PortAventura

SCOPE
PortAventura Entertainment, S.A.U. has drafted its fifth Annual Report of Corporate Responsibility for the financial year 2012, which lists the main actions, performance data and achievements in the three dimensions of sustainability (economic, social and environmental).
It includes information about PortAventura Park, PortAventura Aquatic Park, the hotels PortAventura, El Paso, Canibe and Gold River and the Convention Centre, managed by Port Aventura Entertainment, S.A.U.

MATERIALITY
In order to define the content of this report, PortAventura’s main channels for dialogue have been reviewed, identifying the subject areas considered relevant by company stakeholders and thereby guaranteeing the quality of the information collected.

STAKEHOLDERS
The stakeholders defined by PortAventura are: shareholders, customers, employees, contractors and suppliers, not-for-profit organisations (associations, foundations, NGOs, etc.), society in general and the environment.
To ensure that stakeholder expectations are recognised and incorporated into the management of the resort, PortAventura provides the following channels for dialogue: internal channels for employees, external channels (such as Guest Service, Commercial Information System or satisfaction surveys) and the contact, participation and collaboration of PortAventura with business, social, educational and environmental institutions and organisations.

REPORTING STANDARD
This report has been drafted under the directives established by guideline G3.1 of the Global Reporting Initiative (www.globalreporting.org), a standard framework under which organisations report on their economic, social and environmental performance.
The report brings together the requirements associated with application level A.
In 2012 PortAventura Resort has consolidated its position as one of Europe’s leading family leisure destinations. To do this, we focus on continuous innovation and constant improvement of our facilities and attractions, on excellence in customer satisfaction, thanks to the work of skilled and motivated professionals, and on the natural environment, which we are striving to maintain.

Responsible company management, based on our corporate values and compliance with the principles of the United Nations Global Compact, has made it possible, during yet another year, to create shared value for customers, employees, suppliers, partnering organisations, the environment and society.

PortAventura was built respecting the natural environment and with the desire to be a good neighbour within the community. Today, we continue to be one of the largest employers in the province of Tarragona and we have developed a strong network of relationships with local social organisations through the PortAventura Foundation and other initiatives that enable us to extend the same wellbeing that we guarantee our customers to those most in need. This year we would like to highlight, among others, PortAventura Foundation’s partnership with the Comarques de Tarragona Food Bank for the purchase of staple foods.

We also wish to point out that the PortAventura facilities currently hold more safety certifications than any other European theme park and that we have been working on reducing the environmental impact of our actions to decrease emissions, water and energy consumption and increase respect for the environment with the participation of visitors, employees and suppliers.

This Corporate Social Responsibility Report, our fifth report of this kind, summarises the information on PortAventura’s three dimensions of responsible management: financial, social and environmental. We would like to thank our customers, employees and partners for their loyalty to PortAventura and we hope that this report will provide a better understanding of the company.
PortAventura Park opened in 1995, located between the towns of Salou and Vila-seca (Tarragona), and was the first theme park in Spain. Today, PortAventura is a leading European resort, family holiday destination and corporate space, with a wide range of services to complement the theme park.

### Relevant data for the PortAventura Group in 2012

- **Turnover equivalent to**: 181.2 million Euros
- **EBITDA (Earnings before interest, taxes, depreciation and amortisation)**: 68.8 million Euros
- **Net profit**: 17.1 million Euros
- **Visitors to PortAventura Park**: 3,439,444
- **Visitors to PortAventura Aquatic Park**: 263,773
- **Total number of hotel overnight stays**: 898,957
- **Overnight stays at Hotel PortAventura**: 308,117
- **Overnight stays at Hotel El Paso**: 160,688
- **Overnight stays at Hotel Caribe**: 219,085
- **Overnight stays at Hotel Gold River**: 211,067
- **Total number of employees**: 1,900
- **Total number of contractors and suppliers**: 928

### Timeline

#### 1995
- PortAventura opens its doors, becoming the first theme park in Spain. Its most symbolic ride is Dragon Khan.

#### 1997
- New roller coaster: Stampida.
- Creation of the Environmental Committee’s Equip Verd.

#### 1999
- The show FiestAventura is performed for the first time.

#### 2000
- New attraction Sea Odyssey: a submarine simulator.

#### 2001
- Templo del fuego (Temple of Fire) opens.
- 1st registration with EMAS.

#### 2002
- PortAventura is transformed into a tourist destination, thanks to the launch of two hotels and a water park.

#### 2003
- The Caribe Resort hotel opens its doors for the first time.
- 1st Distintiu Garantia Qualitat Ambiental (Hotels).

#### 2005
- The arrival of the free fall Hurakan Condor.

#### 2007
- Arrival of Furius Baco: extreme acceleration.

#### 2008
- Member of Club EMAS of Catalonia.
- Affiliation to The Global Compact.
- 1st Corporate Social Responsibility report drafted.

#### 2009
- Opening of the Hotel Gold River and PortAventura Convention Centre.
- Joined Travelife: Sustainable Tourism – Hotels.

#### 2010
- Celebration of 15th anniversary.

#### 2011
- Opening of SésamoAventura.
- Creation of the PortAventura Foundation.

#### 2012
- Launch of Shambhala (the new roller coaster), the School of Driving and Road Safety for children in the China area and the Parking Caravaning.
- Convention Centre: Member of the Green Meeting Industry Council.
The PortAventura resort
The PortAventura resort, covering an area of 227 hectares, comprises:

• PortAventura Park. The park, with a surface area of 119 hectares, is constructed around 6 theme areas. It has 39 rides (Shambhala, Dragon Khan, Stampida, Hurakan Condor, Furius Baco, among others), shows and theatres, street entertainment and character visits, 10 specialised restaurants (4 with table service and 6 self-service) and an additional 38 food outlets, not counting the restaurants, 31 shops and 19 games areas for the whole family. Throughout the year, PortAventura is dressed up to celebrate Halloween and Christmas, and also, new for 2012, White Nights and Oktoberfest.

• Costa Caribe Aquatic Park. The 36,000 m² of the water park is a recreation of the Caribbean and its tropical paradises. It has swimming pools, water attractions, 7 food outlets and a solarium. The park has been designed for both adults and children and offers services such as showers, changing rooms, lockers and sun loungers.

• Hoteles. The resort has four 4-star hotels with more than 2000 rooms. The hotels have swimming pools, gyms, tennis courts, family leisure activities and shops.

• PortAventura Convention Centre. This convention centre covers more than 13,000 m² and has the capacity to hold 10 to 3000 people at any given time. It is located at the heart of the resort, next to the Mediterrània theme area, overlooking the golf courses and the sea. It has 18 versatile, modular and multi-functional rooms distributed over two levels, and equipped with cutting-edge technology.

Integration into the surrounding territory, both from an environmental and a social and economic perspective has been one of the principles on which the resort was founded and is still managed today. As a good neighbour, PortAventura promotes mutually beneficial relationships with the various social and economic strata of its environment, acts responsibly and is committed beyond the requirements established by law. Consequently, the strategic focus of PortAventura management takes into consideration economic development, responsible social standing and respect for and protection of the environment.

