



# CORPORATE RESPONSIBILITY REPORT



**HOTELS**



**THEME PARK**



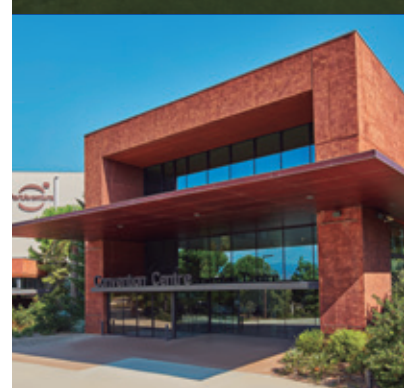
**WATER PARK**



**BEACH CLUB**



**GOLF**





41







CORPORATE  
RESPONSIBILITY  
REPORT 2016 FOR THE  
PORTAVENTURA GROUP



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## ABOUT THE REPORT

### Scope and coverage

PortAventura World's *Corporate Responsibility Report*, drafted every year since 2008, presents the results of the organisation's performance in economic, environmental, social and good governance matters. This edition of the report encompasses the period from 1<sup>st</sup> January to 31<sup>st</sup> December 2016.

The report covers the activities of PAESA Entertainment Holding, S.L.U., the parent company of the PortAventura Group consisting of the following subsidiaries: PortAventura Entertainment, S.A.U. (running of the theme parks, hotels and convention centres, as well as their associated and complementary services), Port Aventura Viajes, S.A.U. (travel agency) and Hotel Caribe Resort, S.L. (running of the hotels), in addition to the PortAventura Foundation, which is a separate entity. In this regard, 100% of the 2016 turnover has been included in this report.

### Reference standards

The following standards were taken into account when drafting the report: *Guide for the preparation of sustainability reports*, the G4 version of the Global Reporting Initiative and additional related documents (specific sectoral issues for hotels, restaurants, leisure and tourism services from the publication *Sustainability Topics for Sectors: What Do Stakeholders Want to Know?*), principles of the United Nations Global Compact and Sustainable Development Goals, and for materiality analysis the AA1000SES (2015) stakeholder relations standard promoted by Accountability has been taken into consideration.

Preparation of the report involved the direct participation of people from different management areas, who provided information related to the different aspects it includes. Coordination is carried out by the Corporate Responsibility Department.

### External verification

TÜV Rheinland was the external organisation selected to conduct the audit and review of the information contained in the report according to GRI *Guideline G4*. See the Corporate Responsibility Report and the certificate issued at the following link:

<http://www.portaventuraworld.com/our-commitment>

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

**Choni Fernández,**  
Director of Central Services







# PRESENTATION



# Letter from the president of the executive committee

Once more we present our annual *PortAventura World Corporate Responsibility Report* to account for our environmental, social, economic and corporate governance performance following the international reference standard for accountability in line with the Global Reporting Initiative (GRI). We continue with our commitment to the United Nations Global Compact to implement the principles encompassed by this international initiative in our company.

Our commitment to be the best European destination and offer unique experiences at the resort is inextricably linked to the social, environmental and governance commitments we have made and which contribute to the achievement of the United Nations Sustainable Development Goals (SDGs). As proof of this commitment, we are one of the first companies to sign the Global Code of Ethics for Tourism of the World Tourism Organization (UNWTO) and the Global Compact Network for Spain. We continue to strive for a job well done, for the environment, for employees and, of course, for customers, but we also seek to give back to society through the PortAventura Foundation, and extend our commitment to take in the entire supply chain, with the aim of closing the cycle by creating positive value and impact.

Internally, we have created the Corporate Responsibility Committee, which is the interdepartmental body that leads PortAventura World's corporate responsibility strategy, ensures compliance with the objectives set, coordinates non-financial accountability and promotes new challenges to continue to advance in sustainability matters, with the involvement of each and every one of the individuals that make up the PortAventura World team.

In the short, medium and long term, our main corporate responsibility objectives, aligned with the United Nations Global Compact Principles and Sustainable Development Goals, are focused on the development of projects for the digitisation of the resort, thus improving visitors' experiences, implementation of the ISO 22000 food safety standard, incorporation of good environmental practices in facilities and services (for example, actions to reduce food waste), promotion of healthy habits among employees through the "PortAventura e-Healthy" programme,

increasing the social impact of our Foundation with new sponsors and more participants at fundraising events, evaluation of all suppliers based on social and environmental criteria, and minimisation of our environmental impact derived from energy and water consumption and waste generation.

Throughout the year, we have continued the construction and commercial launch of the new theme park, Ferrari Land, which opened in April 2017. Ferrari Land joins PortAventura Park and Caribe Aquatic Park to make PortAventura World the only European resort with three parks. Covering an area of 70,000 m<sup>2</sup>, the theming and spirit of the new park physically embodies the essence of Ferrari. It has been designed to pull visitors right into the story of the brand and has something for the whole family, from Europe's highest and fastest roller coaster to a children's racing circuit.

We wanted to translate the inimitable qualities of PortAventura World into a world of unique experiences, with international visitor figures that grow year after year, and that will continue to grow even more with the new Ferrari Land and the new branding as PortAventura World Parks & Resort. This new name is intended to reflect the sheer magnitude that the holiday resort has reached.

We continuously strive to offer the best shows, and one of our particular highlights is *Revolution*, the new acrobatic musical show performed at the Gran Teatro Imperial. Cirque du Soleil will be back in 2017 with a new show, *Varekai, Tales of the Forest*. We are the only holiday resort in Europe to host shows by the Canadian company.

Created in 2011, the aim of the PortAventura Foundation is to improve quality of life for the greatest possible number of children and young people suffering from illnesses, with special needs and at risk of social exclusion, and accordingly this aim forms the underlying axis for its activities. One of the most significant projects of the PortAventura Foundation is the construction of the new paediatric ICU at the Sant Joan de Déu Hospital. Within the framework of this project, in 2016 we opened a playground based on the PortAventura World theme areas.



**With the opening of Ferrari Land, PortAventura World has strengthened its position as one of the world's leading holiday destinations**

With the opening of Ferrari Land, PortAventura World has strengthened its position as one of the world's leading holiday destinations. Ours is a long-term vocation and our ambition is to resolutely follow our path to excellence and to move forward whilst adhering to our commitment to sustainability, with the aim of creating added value from the present to the future.

**Sergio Feder**  
President of the Executive Committee



## 2016 HIGHLIGHTS





PARKS & RESORT

The construction of the new theme park Ferrari Land moves forward at a good pace

PortAventura World Parks & Resort is the new resort global brand

Revolution, the new acrobatic musical show performed at the Gran Teatro Imperial

Creation of the Corporate Responsibility Committee

PortAventura World is one of the first companies to sign the UNWTO Global Code of Ethics for Tourism

PORTAVENTURA WORLD GROUP



3.9

Millions of visits to the resort (Port-Aventura Park and Caribe Aquatic Park)



979

Thousands of room nights



72,461

Attendees at the Convention Centre



226

Events at the Convention Centre

PERFORMANCE



203

Equivalent turnover in millions of Euros



91

EBITDA in millions of Euros

CUSTOMERS



4.2

Overall rating for a day in PortAventura Park (score out of 5)



4.1

Overall rating for a day in Caribe Aquatic Park (score out of 5)



33%

International visits to PortAventura World



686

Thousands of social network followers

HUMAN RESOURCES



2,693

Workforce in August (own staff)



1,758

Average annual workforce (Own staff)



917

Average annual workforce (External personnel that access resort facilities)



75%

Workforce with permanent contract



67%

Female workforce

SUPPLIERS



1,076

Suppliers



79%

National suppliers

PORTAVENTURA FOUNDATION



€ 1.4

Millions of Euros committed to PortAventura Foundation

ENVIRONMENT



0.72 t

Wastes generated per 1000 visits/room nights



9.05 MWh

Energy consumed (electricity and natural gas) per 1000 visits/room nights



70.82 m<sup>3</sup>

Consumption of water for human use per 1000 visits in PortAventura Park and Caribe Aquatic Park



1.13 t CO<sub>2</sub> eq.

Greenhouse gas emissions per 1000 visits



3.17 t CO<sub>2</sub> eq.

Greenhouse gas emissions per average workforce





**PORTAVENTURA WORLD  
PARKS & RESORT, A WORLD  
OF UNIQUE EXPERIENCES**



# International holiday destination

This year, the resort has launched a new global brand: PortAventura World Parks & Resort, which was created as a more adequate reflection of the current reality of the company: a resort with a wide variety of experiences and a comprehensive holiday destination with a clear international profile.

With a history spanning 21 glorious years and a privileged location between Salou and Vila-seca (Tarragona), the resort is home to one of the leading theme and wa-

ter parks in Europe and boasts a number of internationally-renowned attractions. In 2017 it will incorporate a third theme park dedicated to the prestigious Italian brand Ferrari. The resort also operates five themed hotels (PortAventura Hotels): four 4-star hotels and one 5-star hotel totaling 2078 rooms, as well as a convention centre (PortAventura Convention Centre) with a capacity of up to 4000 people. The range of leisure on offer also includes three golf courses (two of which were designed by Greg Norman) and a Beach Club with direct access to the beach.



PortAventura Park	Caribe Aquatic Park	PortAventura Hotels	PortAventura Convention Centre	Ferrari Land (2017)
The number of visits continues to increase and reaches approx. 4 million annually		Record number of room nights in 2016	226 events held	



**+17.3%**  
Visits to Caribe Aquatic Park

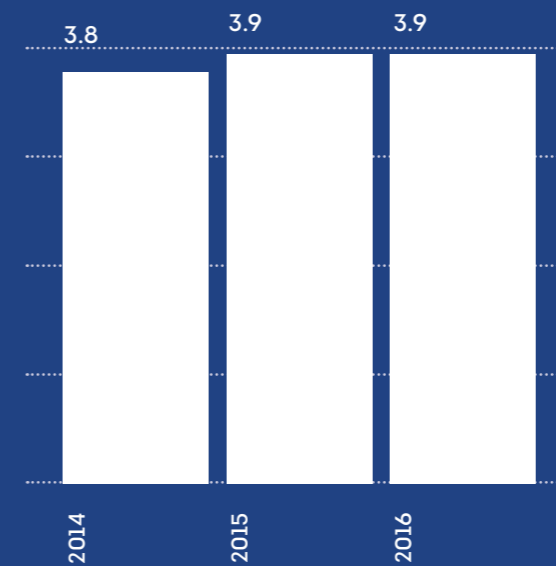


**+1.5%**  
Room nights

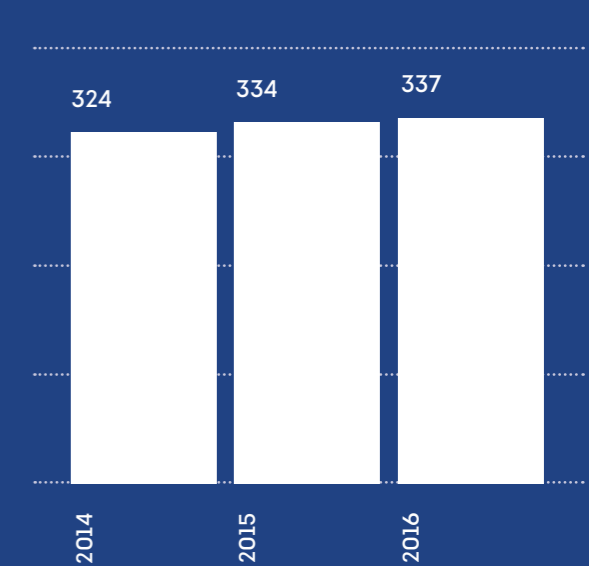


**+22.8%**  
Events held at PortAventura Convention Centre

MILLIONS OF PARK VISITS <sup>1</sup>

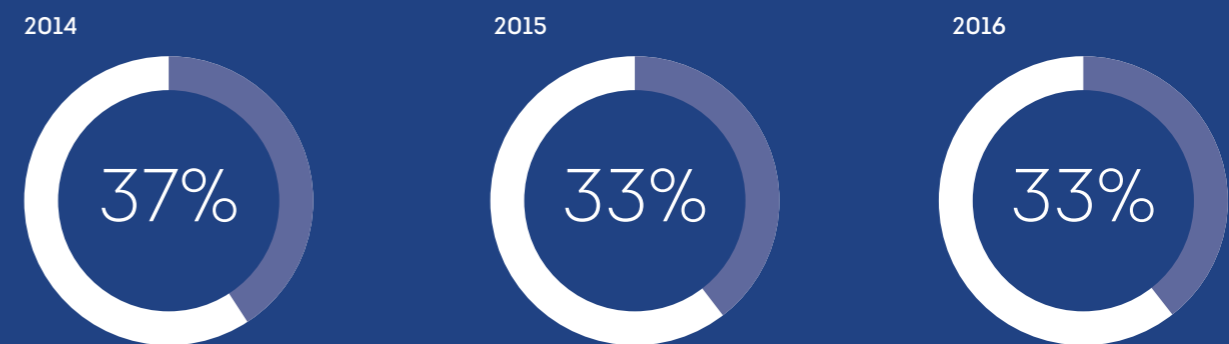


THOUSANDS OF OCCUPIED ROOMS



(1) Includes Cirque du Soleil spectators in 2014 and 2015. This show was not performed in 2016.

## INTERNATIONAL VISITS



**In 2017, the number of visitors is expected to reach 5 million**





# Recognition and awards



**Best theme park or attraction in Europe for World & Resorts**  
Travel Bulletin Star Awards



**Best amusement park in Europe for PortAventura World**  
European community worldofparks.eu



**Best show in a European amusement park for Revolution**  
European community worldofparks.eu



**Special recognition of the professional career of Sergio Feder, President of the Executive Committee of PortAventura World Parks & Resort**  
European Star Awards of Kirmes & Parks Magazine



**1st prize for best steel coaster in Europe for Shambhala**  
European Star Awards of Kirmes & Parks Magazine



**1st prize for best family attraction for Angkor**  
European Star Awards of Kirmes & Parks Magazine



**2nd prize for best theme park for PortAventura Park**  
European Star Awards of Kirmes & Parks Magazine



**2nd prize for best water park for Caribe Aquatic Park**  
European Star Awards of Kirmes & Parks Magazine



**2016 Silver Award for Best Venue with the Seat event (Ibiza Central Launch Training 2015) for PortAventura Business & Events**  
Eventoplus Award



**Recognition in appreciation of the collaboration as 2016 sponsor for PortAventura Business & Events**  
RACC MotorSport Awards



# Integrity, ethics and good governance

PortAventura World's corporate governance model ensures that its activity is guided by the strictest ethical and integrity requirements in every aspect and situation. To do this, a series of rules and policies define the basic principles of its action, an example being the Code of Ethics and Professional Conduct approved in 2013 and validated by the Internal Control Committee, the Management Committee and the Board of Directors.

The Board of Directors is the highest governing body of PortAventura World and has an Internal Control Committee and a Management Committee. The Internal Control Committee is the body responsible for supervising and updating relevant information related to compliance with the Code of Ethics and Professional Conduct. The code is available to all employees, and new employees are duly informed in writing and in presentation sessions.

*PortAventura World adheres to the principles of the UNWTO Global Code of Ethics for Tourism and is committed to reporting to the World Committee on Tourism Ethics of measures for the promotion and application of these principles*

Committed to the UNWTO  
**Global Code of Ethics  
 for Tourism** Supported by the United Nations





In terms of corruption risk, this is managed through the Criminal Risk Prevention Manual, which is available to all employees. Training is provided for any new developments in regulations on these matters. In addition, the role of Compliance Officer has been created, whose responsibilities are: to analyse regulatory changes and their impact on PortAventura World, to review the risk map, to conduct training sessions, to periodically review the company's procedures update and manage the complaints channel and to file disciplinary proceedings.

PortAventura World is carrying out an audit and compliance update project, the results of which will be presented in mid-2017. For the 2017-2018 period, the following schedule of internal audits is planned:

- 2017: security audit on information technologies and auditing of maintenance procedures
- 2018: auditing of human resources procedures (payroll) and security audit in F&B areas

In addition, training is scheduled on the Spanish Personal Data Protection Act (LOPD) in 2017 for all employees that are affected by this legislation in the context of their job.

In 2016 PortAventura World was entered in the Local Authority Register of the Generalitat de Catalunya as a Stakeholder in accordance with Law 19/2014 on transparency, access to public information and good governance. In this way, the Local Authorities are able to verify that the relations or contacts they maintain with the company are perfectly legitimate and adequate, and that the interrelation is developed within a framework of transparency and integrity.

