



A RIDE TO SUSTAINABILITY

IMPACT AND SUSTAINABILITY REPORT
2025



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INFORMATION STATEMENT)

IMPACT AND SUSTAINABILITY REPORT 2025

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WELCOME MESSAGE

LETTER FROM THE CEO

Assuming the responsibility of leading a company with **30 years of history and impact** like PortAventura World comes with the conviction that **sustainability must be a central part of the business**. In fact, it has been **a strategic pillar since the project's inception** and one of the **keys to its success**. Our purpose—to create unforgettable experiences that generate a positive impact on people and the environment—is the compass that guides this conviction and our decisions. For decades we have worked to bring this aspiration to life and make it the everyday way of taking decisions across every area of the company.

From General Management, we have driven the integration of **environmental, social and governance criteria** into our planning processes. We have strengthened the mechanisms for monitoring and **measuring our performance** so as to manage with data and account for ourselves transparently, aligning our conduct with the principles of the United Nations Global Compact, the Global Code of Ethics for Tourism and the commitments we undertook in **November 2022** when we were certified as a **B Corp**. Along these lines, the **Socioeconomic Impact Study** prepared by **PwC** to mark our 30th anniversary has quantified the magnitude of our contribution: more than **17,200 million euros contributed to Catalonia's GDP** and an average employment impact of **10,439 full-time equivalent jobs** per year since 1995, with most of that value rooted in the **province of Tarragona**. Having rigorous evidence of our impact allows us to **manage better and to responsibly assume** the role we play in the region.



“

Measuring our impact allows us to turn commitments into actions, and actions into tangible results for society and the environment. ”

None of this would be possible without the **daily commitment of the people who are part of PortAventura World**. To our employees, visitors and suppliers, and to the institutions and communities that accompany us, I am grateful for **the trust and shared effort** that make it possible for us to **grow while generating responsible value**.

During this year we have made progress in the **efficient management of resources**, in reducing our carbon footprint and in **caring for the natural environment** surrounding the resort, aware that **protecting the territory** also means protecting the **long-term viability of our project**. Environmental sustainability has thus become established as a **lever of competitiveness**: it helps us optimise costs, anticipate risks and strengthen the trust of visitors, suppliers, institutions and other stakeholders.

Looking to the future, PortAventura World reaffirms its commitment to placing **sustainability as a key part of its strategy**, to ensure it remains one of the leading family leisure and MICE destinations in Europe.

With more than **5.3 million visits** per year, the resort is also the ideal place to educate future generations about the importance of sustainability through entertainment. We make this a reality with initiatives such as the EcoEduca School Days, which edition after edition bring environmental values closer to primary and secondary students through learning, innovation and entertainment.

Because, after three decades creating unforgettable memories, we are clear that the best footprint we can leave is a better future.

Fernando Aldecoa
Chief Executive Officer



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ALASTING IMPRINT



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1.1. A JOURNEY WITH PURPOSE: 1995–2025

Since opening in 1995 as a theme park, PortAventura World has evolved into an integrated holiday destination. Today it brings together three parks, six of its own hotels, a convention centre, Ponient Hotels—which includes four hotels located outside the Resort—and an industrial laundry.

This growth has been accompanied by the progressive incorporation of sustainability criteria into the business, through operational improvements, circular-economy initiatives and measurable environmental actions.

1997

Creation of the Equip Verd, a pioneering environmental committee responsible for coordinating the resort's environmental management, including water, energy, waste and protection of the surroundings.



PortAventura World obtains EMAS registration, providing a comprehensive, structured framework to ensure that all its operations are carried out responsibly and with a continuous-improvement approach.

2001

2008

Adherence to the United Nations Global Compact, formalising the resort's commitment to the ten principles on human rights, labour, the environment and anti-corruption.



2011

The PortAventura World Foundation is created, with the aim of helping to improve the quality of life of children and young people in vulnerable situations, having benefited more than 118,000 people to date.



2019

Inauguration of Dreams Village, the flagship project of the PortAventura Foundation, an accessible leisure space for children and young people with serious illnesses and their families. Since then it has welcomed more than 1,200 families, has 10 villas of 350 m², works with leading hospitals and holds BREEAM certification for its environmental performance.



2022

PortAventura World obtains B Corp certification, after passing an external assessment of social, environmental, governance and transparency performance, consolidating its commitment to integral sustainability.



2025

Inclusion at PortAventura World is managed in a cross-cutting way within the service model, ensuring that the resort can be enjoyed by people with different abilities and personal circumstances. **In 2025, the Julia project marked a historic milestone in Europe**: she is the first Sesame Street character with autism to debut at a theme park, joining the SésamoAventura area.



2023

The **Science Based Targets initiative (SBTi)** validated **PortAventura World's** emissions-reduction targets, aligned with a 1.5°C trajectory. In 2023, the resort achieved a 21.3% reduction in scope 1 and 2 emissions compared with 2019.



Launch of PortAventura Solar, one of the largest self-consumption photovoltaic installations at a holiday resort in Spain, reinforcing the resort's climate strategy and its commitment to decarbonisation and energy efficiency.



1.2. THE 360° MODEL

PortAventura World consolidates its integrated business model, structured around three main divisions that complement one another to offer a complete, high-value tourism experience.

PARKS



The parks area remains the resort's **driving force**, with a total of **5.3 million visits** over the year. This division comprises three distinct offerings:

- **PortAventura Park** is structured into six themed worlds—Mediterrània, Polynesia, China, México, Far West and SésamoAventura—and is home to some of the resort's most emblematic attractions. These include **Dragon Khan**, an unmistakable park icon; **Shambhala**, a benchmark for adrenaline; **Furius Baco**, for its incredible acceleration; and the recent dark ride **Uncharted: El Enigma de Penitence**. In 2025, technological innovation arrived with **El Diablo Neo**, the world's first roller coaster to incorporate mixed reality.
- **Ferrari Land** is the only park in Europe dedicated to the Italian racing team, with **Red Force** as its undisputed icon—the tallest and fastest roller coaster on the continent at **112 metres high**.
- **Caribe Aquatic Park**, covering **50,000 m²**, recreates a tropical island, highlighted by **King Khajuna**, one of the tallest free-fall slides in Europe at **31 metres high**.

EVENTS



The **Convention Centre** positions the resort as a European benchmark in the MICE segment, demonstrating that fun and excellence can coexist. Its **20,000 m³ of modern**, sustainable and versatile facilities can host up to **6,000 people**. Over the year, the centre hosted 230 events with the participation of **55,655 attendees**. The centre was distinguished at the **Global Eventex Awards** in the "Large Venue" category, consolidating its international prestige for hosting congresses, incentives and experiences where emotional learning and fun act as levers of value.

HOTELS



This division extends visitors' stays and, over the year, accumulated a total of 1.9 million overnight stays.

The resort's hotels, with more than 3,300 rooms across six themed establishments, offer unique experiences, from the exclusivity of Hotel Mansión de Lucy to immersion in the Far West at Hotel Gold River and the most recent Hotel Colorado Creek. For its part, Ponient Hotels, with the addition of Ponient Marinada in 2025, reached its tenth hotel, combining the resort's offering with sun-and-beach tourism in Salou and Vila-seca.

In 2025 we had
1.9 million
overnight stays





Strategic Benefits

The integration of the **360° model** not only diversifies the resort's revenue but also generates **structural competitive advantages** based on **operational excellence** and the quality of the visitor experience. We directly manage critical operations, including parks, catering and hotel cleaning, thereby ensuring an experience with **no intermediaries**.

This Customer Journey unfolds under the company's central purpose: "to create unforgettable experiences that generate a positive impact on people while we care for the planet". Within this framework, sustainability is progressively integrated as a shared working principle, present at the various points of contact with the visitor. This holistic vision helps to sustain economic activity and employment for more than **307 days a year**, supporting deseasonalisation and adding value to the region of Catalonia.

