



EUROPEAN DESTINATION RESORT



# ANNUAL REPORT 2013

## CORPORATE RESPONSIBILITY





# INDEX

01_ INTRODUCTION .....	7
02_ PORTAVENTURA GROUP .....	8
03_ CONTINUOUS IMPROVEMENT FOR EXCELLENCE .....	12
04_ ENVIRONMENTAL MANAGEMENT AS A STRATEGIC PILLAR .....	15
05_ THE TEAM BEHIND THE BEST LEISURE DESTINATION IN EUROPE .....	19
06_ COMMITMENT TO THE QUALITY OF SUPPLIERS .....	24
07_ 3.7 MILLION SATISFIED CLIENTS .....	27
08_ PORTAVENTURA FOUNDATION .....	29
09_ SUMMARY OF GRI INDICATORS .....	35







# ABOUT THIS ANNUAL REPORT

---

## SCOPE

**PortAventura Group** has drafted its sixth Corporate Responsibility Annual Report for the financial year 2013, which lists and integrates the main actions, performance data and achievements in the economic, social, environmental and corporate governance dimensions. It includes information about PortAventura Park, Costa Caribe Aquatic Park, Hotel PortAventura, Hotel El Paso, Hotel Caribe and Hotel Gold River, PortAventura Convention Centre and the PortAventura Foundation.

## MATERIALITY

To ensure the quality of the information collected and to define the contents, a comparative analysis of the issues reported by other companies within the sector has been carried out, by reviewing the main Corporate Responsibility Annual Reports published nationally and internationally. PortAventura's main channels of communication have also been reviewed in order to identify issues deemed relevant by the company's stakeholders.

## STAKEHOLDERS

The stakeholders defined by PortAventura are: shareholders, customers, employees and suppliers, not-for-profit organisations (associations, foundations, NGOs, etc.), society in general and the environment.

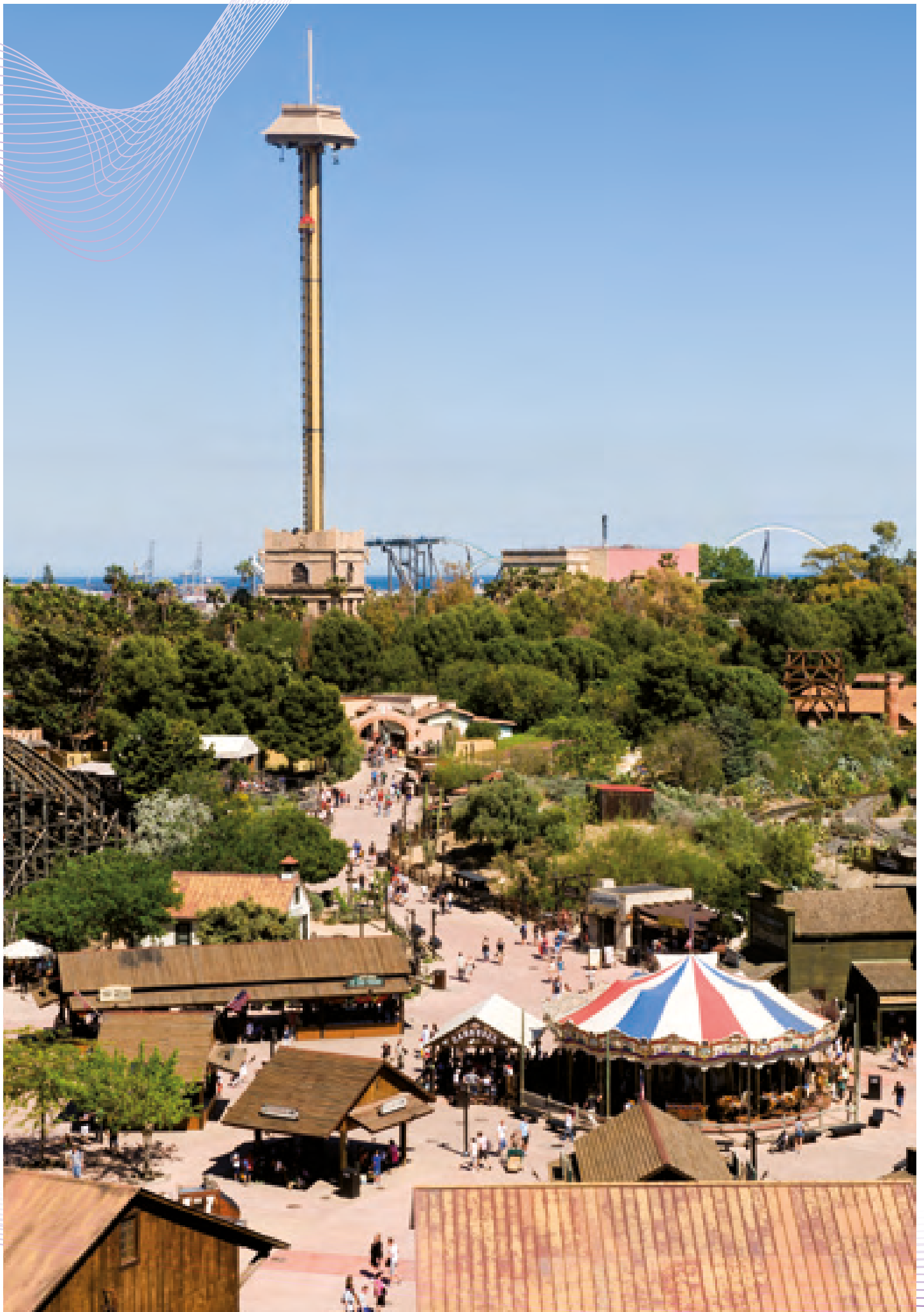
To ensure that stakeholder expectations are recognised and incorporated into the management of the resort, PortAventura provides the following communication channels: internal channels for employees, external channels (such as Guest Service, social networks and satisfaction surveys) and the contact, participation and collaboration of PortAventura with business, social, educational and environmental institutions and organisations.