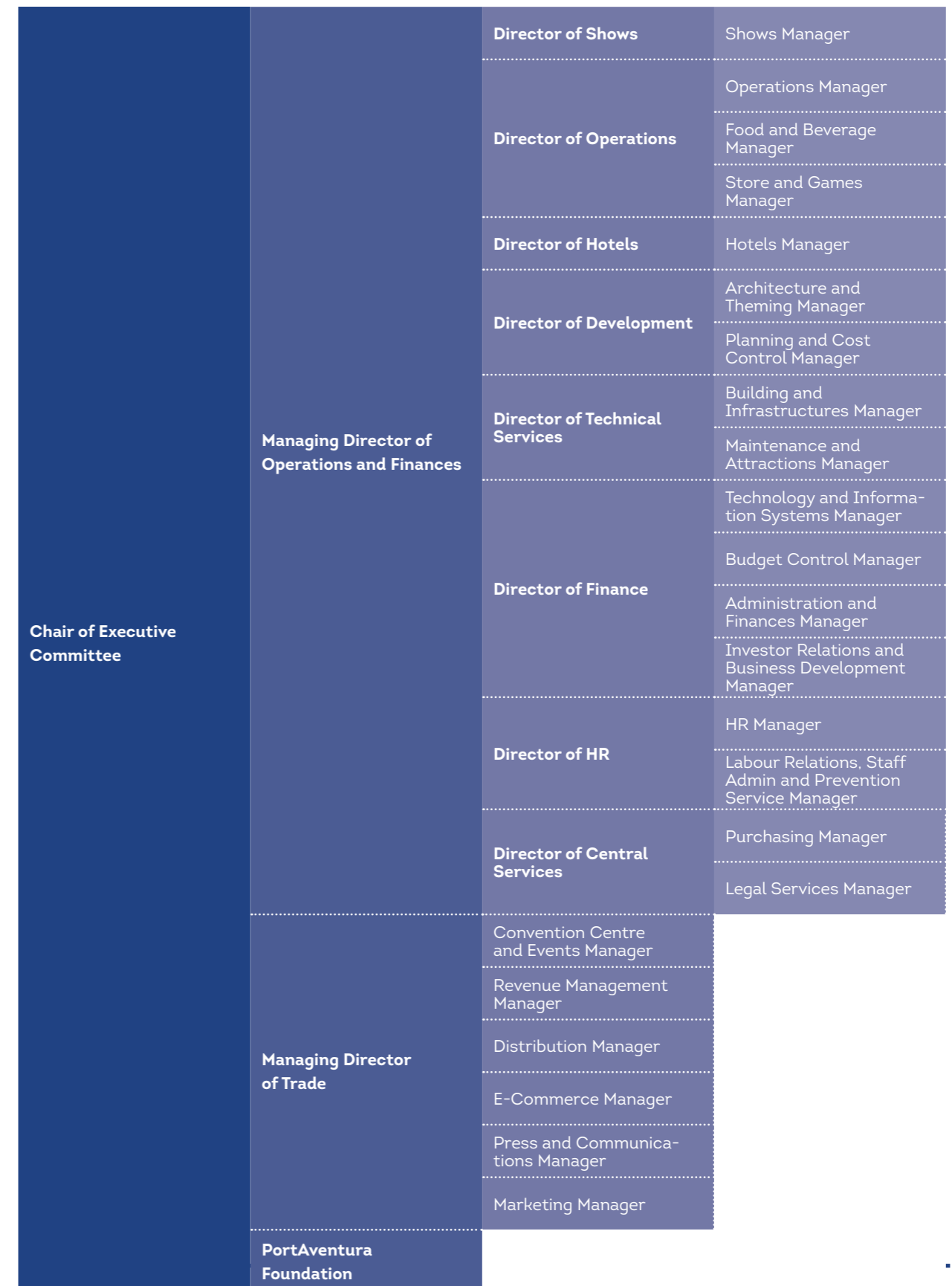
Finally, in order to foster an ethical environment and relationships of trust in the supply chain, during the year the mandatory approval procedure for all suppliers has been consolidated, and includes acceptance of the Code of Ethics and Business Conduct.

*Creation of the role of Compliance Officer at PortAventura World*

*A review report on investment processes was prepared in 2016*



## Organisational Chart





# Involvement with the sector and surrounding areas

Identifying challenges and opportunities for economic and social development is the essence of PortAventura World and the driving force behind its involvement with different associations and organisations, aligned with its strategy and values, for the benefit of the common good.

- Association for Management Progress (APD) - Global partner
- Barcelona Convention Bureau (BCB) - Member
- Barcelona Global - Protective corporate partner
- Barcelona Marketing Club - Member
- Catalan Association of Accounting and Management (ACCID) - Protective partner
- Catalan Tourist Board (ACT) - Partner company
- Catalunya Convention Bureau (CCB) - Member
- Club EMAS Catalonia - Member
- Consortium for Improving Competitiveness in Tourism and Leisure in the Province of Tarragona (CMCTUR)
- Costa Daurada Convention Bureau (CDCB) - Member
- Costa Daurada Tourist Studies Foundation (FETCD) - Associated company
- International Association of Amusement Parks and Attractions (IAAPA) - Member
- International Association of Convention Centres (AIPC) - Member
- Josep Carreras Private Foundation - Trustee
- Meeting Professionals International (MPI) - Member
- Member of the Catalan Association of Travel Agencies (ACAV)
- Member of the Tarragona Hotel and Tourism Business Federation (FEHT)
- Member through the FEHT of the Spanish Confederation of Hotels and Tourist Accommodation (CEHAT)
- Representative through the Costa Daurada Tourist Studies Foundation (FETCD)
- Salou-Cambrils-La Pineda Hotels Association - Associate
- Science and Technology Park of Tourism and Leisure of Catalonia - Patron
- Spanish Association of Amusement Parks and Attractions (AEPA) - Member
- Spanish Association of Managers (AED) - Individual partners
- Spanish Association of Purchasing, Contracting and Procurement Professional (AERCE) - Member
- Spanish SAP Users Association (AUSAPE)
- SportCultura - Full member
- Tarragona Chamber of Commerce - Premium member
- Tarragona Convention Bureau (TCB) - Member
- United Nations Global Compact Network Spain - Signatory member







**CORPORATE RESPONSIBILITY,  
THE ENGINE FOR SUSTAINABLE  
DEVELOPMENT**



# Our corporate responsibility



Network Spain  
WE SUPPORT

## GLOBAL COMPACT PRINCIPLES

### Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
2. Businesses should make sure that they are not complicit in human rights abuse.

### Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

### Environment

7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

### Anti-corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

*PortAventura World contributes to the achievement of the United Nations Sustainable Development Goals, whilst moving forward in compliance with the Global Compact Principles*





# Creating value from the present for the future

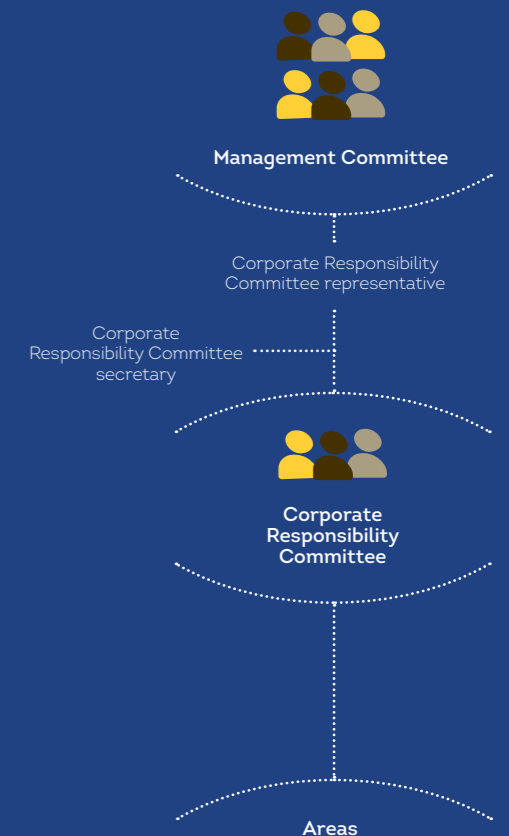
The way to understand the business of PortAventura World is embodied in a model of responsible management based on the permanent search for economic, social and environmental balance to foster the creation of real value in the present with a view to the long term.

In this context, PortAventura World boosts actions to achieve objectives that bring together benchmark international initiatives about ethics and sustainability. Based on the values that govern PortAventura World, the actions are aligned with the business objectives and its purpose is to ensure the profitability and sustainability of the business over time, in addition to generating real value for the human team, the customer, society, suppliers and the environment.

The Corporate Responsibility Area is responsible for the development, implementation and monitoring of the sustainable development strategy, taking into account the concerns of all stakeholders. This area depends on the Central Services Department, which serves all areas of the company.

## PortAventura World creates the Corporate Responsibility Committee

For greater interdepartmental collaboration and systematisation of corporate responsibility management, in 2016 the Corporate Responsibility Committee was set up, led by the Central Services Department and with representatives from different departments of the company strategically related to all of its stakeholders. The committee's mission is to ensure compliance with the company's corporate responsibility objectives.





## Corporate Responsibility Objectives aimed at Stakeholders

		Short term	Medium term	Long term
<b>For visits</b>	Develop actions to reduce food waste at hotels.	●	●	●
	Implement the ISO 22000 food safety standard in three phases across the entire resort.	●	●	●
	Develop projects for digitisation of the resort.	●	●	●
<b>For employees</b>	Develop the "PortAventura e-Healthy" programme.	●	●	●
	Gradually implement pick to voice that allows employees to work more ergonomically.	●	●	●
<b>For suppliers</b>	To approve 100% of the suppliers with which PortAventura World has commercial relations using environmental and social criteria.	●		
	Carry out an annual "Dialogue with suppliers" workshop with suppliers.	●	●	●
	Implement the supplier evaluation system.	●	●	
<b>For society</b>	Increase employee participation in the Teaming Project.	●	●	●
	Increase the number of participants in annual fundraising events.	●	●	●
	Seek new sponsors for the PortAventura Foundation.	●	●	●
<b>For the environment</b>	Reduce our municipal solid urban waste (MSW).	●	●	●
	Optimise annual energy and water consumption per visit/room night.	●	●	●
	Reduce the overall amount of waste generated on site per year across all of the facilities.	●	●	●



## PortAventura World seals its commitment to responsible tourism



Thanks to the collaboration agreement reached by the World Tourism Organisation (UNWTO) and the Global Compact Network Spain, thirteen Spanish companies, including PortAventura World, have undertaken to develop corporate social responsibility practices that promote sustainable tourism. Under the title "Responsible tourism: everybody's commitment" this initiative launched in September 2016 highlights the role of tourism companies in achieving the Sustainable Development Goals (SDGs).

SDGs, which include tourism as an effective tool in the three pillars of sustainable development - economic, social and environmental - are the new global agenda for a more just and equitable planet that at the same time preserves natural resources. The involvement of the private sector in this process is essential and has been identified as key to the implementation of the new 2030 Agenda.

The involvement of PortAventura World, along with 12 other Spanish companies, in the agreement between the World Tourism Organisation and the Global Compact Network Spain consists of the implementation of a series of initiatives related to corporate social responsibility that are included in a site created for this purpose, which includes an e-publication, testimonial videos and a compilation of good practices.

This initiative is pioneering not only due to the involvement of the private sector in the 2030 Agenda but also because of the need to involve key players in the achievement of a responsible and sustainable tourism sector.





## Trust in stakeholder relations

Commitment to corporate responsibility involves building bridges with each stakeholder group in order to foster relationships of trust which enable the identification of risks and opportunities and take into account their needs and expectations, generating real value for all parties involved.



### SHAREHOLDERS

Generate value and profitability for shareholders through responsible, sustainable management.



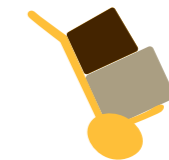
### CUSTOMERS

Prioritise service quality through innovation, to respond to the expectations and needs of customers and visits, in a safe environment that provides healthy entertainment.



### EMPLOYEES

Invest in employees and offer them a good place to work, while fostering equality and diversity.



### SUPPLIERS AND CONTRACTORS

Foster the responsible management of all companies as regards their supply chain.



### SOCIETY

Reinforce and improve quality of life in society, as a result of responsible behaviour and close collaboration with social organisations.

## Our reason for being

### MISSION

"To be Europe's best family leisure destination, providing families and young people with unforgettable experiences in a unique setting characterised by adventure, excitement and imagination."

### CORPORATE VALUES

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



# Relevant issues for sustainability

By actively listening to stakeholders, and through an online survey conducted in 2014, PortAventura World has identified the social, environmental and economic areas that are most relevant for sustainability. Since there have been no

significant operational changes in 2016, the results of the materiality analysis carried out in 2014 have been considered valid, in line with the *Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI), version G4*.

## Materiality matrix

		Material aspects and issues		
Relevance for stakeholders	High	Effluents and wastes	Indirect economic consequences Diversity and equal opportunities No discrimination Labelling of products and services	Environmental evaluation of suppliers Employment Relations between workers and management Health and safety at work Evaluation of suppliers' working practices Evaluation of suppliers in the area of human rights Anti-corruption Health and safety of customers Innovation in design and improvement of attractions and facilities*
	Medium	Procurement practices Promotion of the region's natural and cultural heritage* Architectural accessibility*	Materials Biodiversity Emissions Products and services Local communities Merchandising safety*	Economic development Energy Water Training and education Customer privacy Food safety and promotion of healthy eating habits*
	Low	General (environmental investments and costs)	Compliance with animal welfare regulations* Raising awareness of good environmental practices* Communication with the customer and complaint mechanisms*	
		Low	Medium	High
Relevance for PortAventura World				

Environment  
 Economic aspects  
 Working practices

Human rights  
 Society  
 Product responsibility

\* Other areas (not corresponding to GRI Guideline G4)







## SOCIAL COMMITMENTS



# Human resources, the key to success



## Responsibilities to employees

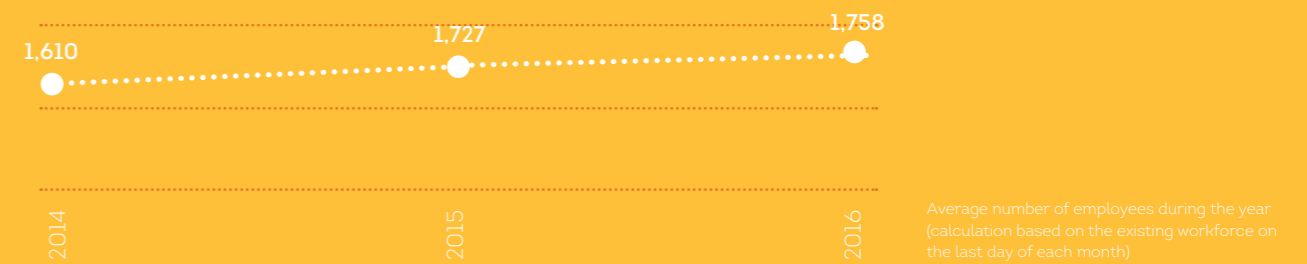
Our team's commitment to always providing excellent customer service is the key to PortAventura World's success, which in turn fulfils its commitment to guarantee the well-being of the team.

PortAventura World's activity has a seasonality that is reflected in the evolution of the workforce during the year: the highest figures are during the summer months with the highest peak in August and an upturn in October due to the Halloween celebrations.

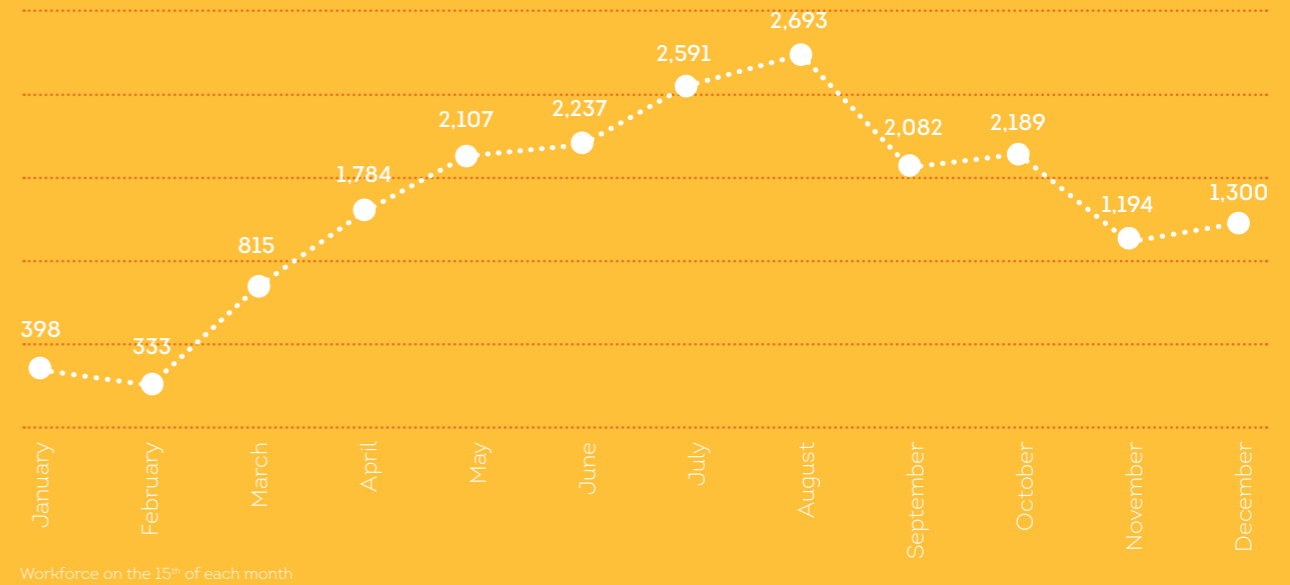
*Two consecutive years of growth in PortAventura World staff figures*



### ANNUAL EVOLUTION OF THE AVERAGE WORKFORCE



### EVOLUTION OF THE WORKFORCE IN 2016



<b>2,693</b>	<b>1,758</b>	<b>917</b>
<b>Staff members in August<sup>1</sup></b>	<b>Average annual workforce<sup>2</sup></b>	<b>People on average<sup>3</sup></b>
<b>98%</b>	<b>75%</b>	<b>73%</b>
<b>Workers covered by the collective bargaining</b>	<b>Permanent contract workforce</b>	<b>Full-time workforce</b>

(1) Data corresponding to 15th August.

(2) Calculation based on the existing workforce on the last day of each month. The data in this section refer to the average number of staff members during the year, unless otherwise indicated.

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



## Services for the employee

PortAventura World continues to expand the range of advantages and benefits enjoyed by employees.

