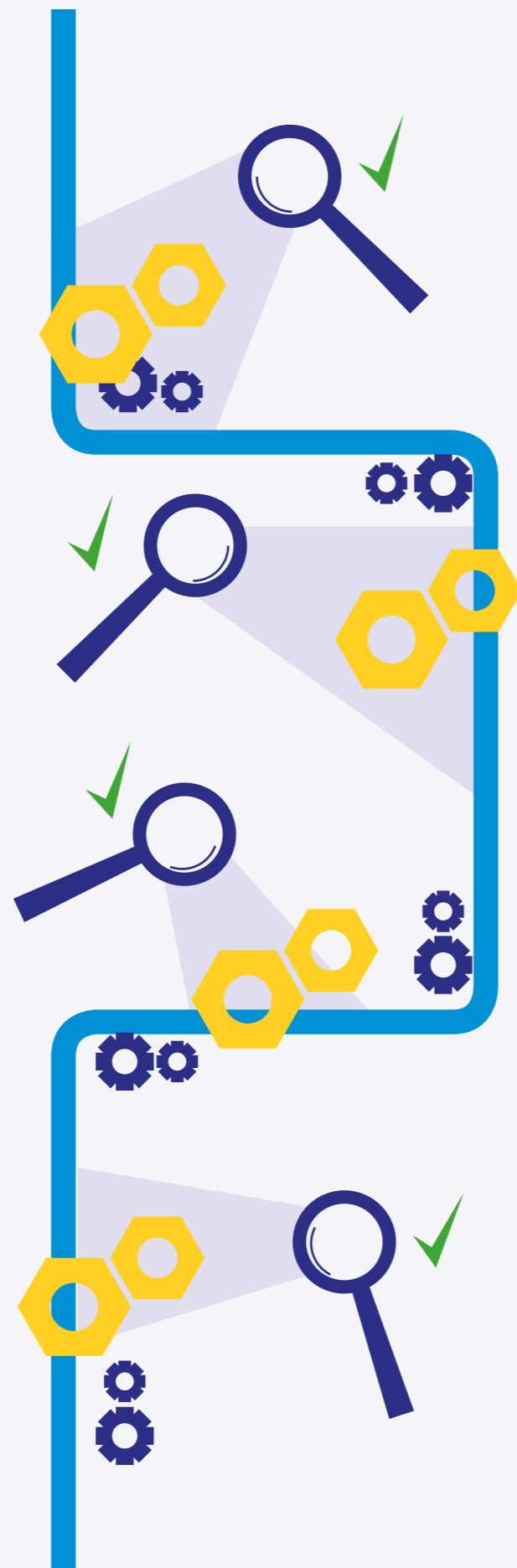
**10%**  
 of food suppliers audited



## 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.





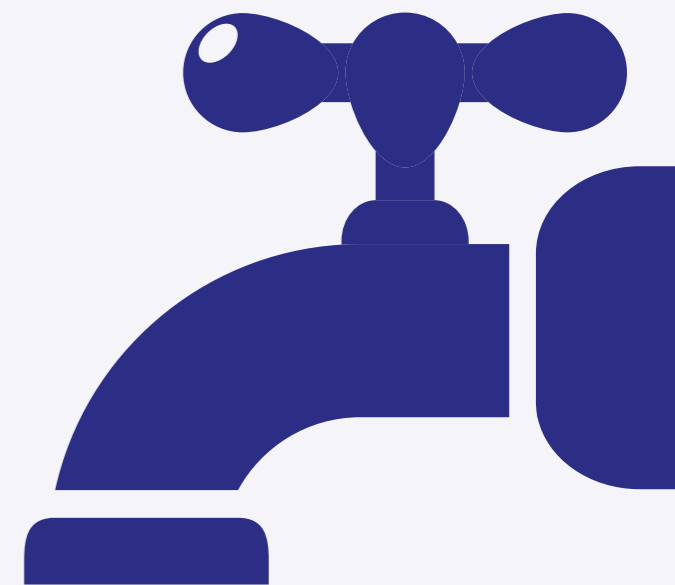


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## Water Quality control

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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.