PortAventura builds its identity around its corporate values, which are the basis for every action implemented and have made it possible to attain the goal of best European leisure destination. These values also form the foundations of relationships with stakeholders (shareholders, customers, employees, contractors and suppliers, not-for-profit organisations, society in general and the environment).

Since 2012, the company Port Aventura Entertainment, S.A.U. is solely owned by Investindustrial, a leading Italian investment fund with extensive experience in the leisure sector. During this year, “la Caixa” sold its 50% share in Port Aventura Entertainment to Investindustrial. Upon becoming a company shareholder in 2010, Investindustrial initiated a new business plan with a budgeted investment of 80 million Euros up to 2014.

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.
→ Approach towards stakeholders:

- To generate value and profitability for shareholders through responsible and sustainable management.
- Prioritise quality in customer service through innovation, to respond to the needs and expectations of clients and visitors.
- Invest in employees and provide them with a good place to work, promoting equality and diversity.
- Minimise the environmental impact of its activity and reduce the consumption of natural resources.
- Promote the responsible management of all the companies in its supply chain.
- Strengthen and improve the quality of life of society, through responsible behaviour and by working closely with social organisations.

PortAventura wants to strengthen its internationalisation strategy to become a world leader in the theme park industry. Together with the awards obtained, the resort occupies prominent positions in international industry rankings.

→ Institutional participation

PortAventura participates, on an active, constant and permanent basis, in a large number of associations and organisations (professional, industry, public institutions, bodies linked with tertiary social, medical and care associations, etc). The following are just some of these organisations:

- United Nations Global Compact Association for Spain.
- Spanish Association of Amusement Parks and Attractions (AEPa).
- International Association of Amusement Parks and Attractions (IAAPA).
- Tarragona Chamber of Commerce.
- Costa Dorada Tourism Studies Foundation.
- Spanish Confederation of Hotels and Tourist Accommodation (CEHAT).
- Tarragona Hotel and Tourism Business Federation (FEHT).
- Salou-Cambrils-La Pineda Hotels Association.
- Spanish Association of Purchasing, Contracting and Supply Managers (AERCE).
- Josep Carreras Private Foundation.
- Association for Management Progress (APD).
- Catalan Tourism Agency (ACT).

United Nations Global Compact

In February 2008, PortAventura signed up to the United Nations Global Compact and took on the Ten Principles that this initiative comprises. These principles reaffirm the company’s commitment to defend human rights, worker’s rights, environmental rights and to combat corruption, and directly affect its strategy, corporate culture and management model.

PortAventura en el European Attraction Show (EAS)

Fernando Aldecoa, CEO of PortAventura, gave the inaugural “Leadership Breakfast” presentation at the European Attraction Show, one of the industry’s main events and attended by executives from more than 300 European amusement and leisure parks. On this occasion, PortAventura talked about the keys to its model of success: the importance of constant innovation and development that has allowed what began as a theme park to become an integral destination on a European level.
2012 milestones

Throughout 2012, PortAventura has continued to make progress in its responsible management. Some of the most notable major milestones reached include, in relation to:

Good Corporate Governance
• Internal auditing has been carried out on the cash inflow and progress has been made with implementing the recommendations of the Corporate Compliance Project.

Customers
• PortAventura has kept customer numbers at 3.7 million in 2012, despite the economic situation in Spain, thanks to its position in the European markets.
• Innovation and renovation of facilities and attractions and the excellent teamwork at the resort are the keys to the ever-growing appreciation that visitors have of PortAventura.

Employees
• A target-based incentives programme has been implemented.
  
  This has succeeded in improving individual motivation and team spirit (Best Unit Award).
• The work towards the health and safety of employees, to promote their welfare and their alignment with the values, has led to a significant reduction in absenteeism and working days lost.

Environment
• The goal set in previous years to improve Equip Verd training in matters of the environment and industrial safety has been achieved. This has led to increased motivation and participation.
• In 2012 various energy-saving actions were undertaken by the Internal Energy Committee, resulting in a saving in the consumption of electricity, in absolute values, of 6.32% in the parks and 9.76% in the hotels, compared to 2011.

Suppliers
• A good relationship with nearby suppliers and a wide range of quality products allows PortAventura to manage procurement of goods and services on a local level. Most fresh produce comes from the surrounding area.

Society
• The PortAventura Foundation has focused its activity on facilitating access to leisure for different special needs and at risk groups, in partnership with social organisations.
• Overall, a more comprehensive approach was taken to compliance with the 10 Principles of the United Nations Global Compact.

Awards and Recognition

In 2012, PortAventura continued to see its work recognised and received 3 awards:
• Shambhala: Kirmes&Parks award for best new European attraction 2012.
• Shambhala: World of Parks award for best European attraction 2012.
• PortAventura: World of Parks award for best European park 2012.

The World of Parks awards were voted on by visitors to the website Worldofparks.edu; 20,000 people took part in the online voting.
2. Customers

UNITED NATIONS GLOBAL COMPACT
This section of the Annual Report covers:

Principle 1  Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
Principle 2  Businesses must make sure that they are not complicit in human rights abuses.
Principle 8  Businesses should undertake initiatives to promote greater environmental responsibility.
Principle 9  Businesses should encourage the development and diffusion of environmentally friendly technologies.

More than 3.7 million customers chose PortAventura Resort as a family holiday destination in 2012. Despite the unfavourable economic context, PortAventura has managed to maintain the volume of visitors to its parks and significantly increase overnight stays in its hotels.

→ PortAventura’s client profile

In 2012, PortAventura resort received a total of 3.7 million visitors. PortAventura’s internationalisation strategy and its dedication to continuous innovation (with the launch of Shambhala and the Parking Caravaning, for example) have been rewarded with an increase in European customers. In 2012, the French public increased by two percentage points, reaching 15% of visits, and especially the Russian market-to represent 9% of total visitors, four per cent more than the previous year, becoming the second largest international market.

The age profile of visitors has remained stable compared to 2011, with a slight increase in the proportion of children and young people. Therefore the main profile for PortAventura visitors corresponds to families with children 12 years and under (60%), although the age for groups has increased to 25, linked to the launch of Shambhala.

→ Quality of service and customer satisfaction

PortAventura is able to satisfy customers thanks to the excellent daily work of the company team, to the commitment to innovation and the renovation of facilities and attractions, to the vocation of service and the desire to offer unique and varied experiences, to natural, privileged and exclusive surroundings and to a unique and socially responsible vision.

In order to maintain ongoing communication with customers and be aware of their experience at PortAventura, the company has a model to evaluate the level of quality as perceived by customers. In 2012 a total of 48,004 surveys were carried out, 27,372 in PortAventura Park, 13,286 in the hotels and 7,346 in PortAventura Aquatic Park. Customer satisfaction in 2012 remained the same compared to previous data.

In order to guarantee fluid and two-way communication with customers, PortAventura offers a variety of channels for communication to deal with and handle enquiries, grievances and claims: in person, online, via post, e-mail, telephone or in writing in the parks and hotels. The Guest Service offices in PortAventura Park, PortAventura Aquatic Park, PortAventura Convention Centre and the hotel guest service units, centralise and coordinate the responses to the concerns presented by visitors and residents.

→ Innovation for excellence

Innovation and constant improvement of the attractions and facilities are key elements in the company’s strategy as they increase client satisfaction and make possible internationalisation of the resort.