The Corporate Responsibility Report is aimed at providing the company's stakeholders with an overview of its strategic approach to the incorporation of responsible management in all areas of its activity.

## REPORTING STANDARD

This report has been drafted under the directives established by guideline G3.1 of the Global Reporting Initiative ([www.globalreporting.org](http://www.globalreporting.org)), the most widely used standard for organisations to report on their economic, social and environmental performance.

The report brings together the requirements associated with application level A.



# 01 INTRODUCTION

We are pleased to present the sixth Corporate Social Responsibility Report drawn up by PortAventura and which comprehensively outlines the company's information on an economic, social, environmental and corporate governance level.

In 2013 PortAventura has proceeded with its strategy of continued expansion with the goal of transforming the resort into a leading holiday destination in Europe. To achieve this it has committed itself to a strategy of internationalisation and to the incorporation of new projects year after year. This year PortAventura boasts its great innovation: a new project at the water park, Costa Caribe Aquatic Park, that covers 14,000 m<sup>2</sup> with new rides and swimming pools, taking the total surface area of the park to 50,000 m<sup>2</sup>. Among the new aquatic attractions, King Khajuna is of particular note as the highest free-fall slide in Europe and represents a true challenge to the most adventurous as it stands 31 metres high.

These investments are the result of the continued efforts by the company's human resources team, who also make the optimal running of the park possible thanks to their dedication and specialist training, improving the experience and satisfaction of the visitors to the resort each season.

Since the opening of the park in 1995, PortAventura has carried out its activities respecting the surroundings in which it is located. The resort continues to be one of the main employers in the province of Tarragona and has a strict environmental policy in order to minimise the impact of its operation on its surroundings. Thanks to the PortAventura Foundation, we can contribute to improving the quality of life of children and young people, encouraging their accessibility to leisure and collaborating with other entities in the local area on projects that share our foundational aims.

We would like to show our appreciation for the support and the trust placed in PortAventura on the part of the public authorities, our clients and the effort of the employees and suppliers that has allowed us to achieve our mission of being the best family leisure destination in Europe, offering unforgettable experiences to families and young people in a unique environment that typifies adventure, excitement and fantasy.