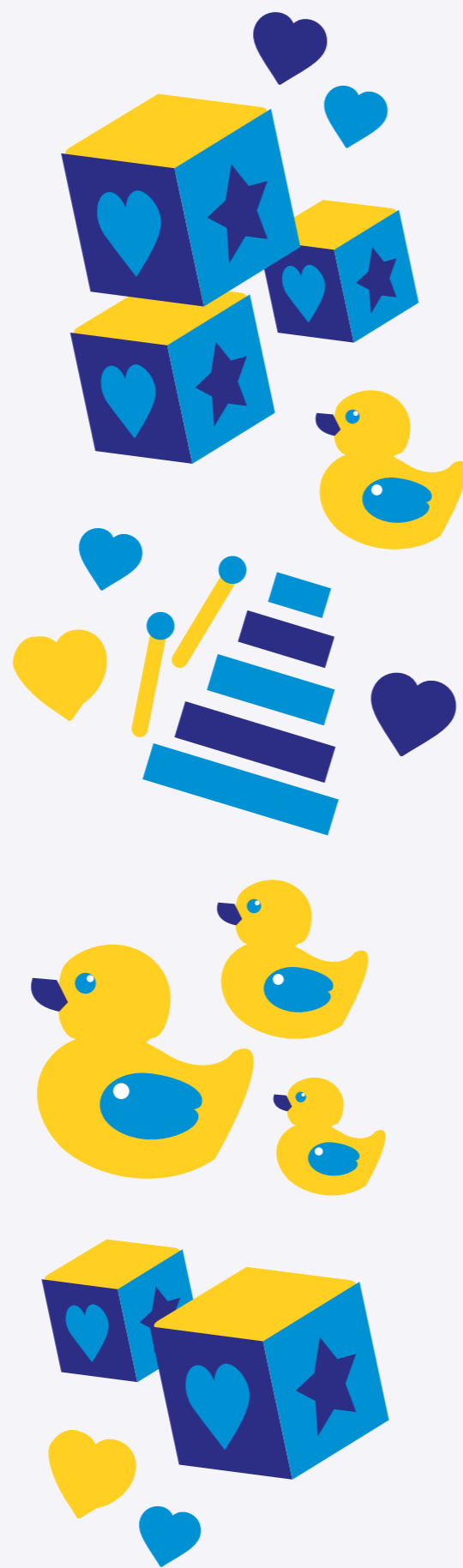
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## Safety on merchandising

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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](mailto: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<sup>1</sup>

**4,545.32**

incidence rate<sup>2</sup>

**0.60**

severity rate<sup>3</sup>

**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.

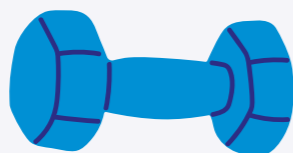
# Stimulus for staff health and wellbeing

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 <sup>(1)</sup>

**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.

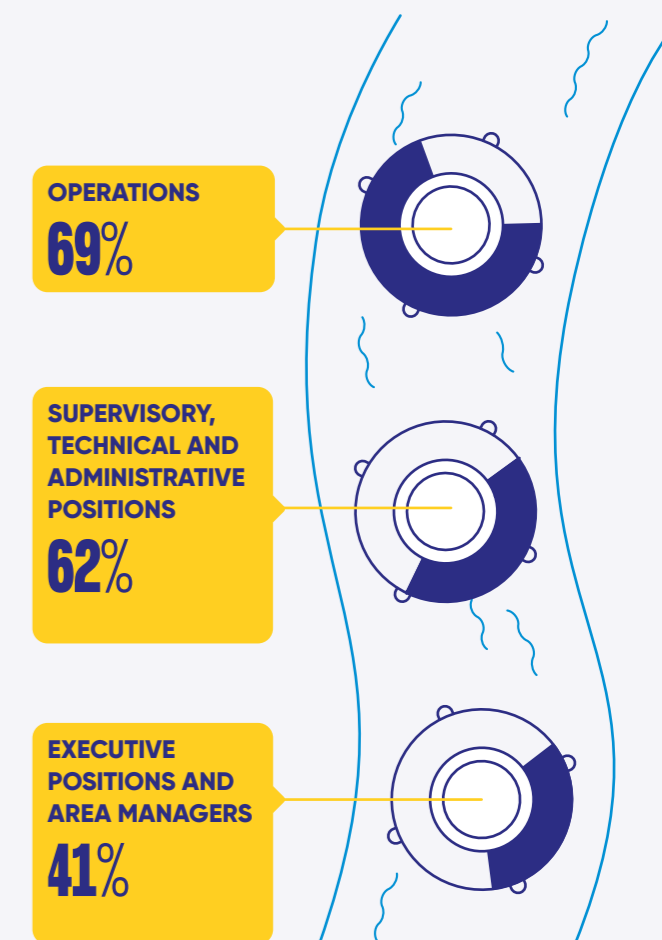
**Cooperation programmes** with companies with workers with functional disability.