2012 saw the completion of an investment of around 30 million Euros that started in 2011 and made it possible to successfully execute projects such as:

• The new attraction: Shambhala, expedition to the Himalayas. 25 million Euros were invested in this roller coaster, located in the China area and, with a height of 76 metres, it is Europe’s highest roller coaster. It also sets other European records for the longest drop, 78 metres, and fastest hypercoaster (134 km/h on the first descent). Throughout its journey the roller coaster scales the highest summits, descends into chasms, passes through tunnels and alongside mountain lakes,..., and crosses the structure of Dragon Khan.

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• Also in the China area, a school of driving and road safety for children has been set up. Here, little ones learn about road safety concepts in a fun way.

• The renovation of 300 rooms in Hotel PortAventura has been completed, designed to be both comfortable and functional and aimed at both holidaymakers and business executives attending conventions or meetings at the PortAventura Convention Centre.

• In order to diversify its offer, the resort opened in 2012 a Parking Caravaning with space for 100 campervans. Available services include power points at each parking bay, toilets and showers, chemical toilet tanks, self-service launderette and a snack and soft drinks vending machine.

Further improvements were:
• Wi-Fi in Hotel PortAventura, Lucy’s Mansion and the main building of Hotel Gold River.
• Bag lockers.
• Smartkiosk in food outlets to speed up orders.
• Electronic screens showing the waiting time for rides.
• Express ticket sales machines to avoid waiting in line at rides.
• Refurbishment of Yoghourtería Danone, The Iron Horse and Cerveseria L’Estació.

A well-placed and accessible resort
In order to ensure client satisfaction and employee welfare, right from the very start, PortAventura works to make all its facilities and services accessible. Therefore, the resort is fully accessible, a space free from architectural and sensory barriers and adapted to the needs of its visitors.

PortAventura makes available to visitors: staff on hand to provide information, guides, leaflets, plans, posters and other signs to facilitate access to all information about the park. Customers can easily find information on the attractions adapted for people with disabilities.

Visitors to the resort surveyed in 2012 were asked whether they considered the facilities and attractions to be accessible or if they had encountered difficulties in moving around. 95% said that they were very or reasonably accessible.

Safety
The safety of customers and employees is one of PortAventura’s primary concerns. Therefore, ongoing improvements are made to facilities to ensure the wellbeing of those who use them, for example: the renewal of the outdoor lighting and wooden flooring, changes of evacuation walkway support, among others.

All facilities are reviewed by maintenance companies and all attractions are inspected annually by a supervisory body that certifies compliance with safety and servicing standards, as required by current legislation. Furthermore, PortAventura has protocols in place in the event of incidents and emergencies. Furthermore, as a results of these efforts, in 2012 PortAventura was not the subject in any legal proceedings for safety matters affecting the health of clients and visitors.
3. Employees

**UNITED NATIONS GLOBAL COMPACT**

This section of the Annual Report covers:

- ** Principle 1**: Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
- ** Principle 2**: Businesses should make sure that they are not complicit in human rights abuses.
- ** Principle 3**: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- ** Principle 4**: Businesses should uphold the elimination of all forms of forced and compulsory labour.
- ** Principle 5**: Businesses should uphold the effective abolition of child labour.
- ** Principle 6**: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

In 2012, PortAventura had a team of 1,900 people, and remained one of the largest employers in the province of Tarragona.

The main features that characterise the PortAventura workforce are:

- The specialisation of profiles that correspond to more than 300 job positions within the Resort.
- Female participation; women make up 70% of the workforce.
- Loyalty to the project, with an average length of service of 7 years, 10 years for middle management and 6 years for management.
- An average age of 37 for the workforce, 43 for middle management and 46 for management.
- Stability, although the activity has a high seasonal component, 68% of employees are on permanent contracts, in line with previous years.

### 3.1 Characteristics of the PortAventura workforce

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| Number of employees that make up the workforce | 1,900 |
| Distribution of the workforce by gender     |       |
| % of men out of the total workforce | 30 % |
| % of women out of the total workforce | 70 % |
| Distribution of the workforce by age        |       |
| Between 16 and 25 years old | 4 % |
| Between 26 and 39 years old | 62 % |
| Between 40 and 59 years old | 22 % |
| Between 60 and 65 years old | 12 % |
| Distribution of the workforce by job category |       |
| Management | 10 |
| Middle management | 581 |
| Rest of the workforce | 1,309 |
| Average age of the entire workforce       |       |
| Management | 46 |
| Middle management | 43 |
| Rest of the workforce | 37 |
| Average length of service of the entire workforce |       |
| Management | 4 |
| Middle management | 10 |
| Rest of the workforce | 7 |
| Type of contract                          |       |
| % of employees with permanent / full-time contract | 54 % |
| % of employees with permanent / part-time contract | 14 % |
| % of employees with temporary / full-time contract | 31 % |
| % of employees with temporary / part-time contract | 2 % |

### Diversity and Equality

**Equal opportunities and non-discrimination.**

Diversity, equal opportunities and non-discrimination are the foundation on which PortAventura’s human resource policy is built. Therefore the company has an equality plan, included in the collective agreement and in line with the provisions of Article 46 of Constitutional Law 3/2007 of 22 March. PortAventura’s processes for selection,
professional development and internal promotion are based on merit and suitability for the job profile.

Multiculturalism.
One of the defining characteristics of PortAventura is the multiculturalism that exists within the resort, this is also reflected in a workforce made up of 46 nationalities, of which 322 employees (17%) have a nationality other than Spanish. The management of the human resources policy based on the values of the company, has made it possible to align employee variability with PortAventura’s strategy. This is also achieved through collaboration with companies that facilitate the integration of new people coming to work at the resort.

Disadvantaged groups.
Another key aspect of diversity management in PortAventura is the integration into employment of people with disabilities and at risk of social exclusion.

In 2012, the PortAventura workforce included 63 people with some kind of disability, 3.3% of the workforce, well above the 2% minimum that was set by the Spanish Law on Social Integration of the Disabled (LISMI). Integration of these employees is done in collaboration with social organizations (FSC Inserta, ECOM Federation or “la Caixa” Social Programme) and through contracting the services of special employment centres (Onada Private Foundation, Emplea Foundation and Flisa Fundosa Group).

With regard to the integration of people at risk of social exclusion, the company has entered into partnership agreements with social organisations local to the surrounding area (Vila-seca Council’s Employment Revitalisation Plan, the Catalonian Government’s ‘Via Laboral’ (Pathway to Work), Fundació L’Heura, the “M’agrada” and “Heura” initiatives of the Consell Comarcal del Baix Camp, “Espai Feina” of Punt Omnia Torreforta).

Employee wellbeing
PortAventura is committed to stability, professional development and physical, mental and emotional wellbeing in the workplace.

Services and social benefits for employees.
47.3 million Euros, more than a quarter of sales revenue (27%) has been allocated to employee salaries. In addition to this, all employees are covered by group health and life insurance. It should be noted that employees who retire receive a lifetime pass to PortAventura Park with all the benefits associated with it and are invited each year to the end of season party.