President of the Executive Committee  
**Sergio Feder**



Managing Director  
**Fernando Aldecoa**

# 02 PORTAVENTURA GROUP

## UNITED NATIONS GLOBAL COMPACT

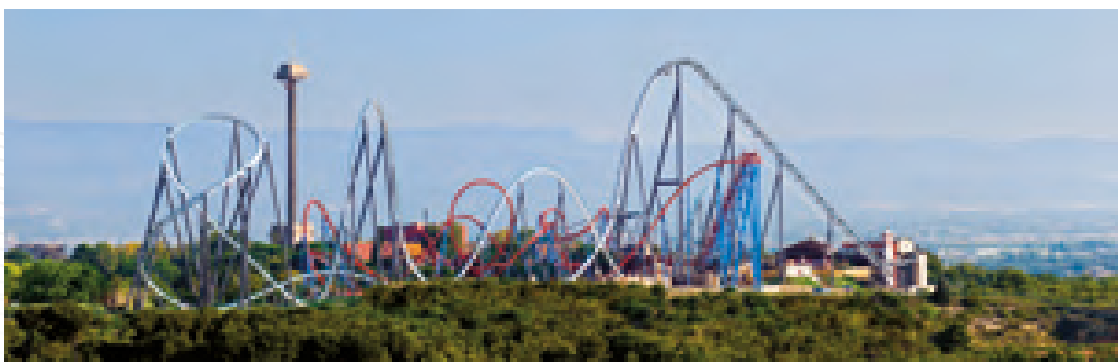
This section of the Annual Report covers:

<b>Principle 1</b>	Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
<b>Principle 5</b>	Businesses should uphold the effective abolition of child labour.
<b>Principle 6</b>	Businesses should uphold the elimination of discrimination in respect of employment and occupation.

PortAventura opened in 1995, located between the towns of Salou and Vila-seca (Tarragona), and became the first theme park in Spain. Today PortAventura is a major European destination for family leisure and business with a wide range of facilities and services to complement the theme park.

## KEY FIGURES FOR PORTAVENTURA IN 2013

EQUIVALENT TURNOVER	181.8 MILLION EUROS
EBITDA (EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION AND AMORTISATION)	73.3 MILLION EUROS
VISITORS TO PORTAVENTURA PARK	3.7 MILLION
TOTAL NUMBER OF HOTEL OVERNIGHT STAYS	913,029
OVERNIGHT STAYS AT HOTEL PORTAVENTURA	317,118
OVERNIGHT STAYS AT HOTEL EL PASO	167,979
OVERNIGHT STAYS AT HOTEL CARIBE	212,999
OVERNIGHT STAYS AT HOTEL GOLD RIVER	214,933
TOTAL NUMBER OF FULL-TIME EMPLOYEES	1,646
TOTAL NUMBER OF SUPPLIERS	1,120
ATTENDEES AT THE CONVENTION CENTRE	44,461



## #CHRONOLOGY

**1995**

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

**1997**

- New roller coaster: Stampida.

**1999**

- Introduction of the show FiestAventura.

**2000**

- New ride Sea Odyssey: a fantastic submarine simulator.

**2001**

- Launch of Templo del Fuego.

**2002**

- PortAventura is transformed into a resort, thanks to the opening of Hotel PortAventura, Hotel El Paso and Costa Caribe Aquatic Park.

**2003**

- The Hotel Caribe Resort opens its doors for the first time.

**2005**

- The arrival of the free fall tower Hurakan Condor.

**2007**

- The park welcomes Furios Baco: extreme acceleration.

**2009**

- New Hotel Gold River.
- Opening of PortAventura Convention Centre.

**2011**

- Opening of new family theme area SésamoAventura.
- Creation of the PortAventura Foundation.

**2012**

- Launch of Shambhala, Europe's highest roller coaster.

**2013**

- Extension of the water park Costa Caribe Aquatic Park, featuring King Khajuna, the highest free fall slide in Europe.



## THE PORTAVENTURA RESORT

The PortAventura resort covers an area of 227 hectares and comprises:

- **PortAventura Park:** 105 hectares built around 6 theme areas: Mediterrània, Polynesia, China, México, Far West and SésamoAventura. The first five are dedicated to symbolic cultures.

The theme park boasts 41 rides in addition to shows, theatres, street and restaurant performances. It also has 10 speciality restaurants (5 with table service and 5 self-service), another 37 food and drink outlets, 17 shops, 17 photography points and 22 games areas for the whole family.

- **Costa Caribe Aquatic Park:** The water park, Costa Caribe Aquatic Park, covers an area of 50,000 m<sup>2</sup> to recreate the Caribbean and its havens. It has 8,500 m<sup>2</sup> of pools, water attractions, 8 food and drink outlets and a solarium. Highlights include the King Khajuna slide, the large pool El Gran Caribe and the wave pool El Triángulo de las Bermudas.

- **Hotels:** There are 4 hotels within the resort, each of which has a 4-star rating, to offer a combined total of 2,000 rooms. The hotels have swimming pools, tennis courts, gyms, shops and family leisure activities.