**Arrangements** to adapt job positions for people over 60 years.

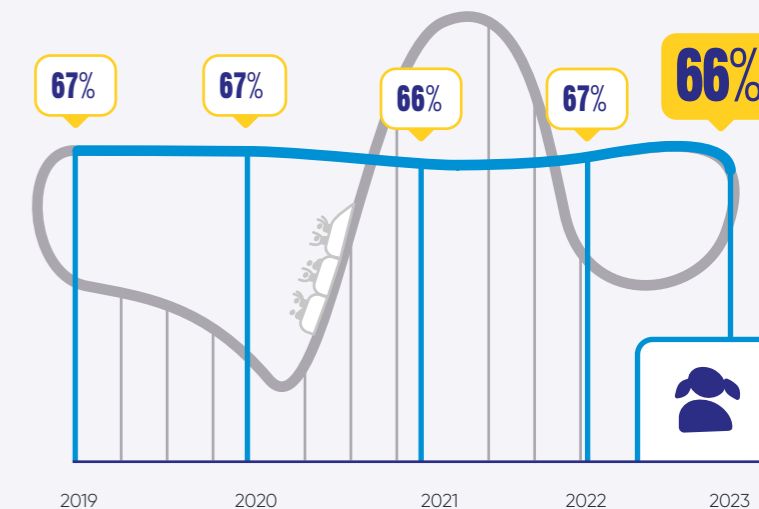
## Equality

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

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## Professional development and training

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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<sup>(1)</sup>

# 43,459

total training hours

# 11.53

average number of training hours per person

# 54%

online training

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(1) Percentage calculated based on total active workforce





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## PortAventura Foundation

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**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.

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## Our lines of action

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### 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
<b>Total net income</b>	<b>€1,086</b>

### Aid granted and distribution by benefited group and events

(Thousand euros)

	2023
Illnesses	€948
Special needs	€120
Social exclusion	€48
<b>Total aid</b>	<b>€1,116</b>



<https://www.portaventuraworld.com/en>  
**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 8,850m<sup>2</sup> village is home to six 135m<sup>2</sup> 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.





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## Cooperation with other foundations

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### 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



ENVIRONMENT: 28.1 / 45



Certified  
  
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 1.5°C 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 CO<sub>2</sub>eq 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 CO<sub>2</sub>e.

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 CO<sub>2</sub> 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.

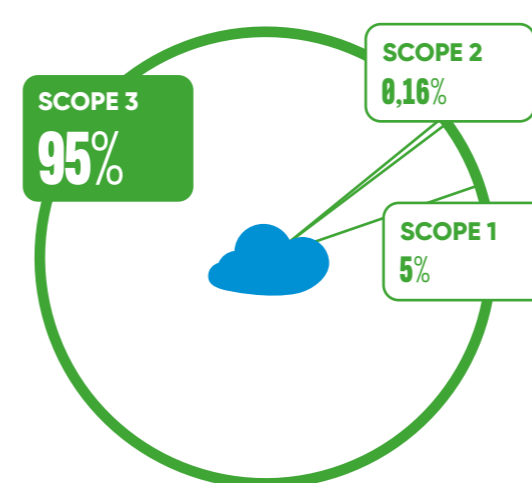
### Offsetting emissions

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.