Work/life balance.
The company makes it easier to balance work and family life through a comprehensive package of measures, including: self-management of work within a time slot, flexible maternity and paternity leave, flexible hours when breastfeeding, possibility to opt for a flexible working schedule, reduced working hours to care for children or ill family member, leaves of absence.

In 2012, employees worked on average 1594 hours and 14% were on shorter hours.

Human Rights.
Employees are trained on procedures related to human rights through the welcome handbook, which also explains PortAventura’s values and its responsible management.

In addition, the Resort endeavours to provide all security staff with active training on human rights. This training is extended to employees designated to take the responsibility in emergency cases.

Health and safety at work.
There is a health and safety committee that promotes initiatives and programmes to improve health and safety in the work environment. PortAventura also has internal operating regulations which are reviewed and updated constantly. There have been a total of 91 emergency drills and 171 risk assessments, 13 technical reports (noise, heat stress and lighting) and 37 practical fire prevention courses. In 2012, 160 accidents have been recorded without leave, 81 with leave and 16 during the commute.
Employee professional development

Policy, processes and internal and external selection criteria.

The 554 employees who joined PortAventura in 2012 have satisfied the selection criteria based on transparency, equality and merit. Besides hiring new staff, PortAventura offers employees opportunities for promotion based on merit and professional development. It is worth mentioning that 62% of young graduates remain in the resort two years after being hired. In 2012 there have been 1,343 horizontal promotions and 251 changes of professional category.

Methods used by PortAventura to select their employees.

- Partnership agreements with INEM and SOC.
- Job banks with the nearest local councils: Salou, Vila-seca.
- Contacts with training centres.
- Partnerships with employment centres and social organisations.
- Agreements with Rovira i Virgili University.
- Proactive communication on job search portals and the PortAventura website.

Training

Employee training responds to multiple challenges faced by PortAventura: it guarantees excellence in client service, promotes the development of employees and covers the wide range of professional profiles working within the resort, among others.

To do this, training is used to strengthen skills and abilities as a way of responding to the needs and challenges of the business.

<table>
<thead>
<tr>
<th>2012</th>
<th>Investment received through the State Foundation for Vocational Training (FIPV) for employee training</th>
<th>8,239 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total no. of training events held</td>
<td>3,747</td>
</tr>
<tr>
<td></td>
<td>Total no. of employees who attended training events</td>
<td>8,279</td>
</tr>
<tr>
<td></td>
<td>Total no. of classroom training hours</td>
<td>34,545</td>
</tr>
<tr>
<td></td>
<td>Total no. of online training hours</td>
<td>2,850</td>
</tr>
<tr>
<td></td>
<td>Total no. of internal trainers</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Total no. of training hours for men</td>
<td>12,210</td>
</tr>
<tr>
<td></td>
<td>Total no. of training hours for women</td>
<td>29,676</td>
</tr>
</tbody>
</table>

The training programmes implemented by PortAventura are targeted at recognising the value of Resort employees and facilitating their professional development. To do this, the company is working on two axes: corporate Training (for all employees, which varies according to their duties) and PortAventura University and other training programmes (for employees with potential and willing to learn and improve their knowledge that, later on, can be applied to their job).

Skills development

The entire PortAventura team has a skills profile for the performance of their duties. In 2012, employees have been evaluated according to this skills profile for the purposes of integration and internal promotion.

Remuneration policies and recognition of merit.

The base salary of PortAventura employees is regulated by tables established in the collective agreement and represents 1.5 times the legal minimum wage. Also, the PortAventura remuneration policy is founded on the principles of legality, equality, non-discrimination, performance and merit. Furthermore, 13% of the team is paid according to a variable remuneration system, according to the attainment of individual and group goals. In this regard, in 2012 the Best Unit Award was created, which is aimed at level B leadership (managers) in the sales areas (shops, games and restaurants) who reach quarterly productivity and GSAT targets set for their units. Another initiative to recognize the performance of employees, rewards top employees with quality cards, which are redeemable for hotel stays, store discounts, in restaurants and for park tickets.
Environmental aspects
PortAventura identifies and assesses environmental aspects under normal, and abnormal conditions and in emergency situations, associated with present and future activities, and whether they are direct or indirect aspects. According to the evaluation, these aspects are identified as Significant or Insufficient.

Environmental awareness
Compliance with the principles of the PortAventura’s Environmental Policy and achievement of the objectives set is only possible with the involvement of the company team, customers and suppliers. Therefore, PortAventura offers to them and to society as a whole a series of tools for environmental awareness and training: dissemination of materials, participation in forums, articles, etc.

Training
Environmental management is one of the elements of the key elements of employee training. For example, new staff members receive full environmental training specific to their area of work. Returning employees receive environmental training, arranged by their managers, to bring their knowledge up to date.

In addition, Equip Verd members receive further training.

4. Environment

UNITED NATIONS GLOBAL COMPACT
This section of the Annual Report covers:

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
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<tbody>
<tr>
<td>7</td>
<td>Businesses should support a precautionary approach to environmental challenges.</td>
</tr>
<tr>
<td>8</td>
<td>Businesses should undertake initiatives to promote greater environmental responsibility.</td>
</tr>
<tr>
<td>9</td>
<td>Businesses should encourage the development and diffusion of environmentally friendly technologies.</td>
</tr>
</tbody>
</table>

Since its beginnings, in 1995, PortAventura Resort has always had as an objective the protection of the environment and to continually improve its environmental performance.

The principles of PortAventura’s Environmental Policy govern the actions of the theme park, water park, four hotels and the PortAventura Convention Centre, which make up the Resort. The environmental management of PortAventura is organised around two key figures, the Environmental Management System (EMS) Representative and Equip Verd (or Environmental Committee).

Responsibility and authority
Management Committee, Area Managers and Sub-Area managers
• To take decisions regarding environmental management of the Resort, following the advice of the EMS representative.

Environmental Management System (EMS) Representative
• An executive that acts as a liaison with the Management Committee.

Equip Verd (Environmental Committee)
• A work group comprising of representatives from different departments, which has as its objective the correct and uniform environmental management of PortAventura.

Members of the Equip Verd
• Supervise ESM implementation and maintenance in PortAventura, within the department/area that they represent.

PortAventura’s Environmental Certifications
• Eco-management and Audit Scheme 1221/2009 (EMAS III). European Certification, since 2000. PortAventura became the first European Theme Park to obtain this environmental certification.
• “Distintiu Garantia Qualitat Ambiental” [Environmental Management Standard] issued by the Generalitat de Catalunya for hotels; equivalent to the European ECO-label.
• Corporate environmental image for the entire PortAventura tourist destination.
Environmental Objectives – Targets for 2012

**Implementation of initiatives to encourage visitors to respect the environment**

- Acquisition of 16 differentiated waste bins in the visitors’ area for the new attraction: Shambhala.
- Acquisition of 30 paper recycling bins for the whole park.
- Inclusion of environmental survey in the client questionnaire to raise client awareness that PortAventura is committed to the environment and to evaluate client perception.
- Inclusion of environmental criteria in the parking caravanning terms and conditions.
- Inclusion of environmental information on the PortAventura Convention Centre webpage and creation of a sustainable events information sheet to send to clients in digital or printed format.
- Integration of the PortAventura Convention Centre in the association Green Meeting International Council.
- Publication of an environmental article in the magazine Funworld.