- **The Guide App** containing a guide with information about the company and hundreds of benefits offered by partner companies. The app is available to all employees and complements the web platform [www.laguiaportaventuraworld.com](http://www.laguiaportaventuraworld.com), making access much easier. In order to encourage registration and use of the platform, a prize draw was held for a 4-day trip to Lisbon for two people.
- **Discounts** on the purchase of tickets, hotel reservations, shops and restaurants, as well as special prices for family celebrations, among others. A recent new development is that the number of discounted tickets for PortAventura Park has been increased from 5 to 10, and these can be purchased individually.
- **New flexible payment system** through which employees can contract health insurance with Adeslas that includes spouse and children with significant tax advantages and at a special rate.
- **Shop** with outlet products from the PortAventura World shops at very attractive prices.
- **Free vehicle tax for employees** and special offers to purchase a new Fiat, one of the company's sponsors, at a very attractive price.
- **New relaxation area in Far West** which has the necessary services for employees taking a break (tables, chairs, seats for pregnant women, microwave, drinking water fountain, washbasins, vending machines and information boards).

*The Guide App was launched in 2016 with information about the company and hundreds of benefits offered by partner companies*

- **Sports training room** at a reduced price for the use of machines and attendance at targeted classes.
- **Creative pastry workshop with Christian Escribà** in which, for a special price, employees can participate with their children.

On Sant Jordi's Day all active employees receive a rose, and for Christmas they are presented with a batch of products.

Providing good service to the employee as an internal customer is also a priority for PortAventura World. With this objective in mind, the E-Payroll service was launched in 2016, through which payslips are sent via e-mail. This measure makes it easier for personnel to access their payslips and reduces the consumption of paper.

## 2016 Welcome Forum for Employees

At the beginning of the season there is a Welcome Forum for Employees which is aimed at welcoming staff and presenting the previous year's results and the new features for the coming season. During the last forum, the money raised by employees in Teaming charity activities was presented to the foundation. To end the event all employees were invited to a meal at La Cantina restaurant.





PortAventura World promotes the community spirit amongst employees, and launched the following initiatives in 2016:

- **Blood donation campaigns** in which all participants received a free invitation to PortAventura Park. A total of 258 donations were registered.
- **The PortAventura Foundation Charity Run** with a special entry price for participating employees, as well as a free month in the Sports training room and entry into the prize draw for a one-night hotel stay in Andorra.
- **"No child without a moustache"** campaign promoted by "la Caixa" in collaboration with the Spanish Federation of Food Banks (FESBAL) to contribute to the collection of milk for children in vulnerable situations.
- **PortAventura Foundation Charity Dinner** at a special price for attending employees.
- **Excursion open** to employees to attend the Christmas lights switch-on at the Sant Joan de Déu Hospital.
- Spanish Red Cross **toy collection campaign**.
- **Teaming project** through which employees can present charity initiatives and voluntarily donate 1 Euro from their payslip to this programme.

## Youth employment support

PortAventura World's demonstrated support for student recruitment led to signing cooperation agreements in 2016 with more than twenty universities and colleges: Universitat Rovira i Virgili, Universitat Pompeu Fabra, Universitat Autònoma de Barcelona, Institut Obert de Catalunya, ESADE, Escola Hoteleria i Turisme de Cambrils, Col·legi Française de Reus, and others.

In addition, this year the Occupations for Young People Programme was carried out, aimed at qualified or trained but unemployed people between 18 and 30 years old. The programme, subsidised by the Catalan Public Employment Service (SOC), has focused on hospitality and business, and has signed up 20 young people who have been given 100 hours of training in the field.

In 2016 the eleventh **PortAventura Awards for the best academic career in tourism** was held at the **Rovira i Virgili University (URV)**. The aim of the award is to publicly acknowledge the excellence of students in the URV Diploma in Tourism and to enable them to carry out a personal development project promoting the values of initiative, competence, leadership, responsibility and commitment.

*69 Internships:  
student placements in 2016*







### Respect for equality and diversity

Gender equality is a reality at PortAventura World, and is put into effect and materialises through tools such as the Equal Opportunities Plan, the protocol against bullying in the workplace, the use of non-sexist language and the inclusion of the gender perspective in psychosocial risk evaluations.



67%  
Female workforce

#### FIGURES FOR WOMEN IN EACH OF THE THREE EMPLOYEE CATEGORIES:



44%  
Women in executive and area management positions



64%  
Women in supervisory, technical and administrative positions



69%  
Women in operations



55%  
Workforce between 26 and 45 years old

#### WORKFORCE BY GENDER AND AGE GROUP

	>25 years	26-35 years	36-45 years	46-55 years	56-65 years
	141	123	189	100	20
	196	254	403	218	100





*Diversity and multiculturalism make PortAventura World special*



42  
Different nationalities



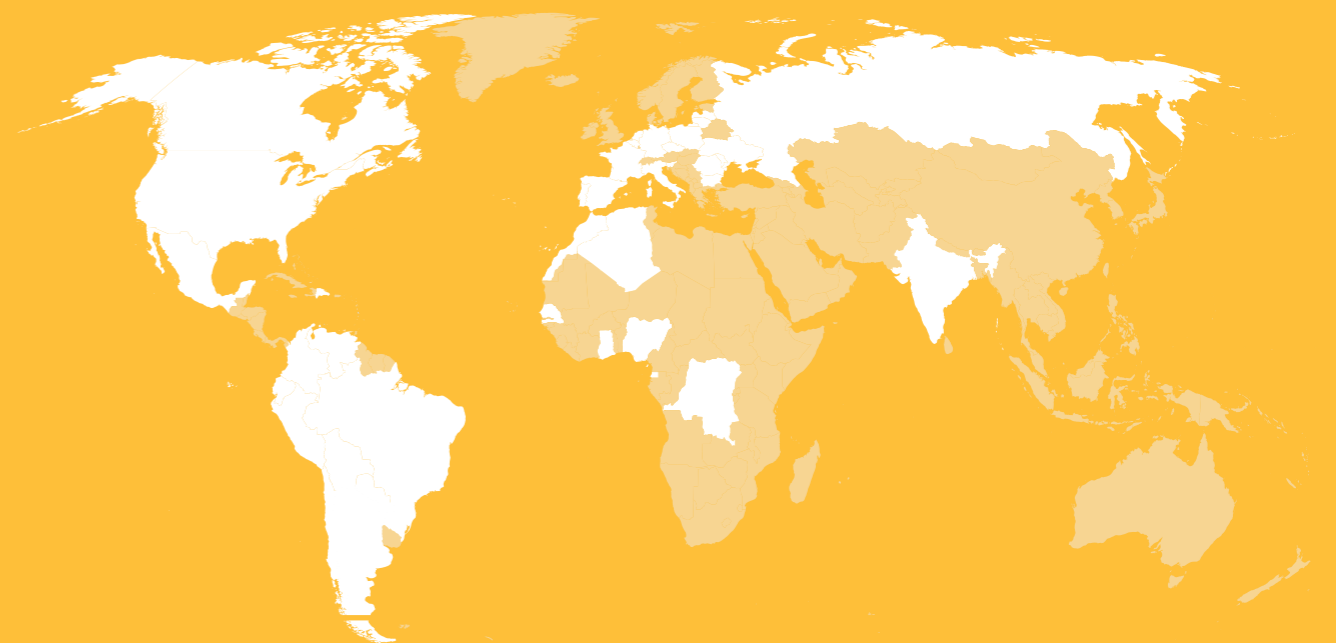
90%  
Spain



10%  
Outside Spain

WORKFORCE BY NATIONALITY (AVERAGE EMPLOYEES THROUGHOUT THE YEAR)

Algeria	3	France	9	Peru	6
Argentina	5	Ghana	1	Poland	1
Belgium	1	Equatorial Guinea	6	Portugal	6
Bolivia	1	Germany	6	Romania	16
Brazil	2	India	1	Russia	7
Bulgaria	6	Holland	1	Senegal	12
Canada	1	Italy	19	Slovenia	2
Chile	3	Latvia	1	Spain	1,576
Colombia	10	Lithuania	1	Ukraine	4
Czech Republic	1	Mexico	1	United States of America	1
Democratic Republic of Congo	1	Moldavia	1	Uruguay	1
Dominican Republic	4	Morocco	40	Venezuela	1
Ecuador	2	Nigeria	1		





## Commitment to integration into the workplace of people with special needs and at risk of social exclusion

Work inclusion is a key theme that PortAventura World has paid especially close attention to. With this aim in mind, we have incorporated people with Down's syndrome of the Tarragona Down's Association into the team, as well as people with other kinds of disabilities. To that end, we have our own methodology for screening candidates with special needs depending on the job, and the skills and competencies required. Then we introduce a welcome plan and provide initial training and supervision, as well as opening up a shared channel of communication with the collaborating centre and/or the family, if necessary.

During 2016 PortAventura World directly employed an average of 30 people with special needs (on average 1.69% of all employees in the workforce). In addition, by contracting services to special employment centres within the region, the percentage of staff with special needs rises to 4.23%.

To this we can add recruitment of victims of gender violence and of 18 people from the "Fem Ocupació per a Joves" programme (between 18 and 30 years old) from the municipalities of Vila-seca and Salou.



# 4.23%

Staff with special needs

## A model for professional growth and learning

Learning and development is one of the key elements to motivate employees and to prepare them for the day-to-day and future challenges of PortAventura World. For this reason we promote continuous professional improvement, taking into account the business model, corporate culture and adaptation to the environment.

### Training adapted to the needs of individuals

For PortAventura World, training is a tool that provides the employee with added value. The training plan aims to ensure that all staff members are adequately prepared to perform the functions and tasks of their current position, as well as expand knowledge and enhance their skills and competencies to take on other jobs within the company.

The training plan is open and dynamic, adapting to the needs of any given moment. It is based on strategic policy, competence management, workplace risk prevention policy and environmental policy. In accordance with the methods used, training can be face-to-face, e-learning or Blended learning. PortAventura World is committed to enhancing e-learning through a specific training platform that enables individual learning to be tracked in a personalised way.







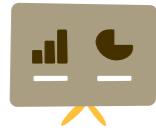
Training, carried out internally or externally, is structured over several categories:

- **Corporate.** Compulsory training given to all employees in accordance with their duties and responsibilities, which includes concepts developed by the company.
- **Technical training.** Compulsory training given to employees in the Operations Department, specifically in the areas of F&B, shops and games and Operations.
- **On-the-job training.** Compulsory training given in the workplace and to all employees in the Operations Department.
- **Workplace safety.** Compulsory training given to all employees, in accordance with their duties and responsibilities, based on Occupational Risk Prevention Law 31/1995.

- **Food safety.** Compulsory training given to all employees in accordance with their duties and responsibilities, based on Regulation (EC) 852/2004 of the European Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs and on the basis of Law 17/2011 of 5 July on food safety and nutrition.
- **Environment.** Based on the fourth principle of action of the Company's Environmental Policy: Educate, train and raise awareness of company personnel at all levels.
- **Professional development.** Personalised training aimed at improving personal and/or technical skills of the participants, and designed and taught using in-house or external resources.
- **Training for team leaders.**

**AVERAGE TRAINING HOURS PER EMPLOYEE, BY GENDER AND EMPLOYEE CATEGORY (H/EMPLOYEE)**

		2016
	Executives and Area managers	25.30
	Supervisors, technicians and administrators	16.54
	Operations staff	7.93
	Executives and Area managers	21.54
	Supervisors, technicians and administrators	15.42
	Operations staff	6.97
		10.32
		8.85



2,702

Employees have received some form of training during the year



80%

Employees trained<sup>1</sup>



25,319

Total training hours



9.37

Average no. of training hours per employee



19%

Training using the e-learning method

(1) Percentage calculated according to the total number of active employees.





## Performance awards and recognition

PortAventura World has implemented a management system for employee performance based on the culture of continuous improvement oriented to success. Based on our company values, we have identified the corporate, technical and team leading skills that employees must have, as well as the behaviours that are considered outstanding and that guarantee the level of quality expected. In addition, the company sets general and functional objectives within the framework of a management system, associating these targets with a variable percentage of remuneration.

PortAventura World awards employee commitment and motivation through initiatives such as the Best Unit Award, aimed at level B employees (managers) and levels C to G employees of Sales areas (shops, games and restaurants), and the Employee of the Quarter Award, given to employees working in the areas of operations, shows and hotel receptions.



15%

Average employees during the year subject to the target management system

*106 awards with cash prizes received by managers and personnel of the winning units*

*321 shop and restaurant vouchers and 148 hotel nights given out*

At the same time, the team leaders themselves reward those people who stand out for putting into practice the values of PortAventura World and actively contribute to the achievement of the company's objectives, through

"quality cards". In 2016, 253 cards were handed out; these cards can be redeemed for two tickets to PortAventura Park, for one night in a resort hotel or for 35 Euros in discount vouchers for the resort's shops or restaurants.





## Culture of prevention in occupational health and safety

PortAventura World has implemented a management system for prevention in the workplace at all levels and business areas. For this purpose, there is a Prevention Plan in place which includes the Occupational risk prevention policy as well as the resources and organisational structure necessary for its implementation. (G4-LA5) The annual objectives are defined on the basis of the strategies that, in matters of health and safety, are prioritised by the Management Committee, with the advice of the Prevention Service, after consultation and participation by the Prevention Delegates and presented to the Health and Safety Committee (joint and umbrella organisation made up of seven prevention representatives and seven company representatives appointed by the management).

Within the workplace prevention and safety management system, different actions are carried out that are integrated into the annual programme of activities implemented. In 2016 there were a total of 119 emergency drills, 4093 scheduled inspections, 125 internal health and safety audits, 130 risk assessments, 296 technical reports (noise, heat stress, lighting, ergonomics and psychosocial studies), and 138 courses in occupational hazard prevention. In addition to this, the medical service has dealt with 1095 medical examinations, 1139 medical consultations, 5 vaccinations and 258 queries regarding exemptions.

The Prevention Service carries out a monthly assessment of workplace accidents by analysing these indicators, and prepares an annual report that is made available to the Health and Safety Committee, in order to evaluate the effectiveness of the system and establish plans for improvement.



16.78

Frequency index<sup>1</sup>



2.825

Incident index<sup>2</sup>



0.49

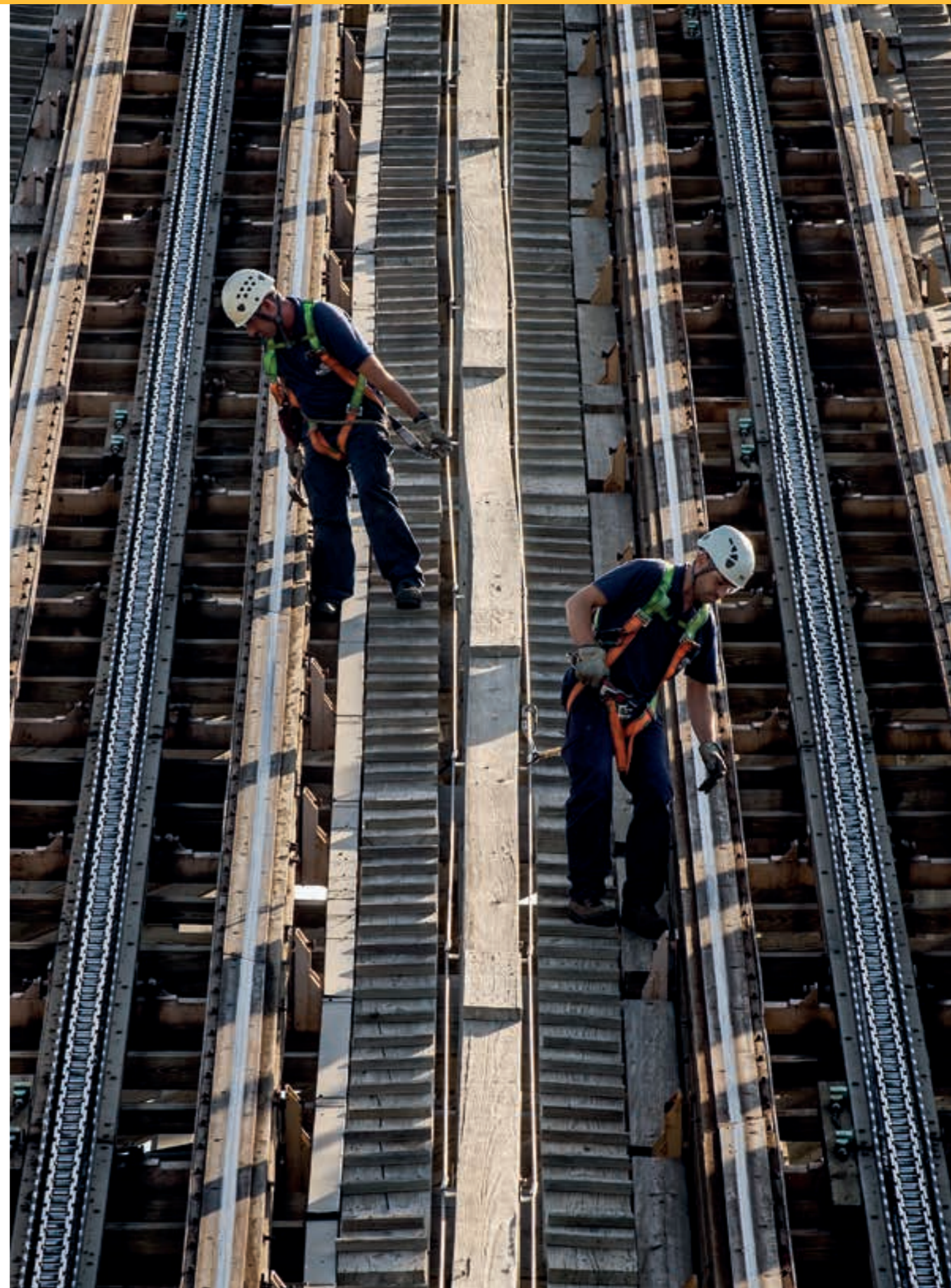
Severity index<sup>3</sup>



3.51%

Rate of absenteeism<sup>4</sup>

(1) Represents the number of accidents per million work hours.  
 (2) Represents the number of accidents resulting in time off work, per 100,000 people exposed.  
 (3) Represents the number of working days lost per thousand work hours.  
 (4) The absenteeism rate includes work accidents, including *in itinere* accidents, and temporary disabilities due to common and prolonged illnesses.