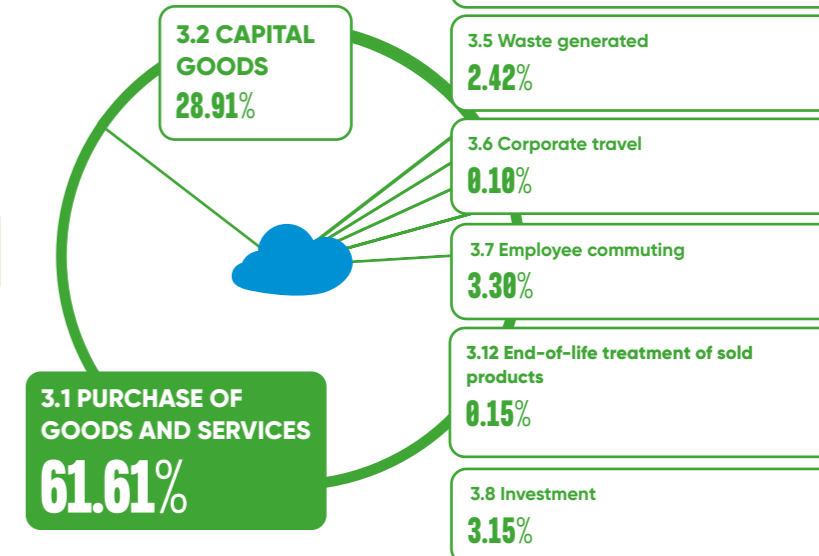
## Decarbonising the resort

### CALCULATION OF OUR CARBON FOOTPRINT

GHG EMISSIONS BY SCOPE



SCOPE 3 GHG EMISSIONS (MARKET-BASED)