**Environmental evaluation of national suppliers (10%) and improvement in environmental behaviour of contractors (100%)**

- Definition of environmental criteria for certain purchases. Green purchasing information sheets: cleaning products, bags and paper tissues, electrical vehicles, events, IT and office equipment, office stationery.
- Analysis of Responsible Procurement Plan data obtained from the questionnaires sent to all suppliers and contractors. Drafting of a letter to suppliers and contractors that do not meet the minimum requirements demanded by our Responsible Procurement Plan, and which may have a significant environmental impact, in order to invite them to implement good environmental practices in the activities related to the services they are offering to PortAventura.

**To improve waste management within the resort**

- Adoption of measures to reduce containers that contain hazardous wastes.
- Training of catering supervisors and managers in waste management.
- Internal memos to serve as reminders as to correct storage procedures for hazardous wastes.
- Training in waste management for PortAventura operations staff, and contractors.

**To improve environmental management and industrial safety training, participation and motivation of Equip Verd members 10%**

- To implement an annual Training Plan for Equip Verd members.
- During 2012 we have continued to consolidate the training of Equip Verd members in order to improve their Management System skills. Training has been given on: The software used to update legal requirements CIVIMA LEGAL.Net (2 h), Updating of legislation on the environment and industrial safety (2011-2012) (2 h), Waste management. Life cycle. Waste-to-energy (1 h), Carbon footprint (3 h) and Environmental Communication workshop. Club EMS (3 h).

**To reduce CO2 emissions by 2%**

- Raising awareness of efficient driving amongst PortAventura employees.
- Acquisition of 1 electric vehicle for the transportation of small goods.
- Acquisition of 13 electric buggies for use in technical services.
- Incorporation of 9 HYBRID vehicles into the company fleet.
- Conversion of the locomotive Júpiter from Steam to Diesel-Hydraulic power.

**Reduction of drinking and non-drinking water by 8% compared to 2009**

- Preventive revision by testing drinking water facilities for watertightness.
- Publication of an article to raise awareness of water consumption.
- Installation of automatic irrigation in the park.

**Reduction in electricity consumption**

- Study: Optimisation of hotel occupancy to minimise electricity consumption.
- Switching off the park lights on days when it is not in operation.
- Change lighting to fluorescent lamps.
- Installation of a small control centre and automatic devices for air conditioning in Hotel PortAventura.
- Refurbishment of Hotel Gold River operations unit, rewiring of the hotel installations, placement of control panels, definition of new schedules.
- Analysis of hourly rate of consumption compared to last year.

**Improved environmental behaviours**

- 2012 Environmental Awareness Campaign: Awareness of responsible eating, How to manage special wastes, Efficient driving, Awareness of how to minimise water consumption.
- Local programme on environmental behaviour. The PortAventura Foundation collaborates with the Huerto Terapéutico project “Aigües Verds”. (Further details can be found in the section about the Foundation)

* To learn more about the environmental management of PortAventura, see the 2012 Environmental Declaration at www.portaventura.es/responsabilidad-social.
5. Suppliers

UNITED NATIONS GLOBAL COMPACT

This section of the Annual Report covers:

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
- Principle 2: Businesses should make sure that they are not complicit in human rights abuses.
- Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.
- Principle 5: Businesses should uphold the effective abolition of child labour.

Suppliers are part of PortAventura’s business success, client satisfaction and social and environmental sustainability. The Resort maintains stable and solid relationships with suppliers and partners based on transparency, accuracy, objectivity, unification of criteria and equal opportunities within the procurement processes.

Responsible purchasing and contracting

PortAventura want to ensure that all companies within their supply chain respect and implement company principles and values, including compliance with Human Rights. Therefore, the Resort has in place a responsible procurement plan and a Supplier Code of Ethics.

- The Supplier Code of Ethics, available since 2008, is articulated on three axes:
  - Adherence to Human Rights principles.
  - Working practices that respect the environment.
  - Reduction in international corruption.
  - In contracts with suppliers, PortAventura includes an ethics clause that reflects the principles of the Code of Ethics. Violation of the Code may lead to a supplier not being contracted.

- There is a standard procedure for the purchase of goods and services, which seeks to optimise resources and obtain the best economic conditions and control compliance with the criteria established for matters of quality, environment and hazard prevention.

- It is based on the principles of objectivity, transparency and non-discrimination and promotes the integrity of the suppliers.

Main actions

Among the main activities carried out by PortAventura, over the past few years, we find:

- Checks and requests by PortAventura for the certifications required within the supply chain.
- The document “general conditions for purchases and contracting”, which requires suppliers to comply with the fundamental standards of the International Labour Organisation (ILO) and with current safety and environment laws.
- The computer software for managing contracts CAE.net (Coordination of Business Activity), which facilitates compliance with the requirements to coordinate business activities and also monitoring of environmental, quality, purchasing, safety, social responsibility, and other, criteria.
- Environmental impact of the activity. In the purchasing processes PortAventura takes into account criteria such as: product manufacturing processes, the environmental impact resulting from the selection of raw materials, production and distribution and recycling of the product once it has been used. It also takes into account its efficiency, (lighting, air conditioning, dishwashers, catering appliances and vehicles).
• Delivery note management software, which guarantees traceability of the resort’s food products and reduces time spent on the entry of goods.

• Products committed to corporate responsibility, for example, the garments sold in its shops are mostly 100% cotton and the dyes used by suppliers in a large number of these garments are “azo-free” (completely safe for the environment). All our character soft toys are also made from azo-free materials in accordance with Safety Regulations in force within the European Community.

• Environmental criteria sheets for more supplies of environmentally-sensitive products (paper, plastic, paints, varnishes and cleaning products, etc.) on the call for tender forms.

• Highly-concentrated chemical cleaning products with the Ecolabel emblem in a very compact size, for use in the hotels, which has made it possible to minimise the volume of waste generated.

• In fulfilment of its adhesion to the Global Compact, PortAventura informs its suppliers of its commitment to the Global Compact and consults them on their compliance through the “Questionnaire for Suppliers and Contractors,” a survey with questions relating to the supplier’s alignment with the Global Compact and its responsible policies. During 2012, 70% of PortAventura suppliers entered in the CAE.net application were assessed through an environmental responsibility questionnaire.

Contractors and suppliers.

At the end of 2012, Port Aventura had 928 active suppliers, with a total purchasing volume of 72.2 million Euros. 781 of the suppliers were national (91.05% of the billing amount) and the remaining 147 were international (8.95% of the total amount billed).

Kilometre 0

Most food products, especially fresh, come from producers within PortAventura’s area of influence. Meat, fruit and vegetables are purchased in the vicinity and the fish comes from Cambrils market. PortAventura wants to ensure maximum quality and freshness of food products on offer at the resort. It also provides a varied and balanced selection, with choices of seasonal fruits, vegetables and dairy products on the menus.
6. Society

UNITED NATIONS GLOBAL COMPACT
This section of the Annual Report covers:
Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
Principle 5 Businesses should uphold the effective abolition of child labour.
Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation

PortAventura strives for the wellbeing and happiness of the children, young people and families that visit its facilities. The company extends these actions to outside the resort, attending to the needs of its surrounding environment through the PortAventura Foundation.