In parallel, the resort has consolidated a **360° service and active-listening model**, combining digital surveys, QR codes and in-person interviews to capture visitor perception at all times. These tools are complemented by artificial intelligence systems (PAWla), still being rolled out, which make it possible to provide **consolidated answers to frequently asked questions**, reduce waiting times and improve the **consistency of the information** provided.

This approach was externally recognised in 2025 with the **Star Worldwide Attraction** award at the **Travel Bulletin Star Awards** and with the special **Quéfem?** award from **La Vanguardia**, validating its operational excellence and its contribution to the socioeconomic development of the region.





1.3.

OUR COMMITMENT IN FIGURES

Thirty years of PortAventura World's activity translate into a tangible footprint on the territory, employment and the community. Beyond its visitors, the company has left an economic and social impact that has contributed to the development of Catalonia and Spain.

2025 Financial Year

During 2025, PortAventura World recorded the following activity and performance indicators:



Park visits

5.3M visits

Overnight stays

1.9M overnight stays

Event attendance

+55,600 attendees



People hosted at DREAMS

+7,000
overnight stays



17,900
million euros
contributed to national
GDP over three decades



Cumulative impact 1995–2025

According to the socioeconomic impact study prepared by **PwC**, **PortAventura World's** activity has, over the past three decades, contributed to the **economic and social development of the region**.

10,600
jobs per year



Moreover, between **1995 and 2025** the resort contributed **17,200 million euros to Catalonia's GDP**, consolidating its role as an **economic and tourism driver**. Its social impact is also reflected in the 118,000 children and young people who benefited from the PortAventura Foundation's programmes between **2011 and 2024**.



1.4. EXCELLENCE WITH PURPOSE: B CORP AND THE 2025 AWARDS

As part of its **30th anniversary**, PortAventura World has reached significant milestones in certification and recognition that validate the integration of **responsible and sustainable practices** across all areas of the company. These achievements reflect not only the success of the business model but also its **positive impact on society and the environment**.

In **November 2022**, PortAventura World became the **world's first theme resort to obtain B Corp certification**, a recognition of the highest standards of **social, environmental and transparency performance built up over the years**. In 2025, the **recertification process** is under way, reaffirming the company's commitment to these values.



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During the year, the company received several international and national awards highlighting its leadership in sustainability and wellbeing.

IAAPA Award
"Best Sustainability Program"

In 2025 PortAventura World received the Best Sustainability Program award—the first edition of the accolade—granted by IAAPA, the leading international association of the parks and attractions sector. The award recognises the resort's sustainability strategy and reinforces a pioneering track record.

Gaudí Gresol Awards for
Business Leadership

Recognition of the resort's role as a regional and national economic driver, highlighting its contribution to GDP and job creation.

MAZ Awards
Healthy Company – E-Saludable Programme

Distinction for promoting healthy habits and wellbeing among staff, achieving a reduction in absenteeism and a rating of 4.80 out of 5.

Star Worldwide Attraction
Travel Bulletin Star Awards

Recognition as one of the most outstanding attractions in the world.

Quéfem? Special Award
La Vanguardia

Award for its track record and cultural contribution to the leisure and tourism sector.



1.5. 30 YEARS AND THE CELEBRATIONS

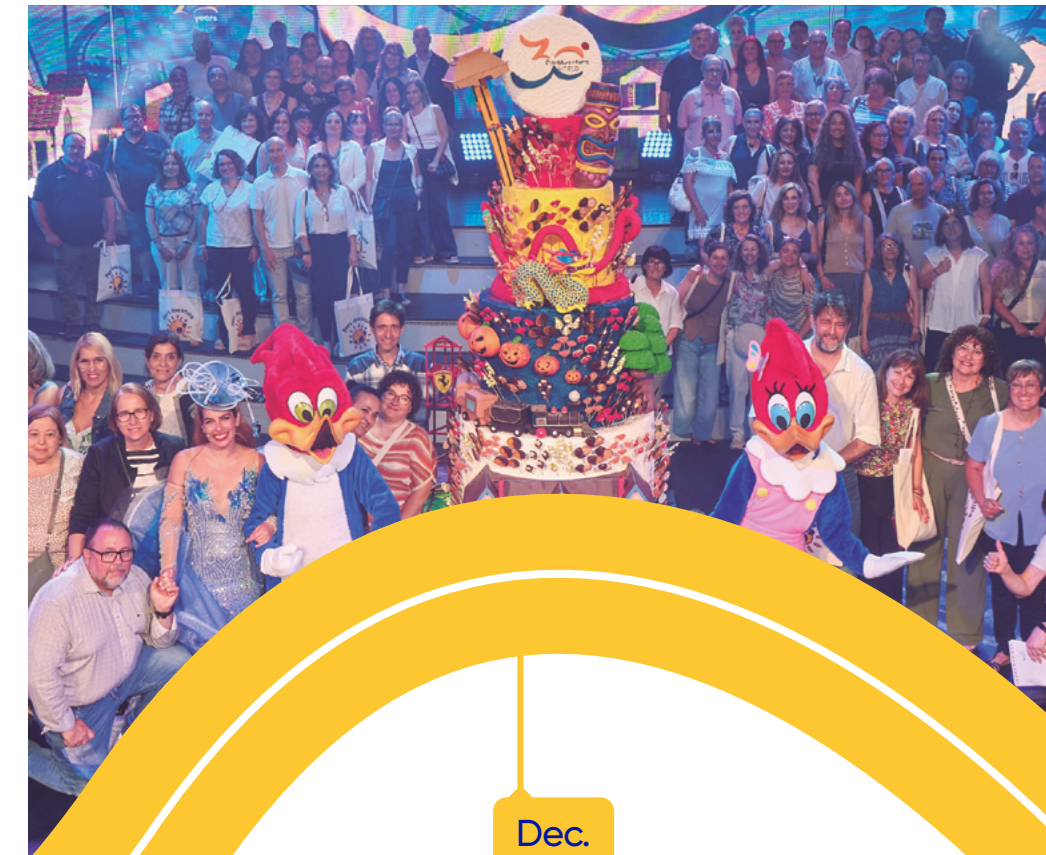
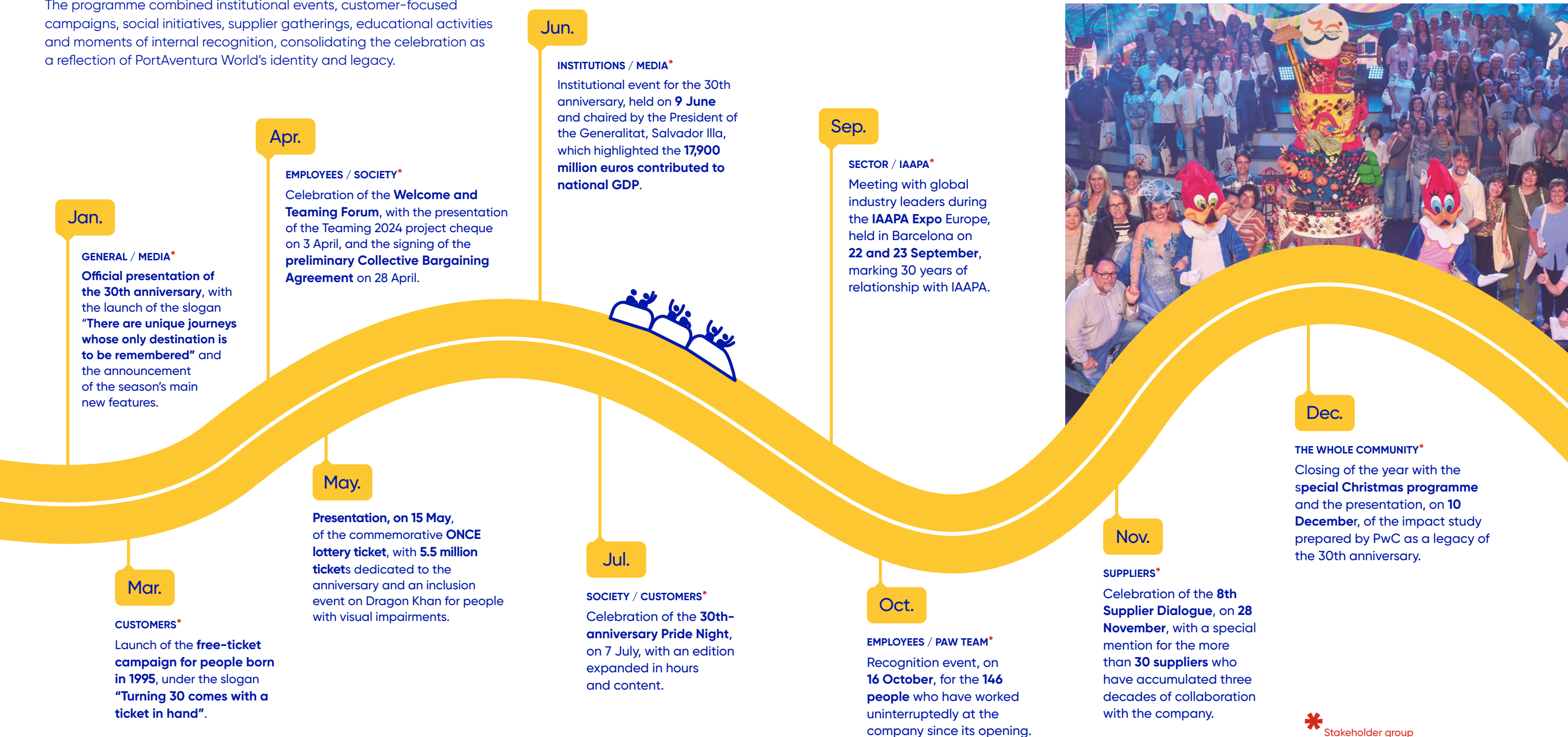
Throughout the year, the anniversary activities made it possible to acknowledge the path travelled, strengthen ties with the region and showcase the company's economic and social impact over three decades.