*For the third consecutive year PortAventura World does not appear in the Generalitat de Catalunya's list of companies considered to have high accident rates*



## “Portaventura e-healthy” programme

PortAventura World aspires to be a healthy company where employees and management are actively involved in the implementation of a process of continuous improvement to protect and promote health and well-being in the workplace.

Launched in 2016, the “PortAventura e-Healthy” programme is aimed at promoting healthy habits among employees. Its objectives are to:

- **Raise Awareness.** Highlight the importance of taking care of a person’s health and well-being.
- **Offer Options.** Make different actions, services and facilities available to our employees that allow them to develop healthy habits.
- **Promote and Inspire.** Encourage and consolidate healthy habits amongst employees.



1,091  
Participating employees



5,912  
Employees taking part in the different activities<sup>1</sup>

(1) One employee can attend multiple activities.



Structured over 2 four-month periods, in 2016 the programme offered many healthy activities. In addition, several articles on healthy habits were published in *Acció* magazine.

- **Second edition of the Fifty-Fifty Programme.** Held in collaboration with the SHE Foundation, its objective is to improve the health of adults by modifying their habits. It is especially aimed at people who have one or more cardiovascular risk factors. The role of Health Promoter is carried out by an occupational health physician specialising in healthy habits who performs the training and personalised follow-ups.



60  
Participants



6  
Training workshops



285  
Consultations with the Health Promoter

- **Continuity of the campaign to raise awareness of cholesterol levels.** Promoted by the Prevention Service with the support of Danone. Participants who were found to have high cholesterol levels were given guidelines to follow for a period of 21 days to reduce these levels, which included taking 21 units of Danacol that were handed out free of charge.
- **“Every step counts” campaign.** The aim of this campaign is to promote physical activity amongst employees and prevent sedentary lifestyles. All participants received a free pedometer.
- **Healthy habits workshops.** Different workshops on stretching and healthy habits (vegetarian and vegan food, healthy eating in the workplace, general awareness and stretching, lumbar stretching, etc.), as well as two talks with experts (“Nutrition and bone health” and “Dieting and Nutrition”). In addition, 5 days of Workshop Experiences were held (practical sessions on healthy eating in the employee canteen).
- **Day of fruit and healthy biscuits.** More than 4850 pieces of fruit and 1766 bags of biscuits were given out.
- **Sports training room.** The range of classes has been increased.
- **Health Promoter.** A counselling service on healthy habits has been set up.



159  
Participants in the Sports training room





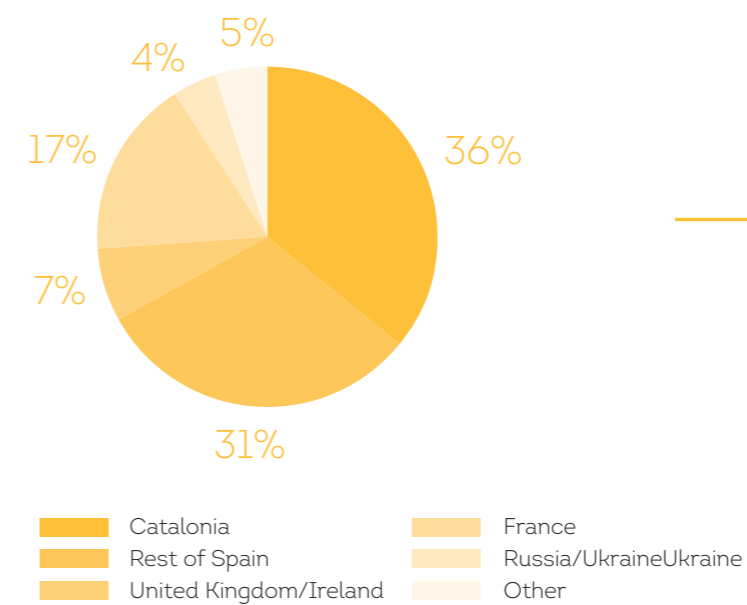
# A comprehensive destination with unique experiences for customers



## A broad offer to suit different customer profiles

PortAventura World has followed a long-term development strategy that has led it to become the complete resort that it is today: a comprehensive holiday and family leisure destination with a clear international projection.

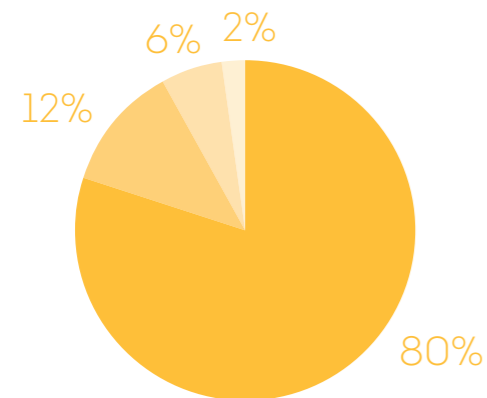
ORIGIN OF VISITS TO PORTAVENTURA WORLD IN 2016



**33%**  
International visits to PortAventura World



**PORTAVENTURA WORLD  
CUSTOMER PROFILE IN 2016**



- Families
- Friends
- Schools
- Other



**80%**  
Family visits to  
PortAventura World

**More activity at the Convention Centre**

Covering an area of over 13,000m<sup>2</sup>, PortAventura World has one of the largest convention centres in Spain. Some of the companies that held their events at the Convention Centre in 2016, in an international context, are Luxottica, Veritas, HP, Johnson & Johnson, Red Hat and Coca-Cola, and in a national context, Kids & Us, Tupperware, 3M, Dex Iberica and Activa Shops.

In 2016, the PortAventura Business & Events activity was completed with the 52nd edition of the RACC Catalunya - Costa Daurada Rally, which is already in its 12th year at the PortAventura World facilities (from 2005 to 2008 at Hotel PortAventura and from 2009 to 2016 at the Convention Centre).



**72,461**  
Attendees at the  
Convention Centre  
(-11% compared to  
2015)



**226**  
Events held at  
PortAventura  
World (+20%  
compared to 2015)



**€9.5 million**  
Turnover  
(+8% compared to 2015)

*PortAventura World has been awarded Family Tourism Destination certification by the Catalonia Tourist Board, which rates commitment to quality and specialist attention to families*



In 2015, PortAventura World increased its number of visits compared to the previous season, with 3.9 million visits, making this the second best figure in its history. In the 2016 season the influx of visits has continued and consolidated a growth trend that is expected to be even greater with the opening of Ferrari Land, which is expected to increase the number of visits by a further million.

New and revitalised shows were also introduced in 2016, notably Revolution - a tribute to women who have revolutionised the history of pop music such as Madonna, Gloria Gaynor and Adele, among others. Other new features include Can Can Show, Country Line Dance, and the PortAventura World show in Mediterrània, with a daily parade ending with a musical show.







### PortAventura World hosts part of the 2016 Special Olympics in Spain

After 20 years, the Special Olympics in Spain returned to Reus thanks to PortAventura World, which was part of the organisation and driving force behind the success of these games. The opening ceremony of the Games took place at the Gran Teatro Imperial in the China Area of PortAventura Park, attended by athletes, relatives and public authorities.

It was the starting gun for a very successful Games. PortAventura Business & Events was responsible for coordinating the reception of 800 participating athletes from 17 autonomous communities and 18 countries, along with 200 trainers, 400 volunteers, 100 medical volunteers and members of the organisation.

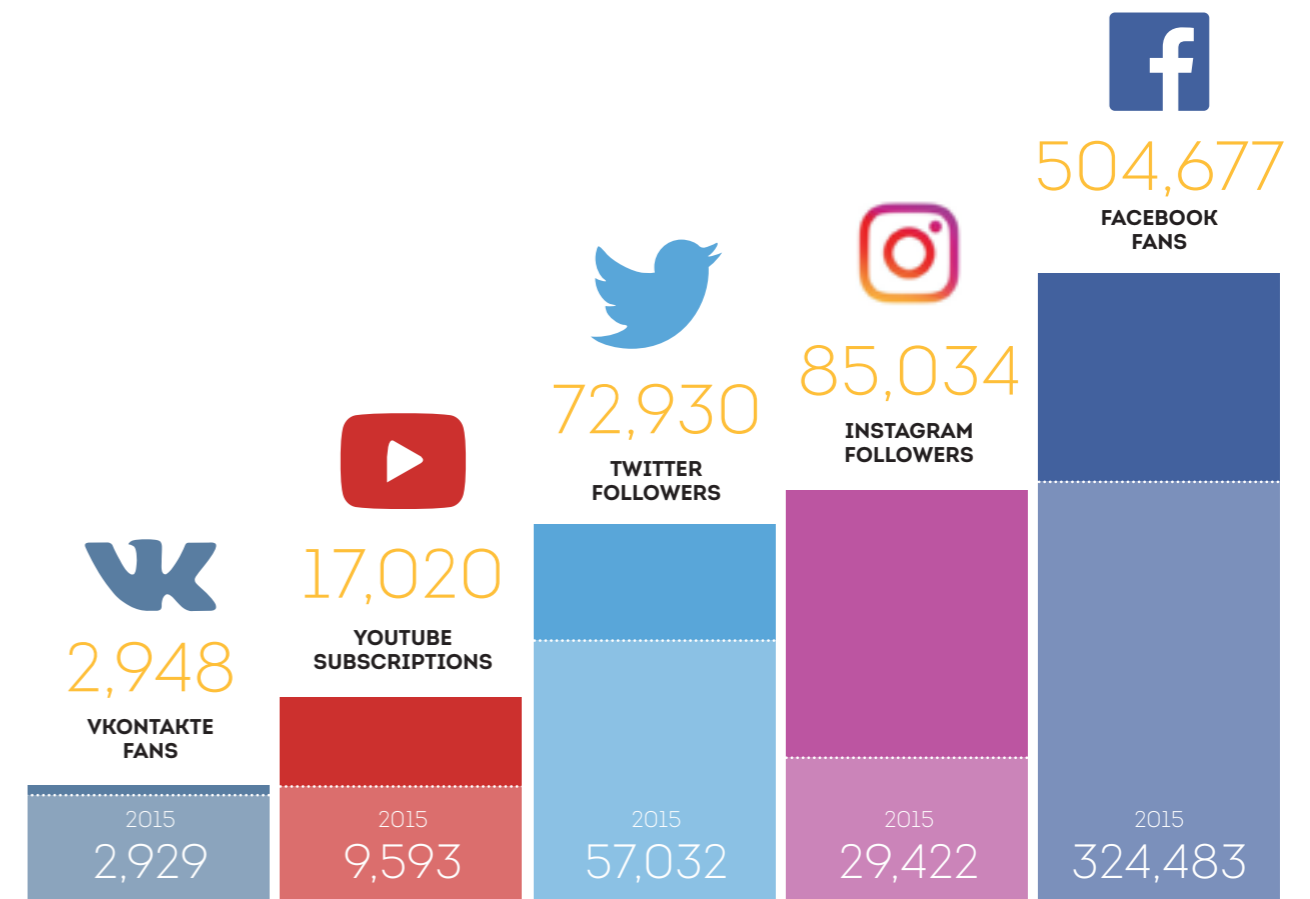
## Always close to the customer

PortAventura World began 2016 with the launch of its new multi-device website that has been completely overhauled in terms of architecture and technology to allow users to enjoy the resort experience from the comfort of their own homes. In addition to simple and visual navigation, the portal allows users to explore and customise the services by applying the latest web and CRM technologies. It has a specific section for the new Ferrari Land park which shows virtual images of future installations. One of the goals for 2017 is to launch a specific Ferrari Land website with information on attractions, shops, shows, restaurants, etc. It will incorporate new features to improve user impact through photos and videos.

Continuing its commitment to digital channels, the launch of a new app will include a map of the resort with a link to Google Maps, which will show rides, shows, shops and hotels, with accurate information obtained through the user's location tracking.

With the aim of improving customer service, the digital projects planned for 2017-2018 will allow payments to be made through smartphones and mobile apps, permit access to the park via mobile, allow wristband top-ups at automatic top-up points, as well as establishing Wi-Fi connection. In 2016, a new means of payment based on contactless wristbands was introduced in Caribe Aquatic Park. These wristbands can be topped up with a certain amount and used to pay at all points of sale in the water park.

In 2016 PortAventura World received more than 11,000 comments on opinion portals, mainly on TripAdvisor. Although the volume of views has increased by 16.5%, there were fewer complaints than in 2015.



**+61% Followers on social networks compared to 2015**



## Commitment to safety excellence

Implementing strict safety measures is one of the top priorities for PortAventura World, and is a key aspect for customer satisfaction. The resort guarantees the safety of the facilities, restaurant services and movement of people by implementing protocols of action to be taken in case of incidents and emergencies, and monitoring and control systems are in place in the parks, hotels, Convention Centre, activities throughout the resort and restaurant services.

Since 1994, the company has had a Safety Area with a structure that guarantees 24-hour safety every day of the year. It is the body in charge of coordinating the relationship between the company and the public safety forces and bodies. Its purpose is to guarantee the protection of people, property, assets, real estate, company business and the normal operation of services. Security guards have been hired from a company that is duly approved in the General Police Directorate's Register of Security Companies for the surveillance of the facilities. In addition, active and passive technical means of protection are in place (against anti-social behaviour, for fire prevention and for protection).

As an advisory body to the Company's Management, the Self-Protection Plan Management Committee is the management body responsible for carrying out the configuration, development and application of the Self-Protection Plan in the facilities managed by PortAventura World.

**A safety investment plan was launched in 2016, and it will continue into 2017**

### SAFETY MEASURES



**Control centre in operation 24 hours a day, 365 days a year**



**More than 400 cameras throughout the resort and controlled by the Control Centre**



**A team of more than 85 full-time employees, including internal and external staff**



**119  
Emergency drills carried out in 2016**



**Safety incidents in the 2016 season**





## Non-stop safety of attractions and facilities

PortAventura World conducts daily reviews and safety and operational inspections of the attractions during the season in which the resort is open. There is also a weekly review of possible incidents (breakdowns) to ensure the measures taken have been appropriate. In addition, PortAventura World hires the services of an independent inspection company that performs the annual non-destructive testing (NDT) of all attractions, as well as annual operational testing and certifications, in strict adherence to all applicable Spanish and European legislation:

- Certification of procedures and maintenance logs for the attraction.
- Random internal audits during daily inspections throughout the season.
- Certification of all attractions on design, construction, installation and maintenance of attractions according to (EN 13814), also includes: PER (Pressure Equipment Regulation) (Bureau Veritas ECA), LVD (Low Voltage Directive) (Bureau Veritas ECA), UNE-60-620 (Gas Installations Regulation) (Bureau Veritas ECA), annual according to CPSR (Chemical Product Storage Regulation) (Bureau Veritas ECA) Angkor and water park, fall protection (lifelines) according to UNE-EN 795 (external companies approved). In addition, PortAventura World is aligning itself with future international regulation ISO 17842 in anticipation of the eventual replacement of the existing EN 13814.
- Initial certification of all attractions carried out by TÜV SÜD before opening to the public (EN 13814).
- Comprehensive annual inspections certified by SGS, an independent entity authorised by the Government. There is a maintenance procedure manual for each attraction certified by SGS.
- Daily inspections carried out according to the maintenance manual and the requirements that come to light during the initial certification. The attraction does not open to the public until all required adjustments, inspections and repairs are carried out.



Another indispensable aspect to guarantee the safety of visits to the park is to offer clear and concise information for the proper use of the attractions, such as restrictions for use at the entrance to each attraction; this information is forwarded by the manufacturer and reviewed and validated by the independent inspection company. All visits are obliged to observe the operational terms and conditions of PortAventura Park and Caribe Aquatic Park.

In addition, PortAventura World, through the figure of the Safety Manager, is part of the European Safety Committee of the International Association of Amusement Parks and Attractions (IAAPA) whose forums deal with normative issues in attraction safety, accident/incident reporting in parks and corresponding actions, accessibility of facilities and employee safety.

## Food safety

PortAventura World meets all food safety and quality regulations, and has control and follow-up systems in place. In 2016, the system of control and management of information on customer allergies and intolerances, both in hotels and parks, was consolidated, and information was reinforced in table service restaurants, where a specific letter is available to inform celiac customers of the allergens present in each dish.

For the next season, implementation is scheduled of the Food Safety Management System according to the ISO 22000 standard, and the Hotel El Paso will be certified in 2018. This will involve standardisation of the control of food safety protocols, in addition to the implementation of a computer system for the control of all the specific and associated documentation, facilitating its compilation and consultation.

In order to ensure the implementation of food safety systems and control and follow-up for continuous improvement, there will be several internal audits (carried out by PortAventura World's own quality personnel) and

external audits (carried out by Baltasar Control, an auditor specialising in the catering sector):

- **Hygiene and sanitation audits** to monitor and assess the degree of implementation of the system of hazard analysis and critical control points (HACCP).
- **Microbial testing** of dishes prepared at the different points of service.
- **Supplier audits** are performed when repeat nonconformities are detected, or when it is suspected that something may not be working in accordance with current health and hygiene regulations. If the minimum results are not obtained in the audit, the supplier is stripped of the official approval previously granted.







## Attention to specific food needs and promoting healthy eating habits

There are references to the healthy Mediterranean diet in the various food outlets in PortAventura World, and the following is on offer:

- *Brain Food*, healthy menu for event attendees
- Vegetarian options
- Fresh fruit and juices in many of the park and hotel restaurants.