PortAventura Foundation
The PortAventura Foundation was set up in 2010 with the aim of consolidating the social action that PortAventura had been involved in since its early days and adopting new goals. Its objective is to help benefit society and improve the quality of life of people, especially children and young people. The Foundation works directly with people and their families, or indirectly through foundations and institutions preferably within its area of influence. Activity is structured around three areas:
Fomentar la accesibilidad al ocio.
• To promoting accessibility to leisure.
• To organise events and activities.
• To cooperate with other foundations and institutions through projects.

Income. Most of the Foundation’s income comes from contributions made by Port Aventura Entertainment, S.A.U., which makes an annual contribution of 0.7% of net profit after the accounts have been audited. It also makes one-off contributions based on the Foundation’s schedule of activities

Contributions to organisations. The Foundation works directly to facilitate access to leisure for various special needs and at-risk groups. To do this, it concentrates its actions and contributions on providing park tickets for not-for-profit organisations and other non-financial contributions.

Accessibility to leisure for groups at risk of social exclusion
PortAventura Foundation has established two types of collaboration with organisations to facilitate access to leisure for groups at risk of social exclusion: tickets free of charge or available to buy at a reduced rate.

Collaboration takes place directly through the residential centres for educational support (CRAE), residential centres for intensive educational support, day centres that care for children and young people and social organisations that implement initiatives to support children and young people with serious illnesses. It also focuses on actions aimed at raising awareness in society, such as blood donor campaigns, and amongst other organisations, based mainly in the territory, that also comply with the Foundation’s underlying objectives.

In 2012 social contribution through various programmes and activities reached a total of €851,382, 12% more than in 2011 (€758,601). Contributions were distributed in the following way:
• €788,506 in non-financial contributions to around 250 organisations (€589,400 in 2011).
• €62,876 in cash donations to 7 organisations (€69,201 in 2011).

Awareness of the PortAventura Foundation
In a 2012 survey, visitors to the resort were asked if they were aware that PortAventura has a foundation to help children. 29% of people surveyed said that they did know. Given that the Foundation is only two years old, this is a positive response.
CHARITY EVENTS AND ACTIVITIES IN 2012

13th April - Children’s Day. Solar Despierto Foundation and the collaboration of the Invest for children Foundation
Attendees: 834 (children, instructors and volunteers)
Group: Children and young people from CRÁES (Residential Centres for Educational Support) of Catalonia and Valencia.
Children and young people from residential and respite centres in Catalonia, together with their instructors and volunteers had a fun-filled day at PortAventura, when the children shared with their peers many recreational and emotional activities.

3rd June. “Posa’t la Gorra”. AFANOC Foundation (Catalan Association of Family and Friends of Children affected by Cancer)
Attendees: 12,811
Group: Children and young people with cancer. AFANOC used this event to organise outreach and awareness activities and publicise the reality faced by the families of affected children who have to travel to Barcelona for treatment, as this is where the main children’s cancer hospitals are located.
AFANOC spent the money raised from the charity event tickets sold to finance Casa dels Xuklis, a residential home with 25 apartments for families who must travel to Barcelona for their child’s cancer treatment.

22nd September. Coeliacs Association of Catalonia.
Attendees: 3,551
Group: People with coeliac disease and gluten intolerance. The objective of Coeliac Day was to raise public awareness and knowledge of this condition. PortAventura made available gluten-free menus in 9 of the park’s restaurants and in the restaurants of the 4 hotels.

25th October. 2nd Charity Dinner, benefit for the Comarques de Tarragona Food Bank.
Attendees: 705
€60,426 was raised for the Comarques de Tarragona Food Bank, enabling them to purchase food staples. The amount collected will cover necessities for 4 months.
The PortAventura Foundation has collaborated with the Food Bank aware of the increasing number of people turning to organisations for food, a need that particularly affects children and young people. It also wanted to give recognition to the admirable task carried out by volunteers of this organisation.

4th November. 1st Charity Run, benefit for the Comarques de Tarragona Food Bank.
Attendees: 3,200
€1,233 was raised for the Comarques de Tarragona Food Bank, enabling them to purchase food staples.
At this sporting charity event, 900 adult runners took part, 20 of them PortAventura employees, and 300 children between 4 and 12 years old.
Employees, volunteers and sponsors helped to organise the event. Alongside the charity dinner and run, the PortAventura Foundation with the support of PortAventura’s employee services, organised a food collection amongst company employees.

Christmas with the PortAventura Foundation
Characters Woody, Elmo and Cookie Monster, and PortAventura volunteers paid a visit to children and young people at the CEE “Alba” de Reus (a centre for children and young people with special educational needs) and “La Muntanyeta” Provincial Centre for Cerebral Palsy of Tarragona. Together they played together and had lots of fun.
In addition, the evening of the procession of the Magi, on 5th January, PortAventura offered cake and chocolate to park visitors in exchange for €1. All monies collected were given to the PortAventura Foundation and used in projects to improve the lives of children and young people.
In addition to the aforementioned, the PortAventura Foundation worked with other foundations and institutions.

**Partnerships in projects**

**Teaming**
- Team micro-donations: Any employees wishing to take part gives €1 of their salary per month for charitable projects that have been presented by their colleagues, and for which they have all voted.
- The PortAventura Foundation donates €2 for each Euro given by employees.
- In 2012, 528 employees took part, raising €7,015, the Foundation’s contribution was €14,031. 50% was donated to:
  - La Fundació Bona Nit, which supports the homeless.
  - La Associació d’Alzheimer Reus i Baix Camp, which researches the effects and consequences of Alzheimer’s, helps to raise awareness of this illness within society and provided families with legal and moral support.

**Agafa’t al 21**
- Project in partnership with the Associació Down Tarragona.
- Assistance with social and work integration into the company for people with Down’s syndrome, using the methodology of “supported employment”.
- The PortAventura Foundation will contribute a total of €37,000 until 2013.

**Kli-Aliments**
- In partnership with “Voluntaris per Vila-seca”.
- €40,200 worth of funding towards food staples.
- The Foundation has negotiated with a local distributor the monthly supply of 210 kits containing 15 basic products for a 12 month period, to meet the needs of families at risk of social exclusion within the municipality.

**Huerto Terapéutico Aïgues Verds**
- Agreement with the “La Muralla” MENT i SALUT [Mind and Health] Association to support the project “Huerto Terapéutico Aïgues Verds”.
- Training programme for people with mental disorders in order to achieve integrations into society and work, developing the capabilities of users.

**Blood donor marathon**
- The PortAventura Foundation collaborated with several cities within the region offering free entry to the park for everyone who donated blood during the annual 12 hour marathon.
- The cost of the project was €51,360.