The programme combined institutional events, customer-focused campaigns, social initiatives, supplier gatherings, educational activities and moments of internal recognition, consolidating the celebration as a reflection of PortAventura World's identity and legacy.

2025



The anniversary made it possible to look back **without losing sight of the future**: to recognise those who have accompanied PortAventura World over these **30 years** and to reinforce a way of understanding leisure linked to the territory, collaboration and the creation of shared value.





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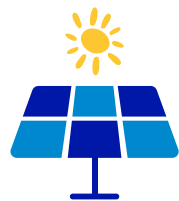


VALUE FOR THE PLANET



2.1. ENERGY TRANSITION AND DECARBONISATION

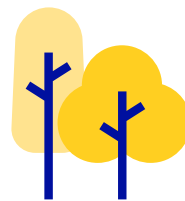
The **energy transition** is one of PortAventura World's environmental pillars. Since 2016, **all the electricity consumed at the resort has held a renewable guarantee of origin**, driving a cleaner energy model and reducing the impact associated with **electricity consumption**. The resort's electricity consumption reached **6.52 MWh per 1,000** visit-overnight stays, the same consumption as in 2023 despite lower attendance, reflecting efficient management relative to the volume of activity.



PortAventura **Solar**



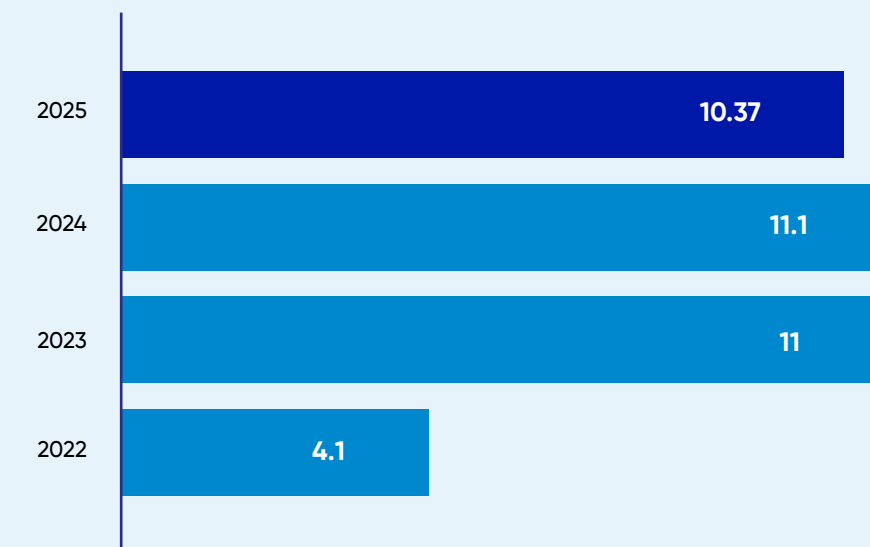
The engine of **decarbonisation**



In 2025, **24% of the electricity consumed at the resort was self-generated**, complementing energy efficiency and reinforcing the sustainability strategy.

The **PortAventura Solar** self-consumption photovoltaic plant has been key to the resort's decarbonisation strategy. Since it came into operation in 2022, it has generated a cumulative **total of 36.87 GWh**, distributed by year as follows:

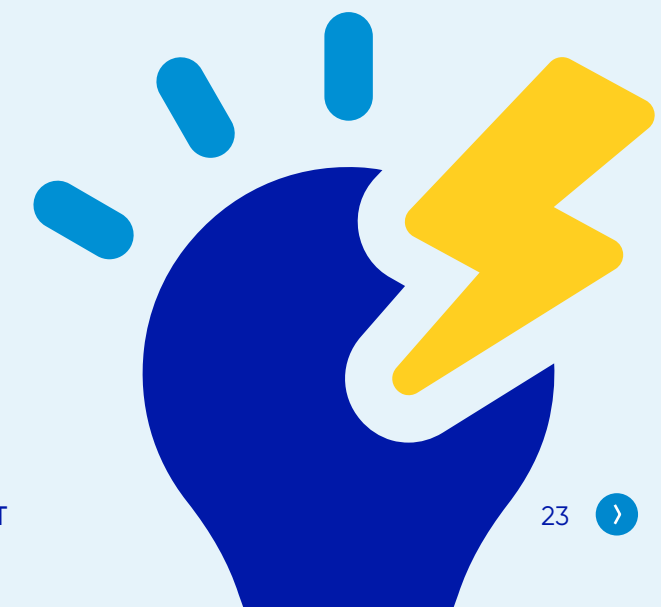
Energy generated (GWh)



The total energy generated is equivalent to the annual consumption of

11,279

households in Spain (2025 figure)





CO2



Scope 1 and 2 emissions: SBTi compliance

Scope 1 and 2 emissions amounted to **5,108.85 tCO₂e**, remaining within the **reduction pathway validated by the Science Based Targets initiative (SBTi)**, which sets a **55.1% reduction by 2032 compared with 2019**—fully met even with the expansion of the business perimeter—thanks to the implementation of the reduction plan validated by the initiative, which consists mainly of:

- **Optimisation of gas consumption.**
- **Replacement of equipment using refrigerants with a lower Global Warming Potential (GWP).**
- **Progressive electrification of the fleet.**