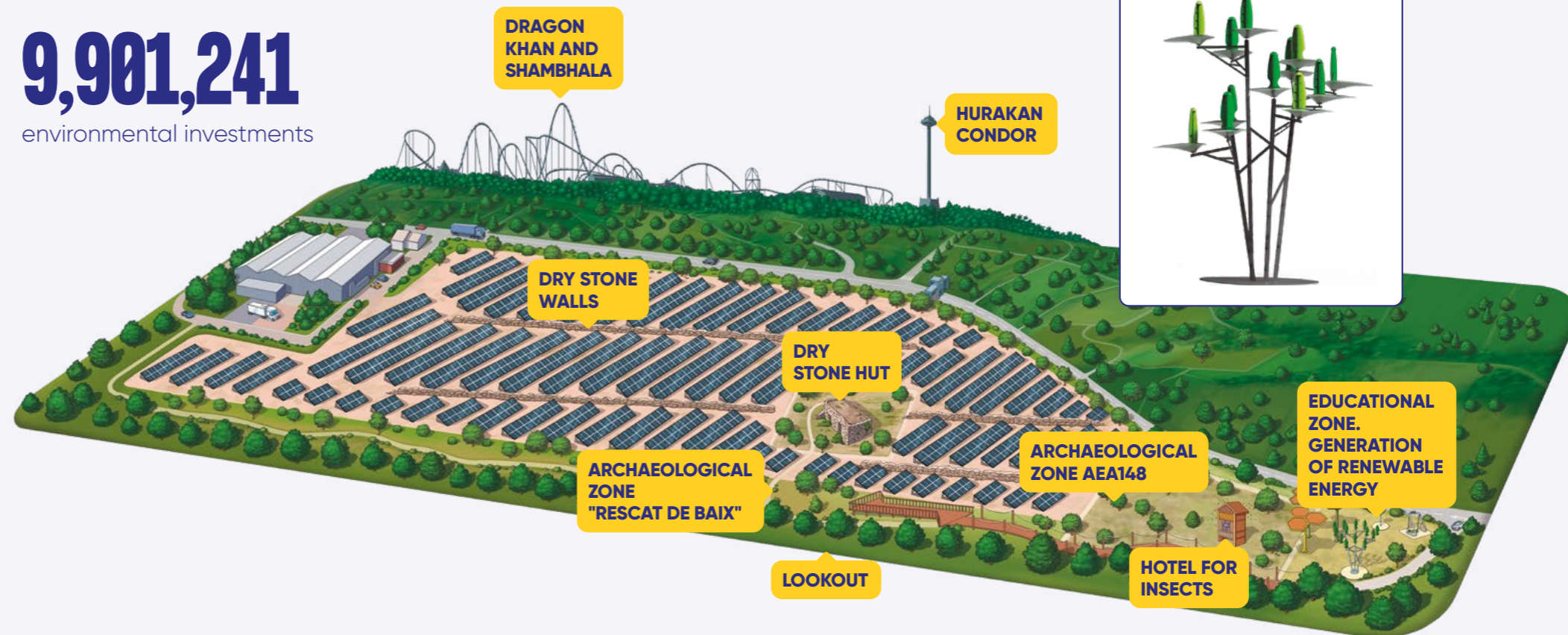


0,59 tCO<sub>2</sub>eq (scopes 1 and 2) per 1,000 visits-overnight stays in 2023



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

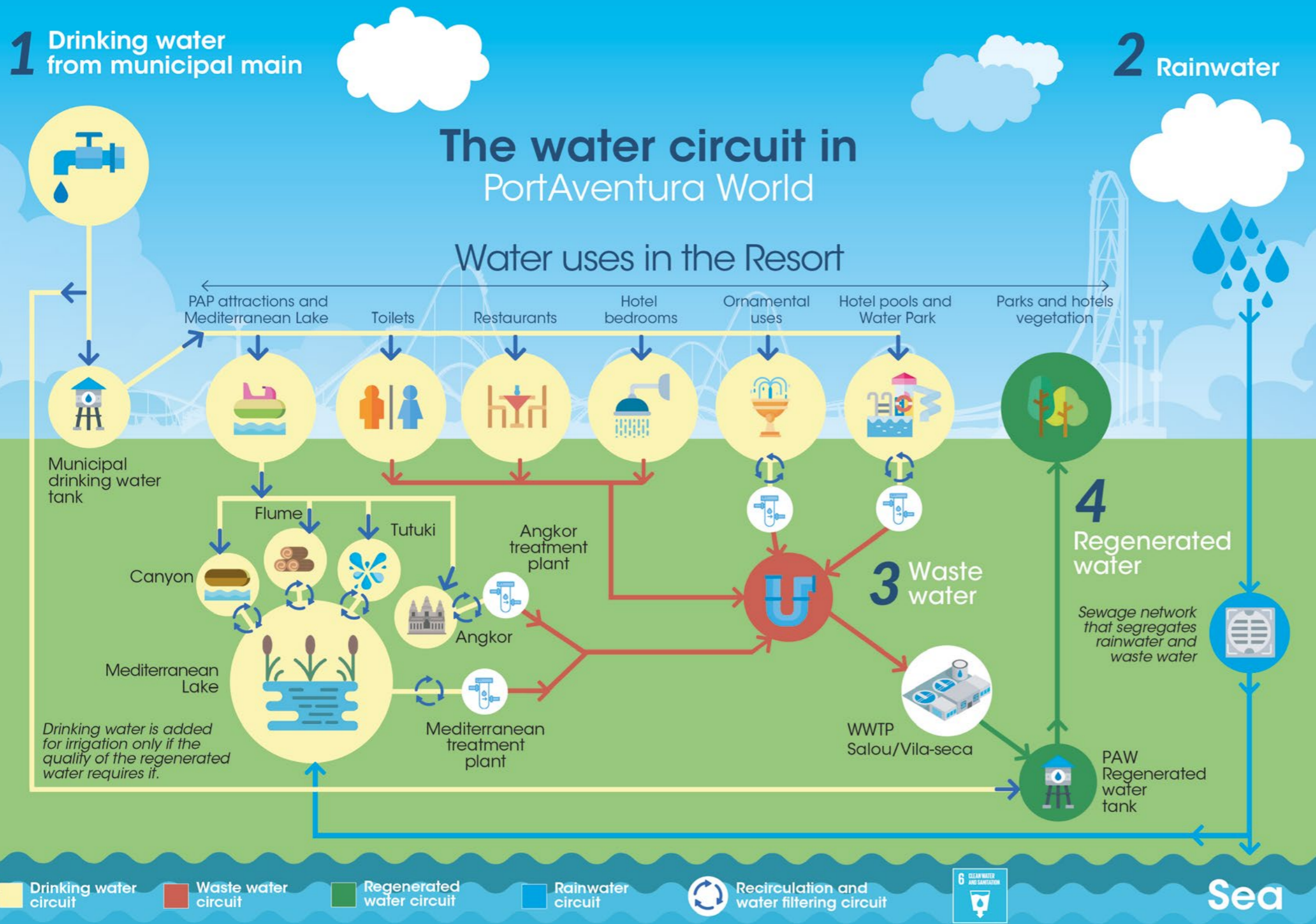
Water preservation and efficiency constitute one of our priorities, as water is a scarce resource and is also fundamental for the operation and theming of the Resort. We monitor water consumption on a daily basis and take steps to reduce it through watertightness tests, automatic irrigation at the parks,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

## 1 Drinking water from municipal main

## 2 Rainwater

### The water circuit in PortAventura World

#### Water uses in the Resort



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

Annual WATER consumption (m<sup>3</sup> for every 1,000 visits-overnight stays per year)

2022	2023
<b>151.33</b>	<b>174.52</b>



# 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





# 2023 Sustainability Report



Consult the  
document  
Non-Financial  
Reporting  
Statement 2023