**Accessible Park**
- In partnership with Salou Council.
- Purchase and installation of a park with wheelchair-accessible equipment for the city of Salou. The play structures were purchased from a specialist supplier who installed them in an area authorised by the council.
### 7. Summary of GRI Indicators

<table>
<thead>
<tr>
<th>1</th>
<th>STRATEGY AND ANALYSIS</th>
<th>Report Pages</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Statement from the most senior decision-maker of the organisation on the relevance of sustainability for the organisation, and its strategy.</td>
<td>4</td>
</tr>
<tr>
<td>1.2</td>
<td>Description of key impacts, risks and opportunities.</td>
<td>In all sections of the Annual Report.</td>
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<tr>
<th>2</th>
<th>ORGANISATION PROFILE</th>
<th>Report Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Name of the organisation.</td>
<td>3</td>
</tr>
<tr>
<td>2.2</td>
<td>Major brands, products and/or services.</td>
<td>6, 8</td>
</tr>
<tr>
<td>2.3</td>
<td>Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.</td>
<td>6, 8</td>
</tr>
<tr>
<td>2.4</td>
<td>Location of organisation’s headquarters.</td>
<td>51</td>
</tr>
<tr>
<td>2.5</td>
<td>Number of countries where the organisation operates and names of countries with major operations, or that are specifically relevant to the sustainability issues covered in the report.</td>
<td>6</td>
</tr>
<tr>
<td>2.6</td>
<td>Nature of ownership and legal form.</td>
<td>3</td>
</tr>
<tr>
<td>2.7</td>
<td>Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).</td>
<td>14-15</td>
</tr>
<tr>
<td>2.8</td>
<td>Scale of the reporting organisation, including:</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>• Number of employees</td>
<td></td>
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<tr>
<td></td>
<td>• Number of operations</td>
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<td></td>
<td>• Net sales (for private sector organisations) or net income (for public sector organisations)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Total capitalisation, broken down in terms of debt and equity (private sector organisations)</td>
<td></td>
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<tr>
<td></td>
<td>• Quantity of products or services provided</td>
<td></td>
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<tr>
<td>2.9</td>
<td>Significant changes during the reporting period covered regarding size, structure and ownership of the organisation, including:</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>• The location of the activities or changes made to them, openings, closures and expansion of facilities; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Changes to the structure of the share capital and other types of capital, and its maintenance and capital modification operations (for private sector organisations).</td>
<td></td>
</tr>
<tr>
<td>2.10</td>
<td>Awards and honours received in the reporting period.</td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>REPORT PARAMETERS</th>
<th>Report Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Reporting period for information provided (for example, financial year, calendar year).</td>
<td>3</td>
</tr>
<tr>
<td>3.2</td>
<td>Date of most recent previous report (if any).</td>
<td>3</td>
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<tr>
<td>3.3</td>
<td>Reporting cycle (annual, biennial, etc.).</td>
<td>3</td>
</tr>
<tr>
<td>3.4</td>
<td>Contact point for questions regarding the report or its content.</td>
<td>51</td>
</tr>
<tr>
<td>3.5</td>
<td>Process for defining report content, including:</td>
<td>3</td>
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<td></td>
<td>• Determining materiality</td>
<td></td>
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<td></td>
<td>• Priority of the aspects included in the report</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Identification of the stakeholders who are expected to use the report.</td>
<td></td>
</tr>
<tr>
<td>3.6</td>
<td>Boundary of the report (for example: countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).</td>
<td>3</td>
</tr>
<tr>
<td>3.7</td>
<td>State any specific limitations on the scope or boundary of the report.</td>
<td>3</td>
</tr>
<tr>
<td>3.8</td>
<td>Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organisations.</td>
<td>3</td>
</tr>
<tr>
<td>3.9</td>
<td>Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.</td>
<td>The content of the Annual Report is based on the GRI international standard.</td>
</tr>
<tr>
<td>3.10</td>
<td>Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement (for example, mergers and acquisitions, change of reporting periods, nature of business, or valuation methods).</td>
<td>There were no significant re-statements of information in relation to Annual Reports from previous years.</td>
</tr>
<tr>
<td>3.11</td>
<td>Significant changes relating to previous periods in the scope, coverage or valuation methods applied to the report.</td>
<td>In this Annual Report, there have been no significant changes to the scope, coverage or valuation methods.</td>
</tr>
<tr>
<td>3.12</td>
<td>Table identifying the location of the standard disclosures in the report.</td>
<td>5 and Summary of the Indicators of the Global Reporting Initiative (GRI).</td>
</tr>
<tr>
<td>3.13</td>
<td>Policy and current practice in relation to the request for external auditing of the report.</td>
<td>This Annual Report has not been externally audited.</td>
</tr>
</tbody>
</table>

The content of the Annual Report is based on the GRI international standard.
4.1 The corporate governance structure, including the committees of the highest governance body responsible for such tasks as strategy definition and the supervision of the organisation.

4.2 Indicate whether the chair of the highest governance body is also an executive officer (and, if so, their function within organisation management and the reasons for it).

4.3 For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent or non-executive members.

4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.

4.5 Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements) and the organisation’s performance (including social and environmental performance).

4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.

4.7 Processes for determining the composition, qualifications and expertise of the members of the highest governing body and its committees, including any considerations regarding gender and other diversity indicators.

4.8 Internally developed mission and values statements, codes of conduct, and principles relevant to economic, environmental, and social performance.

4.9 Indicate whether the chair of the highest governance body is also an executive officer (and, if so, their function within organisation management and the reasons for it).

4.10 Processes for evaluating the highest governance body’s own performance, particularly with respect to economic, environmental, and social performance.

4.11 Explanation of how the precautionary approach or principle is addressed by the organisation.

4.12 Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.

4.13 Main memberships of associations (such as industry associations) and/or national and international bodies which the organisation supports and:
   - Is present in the governing bodies
   - Participates in projects or committees
   - Provides substantial funding that exceeds shareholder obligations
   - Has strategic considerations

4.14 List of stakeholder groups engaged by the organisation.

4.15 Basis for identification and selection of stakeholders to which the organisation commits.

4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.

4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.

**ECONOMIC PERFORMANCE INDICATORS**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Report Pages</th>
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<tr>
<td>EC1</td>
<td>P 6, 21, 30, 33</td>
</tr>
<tr>
<td>EC2</td>
<td>P Information not available</td>
</tr>
<tr>
<td>EC3</td>
<td>P 21</td>
</tr>
<tr>
<td>EC4</td>
<td>P 22</td>
</tr>
<tr>
<td>EC5</td>
<td>A 23</td>
</tr>
<tr>
<td>EC6</td>
<td>P 30</td>
</tr>
<tr>
<td>EC7</td>
<td>At PortAventura there are no specific procedures for the local hiring of senior management.</td>
</tr>
<tr>
<td>EC8</td>
<td>P 34-37</td>
</tr>
<tr>
<td>EC9</td>
<td>A 34-37</td>
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**ENVIRONMENTAL PERFORMANCE INDICATORS**

<table>
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<th>Indicator</th>
<th>Report Pages</th>
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<tr>
<td>EN1</td>
<td>P 24-27 and Environmental Declaration 2012</td>
</tr>
<tr>
<td>EN2</td>
<td>P Environmental Declaration 2012</td>
</tr>
<tr>
<td>EN3</td>
<td>P Environmental Declaration 2012</td>
</tr>
<tr>
<td>EN4</td>
<td>P Environmental Declaration 2012</td>
</tr>
</tbody>
</table>
Energy savings from improvements in conservation and efficiency.

Initiatives to provide energy-efficient or renewable energy based products and services, and the reduction in energy requirements as a result of these initiatives.