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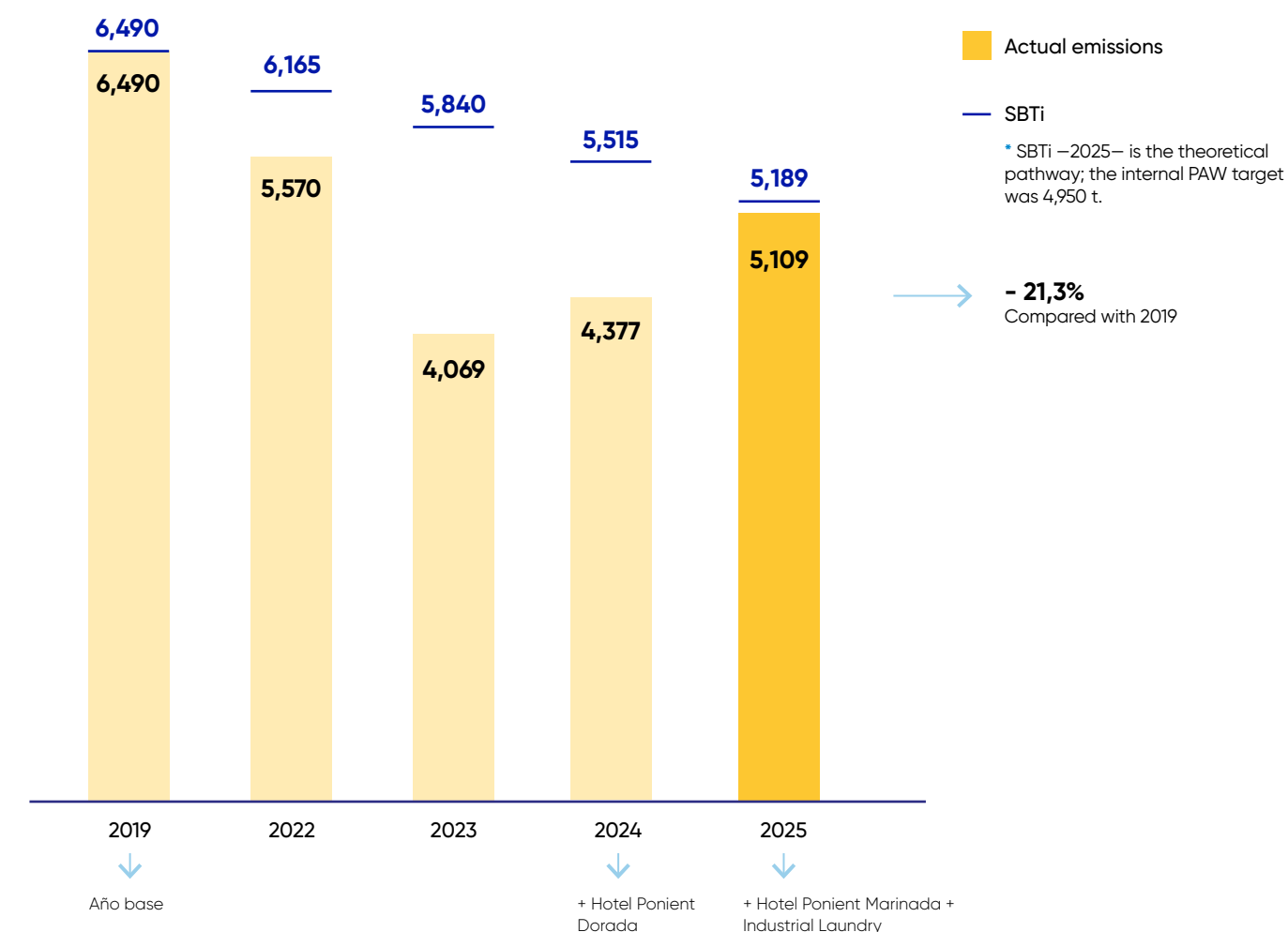
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The **internal PAW target** for 2025 was more ambitious (**4,950 t**), and the slight deviation is due to changes in operations, the incorporation of new sites and adjustments to the hot-water temperatures at some hotels to ensure water quality against legionella.

Emissions performance vs. SBTi targets (tCO₂e)



The increase compared with previous years is **not due to inefficiency, but to the fact that more businesses are now accounted for that were not previously included**. Thanks to the decarbonisation projects implemented and the generation of renewable energy, the resort keeps the SBTi reduction pathway under control, maintaining this commitment for the coming years.



2.2. WATER MANAGEMENT AND RESILIENCE TO CLIMATE CHANGE

This comprehensive approach ensures the **optimisation of water resources**, reduces pressure on the municipal network and strengthens the **resort's resilience to changing environmental conditions**, guaranteeing business continuity and operational efficiency across the entire complex.

Water management is an operational priority at PortAventura World, especially given its location in an area of water stress. To optimise the use of this resource, PortAventura World has developed a system based on the separation of circuits, recirculation and the use of non-potable water in certain processes.





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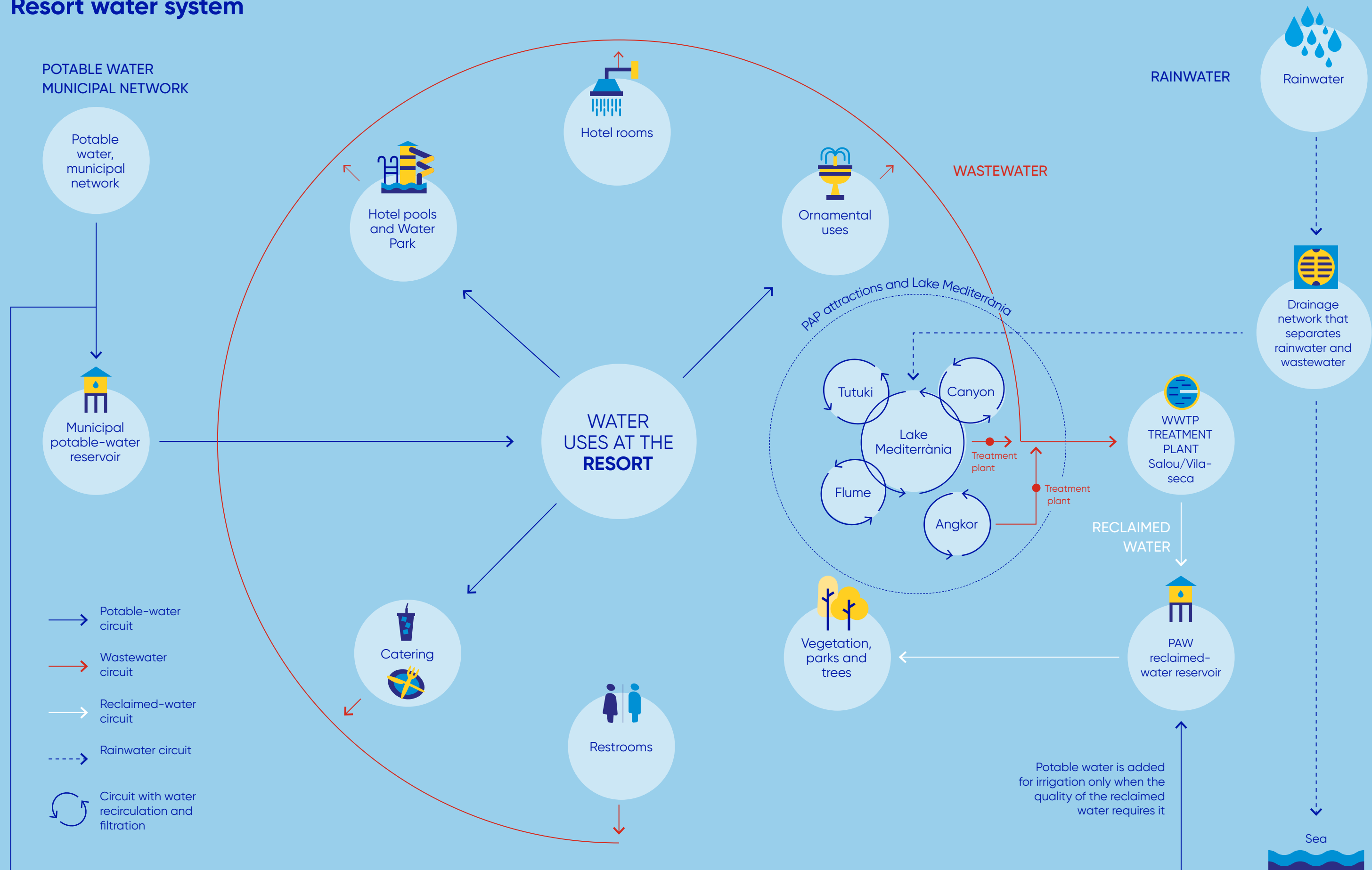
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Resort water system





The resort has incorporated climate-change adaptation measures to improve thermal comfort and optimise the management of its surroundings.