This offer is completed with a special menu for people with celiac disease. Specifically, there is the "Eat gluten-free" leaflet containing information on restaurants (table service, buffet and self service) where customers can enjoy products suitable for celiacs. In addition, for people with other allergies and food intolerances, PortAventura World has the "Where to eat" guide with relevant instructions and where to go.

For overnight stays, a form is sent to the customer at the time of booking so that they can inform the hotel of their allergies in advance. A similar form is also available for restaurant reservations, as well as another specific form for bringing food into the park, as there are people with very complicated allergies who really need to be able to bring their own food.

## Merchandising safety

PortAventura World ensures the safety of merchandising items aimed at children beyond current toy legislation, i.e. CE mark and labelling. These controls are applied to all items for children, whether or not they are toys (they are not compulsory on items that are not toys), which means these products are subject to the following safety tests in accordance with European standard 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

PortAventura World receives advice from the AIJU (Technological Institute for Children's Products & Leisure, which specialises in toys, is located in Spain and operates in China).





## Passion for the customer - a corporate value

Surpassing customer expectations with the quality and excellence of the best possible service is a goal pursued year after year by PortAventura World. This commitment stems from one of PortAventura World's corporate values: passion for the customer. Customer satisfaction is therefore crucial to the achievement of this objective.

The purpose of the satisfaction surveys is to identify areas for improvement and evaluate the actions implemented to give a completely tailored response that is related to the needs and expectations of the clients. In addition, the results of these are used internally by different areas of the company, since customer satisfaction is a strategic aspect for PortAventura World.

### CUSTOMER SATISFACTION

	2016
Overall rating for a day in PortAventura Park (score out of 5)	4.22
Overall rating for a day in Caribe Aquatic Park (score out of 5)	4.09
Overall rating for overnight stays in the resort hotels (score out of 5)	4.14
Overall rating for the Convention Centre (score out of 5)	3.98



#### PORTAVENTURA PARK

4.22

(Out of 5)

Overall rating for PortAventura Park, the highest score in the last 10 years

4.34

(Out of 5)

The area given the highest rating by visits is rides

4.16

(Out of 5)

The service provided by employees is the aspect with the third highest rating, out of 20 items analysed

96%

Customers would probably or definitely recommend PortAventura Park to their friends and family

89%

Customers would probably or definitely come back to PortAventura Park

#### HOTELS

4.14

(Out of 5)

Rating for hotels, together with 2013, the best score in recent years

75%

Customers would probably or definitely return to the resort hotels

92%

Customers would probably or definitely recommend our hotel accommodation to their friends and family

#### PORTAVENTURA CONVENTION CENTRE

87%

Customers would probably or definitely recommend PortAventura Convention Centre as an event venue

33%

Customers say that the experience was better than expected



# PortAventura Foundation, the heart of social action



PortAventura World decided to create the Foundation in order to channel and promote the social action that the company previously developed within the corporate responsibility strategy. The Foundation's activities are targeted at improving quality of life for the greatest possible number of children and young people with illnesses, with special abilities and at risk of financial exclusion. There are four main activity types:

- **Charity days in PortAventura Park** to raise awareness amongst our visits and raise funds for other organisations.

- **Own fundraising events** to raise funds to support charity projects.

- **Accessibility to leisure.** The foundation has facilitated access to PortAventura World for more than 23,000 children over the last 5 years.

- **Direct contributions to projects.**

The PortAventura Foundation obtains the necessary resources to carry out their activities mainly from the contributions of PortAventura World, which allocates 0.7% of its annual profits to this cause.



€979  
thousand  
**Contribution to the Foundation from PortAventura World**

€1,4  
million  
**Committed for Foundation purposes<sup>1</sup>**

## INVESTMENT IN SOCIAL ACTION

	2014	2015	2016	
Total contribution (in thousands of Euros)	717	1.160	1.203	
Non-monetary contributions	Amount (thousands of Euros)	547	503	508
	Beneficiaries	175	188	152
Monetary contributions	Amount (thousands of Euros)	170	657 <sup>2</sup>	695 <sup>2</sup>
	Beneficiaries	8	11	10

## DISTRIBUTION OF AID (MONETARY AND NON-MONETARY) BY TYPE OF CAUSE OF THE BENEFICIARY ORGANISATION (THOUSANDS OF EUROS)

	2015	2016
Illness	904	805
Special needs	106	200
Social exclusion	150	198

(1) Includes monetary and non-monetary assistance plus costs applied to charity events.

(2) Increase in monetary contributions due to the half million Euros donated to the Sant Joan de Déu Hospital project (project totalling 3 million Euros)





## Charity days in PortAventura Park



### Heart Day. PortAventura Foundation, SHE Foundation and AACIC - CorAvant (4<sup>th</sup> edition)

A total of 2353 people attended a benefit in PortAventura Park for the SHE Foundation, which envisions a world where children, young people and adults have the ability to act positively on their health. Money raised through tickets to the event was donated to the SI! programme. This will be carried out in various schools. Funds collected for the other beneficiary, AACIC-CorAvant, will go towards providing psycho-social therapy for children and young people with congenital heart disease and their families in order to improve their daily lives.



### Posa't la Gorra. PortAventura Foundation and The Children's Cancer Association for Catalonia (AFANOC) (14<sup>th</sup> edition)

The 10,000 attendees at the event showed that this campaign is firmly established. Once again the money raised was used to maintain services available in the region of Tarragona and fund new projects to improve the La Casa de los Xuklis which provides respite for all families that have to travel from their home towns for treatment in major Barcelona hospitals.



### Gluten-Free Day. Catalonia Celiac Association (9<sup>th</sup> edition)

PortAventura Park welcomed more than 4500 members of the association and their families and friends to enjoy a family fun day featuring gluten-free menus and foods. The aim is also to raise awareness in society about celiac disease.



### Petits Valents. PortAventura Foundation and Sant Joan de Déu Hospital (2<sup>nd</sup> edition)

Coinciding with International Children's Day, around 1000 people celebrated this fun charity day at the PortAventura World facilities, honouring all the brave children who courageously face up to daily life at this paediatric hospital.



### Fent Amics. PortAventura Foundation and Down Catalunya (8<sup>th</sup> edition)

Around 7200 people took part in the charity party that offered participants a day to enjoy the park with family and friends, and to raise funds for the benefit of the seven organisations that comprise Down Catalonia.



### Somriu per la Infància. PortAventura Foundation and Federació d'Entitats d'Atenció i d'Educació a la Infància i l'Adolescència (FEDAIA)

The purpose of the event was to raise awareness in society about the need to ensure equal opportunities in childhood, adolescence and young adulthood. With a special price for tickets to PortAventura Park, the proceeds go to social projects supported by the federation.



## Opening of the children's playground featuring PortAventura World theme areas in the Sant Joan de Déu Hospital

In 2014 the PortAventura Foundation and the Sant Joan de Déu Hospital signed an agreement for the construction of the hospital's new paediatric ICU. Since then, the project continues to advance at a good pace for its inauguration in 2018.

The agreement with Sant Joan de Déu Hospital sought to bring the spirit of PortAventura World closer to the centre by opening a playground that surrounds two of the hospital buildings and is divided into three areas: Mediterrània, Polynèsia and China, where children can play with Woody. The Sesame Street characters also feature inside in the form of figures that children can have fun with as they pass through the hospital.

The PortAventura World mascots also do their part to brighten up the days for children admitted to the hospital. Woody and Sesame Street characters, such as Elmo, Grover and the Cookie Monster, regularly visit the children in their rooms.

In light of the inauguration of the playground, PortAventura World employees have been invited to visit the new facilities of the hospital, in order to strengthen the connection between the Foundation and this group.



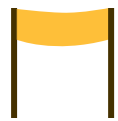
## Own fundraising events

### Charity race. PortAventura Foundation (5<sup>th</sup> edition)

In its fifth year, and with a brand new name, the #FUN RUN PortAventura took in the entire park. Funds raised from entry fees for the different races were donated to the Down Tarragona Association in order to improve inclusion and quality of life for young people with Down's syndrome.

### Golf Tournament. PortAventura Foundation (2<sup>nd</sup> edition)

Held on the Hills Course at the Lumine Golf Club, this event brought together companies and individuals from all sectors. The event raised funds for charity projects run by the Bonanit and Enriqueta Villavecchia Foundations aimed at improving the quality of life for homeless people in Tarragona as well as for ill children and young people and their families.



2,000+

Runners



€20,160

Donation



10,036

Beneficiaries in 2016

## Accessibility to leisure

This is carried out directly with centres intended to help and improve the quality of life of children and adolescents up to 18 years old, mostly in the surrounding areas. Special attention is paid to those with programmes aimed at supporting children with serious illness or at risk of social exclusion.

## Direct contributions to projects

### Food Kit, municipality of Vila-seca

The PortAventura Foundation works in partnership with the Department of Social Welfare for Vila-seca. Volunteers put together food kits for families at risk of social exclusion. In 2016 it is estimated that they helped around 80 families every month.

### #GivingTuesday. PortAventura Foundation and Red Cross

This is a campaign to collect toys for children whose families cannot afford them. For two weeks PortAventura World employees joined in the campaign by donating new toys that were neither warlike nor sexist.

### No child without a moustache. PortAventura Foundation and Miquel Group

In favour of the Food Bank, PortAventura World joined "la Caixa" Welfare Fund promoting this milk collection charity cause. The Foundation coordinated the collection in which employees of both PortAventura World and the Miquel Group participated. The donations, distributed by the Food Bank of Tarragona, covered the milk consumption of about 300 children during the summer season.

### Teaming 2016

Through this initiative, PortAventura World offers its employees, and encourages new additions to join in, the

opportunity to voluntarily contribute one Euro of their salary to charity projects. The PortAventura Foundation adds two Euros for every Euro contributed by the employees. Each year, there are two finalist projects which are elected by votes. For this year the beneficiaries were the Catalan Neurofibromatosis Association (ACNefi) and the André Marcio Foundation for people affected by laminopathies. The funds were equally distributed amongst the two beneficiaries for the research on these two minority illnesses.

**2017-2018 Objective:  
Increase employee participation by 3% in Teaming project**

## Charity Dinner. PortAventura Foundation (6<sup>th</sup> edition)

With the PortAventura Convention Centre as the venue, 1200 diners managed to raise the most funds ever from this event, which will be used to improve the quality of life of children and young people dealing with various difficulties: cerebral palsy, learning disabilities, or poverty. The money will be equally distributed amongst the Provincial Cerebral Palsy Association (APPC), the Formació i Treball Foundation and the organisation "Taller Baix Camp".

With the objective of strengthening the connection between PortAventura World employees and the Foundation, the latter paid 50% of the cost of the tickets for staff members.



€85,302

Donation







## ENVIRONMENTAL COMMITMENTS



# Working to protect the environment



For more detailed information on the environmental performance of PortAventura World, consult the 2016 Environmental Declaration online at [www.portaventuraworld.com/environment](http://www.portaventuraworld.com/environment)

## An environmental management system for continuous improvement

Respect for the environment is an inextricable requirement for a company with a sustainable vocation such as PortAventura World, which is reflected in its Environmental Policy and General Environmental Practices, and is integrated into management processes with the following certifications and merits:

- Since 2001, registration with EMAS (Eco Management and Audit Scheme), and since 2008, member of the EMAS Club of Catalonia (G4-15).
- Since 2003, environmental management standard for the hotels from the Department of Environment and Housing of the Generalitat de Catalunya.
- Since 2007, ISO 14001/2004 certification.
- Since 2009, Travelife sustainability system: sustainable tourism in hotels.

Environmental management at PortAventura World works across the entire company and is the responsibility of the following bodies:

- Management Committee, heads and area managers, who take decisions regarding environmental management of the Resort, following the advice of the Environmental Management System (EMS) representative.
- Environmental Management System (EMS) representative, an executive that acts as a liaison with the Management Committee.
- Environmental Committee or Equip Verd, a work group that comprises one member from each PortAventura World department. Its functions are to lead environmental initiatives, enforce compliance with management systems and implemented regulations, monitor results achieved and set new goals. This committee meets every three months and reports to the Management Committee.

PortAventura World carries out environmental audits periodically, these being the management tool that includes a systematic and objective evaluation of the effectiveness of the organisation, the management system and the environmental protection procedures.

6

Internal audits

3

External audits





MAIN ENVIRONMENTAL IMPACT



Consumption of WATER  
Consumption of ENERGY  
Consumption of MATERIALS



Generation of WASTES  
Generation of WASTEWATER



EMISSIONS into the atmosphere



Effect on BIODIVERSITY

## Sharing the environmental commitment

PortAventura World is proactive in raising environmental awareness amongst visits and employees through the development of environmental training and communication actions targeted at these groups.

**Targeted at visits**

- Communication of our Corporate Responsibility commitment through the internal TV channels in our hotels.
- New recycling bins inside Hotel PortAventura and Hotel Gold River.
- Inclusion of informative messages on tablecloths in self-service restaurants and in hotel welcome leaflets.
- Placement of a totem in hotel buffets featuring a picture of the Sesame Street character Oscar and messages about wasting food, encouraging our younger hotel guests to share in this initiative.

**Targeted at employees**

- Start-up of the E-payroll service for e-mailing of payslips.
- Communication of the commitment to the United Nations Sustainable Development Goals, of environmental recognitions and certifications, and the launch of the Corporate Responsibility Committee.
- Publication of corporate documents on the environment and dissemination of PortAventura World's Good Environmental Practices manual and Corporate Responsibility Infographics.

- Training platform as alternative technology that is respectful of the environment.
- New training plan.
- Incorporation into the initial corporate training/orientation of the section "Commitments to the Environment".
- Awareness-raising communications based on environmentally relevant dates (e.g. International Water Day) and on food waste (posters in staff canteens with the slogan "Eating well is not wasteful").

**Advances in sustainable events**

In 2016 PortAventura Business & Events worked on the development of a Convention Centre Sustainable Events Handbook that will detail the services that clients can contract if they opt for an environmentally responsible event. In addition, all Convention Centre, hotel and theme park facilities are set up to reduce CO2 emissions and to prevent, minimise and recycle waste. Other measures that contribute to the sustainability of events are the use of recycled and reusable materials, low-energy lighting, digital documentation, integration into the environment with planting of native species and the preparation of menus (Brain Food) based on organic and local products.

## Efficient control and optimisation of resource consumption

### Water

Water consumption is one of the main environmental impacts of PortAventura World, as well as being a fundamental resource for the operation and theming of the resort. The objective is to control and reduce consumption through measures such as tightness tests, automatic irrigation in the parks, plumbing fitted with saving systems and checking for potential leaks.



21%

**Decrease in the consumption of water used for recreation and swimming for every 1000 room nights compared to 2015**

**Main actions for improvement 2016**

- Installation of micro-diffusion devices in bathroom taps situated in the Mediterrània area of PortAventura Park to reduce flow.
- Installation of automated meters to measure the consumption of drinking water in the hotels: Hotel PortAventura, Hotel Gold River, Hotel El Paso and Hotel Caribe in order to increase the control on consumption.







14%

**Decrease in the consumption of water for human use per 1000 visits in PortAventura Park and Caribe Aquatic Park compared to 2015**

**ANNUAL WATER CONSUMPTION BY SOURCE AND USE (m<sup>3</sup>)**

	2014	2015	2016
<b>Water coming from the municipal mains supply</b>	<b>759,802</b>	<b>786,395</b>	<b>768,652</b>
Water for human consumption (used in restaurants, toilets, for personal hygiene, cleaning etc.)	440,618	492,730	455,820
PortAventura Park/Caribe Aquatic Park	273,322	324,326	275,969
Hotels	166,444	167,475	179,106
Convention Centre	852	929	745
Water for recreation and/or for swimming	318,663	291,055	311,638
PortAventura Park/Caribe Aquatic Park	195,510	159,195	206,417
Hotels	123,153	131,860	105,221
Water for irrigation <sup>1</sup>	521	2,610	1,194
PortAventura Park/Caribe Aquatic Park	465	1,856	1,040
Hotels	56	754	154
<b>Waste water coming from WWTP</b>	<b>192,880</b>	<b>187,363</b>	<b>265,396</b>
Reclaimed water for irrigation <sup>2</sup>	192,880	187,363	265,396
PortAventura Park/Caribe Aquatic Park	128,864	107,928	170,206
Hotels	59,600	70,293	76,049
Convention Centre	4,416	9,142	19,141
<b>Total</b>	<b>952,682</b>	<b>973,758</b>	<b>1,034,048</b>
<b>Total water consumption in PortAventura World (m<sup>3</sup> per 1000 visits/room nights and year)</b>	<b>0.20</b>	<b>0.20</b>	<b>0.21</b>

The data are taken from direct meter readings.

(1) On occasions the water coming from the WWTP is not suitable for watering parks and gardens, either due to microbiological contamination or salt concentration levels, and it is necessary to use alternative sources to guarantee the survival of vegetation. In this case consumption is totally conditioned by the quality of water sent by Vila-seca and Salou WWTP.

(2) This type of water consists of purified wastewater that has undergone a treatment process, allowing it to be used for certain purposes, such as irrigation. The reclaimed water reused in PortAventura comes from tertiary treatment at the WWTP in Vila-Seca and Salou.

Thanks to the water network that separates waste and storm water, the resort is able to benefit from some of the rain. PortAventura Park's main lake collects almost all of the rainfall in the park.