Initiatives to reduce indirect energy consumption, and the reductions achieved with these initiatives.

Total water withdrawal, by source.

Water sources significantly affected by withdrawal of water.

Percentage and total volume of water recycled and reused.

Location and size of land owned, leased or managed within or adjacent to protected areas or areas with a high level of biodiversity lying outside protected areas. State the location and size of land owned, leased, or managed with a high level of biodiversity lying outside protected areas.

Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.

Protected or restored habitats.

Strategies, measures in place and future plans for managing impacts on biodiversity.

Number of species on the IUCN Red List and national conservation lists with habitats in areas affected by operations, by extinction risk level.

Total direct and indirect emissions of greenhouse gases, by weight.

Other indirect emissions of greenhouse gases, by weight.

Initiatives to reduce greenhouse gas emissions and the reductions achieved.

Emissions of ozone-depleting substances by weight.

NOx, SOx and other significant air emissions by type and weight.

Total water discharge, by quality and destination.

Total weight of waste by type and disposal method.

Total number and volume of significant spills.

Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.

Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation’s discharges of water and runoff.

Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.

Percentage of products sold and their packaging materials that are reclaimed at the end of their useful life, by product category.

Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.

Significant environmental impacts of transporting products and other goods and materials used for the organisation’s operations, and transporting members of the workforce.

Total environmental protection expenditures and investments by type.

Total workforce by employment type, employment contract, gender and region.

Total number and rate of employee turnover by age group, gender, and region.

Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.

Total environmental protection expenditures and investments by type.
### LA15
Return to work and retention rates after maternity or paternity leave, by gender.

- **P** The return to work rate is 100% in all cases.

### LA4
Percentage of employees covered by collective bargaining agreements.

- **P** 99% of employees are covered by a collective bargaining agreement.

### LA5
Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.

- **P** PortAventura follows the procedures established in the ‘Workers’ Statute’.

### LA6
Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programmes.

- **A** 21

### LA7
Rates of absenteeism, occupational diseases, lost days, and number of work-related fatalities by region and by gender.

- **P**
  - Total no. of accidents without time off: 210 (men: 50; women: 160)
  - Total no. of accidents with time off: 98 (men: 17; women: 81)
  - Total no. of accidents during the commute: 20 (men: 4; women: 16)
  - Total no. of work days lost: 928 (men: 234; women: 694)

### LA8
Education, training, counselling, prevention and risk control programmes open to workers, their families or to members of the community in relation to serious diseases.

- **P** 21

### LA9
Health and safety topics covered in formal agreements with trade unions.

- **A** 21

### LA10
Average hours of training per year, per employee, by gender and by employee category.

- **P** 22

### LA11
Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.

- **A** 22, 23

### LA12
Percentage of employees receiving regular performance and career development reviews, by gender.

- **A** 23

### LA13
Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.

- **P** P 19 and PortAventura Corporate Governance

### LA14
Ratio of basic salary of women to men, by employee category.

- **P** 19, 20, 22

### HR1
Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.

- **P**
  - During 2012 there were no significant investment agreements that included Human Rights clauses since PortAventura did not consider there to be risks that made this necessary.

### HR2
Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken.

- **P** 28-30

### HR3
Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.

- **A** Information not available.

### HR4
Total number of incidents of discrimination and corrective actions taken.

- **P**
  - During 2012 PortAventura has not been the subject of incidents or relevant judicial sanctions related to Human Rights.

### HR5
Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.

- **P**
  - PortAventura respects and supports freedom of association of its workers, considering it as an inalienable right.

### HR6
Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.

- **P**
  - Given PortAventura’s scope of activities, no operations have been identified as having significant risk.

### HR7
Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.

- **P**
  - Given PortAventura’s scope of activities, no operations have been identified as having significant risk.

### HR8
Percentage of security personnel trained in the organisation’s policies or procedures concerning aspects of human rights that are relevant to operations.

- **A**
  - All resort security personnel.

### HR9
Total number of incidents of violations involving rights of indigenous people and actions taken.

- **A**
  - An indicator not applicable to PortAventura’s activities.

### HR10
Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.

- **P** 28-30

### HR11
Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.

- **P**
  - During 2012 PortAventura has not been the subject of incidents or relevant judicial sanctions related to Human Rights.
### SOCIAL PERFORMANCE INDICATORS

#### SOCIETY

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Report Pages</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SO1</td>
<td>P 32-37</td>
<td>Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.</td>
</tr>
<tr>
<td>SO1 GRI11.1</td>
<td>P 20, 22, 32-37</td>
<td>Percentage of operations with implemented local community engagement, impact assessments, and development programmes.</td>
</tr>
<tr>
<td>SO9</td>
<td>P 32-37</td>
<td>Operations with significant potential or actual negative impacts on local communities.</td>
</tr>
<tr>
<td>SO10</td>
<td>P</td>
<td>Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.</td>
</tr>
<tr>
<td>SO2</td>
<td>P Corporate Governance of PortAventura.</td>
<td>Percentage and total number of business units analysed for risks related to corruption.</td>
</tr>
<tr>
<td>SO3</td>
<td>P Corporate Governance of PortAventura.</td>
<td>Percentage of employees trained in organization’s anti-corruption policies and procedures.</td>
</tr>
<tr>
<td>SO4</td>
<td>P Corporate Governance of PortAventura.</td>
<td>Actions taken in response to incidents of corruption.</td>
</tr>
<tr>
<td>SO5</td>
<td>P PortAventura does not have a definite general policy in relation to public policy development and lobbying.</td>
<td>Public policy positions and participation in public policy development and lobbying.</td>
</tr>
<tr>
<td>SO6</td>
<td>A Corporate Governance of PortAventura.</td>
<td>Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.</td>
</tr>
<tr>
<td>SO7</td>
<td>A</td>
<td>Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.</td>
</tr>
<tr>
<td>SO8</td>
<td>P</td>
<td>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.</td>
</tr>
</tbody>
</table>

#### PRODUCT RESPONSIBILITY

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Report Pages</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR1</td>
<td>P 8, 15, 16</td>
<td>Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.</td>
</tr>
<tr>
<td>PR2</td>
<td>A</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, during their life cycle, distributed based on type of outcome of these incidents.</td>
</tr>
<tr>
<td>PR3</td>
<td>P</td>
<td>Type of product and service information required by procedures, and legislation in force, and percentage of significant products and services subject to such information requirements.</td>
</tr>
<tr>
<td>PR4</td>
<td>A</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.</td>
</tr>
<tr>
<td>PR5</td>
<td>A 15</td>
<td>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.</td>
</tr>
<tr>
<td>PR6</td>
<td>P</td>
<td>Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.</td>
</tr>
<tr>
<td>PR7</td>
<td>A</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.</td>
</tr>
</tbody>
</table>
PR8  Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.

A  There is no record in 2012 of any infringement or ruling against PortAventura with regard to a customer privacy breach.

PR9  Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of the organisation’s products and services.

P  During 2012 PortAventura has not been the subject of incidents or relevant judicial penalties related to the provision and use of its products or services.

P: Indicator GRI G3.1 Principal.
A: Indicator GRI G3.1 Additional.

With the aim of providing an overview of the Corporate Responsibility developed by PortAventura in the financial year 2012, this shortened Annual Report has been produced in digital format.

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