17% of the total water used at the resort in 2025 is reclaimed water for irrigation

Lake Mediterrània functions as a rainwater reservoir for internal uses, while the water attractions at PortAventura Park operate through closed recirculation and filtration circuits, reducing the need for continuous water replenishment. During 2025, better management of water consumption was carried out at the resort, making it possible to reduce consumption by 5% compared with the previous year, representing a saving of 73,6199 m³.

The PortAventura Facility Services industrial laundry uses exclusively non-potable water for the washing process and is equipped with water- and heat-recovery systems. In 2025, the facility recorded a

consumption of **8.0 m³ of water per tonne of laundry processed**, above the set target, which has led to a focus in 2026 on improving consumption measurement.

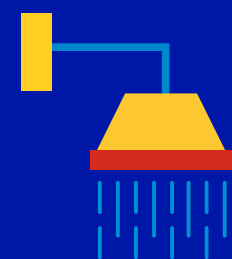
The resort has also incorporated climate-change adaptation measures aimed at thermal comfort and the management of its surroundings. These include the installation of misting systems and fans in strategic areas, as well as prioritising the transplanting of existing vegetation and the progressive incorporation of native species or species adapted to drought conditions.

In terms of health prevention, fortnightly external legionella analyses are carried out in accordance with the established control and monitoring protocols.

This set of measures helps to improve water-use efficiency, reduce pressure on certain resources and strengthen the resort's operational capacity in the face of more demanding climate scenarios.

Key comfort and efficiency measures: water misting and fountain recovery

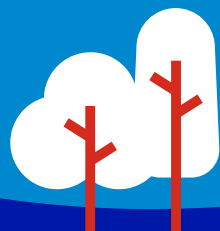
2025 RESULTS AND PERFORMANCE / WATER CONSERVATION INDICATORS



WATER IMPACT (1995–2025)

Cumulative consumption of reclaimed water

7.4
million m³
(28% of total consumption)



Replacement of plant species with varieties that consume less water

PERFORMANCE 2025

Potable-water consumption per 1,000 visit-overnight stays

16.49 m³
(below the annual target of 169 m³)

Water saving in the industrial laundry

16%
compared with conventional laundries
100%
of the water used in the washing process is non-potable

Main use of reclaimed water

Irrigation of green areas



Monitoring and control

New meters at critical points to detect leaks



2.3. TOWARDS ZERO WASTE

In 2025, **total waste generation** stood at **522.78 tonnes**, below the set target of 526 tonnes. The **ordinary waste**, for its part, reached **201.19 tonnes**, slightly above the target of 197 tonnes, although it maintains a significant reduction compared with the 2019 base year, when **282 tonnes** were recorded. Taken together, these results reflect the progress made in the waste management and reduction measures implemented at the resort.

★ KEY INDICATORS –KPIS–

Total waste –2025–

523 t/million
visit–overnight stays

- 2025 target: **526 t**
- Change vs. 2019: **-23.2%**

★ ORDINARY WASTE OR NON-RECYCLABLE –2025–

201 t/million
visits

- 2025 target: **197 t**
- Change vs. 2019: **-33.1%**

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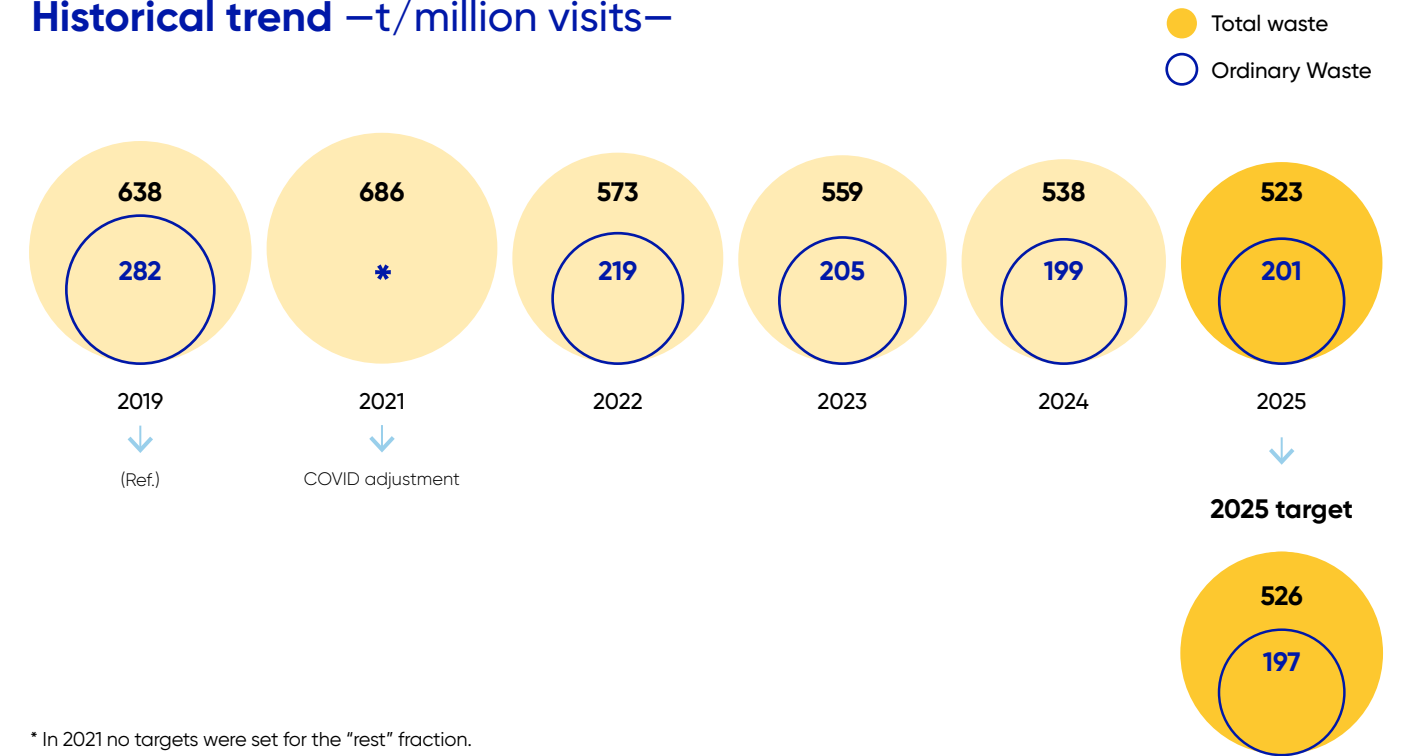
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Historical trend –t/million visits–



In 2025, the recovery rate reached **95.42%** of total waste generated. In addition, maintaining **AENOR's "Zero Waste"** certification has helped to strengthen the monitoring of indicators and continuous improvement at the various operational points of the resort.

Looking ahead to 2026, the company plans to install **three smart scales**—one at the Convention Centre and two at La Cantina—to monitor food waste in real time and reinforce waste management and operational tracking.

Reusable cup system

As part of its commitment to reducing single-use plastics, the resort offers visitors a reusable cup through a €1 deposit, fully refundable upon return. This initiative, which includes the "Billie" cups for coffee and hot drinks, made it possible to avoid the use of more than **2,300,000 disposable containers** in 2025, with a **return rate of 55%** for subsequent sanitisation and reuse.





Main milestones and projects of 2025

- **Zero Waste certification:** PortAventura World renewed and maintained AENOR's Zero Waste standard, supported by a separation system that allows up to 35 waste fractions to be managed separately.
- **Biodigester pilot test:** An operational test was carried out at Hotel Gold River for the in situ treatment of organic matter. Although it was not definitively implemented, as it did not meet internal discharge standards, it provided strategic learnings to improve future circular processes.

2025 recovery streams

Waste recovery measures the proportion of waste generated that is destined for material or energy recovery processes, such as recycling, reuse or composting, instead of being sent directly to disposal. In 2025, the monitoring of these streams made it possible to strengthen the traceability of waste flows and improve operational control at the various points of the resort.