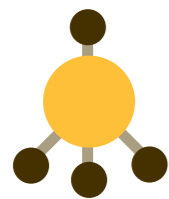
## Energy

PortAventura World is equipped with an energy management system that is controlled by a central computer. This computer centralises programmable automatons (PLCs) responsible for the control of the principle energy consumers distributed throughout the facilities of the park and hotels. The facilities are also equipped with energy-saving resources, thereby reducing our carbon footprint. Some of these resources are energy-saving light bulbs/LED and control of electricity consumption by means of a computer system. Hotels also include a connection key for electricity in the bedrooms, switch-off of the air conditioning when the window is opened, etc.

### 2016 main actions for improvement

- Change lighting to LEDS in Hotel El Paso and the Records de PortAventura shop in Mediterrània
- Installation of presence sensors in park and hotel technical rooms.
- Improvements in lighting and air-conditioning timings through a weekly schedule in restaurants and hotels, as well as in different units (Captain's refuge, The Iron Horse, Jeremias' Food and Hotel Gold River pool area).
- Improvement of the door and window frames in the Records de PortAventura shop in Mediterrània and insulation of the La Cantina roof.

**100% of PortAventura World's electricity supply for 2016 comes from renewable energy sources without CO<sub>2</sub> emissions, Guarantee of Origin (GoO)**



13%

**Decrease in the consumption of natural gas per 1000 visits in PortAventura Park and Caribe Aquatic Park compared to 2015**



8%

**Decrease in the consumption of electricity per 1000 visits in the Convention Centre compared to 2015**







## ANNUAL ENERGY CONSUMPTION (MWh)

	2014	2015	2016
<b>Electricity</b>	<b>35,023</b>	<b>36,682</b>	<b>36,211</b>
PortAventura Park/Caribe Aquatic Park	22,102	22,341	22,223
Hotels	11,181	12,634	12,584
Convention Centre	1,740	1,707	1,405
<b>Natural gas</b>	<b>7,153</b>	<b>7,817</b>	<b>8,544</b>
PortAventura Park/Caribe Aquatic Park	1,861	1,950	1,670
Hotels	5,275	5,844	6,849
Convention Centre	17	23	24
<b>Other</b>	<b>1,277</b>	<b>1,354</b>	<b>1,116</b>
Fuels	1,129	1,290	1,032
Propane gas	148	64	84
<b>Total</b>	<b>43,453</b>	<b>45,853</b>	<b>45,871</b>

## ANNUAL ENERGY CONSUMPTION (MWh per 1000 visits/room nights and year)

	2014	2015	2016
<b>Electricity</b>	<b>7.46</b>	<b>7.36</b>	<b>7.32</b>
PortAventura Park/Caribe Aquatic Park	5.95	5.67	5.70
Hotels	12.20	13.13	12.88
Convention Centre	26.97	20.99	19.39
<b>Natural gas</b>	<b>1.52</b>	<b>1.57</b>	<b>1.73</b>
PortAventura Park/Caribe Aquatic Park	0.50	0.49	0.43
Hotels	5.75	6.07	7.01
Convention Centre	0.26	0.28	0.33
<b>Total</b>	<b>8.98</b>	<b>8.93</b>	<b>9.05</b>

In order to promote sustainable mobility within the resort, four electric buggies were acquired for internal transportation in 2016, and subcontractors have been encouraged

to use electric vehicles through the provision of free electric energy at the charging points.



# Energy recovery from waste and wastewater quality

## Waste

Since its opening, PortAventura World has gradually increased the quantity of waste fractions segregated at source. As part of the objective to minimise waste generation, we are working with contractors and our own staff in regard to recycling and the proper use of work materials. Waste recovery is the main route for waste management, preferable to treatment or landfills.

### Main actions for improvement 2016

- Change in the packaging of cleaning products in the food and beverage area to bag in box, thus reducing the volume of contaminated packaging waste.
- Reuse of materials by donating obsolete materials to social organisations (e.g. material from the replacement of furniture in our hotels).
- Improve the identification of waste bins to facilitate sorting of waste by visits.
- Reduction of organic waste from food wastage through awareness actions targeted at visits and employees.
- Reduction of cooking fat waste by improving the process for collecting this waste, separating the residual fats from the water as much as possible.

### AMOUNT OF WASTE GENERATED (t)

	2014	2015	2016
Non-hazardous waste	3,447	3,557	3,522
Hazardous waste	25	49	23
<b>Total</b>	<b>3,472</b>	<b>3,606</b>	<b>3,545</b>

**2017 Objective:**  
**Reduce the overall amount of waste generated on site (T/ million visitors) by 0.5% per year across all of the facilities**

### METHODS OF WASTE MANAGEMENT

	2016
Management through a collection and transfer centre	1.85%
Composting	15.04%
Recycling of paper and cardboard	11.52%
Recycling and recovery of metals and metal compounds	2.62%
Recycling of glass	2.16%
Recycling of plastics	52.05%
Deposit of inert waste	4.53%
Use in construction	4.42%
Recycling and reuse of wood	2.95%
Regeneration of solvents	0.02%
Recovery of food products	0.75%
Deposit of non-special waste	1.35%
Physicochemical and biological treatment	0.54%
Recovery of cables	0.16%
Regeneration of mineral oils	0.05%

Although the amounts of hazardous and non-hazardous waste have not changed, in 2016 there was actually a decrease of 53% in the amount of hazardous waste generated compared to 2015.

## Wastewater

Practically 100% of water used for human consumption in PortAventura World becomes wastewater. Regarding the water used for recreational use and swimming, only a small percentage drains away as wastewater after washing of the filters.

All wastewater generated in the resort is conducted via a network of drains connected to the Wastewater Treatment Plant (WWTP) in Vila-seca and Salou where the water undergoes tertiary treatment in order to reclaim it so that it can be used for irrigation within the resort, and even for some of Vila-seca's municipal parks and gardens. Every three months, voluntary internal checks are carried out on the quality of water discharged, providing data that allows improvements to be made if necessary.



**0.72tn**  
 Waste generated per 1000 visits

**39**  
 Fractions of segregated waste

**1.7%**  
 Reduction in total waste generated compared to 2015

**53%**  
 Reduction in hazardous waste generated compared to 2015

**93%**  
 Waste recovered





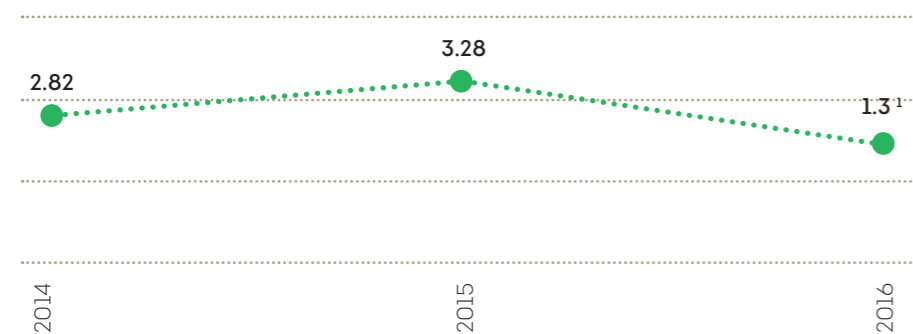
## Controlling our carbon footprint and mitigating climate change

Although the activities performed at PortAventura World do not generate significant atmospheric emissions, their contribution to global warming, mainly caused by the consumption of resources, is kept under control. Pollution emission measurements are carried out every three years on diesel locomotives, natural gas heating and/or hot water boilers, carpentry and painting. In the case of motor vehicles and

the combustion of natural gas in Templo del Fuego and Fiesta Aventura, these are diffuse emissions and are managed by controlling consumption.

Since 2008, PortAventura World has been calculating its carbon footprint, in recent years expanding the emissions categorised as scope 3.

**ANNUAL GREENHOUSE GAS EMISSIONS**  
(t of CO<sub>2</sub> per 1.000 visits/room nights and year)



(1) In 2016, indirect emissions associated with electricity consumption were 0 tonnes CO<sub>2</sub>/kWh because 100% of the supply came exclusively from renewable sources without CO<sub>2</sub> emissions, Guarantee of Origin (GoO). Sources: In order to calculate estimated greenhouse gas emissions expressed in tonnes of CO<sub>2</sub>, fugitive emissions of fluorinated gases from refrigeration equipment, emis-

sions from transportation of own fleet and fuel combustion (direct emissions - scope 1), electricity consumption (indirect emissions - scope 2) and municipal waste management and consumption of drinking water have all been taken into account for 2015 and 2016 (other indirect emissions - scope 3). March 2017 version of the 'Practical guide to calculating greenhouse gas (GHG) emissions'.

**To reduce its carbon footprint PortAventura World consumes electricity from renewable energy sources without CO<sub>2</sub> emissions (Guarantee of Origin)**

## Species protection and conservation awareness and involvement

Following the expansion of the zoo area to zoological park in 2014, PortAventura World contributes more actively to the conservation and raising awareness of biodiversity. Focusing on birds, in addition to developing actions to disseminate the biodiversity of birds that are part of the show *Aves del Paraíso* performed in our facilities, we also

collaborate with the Barcelona Zoo Foundation in the development of joint conservation and research projects in regard to these species. The 2014 project for the conservation of Guan Alablanco in Peru and the project for the conservation of the bearded vulture in 2015 and 2016 took place within the framework of this collaboration.

### *Involvement with the Corsican bearded vulture population conservation project*

The bearded vulture (*Gypaetus barbatus*) is a species that, both in France and throughout Europe, has been listed in the most critical category and classified as endangered. In this context a project is underway to prevent the disappearance of one of the last native European populations that is found on the island of Corsica. To do this the project consists of six essential points:

1. Increase the reproductive success of the wild population with supplementary feeding
2. Incorporate Corsican specimens into the European Endangered Species Programme (EEP)

3. Further release of chicks coming from the EEP
4. Monitoring of the wild population using GPS tagging
5. Improvement of natural trophic resources, promoting extensive livestock raising and increasing mouflon population through captive breeding.
6. Outreach and awareness campaign aimed at the local population to make the general public aware of the importance of the conservation of the bearded vulture in Corsica.



**SPECIES INCLUDED IN THE RED LIST  
OF THE INTERNATIONAL UNION FOR  
THE CONSERVATION OF NATURE (2016)**

Common Name	Scientific Name	Family	Level of extinction of the species
Yellow-headed Amazon parrot	<i>Amazona auropalliata</i>	Psittacidae	Vulnerable
Blue-and-yellow macaw	<i>Ara ararauna</i>	Psittacidae	Least concern
Red-and-green macaw	<i>Ara chloropterus</i>	Psittacidae	Least concern
Sun parakeet	<i>Aratinga solstitialis</i>	Psittacidae	Endangered
Black-crowned crane	<i>Balearica pavonina</i>	Gruidae	Vulnerable
Sulphur-crested cockatoo	<i>Cacatua galerita</i>	Cacatuidae	Least concern
Southern cassowary	<i>Casuarius casuarius</i>	Casuariidae	Vulnerable
Silvery-cheeked hornbill	<i>Bycanistes brevis</i>	Bucerotidae	Least concern
Laughing kookaburra	<i>Dacelo novaeguineae</i>	Alcedinidae	Least concern
Eclectus parrot	<i>Eclectus roratus</i>	Psittacidae	Least concern
Galah	<i>Eolophus roseicapilla</i>	Cacatuidae	Least concern
Marabou stork	<i>Leptoptilos crumeniferus</i>	Ciconiidae	Least concern
Harris's hawk	<i>Parabuteo unicinctus</i>	Accipitridae	Least concern
King vulture	<i>Sarcoramphus papa</i>	Cathartidae	Least concern
White-cheeked turaco	<i>Tauraco leucotis</i>	Musophagidae	Least concern







# GOVERNANCE COMMITMENTS



# Expansion and profitability to guarantee business durability



## Growth with positive economic impact

The 2016 financial year was marked by continuous improvements in the economic and financial environment at a national level, and positive behaviour in international markets, with a notable increase in visits from the British and French markets and a strong upturn of the domestic market. In this way, the PortAventura Group has managed to improve on its main economic-financial and business indicators compared to 2015.

*PortAventura World adapts to the new International Financial Reporting Standards (IFRS)*

*In 2016 PortAventura World surpasses 200 million Euros of turnover for the first time*

### KEY FIGURES (THOUSANDS OF EUROS)

	2014	2015	2016
<b>Balance sheet figures</b>			
Non-current assets	913,867	934,196	968,483
Current assets	31,939	19,802	27,320
Equity and liabilities	945,806	953,998	995,803
Current and non-current liabilities	500,990	492,577	515,062
<b>Income statement results</b>			
Equivalent turnover	194,682	191,160	203,055

Note: The data for 2014 and 2015 have been restated due to adaptation to the new International Financial Reporting Standards (NIFF).

+6%

Income from parks compared to 2015

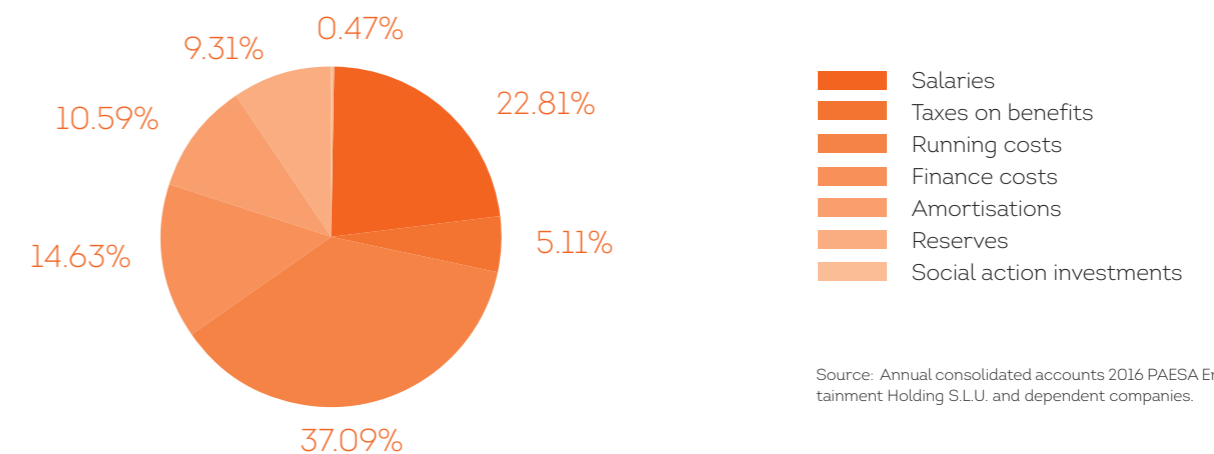
+9%

Income from hotels compared to 2015

+8%

Events business sales compared to 2015

### ADDED VALUE STATEMENT 2016



Source: Annual consolidated accounts 2016 PAESA Entertainment Holding S.L.U. and dependent companies.



## New future projects and investments

PortAventura World follows an expansion strategy with significant investments to improve its offer for visits. At the same time, it is committed to internationalisation with a growing influx of visits from several European countries. Open around 300 days a year, the Convention Centre will undergo significant growth during the low season months due to the influence of Ferrari Land.

The opening of Ferrari Land will accelerate this growth, given that it will generate an increase of about one million visits with longer stays at the resort. The objectives are to attract families and be a point of reference for a new segment of the market: fans of Formula 1. The new park has an important role in the internationalisation of the resort as a magnet for visits from European countries such as Italy, the UK and Ireland.

*Ferrari Land will consolidate PortAventura World's position as a leading holiday destination worldwide with the offer of three theme parks in one resort*



## Reuving up for Ferrari Land's grand opening

Ferrari Land has been designed so that visits are able to experience the true excitement of the Ferrari legend. The new park, with an area of 70,000 m<sup>2</sup>, will have 11 attractions designed for the whole family, with a hefty dose of technology and adrenaline. In addition to exhilarating rides, visits can enjoy restaurants, shops and shows that all embody the spirit of Ferrari.

Thanks to the careful theming of the park, visits to the resort will be able to experience the spirit of Ferrari Land through its tribute to the excellent Italian artistic heritage that has been reflected in iconic buildings such as the Campanile of Venice, La Scala Theatre of Milan and the Colosseum of Rome. The park is a tribute to the genius Enzo Ferrari, to the lifestyle he created and to his iconic racing-red cars: symbols of speed, technology and innovation.

The new park will be presided over by the spectacular Ferrari Experience main building, the heart of Ferrari Land, which boasts a replica of the front of the legendary mo-

del LaFerrari. A space where the whole family can enjoy an immersive experience in the two worlds of the Italian brand: of GT and F1, through two highly-innovative and technological attractions.

The F1 experience will be manifested at the Racing Legends attraction, an "Omnimax" theatre with a wrap-around dome, in which visits will feel like real drivers behind the wheel of a powerful Ferrari travelling through the streets of Rome, the world's most famous circuits or futuristic fantasy scenarios. Meanwhile the GT experience comes from Flying Dreams, a "Flying Theatre" attraction that will fly visits around the world aboard a Ferrari GT. Both of these are child-friendly attractions.

Also inside Ferrari Experience, visits will find the Ferrari Gallery, an impressive space where they will enjoy an interactive tour and learn about the history of the legendary Ferrari brand and its racing team.

## EXCITEMENT FOR ALL THE FAMILY

Crowning the skyline of the park, Red Force is the highest and fastest vertical accelerator in Europe. This attraction, with an acceleration reaching 180 km/hour in only 5 seconds and standing at a mighty height of 112 metres, will be a veritable experience for lovers of speed and Formula 1.

Visits will also be able to enjoy the Maranello Grand Race circuit - an unforgettable journey of over 500 metres in one of the Italian firm's GT racing cars. On board this attraction the whole family, especially children, will have the opportunity to experience the excitement of driving a scale reproduction of the legendary 488 Spider. Next to the circuit, we find the Thrill Towers: two towers that resemble giant pistons of a Formula 1 car. Each tower will have its own characteristics and will offer different experiences to those who decide to try them: one is a free-fall tower and the other is bounce-back.