Total waste generation fell from 538 t/million visits in 2024 to **523 t/million visits in 2025**, representing a 3% reduction compared with the previous year.



2.4.

BIODIVERSITY: THE RESORT THAT CARES FOR ITS SURROUNDINGS

PortAventura World is located near the **protected wetland of the Sèquia Major**, an area of high ecological value. Since the early days of the project, the company has contributed to the environmental recovery of this space, demonstrating a **historic commitment to the protection of natural areas** and the sustainability of its surroundings.



Two technicians from the Catalan Ornithology Institute carrying out the swallow census.

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Swallows Project



In collaboration with the **Institut Català d'Ornitologia**, a technical census was carried out in 2025 that detected **214 common house martin (Delichon urbicum)** nests, representing a **14% increase compared with the previous year**. The most notable milestone of the year was reaching 86 active nests, the highest figure recorded since monitoring began. These colonies are concentrated mainly in the **Mediterrània** area and the **Hotel PortAventura**, demonstrating that tourism activity is compatible with the conservation of protected species.

PAW Cats Care



In 2025, the **PAW Cats Care ethical urban-fauna** management programme applied the **TNR method (Trap-Neuter-Return)** to more than **150 feral cats** at the resort. This approach seeks to control the population responsibly, ensuring animal **welfare**, preventing the transmission of diseases and maintaining balance in the ecosystem. In addition, the programme has the **active participation of employees**, who help to feed and care for the colonies.

Climate-adapted gardening



The landscaping strategy in 2025 focused on **resilience and water efficiency**, prioritising the progressive replacement of species with **native or drought-adapted varieties** that require less irrigation. In line with the water approach described in 2.2, gardening prioritised the transplanting of existing vegetation over disposal during renovations, contributing to the conservation of resources and the continuity of the resort's activity in a changing environment.



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CONNECTIONS THAT ADD UP



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3.1.

THE MAJOR 2025 AGREEMENT AND THE PAW TEAM

PortAventura World is, above all, people. The strength of the business project is also measured by how it cares for its team, relates to its suppliers and contributes to the community. The year marked historic milestones in employment, equality, training, health and wellbeing, consolidating the resort as a benchmark in people management in the province of Tarragona.

During the year, the resort reached a **peak of 4,233 employees in June**, making the company the **largest employer in the province**, representing 1%* of the working population.

Following the preliminary agreement of **28 April 2025**, improvements to the collective bargaining agreement were implemented that strengthen operational stability and the team's wellbeing, including a **6% salary increase with retroactive effect from 1 January**, the creation of a **loyalty bonus for length of service** and the launch of the digital **"A Turnos"** programme to manage schedules in an agile and transparent way. The employment model combines a solid base of permanent employees with seasonal reinforcements, reaching an annual average in which **98% of the workforce holds a permanent open-ended contract**.

* Idescat.EPA data. Tarragona working population 2025

A tribute was paid to **146 employees with 30 years of uninterrupted service**, recognising their loyalty since the opening in 1995.



The commitment to **gender equality** was reflected at management levels, exceeding the target of 45% female presence in the top levels and reaching 54%, with **27.27% women in executive positions** and **63.64% in area-management roles** at year-end. This result stems from the **Equality Plan**, which establishes nine strategic objectives, including the promotion of equity and the guarantee of an environment free from discrimination. The pay gap in operational and technical categories stands at -4.08%, evidencing the trend towards full parity.

Training and skills development was another strategic focus in 2025. The specialisation programmes included the **PAW Academy**, with **145 participants** in advanced pathways and microcredentials, and the **COMETA model**, with **557 participants**, based on six key competencies: Connect, Orient, Mobilise, Empathise, Transform and Appreciate. The average number of training hours was **14.41 per man and 11.63 per woman**, reinforcing the organisational culture and the values of the 30th anniversary.

80.4% of the workforce received ESG training, exceeding the annual target of 80%.

Active listening was consolidated through the **PAW TEAM App** and the work of the **People and Culture Business Partners**, making it easier to detect and address needs at the operational front line.





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3.2.

HEALTH, WELLBEING AND SAFETY

The wellbeing of the team is a central pillar of PortAventura World's social strategy. The **PortAventura e-Saludable Programme**, awarded at the **MAZ Healthy Company Awards**, helped to reverse the **upward trend in absenteeism** and achieved an **internal satisfaction score of 4.80 out of 5**. Its initiatives include the **Training Room**, daily fruit, **physiocoaching** sessions and an **Employee Assistance Programme** with ongoing psychological support and mindfulness resources.

33
audits in
Occupational Risk
Prevention

In 2025, our **occupational risk prevention** system was strengthened and successfully passed the mandatory **legal audit**, obtaining a validity of four years. Beyond external verifications, our preventive culture is built on exhaustive internal control: during the year, **4,006 internal inspections** and **33 specific ORP audits** were carried out, complementing and consolidating the results of the legal audit.



4,006
internal inspections





3.3. CORPORATE VOLUNTEERING

Corporate volunteering was consolidated as a central pillar of PortAventura World's organisational culture and its social-impact strategy. These initiatives allow employees to get directly involved in charitable and environmental causes, reinforcing their commitment to the community and the environment.

The main recipient of these actions is **Dreams Village**, the flagship project of the PortAventura Foundation, where **85 active volunteers** took part in activities supporting families with children suffering from serious illnesses during six-day stays. The volunteers dedicated a total of **765 hours**, coordinating **219 activities and workshops**, helping the families to experience rest, connection and emotional recovery.

Voluntary participation also extends to the environmental sphere through the **PAW Cats Care programme**, in which employees voluntarily help to feed and care for feral-cat colonies.



The company reinforces this culture with the Teaming programme, which integrates charitable action into employees' daily lives, allowing them to select and support the projects they consider most relevant. This initiative strengthens PortAventura World's purpose as a **B Corp** and consolidates volunteering as a tool for **awareness and commitment**, where employees are active protagonists of the company's social impact.

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During 2025, volunteers actively collaborated in events of great social impact, such as **Genuine Day**—inclusive sports days for people with intellectual disabilities—as well as the **Charity Dinner**, the Fun Run race and the golf tournament, contributing to fundraising for social projects.



3.4.

PARTNERSHIPS WITH THE LOCAL COMMUNITY

A **solid and responsible supply chain**, integrating sustainability and governance criteria into all its commercial relationships, exemplifies PortAventura World's commitment. During the year, the resort allocated **192.11 million euros** to purchases from suppliers, of which **84.57% went to national companies**, representing **87.81% of total billing**, while **58% of suppliers are from Catalonia**, reinforcing its local roots.

The **8th edition of the Supplier Dialogue** brought together more than **120 companies** with the highest billing volume, recognising their contribution to **sustainability, digitalisation and risk prevention**.

Winners

- **Sustainability:** Distribuciones Hermanos García (DHG).
- **Digitalisation and Innovation:** Spatial Voyagers.
- **Occupational Risk Prevention:** Moncobra.
- **Services:** Sabico (In Resort) and Microbio (Off-Site Services).

A special tribute was paid to more than 30 suppliers that have maintained 30 years of continuous collaboration, consolidating strategic relationships with the local business fabric.

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The company integrates sustainable practices into its suppliers' operations: **91% of new suppliers** were assessed under environmental and social criteria, **10 external audits** were carried out, and **circular practices** were promoted, such as the use of reusable packaging in meat and fruit supplies managed by the suppliers themselves.

In parallel, the "**Diálogo con el Entorno**" Panel held three key sessions during 2025: a historical retrospective to assess the resort's impact over these 30 years, an analysis of external communications, and technical visits to the **Central Kitchen** – demonstrating PortAventura World's commitment to **food safety** and **waste reduction**, and strengthening engagement with the different stakeholders across the territory. Within the framework of the 30th anniversary, these initiatives demonstrate that the relationship with suppliers and the community is not only commercial, but also strategic, social and environmental, contributing to the resort's positive impact on its surroundings.