In addition, visits will find Pole Position Challenge: 8 amazing semi-professional simulators to test their expertise as drivers. These simulators are very similar to the ones used by F1 drivers during training and will undoubtedly be one of the attractions that true motor aficionados cannot afford to miss during their visit to Ferrari Land. Besides these, there is another attraction especially designed for younger visits. Seated on a miniature reproduction of a Formula 1 car, on Junior Championship children will be able to experience all the excitement of skidding in an attraction inspired by the traditional "whip".

One of the images that epitomises the F1 team spirit is the wheel change. In the park's Pit Stop Record, two teams compete to be the fastest in changing the 4 wheels of a true-to-scale Formula 1 car. There is also Kids' Podium - a children's play structure where kids are free to experience real and exciting adventures.





### A WIDE RANGE OF SHOPS AND RESTAURANTS

The new park will also have 5 restaurants that will immerse visits in an authentic Italian environment where they can sample delicious dishes from the country's exquisite cuisine. From Ristorante Cavallino - a traditional Italian trattoria inspired by the restaurant in Maranello (headquarters of Ferrari) where you can enjoy the history of the Cavallino Rampante, to Pit Lane - a themed fast food restaurant serving up classic dishes inspired by the legendary Ferrari drivers, or Ice Cream Box - an ice cream parlour with sweet treats from Italy, which keeps the tradition of this world-famous dessert alive.

Visits can also pop into the official Ferrari Land Store to buy the best souvenirs of their time at the park as well as exclusive branded merchandise. A photo opportunity point will also be set up next to the entrance of the vertical accelerator.

Last but not least, Ferrari Land will also host its own entertainment: an acrobatic show with an exclusive BMX exhibition, artistic gymnastics, acrobatic basketball, and varied street entertainment that brightens up visits' walks around the park, with dances and representations of Italian folklore.

***Ferrari Land will be the only Ferrari themed park in Europe until 2030***



# Suppliers committed to our values



## Network of qualified and efficient suppliers

PortAventura World's procurement department covers the operational needs of the theme parks, hotels and the Convention Centre through the acquisition and contracting of products and services. PortAventura World's supply chain encompasses very diverse categories and fields of activity such as construction, machinery and equipment, furniture and fittings, independent professional services, information technology, marketing, advertising and public relations, maintenance services, food and beverages, entertainment and events, supplies, textiles, merchandising and consumables.

PortAventura World, as a company that moves forward in the direction of responsible and efficient management of its supply chain, has a Supplier Portal that only contains the details of suppliers that have been correctly and duly approved according to the evaluation criteria established and contemplated in the following sections of the form:

- Tax and financial information
- Financial and HR management
- Supplier code of ethics and sales techniques
- Environmental and quality management systems
- Corporate responsibility
- Supplier declaration

The correct management of procurement is of vital importance to ensure the overall quality that is offered in the resort. The supplier screening and approval process is managed based on defined criteria that ensure the integration of corporate responsibility driven by the company.

# 27%

**New suppliers evaluated according to environmental practices, employment practices and human rights criteria in 2016**

**2017 Objective:  
To approve 100% of the suppliers with which PortAventura World has commercial relations using environmental and social criteria**





The approval process, which includes acceptance of the Code of Ethics for PortAventura World suppliers and contractors, is an essential requirement to be able to participate in all regulated tender procedures for works, services or supplies contracts in which the principles of public procurement apply, such as transparency, equal treatment and freedom of access. With the intervention and control of Legal Advice and Purchasing, the functions of selection, adjudication, formalisation of contracts and payment of works, services or supplies are kept separate thereby ensuring maximum legal security and ethical compliance throughout the whole process.

In 2016, the first suppliers event, "Dialogue with suppliers", was held at the Convention Centre to bring this group closer to PortAventura World and provide them with first-hand experience of the resort's business strategy. During the workshop, which included 20 participants, the selection and evaluation processes of suppliers based on equity and sustainability were explained, followed by an invitation for questions and feedback from participants to allow suppliers to express any concerns. This is a new channel of communication with the group, and as it was so well received we plan to continue with this new practice by organising at least one meet-up every year.

*In 2016 the internal certification process of all suppliers was mandatory*



1,076  
Suppliers

121,33  
Volume of purchases from suppliers (millions of Euros inc. VAT)

79%  
National suppliers (Spain)

96%  
Suppliers from European countries

91%  
Amount billed by national suppliers (Spain inc. VAT)





## Partnerships with leading, well-known brands

In order to offer visits the best products and services, PortAventura World has a number of different partners: official sponsors (Estrella Damm, Coca-Cola, Frigo, Veri, Fiat, Goldcar and SegurCaixa Adeslas) and official partners (Danone, Ferrero, Chupa Chups, Haribo, Cacaolat, Campofrío, Cutting's, Forno d'Asolo, Torres, Saula, Codorniu and M&M's).



## Suppliers aligned with the corporate responsibility commitments

PortAventura World applies its commitments to sustainability in its commercial relationships with suppliers, promoting its values throughout the supply chain. To this end, it carries out a process of evaluation and approval of

suppliers, as well as health and safety audits in the case of suppliers of food products, and social audits in the case of suppliers of products manufactured in Asia.

### Social audits on Asian manufacturers

In 2016, accredited certifications were expanded to confirm compliance with social audits at supplier factories in Asia (China, Thailand, Bangladesh). Both the auditing companies and accepted certifications are of recognised prestige and a high degree of compliance is required to be accepted.

Likewise, a commercial relationship has not been established with those suppliers whose factories do not reach the minimum grade required, or have refused the performance of this audit.

The social audits carried out by Asia Inspection cover the following key aspects, among other things:

- Hygiene, health and work safety
- Work practices including forced labour, child labour, freedom of association and the right to collective bargaining, discrimination and disciplinary measures
- Working hours and salaries
- Waste management

In order to evaluate these aspects, there are meetings in the factory, visits to the facilities, documents are reviewed and workers are interviewed both individually and in groups.

These social audits are carried out in accordance with internationally recognised social standards, statutes and regulations.



- SA 8000
- SMETA (Sedex)
- ETI (ILC)
- Responsible Jewellery Council (RJC)
- Initiative Clause Sociale (ICS)

In addition, in 2016 the suppliers with registered trademarks (Coca-Cola, Chupa Chups, Desigual, Sony, BIC and Sol's) were asked to send a commitment document as they are responsible for ensuring that the factories in Asia where the articles are produced meet the established social and environmental criteria.

### ACCEPTED CERTIFICATION AND NUMBER OF AUDITS

Asia Inspection	8
SEMEX (SMETA social audit)	7
BSCI	5
ICTI	11
SA8000:2008	3
INTERTEK	3
Brand certifications	6 (Coca-Cola, Chupa Chups, Desigual, Sony, BIC and Sol's)





# GRI-G4 CONTENT INDEX



The following table shows the index of general and specific basic contents of the Global Reporting Initiative (GRI), in accordance with standard G4, for the *In accordance - Core* option.

**General basic contents**

Indicators	Description	Page or direct response	Omissions	Verification	
<b>Strategy and analysis</b>					
G4-1	Statement from the most senior head of the organisation.	8-9		•	
<b>Profile of the organisation</b>					
G4-3	Name of the organisation.	5, 16		•	
G4-4	Major brands, products and services.	16		•	
G4-5	Location of organisation's headquarters.	Avda. Alcalde Pere Molas, km 2 43480, Vila-seca, Tarragona		•	
G4-6	Number of countries in which the organisation operates.	16		•	
G4-7	Nature of ownership and legal form.	5		•	
G4-8	Markets served.	61		•	
G4-9	Scale of the organisation.	12-13, 17, 41, 63, 101		•	
			2014	2015	2016
	Millions of visits to the parks <sup>1</sup>		3,819,474	3,940,444	3,896,901
	PortAventura Park		3,494,998	3,499,375	3,528,908
	Caribe Aquatic Park		324,476	313,831	367,993
	International visits		36%	33%	33%
	Rooms occupied		323,723	334,409	337,219
	(1) Includes Cirque du Soleil spectators in 2014 and 2015. This show was not performed in 2016.				
	<b>Convention Centre</b>		2014	2015	2016
	Participants:		64,536	81,352	72,461
	Events held		154	184	226

Indicators	Description	Page or direct response	Omissions	Verification		
G4-10	Total number of employees.	41		•		
	<b>Size of the workforce (as at 31 December)</b>		2014	2015	2016	
	Own staff		1,448	1,439	1,490	
	Male		490	499	519	
	Female		958	940	971	
	External staff		347	388	319	
	NB: The PortAventura Foundation, a separate entity to PortAventura World, has an employee on the workforce. This person has a managerial role, with a full-time, permanent employment contract. The data presented in the following tables do not include the Foundation employee.					
	<b>Workforce according to contract and employment type (as at 31 December)</b>		Contract		Employment Type	
	2014	Male	Permanent	336	Full-time	443
		Female		723		751
		Male	Temporary	154	Part-time	47
		Female		235		207
	2015	Male	Permanent	351	Full-time	452
		Female		732		742
		Male	Temporary	148	Part-time	47
		Female		208		198
	2016	Male	Permanent	383	Full-time	464
		Female		737		741
		Male	Temporary	136	Part-time	55
		Female				
	<b>Workforce according to employment type (as at 31 December)</b>		2014	2015	2016	
	Area managers and executives		33	33	33	
	Male		19	18	20	
	Female		14	15	15	
	Supervisors, technicians and administrators		480	482	495	
	Male		172	167	176	
	Female		308	315	319	
	Operations staff		935	924	960	
	Male		299	314	226	
	Female		636	610	638	
G4-11	Percentage of employees covered by collective bargaining agreements.	41				



Indicators	Description	Page or direct response	Omissions	Verification																																																																																																												
G4-12	Organisation's supply chain.	106-111 <b>2016 distribution of suppliers according to country of origin</b>		●																																																																																																												
		<table border="1"> <thead> <tr> <th>Europe</th> <th>1,038</th> <th>Asia and Oceania</th> <th>12</th> <th>Africa</th> <th>2</th> </tr> </thead> <tbody> <tr> <td>Spain</td> <td>849</td> <td>China</td> <td>2</td> <td>United Arab Emirates</td> <td>1</td> </tr> <tr> <td>Germany</td> <td>30</td> <td>Hong Kong</td> <td>6</td> <td>Middle East</td> <td>1</td> </tr> <tr> <td>Belgium</td> <td>7</td> <td>Indonesia</td> <td>1</td> <td><b>America</b></td> <td><b>24</b></td> </tr> <tr> <td>Denmark</td> <td>1</td> <td>New Zealand</td> <td>1</td> <td>Mexico</td> <td>1</td> </tr> <tr> <td>France</td> <td>31</td> <td>Russia</td> <td>2</td> <td>United States</td> <td>22</td> </tr> <tr> <td>Holland</td> <td>7</td> <td></td> <td></td> <td>Canada</td> <td>1</td> </tr> <tr> <td>United Kingdom</td> <td>57</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Ireland</td> <td>9</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Italy</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Liechtenstein</td> <td>2</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Portugal</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Czech Republic</td> <td>2</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Switzerland</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Malta</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Poland</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sweden</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Jersey</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Europe	1,038	Asia and Oceania	12	Africa	2	Spain	849	China	2	United Arab Emirates	1	Germany	30	Hong Kong	6	Middle East	1	Belgium	7	Indonesia	1	<b>America</b>	<b>24</b>	Denmark	1	New Zealand	1	Mexico	1	France	31	Russia	2	United States	22	Holland	7			Canada	1	United Kingdom	57					Ireland	9					Italy	31					Liechtenstein	2					Portugal	4					Czech Republic	2					Switzerland	4					Malta	1					Poland	1					Sweden	1					Jersey	1						
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G4-13	Significant changes during the reporting period.	102-104		●																																																																																																												
G4-14	Implementation of precautionary approach.	82		●																																																																																																												
G4-15	Support for external initiatives.	20, 28-29, 33, 95		●																																																																																																												

Indicators	Description	Page or direct response	Omissions	Verification
G4-16	Memberships of associations and organisations.	24		●
Material aspects and boundaries				
G4-17	Organisations included in the report.	5		●
G4-18	Definition of the report content and the aspect boundaries.	36		●
		<p>For the 2014 version of the report a materiality analysis was developed, thereby meeting the requirements of GRI Guideline G4. The process was led by the Corporate Responsibility Department and has benefited from the involvement of those in charge of the organisational departments and the specific areas that relate to the different stakeholders.</p> <p><b>1. Identification.</b> To determine the topics of greatest general interest, aspects and issues relevant to the sector in which PortAventura World operates have been identified. This exercise was performed by developing a sectoral benchmarking study that included both other theme parks and resorts. This phase was completed with the analysis of reference standards developed by the Global Reporting Initiative and Governance &amp; Accountability.</p> <p><b>2. Prioritisation.</b> To prioritise the issues identified above, targeted research was carried out by asking stakeholders to complete an online survey. Shareholders and members of the Executive Committee took part in the internal valuation and customers, employees, suppliers and entities representing society took part in the external valuation. Based on the responses received it is considered that the results are representative of PortAventura's stakeholders. For statistical analysis, the responses are weighted according to each group of stakeholders to provide a more coherent and consistent overview of the reality of PortAventura World, so that the weight of each group is directly proportional to its degree of importance to the Group as a whole.</p> <p>Thanks to this process, the priority aspects and issues for PortAventura World and its stakeholders were identified. These are reflected in the materiality matrix, which classifies these issues in terms of their internal and external relevance.</p> <p><b>3. Validation.</b> To ensure that the materiality reflects the relevant issues for sustainable performance of PortAventura World in a reasonable and balanced way, we have analysed in detail the results obtained and considered important in order to determine the following aspects and issues as materials: Effluents and waste, Architectural accessibility and Awareness of good environmental practices.</p>		
G4-19	Material aspects.	36		●



Indicators	Description	Page or direct response	Omissions	Verification
G4-20	Reporting on each material aspect within the organisation.	Material aspects and issues Limit and coverage Internal External PortAventura Park, Caribe Aquatic Park, hotels and Convention Centre Customers Suppliers Society		●
G4-21	Reporting on each material aspect outside the organisation.	<b>Finances</b> Economic performance ● ● ● ● Indirect economic consequences ● ● <b>Environment</b> Materials ● ● Energy ● Water ● Biodiversity ● Emissions ● Effluents and waste ● ● Products and services ● ● Environmental evaluation of suppliers ● ● <b>Social – Employment and fair labour practices</b> Employment ● Relations between workers and management ● Health and safety at work ● Training and education ● Diversity and equal opportunities ● Evaluation of suppliers' working practices ● Asian suppliers		●

Indicators	Description	Page or direct response	Omissions	Verification
	Material aspects and issues	Limit and coverage Internal External PortAventura Park, Caribe Aquatic Park, hotels and Convention Centre Customers Suppliers Society		●
		<b>Social - Human rights</b>		
	No discrimination	●		
	Evaluation of suppliers in the area of human rights	●		
		<b>Social - Society</b>		
	Local communities	●		●
	Anti-corruption	●	●	
		<b>Social - Product responsibility</b>		
	Health and safety of customers	●	●	
	Labelling of products and services	●	●	
	Customer privacy	●	●	
	Innovation in design and improvement of attractions and facilities*	●	●	
	Merchandising safety*	●	●	●
	Food safety and promotion of healthy eating habits*	●	●	●
	Universal architectural accessibility	●	●	



Indicators	Description	Page or direct response	Omissions	Verification
G4-22	Restatements of information provided in previous reports and the reasons for them.	41, 101  The workforce profile data presented in the section "Human resources, the key to success", unless otherwise noted, refers to average employees during the year (calculation performed with the existing workforce on the last day of each month) in order to better reflect the workforce during the year. The GRI table presents the staff profile data as at 31 <sup>st</sup> December.  The external personnel data presented in the section "Human resources, the key to success" refers to average employees during the year (calculation performed with the sum of people from the first to the last day of the month - cumulative) in order to better reflect the workforce during the year.  The data for 2014 and 2015 have been restated due to adaptation to the new International Financial Reporting Standards (NIFF).		●
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries.	There have been no significant changes to the scope and aspect boundaries with respect to the <i>2015 Corporate Responsibility Report</i> .		●
<b>Stakeholder engagement</b>				
G4-24	Stakeholder groups engaged by the organisation.	35		●
G4-25	Basis for identification of stakeholders.	PortAventura World has identified its stakeholders based on criteria such as: dependence (who depends on the activities, products or services or those on whom it depends to continue their activities), liability (whether commercial, legal, operational, social, etc.), proximity (those who are within the surrounding area) and influence (can have an impact on strategy or business).		●

Indicators	Description	Page or direct response	Omissions	Verification
G4-26	Stakeholder participation.	Stakeholders Main channels of communication and dialogue Main issues identified		●
G4-27	Key topics and concerns raised through stakeholder engagement.	Shareholders Board meetings, management meetings, corporate information published periodically.	Site and customer safety, profitability and profits, decision-making in relation to objectives established, transparency and accounts, good governance, competitiveness, development of current and future projects, competitive conditions, perception and reputation.	
		Customers Corporate website, customer service telephone number, social networking, satisfaction surveys, complaints box, Guest Service Office, site staff, regular publications, advertisements in media.	Level of satisfaction with service, safety of facilities and attractions, innovative attractions and facilities, and new projects, promotions and offers, events, good environmental practices.	
		Employees Internal communications, intranet, newsletter, SMS, videos, internal magazine (Acció Magazine), bulletin boards and posters, leaflets and other printed materials, letters, personal and direct contract, counter and post box for HR queries, suggestions and complaints forms, employee contests and draws, platform, PortAventura Guide and App Guide, E-payroll	Information: general, of interest, operational and corporate, regulatory, on organisational changes, internal job vacancies, benefits and offers, schedules, company adverts and videos, presentations to the media, transport, health and safety, suggestions, complaints, queries, etc.	●
		Suppliers and contractors Head of procurement, Supplier Portal, "Dialogue with Suppliers" workshop.	Responsible purchasing plan, recruitment procedures and compliance with contractual commitments, extension of commitment to corporate responsibility, merchandising safety. Social and environmental forms and code of ethics.	
	Public administration and social environment	PortAventura Foundation website, regular publication of corporate information, institutional participation, meetings with representatives of public institutions and social organisations.	Compliance with applicable legislation, transparency and accounts, good facilities management, involvement with the local environment, cooperation for the development of mutually beneficial projects that promote actions in line with the objectives of the PortAventura Foundation.	