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EMOTIONS WITH PURPOSE





4.1.

A PARK FOR EVERYONE:

REAL INCLUSION AND ACCESSIBILITY

Inclusion at PortAventura World is managed in a cross-cutting way within the service model, ensuring that the resort can be enjoyed by people with different abilities and personal circumstances.

In 2025, the **Julia** project marked a historic milestone in Europe: she is the **first Sesame Street character with autism** to debut at a theme park, joining the SésamoAventura area. Julia is a sensitive, creative girl with a passion for drawing, and her presence is used as an educational tool to give visibility to neurodiversity, raise awareness among the team and normalise the different ways of communicating, feeling and interacting with the environment.



Julia takes part in **special performances** at SésamoAventura, allowing children with autism to **feel represented, welcomed and valued**.

Her inclusion is complemented by **informative pictograms developed together with Todos en Azul and ARASAAC**, which help families to anticipate routes and reduce uncertainty during their visit to the area. This approach reinforces empathy and respect for diversity from the very first interaction with the resort.





The **30th anniversary** served as a framework to reinforce the inclusion of people with visual impairments through the partnership with ONCE, holding a draw on **1 June 2025** with **5.5 million commemorative tickets** and a symbolic event on 15 May, where a group of blind people experienced **Dragon Khan** "blind", transforming the experience of the attraction into a powerful message of universal access to leisure.

The company reinforces its commitment to **LGBTIQ+ diversity** through **Pride Night 2025**, held on **7 July** with expanded programming that included DJ sets, shows such as **Aquamusic** and awareness workshops for the team. In addition, PortAventura World renewed, for the third consecutive year, its adherence to the European Commission's **Diversity Charter**, reaffirming its inclusive talent-management policies.

Taken together, these initiatives consolidate a **truly inclusive** leisure model, where diversity is integrated into the visitor experience and the resort's internal culture, reinforcing its purpose as a **B Corp** committed to social transformation and the emotional wellbeing of all audiences.



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The improvement of accessibility has also been consolidated through technical audits of the hotels carried out with **ILUNION** that will enable us to improve our facilities, the opening of a new service office for visitors with special needs and the installation of **induction loops** and **Visualfy** systems at critical points such as ticket offices and theatres.





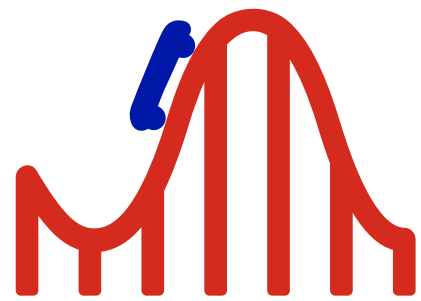
4.2. TECHNOLOGY THAT THRILLS: MIXED REALITY

The integration of **mixed reality (MR)** marked a qualitative leap in innovation, combining physical environments and real theming with interactive digital elements, avoiding the dizziness that conventional virtual reality can cause and allowing the adventure to be enjoyed in company. The commitment to MR reinforces the resort's narrative



Among the most outstanding experiences is **El Diablo Neo**, which inaugurates the **PortAventura Neo** category. This product line seeks to reinvent existing assets by incorporating technological layers. It is the **world's first roller coaster to integrate mixed reality** and reuses the infrastructure of the former "El Diablo – Tren de la Mina" roller coaster, offering a completely new experience without building from scratch, which reflects a commitment to operational sustainability. Visitors, equipped with special glasses, immerse themselves in an immersive journey through ancient **Mexican mythology**, synchronised with every movement of the train.

Another key experience is Expedición **ULUM, El Despertar Jurásico**, developed to strengthen the family mixed-reality offering in Europe. Visitors become explorers in the cenotes of the Gulf of Mexico, discovering Jurassic creatures that have remained hidden for millions of years. The experience uses **PICO 4 Ultra Enterprise** glasses and lasts between 12 and 15 minutes.



El Diablo Neo is the **world's first roller coaster to integrate mixed reality**, offering a completely new experience.



From its design, ULUM is **fully accessible** to people with reduced mobility, ensuring that everyone can take part in the expedition and reinforcing the resort's **inclusive** approach.

These openings add to the renovation of **Hysteria in Boothill**, the first MR experience at a Spanish park, launched in 2024 and updated in 2025 with **generative AI** to enrich the narrative and improve the sensory effects. These include vibrations, aromas and hot air, which enhance immersion and emotional interaction with the story.

Taken together, these initiatives demonstrate how PortAventura World uses **technology as a lever of emotion**, integrating innovation, sustainability and inclusion to transform the experience of every visitor, aligning with the objectives of the 2026–2028 Sustainability Plan and consolidating its leadership in immersive and accessible entertainment.



4.3.

PORTAVENTURA FOUNDATION: OUR SOCIAL FOOTPRINT

The **PortAventura Foundation** consolidated its role as the social heart of the resort, with a tangible impact on families, communities and medical partnerships. The flagship project, **PortAventura Dreams Village**, celebrated its sixth anniversary in October, offering **10 villas of 350 m² designed under accessibility criteria**. Since its opening in 2019, more than 1,200 families have benefited from the programme, and in 2025 alone 1,847 people were able to enjoy this therapeutic-leisure experience. The selection of families continues to be carried out in collaboration with leading hospitals such as **Vall d'Hebron, Sant Joan de Déu and the Niño Jesús in Madrid**, ensuring that assistance reaches those who need it most.



The Foundation's total social investment in 2025 amounted to **878,000 euros**, benefiting not only its own projects but also local organisations such as the **Tarragona Association Against Cancer** and the **Associació Jeroni de Moragas**, consolidating the resort's commitment to the social and community development of the region.



Charitable partnerships and events expanded the reach of the Foundation's impact during the year:

- Worldcoo – Charity Round-Up** → An initiative launched on 6 May 2025 that allows micro-donations by rounding up card payments.
- Turrón Dreams** → A collaboration with **Torróns Vicens**, with part of the proceeds going to fund stays at Dreams Village.
- XIII Fun Run** (25 May) → More than 1,750 runners and 22,500 euros raised for **Soñar Despierto, Diagrama and Dreams Village**.
- 14th Charity Dinner** (18 July) → 125,550 euros raised for **La Muntanyeta, the Enriqueta Villavecchia Foundation and Dreams Village**.
- 10th Golf Tournament** (15 November) → 10,470 euros raised for the **Associació Jeroni de Moragas, the Tarragona Association Against Cancer and PortAventura Dreams Village**.
- '250 Smiles' Collaboration** → Support for the initiative of the **Convent de Santa Clara Foundation and Sister Lucía Caram**.



4.4. ENVIRONMENTAL EDUCATION AND AWARENESS

The EcoEduca programme consolidated the resort's commitment to environmental education, with **73 educational centres** taking part in the various activities, involving **more than 3,540 students** in experiential learning proposals that combine theory and practice. As part of the programme, the third edition of the **National School Competition "Make your world more sustainable"** was held, receiving **124 proposals** for positive action developed by the students themselves in their local environments, focused on renewable energy, biodiversity and zero waste.

The **Ecoeduca School Days**, held in October 2025, were attended by more than **2,500 students and teachers**. During the event, various Talents sessions were held in which students were able to work on real challenges posed by PortAventura World and partner companies, including Danone, Puring and Nestlé, applying **design-thinking** methodologies to foster creativity, problem-solving and sustainable innovation.

The educational area located at the **"Energy Circuit"** photovoltaic plant opened its doors for the first time in December 2025. PortAventura World makes this space available to local secondary schools and colleges, allowing students and teachers to experiment with **renewable-energy generation** through interactive games and technical visits to the **PortAventura Solar** photovoltaic plant. **In collaboration with the Vila-seca Town Council, since its opening, 303 students from the Ramon Barbat i Miracle School and the Vila-seca School have enjoyed the space.** This action reinforces the link between education, innovation and responsible leisure, turning the resort into an active learning space that inspires real change in young people's environmental awareness.