Indicators	Description	Page or direct response	Omissions	Verification
Report profile				
G4-28	Reporting period.	5		●
G4-29	Date of last report.	2015		●
G4-30	Reporting cycle.	Annual		●
G4-31	Contact point for questions regarding the report.	5		●
G4-32	"In accordance" option and GRI index the organisation has chosen.	114		●
G4-33	Organisation's policy and current practices with regard to external assurance of the report.	5		●
Governance				
G4-34	The organisation's governance structure.	22-23, 31, 82		●
Ethics and integrity				
G4-56	The organisation's values, principles, codes of conduct and similar.	20-22, 35		●

### Specific basic contents

#### Economic performance

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
Economic performance	DMA	Management approach.	100-104		●
	G4-EC1	Direct economic value generated and distributed.	101		●
Indirect economic consequences	DMA	Management approach.	With around 4 million annual visits and a turnover of 203 million Euros in 2016, it is included that the resort's activity involves the generation of economic value which directly affects the revitalisation of the region, mainly in the province of Tarragona and the Costa Dorada, as well as its tourism.		●
				In expanding the resort from theme park to holiday destination, PortAventura World started working more closely with the immediate local environment, especially with the municipalities of Salou, Vila-seca, Cambrils, Reus and Tarragona. The location of the resort on the Mediterranean and extensive gastronomic, cultural and natural offering of the region, plus its proximity to Barcelona, help to provide the park with value that differentiates it from others.	
	G4-EC8	Significant indirect economic impacts, including their scope.	PortAventura World is a resort that, beyond the economic benefits of business, has a significant impact on the surrounding regions, fundamentally in terms of global impact on tourism development, restructuring of the area and fostering new growth through product enrichment and synergies with the rest of the productive supply (Source: Antón Clavé, S. (2010): "Leisure parks and destination redevelopment: the role of PortAventura, Catalonia", Journal of Policy Research in Tourism, Leisure and Events).	PortAventura World has created improvements in tourism in Catalonia, in both qualitative and quantitative terms. In addition to influencing production, consumption, diversification of the tourist product, prolongation of the season and the creation of activity and employment in different sectors, the resort has a direct effect on the region.	More than 50 companies have been involved in the various phases of the Ferrari Land project and it is expected that once opened, it will generate up to 150 jobs, directly and indirectly.



Environmental performance

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification																											
MATERIALS	DMA	Management approach.	In addition to promoting the optimisation and responsible consumption of materials, PortAventura World prioritises the purchasing of environmentally sustainable materials.		●																											
	G4-EN1	Materials used.	<table border="1"> <thead> <tr> <th colspan="4">Annual consumption of materials</th> </tr> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Chemical products for swimming pool and lake maintenance (t)</td> <td>478.25</td> <td>770.68</td> <td>664.93</td> </tr> <tr> <td>Lighting (units)</td> <td>16,915</td> <td>17,534</td> <td>19,441</td> </tr> <tr> <td>Bags for sale of products in shops (kg)</td> <td>10,741</td> <td>10,618</td> <td>11,156</td> </tr> <tr> <td>Cleaning products (l)</td> <td>59,799</td> <td>94,695</td> <td>109,088</td> </tr> <tr> <td>A4 recycled office paper (kg)</td> <td></td> <td></td> <td>17,112</td> </tr> </tbody> </table> <p>NB: From 2015, consumption is incorporated into that of our service providers for chemicals used in the maintenance of swimming pools and lakes and cleaning products.</p>	Annual consumption of materials					2014	2015	2016	Chemical products for swimming pool and lake maintenance (t)	478.25	770.68	664.93	Lighting (units)	16,915	17,534	19,441	Bags for sale of products in shops (kg)	10,741	10,618	11,156	Cleaning products (l)	59,799	94,695	109,088	A4 recycled office paper (kg)			17,112	
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ENERGY	DMA	Management approach.	88-91		●																											
	G4-EN5	Energy intensity.	91		●																											
WATER	DMA	Management approach.	85-86		●																											
		The use of water for human consumption is largely influenced by the good practices of park and hotel customers, as these are the main consumers. Water for recreational use and swimming is maintained in a closed circuit by filtering and treatment, which means that it is not possible to increase consumption in the resort with the commissioning of new water attractions. The use of water for irrigation is conditioned by the weather and for this reason PortAventura World has its own weather station capable of registering parameters that make it possible to control the exact distribution of water to the garden areas.																														
		Total water withdrawal by source.	86		●																											

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
BIO-DIVERSITY	DMA	Management approach.	95-96		●
	G4-EN14	Number of species included on IUCN Red List and on national conservation lists with habitats in areas affected by company operations, broken down by extinction risk level.	96		●
EMISSIONS	DMA	Management approach.	94		●
	G4-EN18	Intensity of greenhouse gas emissions.	94		●
EFFLUENTS AND WASTE	DMA	Management approach.	92-93		●
	G4-EN23	Waste generated.	92-93		●
PRODUCTS AND SERVICES	DMA	Management approach.	84-85, 88, 92		●
	G4-EN27	Mitigation of environmental impacts of products and services.	In 2016, one of the shops in the area of Mediterrània was remodelled. Originally there were 24.48 KW installed in the shop, but since the works the power has been reduced to 8.17 KW. This change represents an average consumption saving of 195 kWh/day in low season and 260 kWh/day in high season.		●
ENVIRONMENTAL EVALUATION OF SUPPLIERS	DMA	Management approach.	106		●
	G4-EN32	New suppliers screened using environmental criteria.	106		●



Social performance- Employment

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
EMPLOYMENT	DMA	Management approach.	40, 42, 44, 50 Providing the necessary framework for our employees' development is a strategic objective. Communication, training, professional development, work-life balance, flexible working hours and recognition of merit are the pillars on which trust, engagement, and wellbeing are built.		●
	G4-LA2	Social benefits for employees.	42		●
RELATIONS BETWEEN WORKERS AND MANAGEMENT	DMA	Management approach.	A new collective agreement came into force in 2015 (2015-2019) entered into by the Port Aventura Group (comprising at time of signing: Port Aventura Entertainment S.A.U., Port Aventura Viajes, S.A.U. and Hotel Caribe Resort, S.L.), the Port Aventura Entertainment S.A.U. Business Committee, and the CCOO (Workers' Commissions) and their union section in the Port Aventura Group.		●
	G4-LA4	Minimum notice period(s) regarding organisational changes.	The collective agreement (2015-2019) establishes notice periods for employees and the company. Given that, due to its nature, the intensity of PortAventura World's activities is variable and unpredictable over the long term, notice of the working hours for each month is to be given to the members of staff affected by irregular working hours on the 25th of the preceding month, through publication of the corresponding timetable on the unit announcements board.		●

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification																																																																					
HEALTH AND SAFETY AT WORK	DMA	Management approach.	56-59		●																																																																					
	G4-LA5	Workers represented in health and safety committees.	56		●																																																																					
	G4-LA6	Rates of absenteeism, occupational diseases, lost days, and number of work-related fatalities.	56	<table border="1"> <thead> <tr> <th></th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Number of accidents without time off</td> <td>140</td> <td>147</td> <td>143</td> </tr> <tr> <td>Male</td> <td>39</td> <td>46</td> <td>49</td> </tr> <tr> <td>Female</td> <td>101</td> <td>101</td> <td>94</td> </tr> <tr> <td>Number of accidents with time off</td> <td>41</td> <td>37</td> <td>44</td> </tr> <tr> <td>Male</td> <td>9</td> <td>8</td> <td>13</td> </tr> <tr> <td>Female</td> <td>32</td> <td>29</td> <td>31</td> </tr> <tr> <td>Number of accidents with time off that occurred during the commute to work</td> <td>4</td> <td>10</td> <td>18</td> </tr> <tr> <td>Male</td> <td>1</td> <td>4</td> <td>4</td> </tr> <tr> <td>Female</td> <td>3</td> <td>6</td> <td>14</td> </tr> <tr> <td>Number of working days lost</td> <td>742</td> <td>1,085</td> <td>1,276</td> </tr> <tr> <td>Male</td> <td>76</td> <td>273</td> <td>478</td> </tr> <tr> <td>Female</td> <td>666</td> <td>812</td> <td>798</td> </tr> <tr> <td>Frequency rate</td> <td>17.11</td> <td>14.33</td> <td>16.79</td> </tr> <tr> <td>Incidence rate</td> <td>2,867</td> <td>2,407</td> <td>2,825</td> </tr> <tr> <td>Severity rate</td> <td>0.31</td> <td>0.41</td> <td>0.49</td> </tr> <tr> <td>Absenteeism rate</td> <td>2.85%</td> <td>3.25%</td> <td>3.51%</td> </tr> </tbody> </table>		2014	2015	2016	Number of accidents without time off	140	147	143	Male	39	46	49	Female	101	101	94	Number of accidents with time off	41	37	44	Male	9	8	13	Female	32	29	31	Number of accidents with time off that occurred during the commute to work	4	10	18	Male	1	4	4	Female	3	6	14	Number of working days lost	742	1,085	1,276	Male	76	273	478	Female	666	812	798	Frequency rate	17.11	14.33	16.79	Incidence rate	2,867	2,407	2,825	Severity rate	0.31	0.41	0.49	Absenteeism rate	2.85%	3.25%	3.51%	No data separated by gender is available in the case of frequency, intensity or severity indexes, or the rate of absenteeism	●
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TRAINING AND EDUCATION	DMA	Management approach.	51-54		●
	G4-LA9	Average hours of training per year, per employee, by gender and by employee category.	53		
G4-LA10	Programmes for skills management and lifelong learning that support the employability of employees.	52		●	

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
	G4-LA11	Percentage of employees whose performance and professional development is regularly evaluated, separated by gender and by job category.	54		



Material aspects	Indicators	Description	Page or direct response	Omissions	External verification																																																																																															
DIVERSITY AND EQUAL OPPORTUNITIES	DMA	Management approach.	47-50		•																																																																																															
	G4-LA12	Composition of governance bodies and workforce.	47, 49-50																																																																																																	
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EVALUATION OF SUPPLIERS' WORKING PRACTICES	DMA	Management approach.	106		•																																																										
	G4-LA14	New suppliers screened using labour practices criteria.	106		•																																																										



Social performance- Human rights

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
NO DISCRIMINATION	DMA	Management approach.	47-50 PortAventura World applies the principles of honest treatment and respect for human rights provided for in its Code of Ethics and Professional Conduct, so that relations between all professionals and suppliers of the company should be characterised by fair, educated and respectful treatment.		●
	G4-HR3	Incidents of discrimination and corrective actions taken.	PortAventura World has no recorded incidents of discrimination regarding employees, customers, suppliers and contractors, external personnel or society in general for 2016.		●
EVALUATION OF SUPPLIERS IN THE AREA OF HUMAN RIGHTS	DMA	Management approach.	106 The human rights aspects considered in order to evaluate suppliers are as follows: adherence to the United Nations Global Compact; support for freedom of association and effective recognition of the right to collective bargaining; compliance with local labour regulations, including workers' rights regarding contracting, working hours, salary, etc.; support for the protection and respect of internationally recognised basic human rights; respect for the rights of children to be protected against economic exploitation; support for the elimination of all types of forced labour or labour under duress and abuses of authority; respect for equal opportunities and rejection of discriminatory practices in the workplace; compliance with the legislation in force on workers' rights, and occupational health and/or safety; and extension of the commitment to human rights throughout the supply chain.		●
	G4-HR10	New suppliers screened using human rights criteria.	106		●

Social performance- Society

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification
LOCAL COMMUNITIES	DMA	Management approach.	44, 50, 74-79		●
	G4-SO1	Implemented local community impact assessments, and development programmes.	44, 50, 74-79		●
ANTI-CORRUPTION	DMA	Management approach.	20-22 The <i>Code of Ethics and Professional Conduct</i> addresses one of the general behavioural principles for professionals at PortAventura World: anti-corruption and fraud. It establishes that PortAventura World professionals: <ul style="list-style-type: none"><li>• must act in accordance with existing internal procedures to avoid situations of fraud, bribery, corruption and crimes against the Treasury and Social Security.</li><li>• must inform their managers in advance of all negotiations and contracting on behalf of PortAventura World and refrain from making any type of offering to authorities, agencies, public authorities or other institutions, and decline and report internally any potential offers of remuneration.</li><li>• have an obligation to report internally any breach of the ethical code and PortAventura World's rules relating to this area.</li></ul>		●
	G4-SO4	Communication and training on anti-corruption policies and procedures.	22 In June 2013 all area managers and directors received training on the Code of Ethics and Professional Conduct. There have been no changes to these documents or in relation to the principles therein, so in 2016 no such training was given. However, the Compliance Officer has received 40 hours of training on this subject (specialist course in regulatory compliance), which includes anti-corruption training. This employee represents 3% of area managers and directors.  All governing body members and employees have been informed about the Code of Ethics and Professional Conduct and the respective anti-corruption policies and procedures.		●



Social performance – Product responsibility

Material aspects	Indicators	Description	Page or direct response	Omissions	External verification	
HEALTH AND SAFETY OF CUSTOMERS	DMA	Management approach.	66-71		●	
	G4-PR1	Product and service categories for which health and safety impacts are assessed.	68-69, 71		●	
LABELLING OF PRODUCTS AND SERVICES	DMA	Management approach.	68, 72-73		●	
	G4-PR5	Results of surveys measuring customer satisfaction.		2014	2015	2016
			<b>PortAventura Park</b>			
			Overall rating	4.2	4.16	4.22
			<b>Caribe Aquatic Park</b>			
			Overall rating	4.23	4.13	4.09
			<b>Hotels</b>			
			Overall rating for overnight stays in the resort hotels	4.13	4.10	4.14
<b>Convention Centre</b>						
Overall rating	4.21	4.03	3.98			
CUSTOMER PRIVACY	DMA	Management approach.	PortAventura World guarantees compliance with all specific applicable legislation on personal data protection and confidentiality, pursuant to Spanish Organic Law 15/1999 of 13 <sup>th</sup> December on Personal Data Protection (LOPD), based on managing personal data files pursuant to the LOPD.		●	
		Complaints regarding breaches of customer privacy and losses of customer data.	In 2016 there were no registered complaints concerning violation of privacy and loss of customer data.		●	

Other non-GRI matters

Material aspects	Description	Page or direct response	Omissions	External verification
RAISING AWARENESS OF GOOD ENVIRONMENTAL PRACTICES	Management approach.	84		●
	Information provision and promoting environmental awareness aimed at customers and employees.	84		●
INNOVATION IN DESIGN AND IMPROVEMENT OF ATTRACTIONS AND FACILITIES	Management approach.	102-104		●
	New attractions and events.	102-104		●
MERCHANDISING SAFETY	Management approach.	71		●
	Rules and standards referred to ensure the safety of merchandising products.	71		●
FOO SAFETY AND PROMOTION OF HEALTHY EATING HABITS*	Management approach.	69-71		●
	Number of hygiene and sanitation audits (internal and external) carried out throughout the year.	69		●
	Number of supplier audits (internal and external) carried out throughout the year.	69		●
				●
ARCHITECTURAL ACCESSIBILITY	Management approach.	Offering equal opportunities to all visits is one of Port-Aventura World's goals. It continuously works to incorporate improvements in order to be a space free from architectural barriers. For people with disabilities and/or reduced mobility and/or impaired communication, the park facilities are designed in line with accessibility regulations not just in regard to buildings but also rides, parking areas, urban surroundings and hotels. The hotels have adapted rooms. The Guest Service Office provides the information necessary for disabled visits to organise a visit to the park, and provides a wristband so that attractions can be accessed via a special entry point. In 2016 three new ramps were built to facilitate access to different areas: from the parking area to the reception in Hotel Gold River, Bosque and Vinosfera. In 2017 a separate Guest Office for Visitors with Special Needs was introduced.		●





# GLOBAL COMPACT TABLE OF CONTENTS



## Global Compact table of contents

### Links to the Ten Principles of the Global Compact (2000)

Principles of the United Nations Global Compact	Pages or direct response	GRI Guideline (G4)
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.	20, 44-50, 74-79, 106-111	Human Rights subcategory: all aspects. Society subcategory: local communities.
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	20, 33, 106, 111	Human Rights subcategory: all aspects.
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	20, 33, 41, 106, 111	G4-11 Fair labour practices subcategory: relations between workers and management. Human Rights subcategory: freedom of association and collective bargaining.
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.	20, 33, 106, 111	Human Rights subcategory: forced labour.
Principle 5: Businesses should uphold the effective abolition of child labour.	20, 33, 106, 111	Human Rights subcategory: child labour.
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	20, 40-59	G4-10 Fair labour practices subcategory: all aspects. Human Rights subcategory: No discrimination.
Principle 7: Businesses should support a precautionary approach to environmental challenges.	82-96	Environment Category: all aspects.
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.	82-96	Environment Category: all aspects.
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	82-96	Category Environment: all aspects.
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	20-22	Subcategory Society: Anti-corruption and public policy.

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