The Ecoeduca School Days, held in October 2025, were attended by more than **2,500 students and teachers**.





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GOVERNANCE WITH INTEGRITY



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A RIDE TO SUSTAINABILITY / IMPACT AND SUSTAINABILITY REPORT

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5.1. SAFETY: RIDES AND FOOD

Safety is a non-negotiable value at PortAventura World and constitutes an absolute priority at all phases of the resort's operation. In line with a model of integral governance, the company guarantees the maintenance, inspection and certification of all its facilities under the most demanding technical standards.

The protection of our visitors is the central pillar of our value proposition:

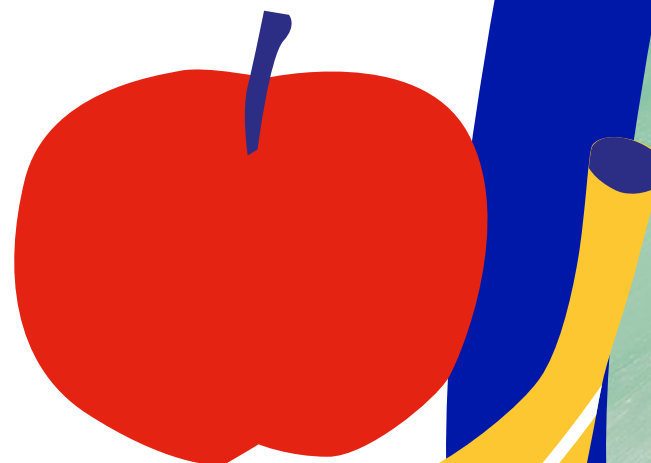
- This is maintained through procedures that exceed local and national regulatory requirements, including daily safety inspections and checks on the correct functioning of all attractions and theatres, the results of which are recorded on a dedicated digital platform.
- These processes are complemented by annual certifications carried out by authorised independent bodies.

As a reflection of this operational excellence, the **injury rate** improved significantly, falling from 4.37 in **2024 to 2.08 in 2025 per 1,000,000 visits**, consolidating the safety-first culture at PortAventura World.

Food safety was strengthened with the extension of **ISO 22000** certification to six new establishments during the year: **Jeremias, Bora Bora, Pit Lane, Cantón, La Cantina and the Bakery**, and the full implementation of the **4 Link** digital tool enabled **100% real-time control of records**, eliminating delays in report preparation and facilitating immediate traceability and evidence of compliance at each operational unit, actively involving all staff in the safety culture. To guarantee safety, **584 hygiene-and-health audits** linked to food safety were carried out during the year: **262 external and 322 internal**.



100%
of the facilities
inspected passed
the tests



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5.2. ETHICS, COMPLIANCE AND HUMAN RIGHTS

PortAventura World maintained its commitment to a model of integral **governance**, ensuring transparency, regulatory compliance and the protection of the rights of all stakeholders. In the area of digital **security**, the company achieved its target of **zero cybersecurity incidents and zero data-privacy fines**, backed by an **Information Security Management System certified under ISO 27001**, reinforced with virtualisation projects and alignment with international frameworks such as NIST and CIS, and a DPO (Data Protection Officer) who ensures data protection.



The resort safeguards respect for human rights through a framework of action structured around three areas: workers, customers and the supply chain. With regard to workers, the company promotes an environment aligned with the Workers' Statute and the collective bargaining agreement, reinforced by the **Code of Ethics and Professional Conduct**, which prohibits any form of discrimination or harassment. During 2025, no complaints of human-rights violations were recorded in this area.

With regard to customers, the protection of their rights is addressed through compliance with consumer-protection, universal-accessibility and data-protection regulations, reinforced by specific audits and a new management platform. In the supply chain, acceptance of the **Code of Ethics** is mandatory for all suppliers. In addition, during 2025 the migration to the **SAP** Ariba platform began, with the aim of improving the traceability and monitoring of commercial relationships.

The company reaffirms its commitment to international standards through its adherence to the **UN's Global Code of Ethics** for Tourism, linking its activity to the Sustainable Development Goals (SDGs) and respect for local communities. In addition, **100% of the resort's operations** were assessed for corruption risks during the year, consolidating a reliable and transparent governance model.





5.3.

TRANSPARENCY AND DIALOGUE WITH STAKEHOLDERS

PortAventura World maintains a strong commitment to **transparency and accountability**, ensuring that performance information is clear, accessible and verifiable. The **2025 Non-Financial Information Statement (EINF 2025)** was prepared under **Law 11/2018** and submitted to independent verification, guaranteeing the reliability of the reported data. In addition, the resort maintains its alignment with international standards, including **GRI, TCFD and SASB** sector indicators, and is making progress in preparing for the **CSRD** Directive through the adoption of the ESRS standards.

The **double-materiality** analysis carried out by the company made it possible to identify **17 key topics** that guide both the corporate strategy and sustainability reporting. The **environmental** dimension addresses climate-change mitigation and adaptation, energy, water and waste; the social dimension covers secure employment, diversity, training, health and safety, privacy, local development and visitor satisfaction; and the governance dimension addresses corporate culture, supplier management and business resilience.

The **satisfaction indicators** reflect the success of the relationship with stakeholders: the **visitor NPS** stood at 51 points, slightly below the target of 53 set for 2025, while the employee eNPS reached 22, exactly meeting the annual goal. These results confirm the effectiveness of programmes such as **PortAventura e-Saludable** and the employment stability promoted by the preliminary collective-bargaining agreement.



the visitor NPS stood at

51 points

the employee eNPS stood at

22 points

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PortAventura World keeps its integrity and whistleblowing channels active, accessible to employees and third parties, and in 2025 no complaints of human-rights violations or relevant legal incidents were recorded. The digital-security indicators remained within the established standards.

This comprehensive approach ensures that the resort's sustainability strategy not only complies with current regulations, but also responds actively to the **expectations and needs of all stakeholders**, consolidating trust, transparency and operational excellence as core values of PortAventura World on its 30th anniversary.





5.4. THE 2026–2028 STRATEGY: 'JOIN THE RIDE, CHANGE THE WORLD'

The 2026–2028 Sustainability Plan is built on the experience accumulated during the previous cycle and the learnings obtained from the analysis of the priority topics that guarantee the resilience of the business and its positive impact on society and the environment. This new cycle does not represent a break, but a natural evolution that seeks to go beyond reducing impacts, promoting the **regeneration of ecosystems and communities**.



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The strategy is structured around three complementary pillars under the motto “Join the ride, change the world”.

1.

Ride to Regenerate (Environmental Dimension): This pillar drives the transition from mitigating impacts to actively regenerating the natural environment. It includes the deployment of **resilient infrastructure** with energy efficiency in buildings and operations, the **renaturalisation of the park** to protect biodiversity and provide thermal comfort to visitors and employees, and the consolidation of the **circular economy**, with a particular focus on **eliminating food** waste, through the installation of smart scales and the precise monitoring of resources.

2.

Ride with Connections (Social and Governance Dimension): Aimed at strengthening **collaboration ecosystems** and human value, this axis promotes the continuous improvement of the team’s wellbeing, consolidating programmes such as **e-Saludable** and training and employability strategies. In addition, it reinforces the **responsible supply chain**, ensuring that suppliers—especially local ones, which represent 64% of billing—comply with ethical principles and **human-rights due diligence**, and it enhances PortAventura World’s role as a relevant social actor in Catalonia through constant dialogue with the community.

3.

Ride for Emotions (Visitor Experience): This pillar seeks to transform the relationship with visitors, offering meaningful experiences beyond conventional entertainment. It focuses on real inclusion, integrating milestones such as the **Julia Project** and cognitive signage to ensure universal accessibility. It also promotes **emotional learning**, in collaboration with the **PortAventura World Foundation**, and the **digitalisation and personalisation of the visitor** journey, anticipating needs and optimising every interaction.

Thirty years of history do not represent a point of arrival, but the foundation on which PortAventura World builds the next thirty, understanding that **sustainability** is an indispensable condition for the **resilience and future success** of the business.