- **PortAventura Convention Centre:** The convention centre covers a surface area of 14,000 m<sup>2</sup>. It has 18 multi-functional, modular, versatile rooms, distributed over two floors, which are equipped with the latest technology. It has a capacity of up to 4,000 people and it is situated at the heart of the resort, next to the Mediterrània area.



### United Nations Global Compact

In February 2008, PortAventura acceded to the United Nations Global Compact and assumed as its own the Ten Principles that constitute this initiative. These principles reaffirm the company's commitment to defend Human, Employment and Environmental rights and to fight corruption, and they have a direct impact upon corporate culture, strategy and management models.



## MILESTONES OF 2013

PortAventura has continued to make progress with its responsible and sustainable management during 2013. The most notable milestones achieved are:

<b>Corporate Government</b>	PortAventura has developed its Code of Ethics and Professional Conduct, compulsory for all employees and directors of the company as well as for its subsidiaries.
<b>Clients</b>	<ul style="list-style-type: none"> <li>In 2013 international clients represented 38% of visits to the resort, a result of the effort on the part of PortAventura to be the best family leisure destination in Europe.</li> <li>The innovation and investment, along with the excellent work of the resort team explain the increasingly positive evaluation that visitors give PortAventura.</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>WTM award recognizing the human resources policy of the resort.</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Responsible procurement plan: application of new environmental specification sheets for the purchase of vehicles, electronic appliances, paper, etc.</li> <li>Reduction in the consumption of drinking water throughout the resort of 7.11% compared to 2012.</li> <li>Purchase of 6 electric vehicles for use within the resort with the goal of reducing CO<sub>2</sub> emissions.</li> <li>Reduction of 1.81% in CO<sub>2</sub> equivalent emissions in 2013 compared to 2012.</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>The auditing of 9 supply companies from Asia, which represent 56% of the suppliers from said continent. The average score from the audits was 8.8/10.</li> <li>The purchase of local products and services has been achieved through a good relationship with local suppliers offering both quality and choice.</li> </ul>
<b>Society</b>	<ul style="list-style-type: none"> <li>The PortAventura Foundation, in collaboration with social organisations, has continued facilitating access to leisure for different social groups with special needs and at risk of social exclusion.</li> <li>Overall, compliance of the 10 principles of the United Nations Global Compact has been pursued further.</li> </ul>

## Awards and recognitions

In 2013, PortAventura continued to see its work recognised with the following awards:

- **Kirmes & Parks magazine (Germany):** European Star Award - Best European Steel Coaster 2013 for "Shambhala". 2nd place European Star Award - Best theme park in Europe
- **Worldofparks.eu online community (European):** Best amusement Park Award in Europe 2013 for PortAventura, Best event in a European amusement park 2013 for the Halloween season and Best Show in a European amusement park 2013 for "Music Celebration"
- **Tez Tour (Russia):** Best business partner 2013
- **World Travel Market (UK) Trade Fair and Hosteltur (Spanish trade magazine):** WTM Global Award in recognition of the PortAventura HR policy
- **Zoover travel community (Benelux):** Zoover Award - Best Theme Park in Europe

# 03 CONTINUOUS IMPROVEMENT FOR EXCELLENCE

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 8	Businesses should undertake initiatives to promote greater environmental responsibility.
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.

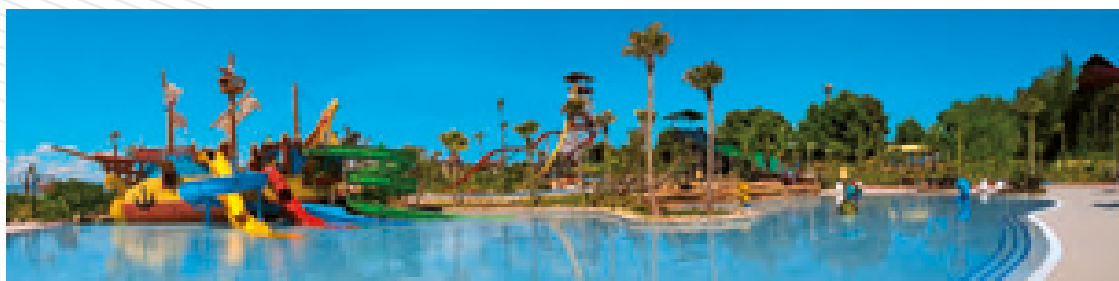
## 3.1 INNOVATION

PortAventura considers the innovation and improvement of attractions and facilities as fundamental pillars upon which to develop the company's strategy and increase customer satisfaction.

In 2013 it has invested 10 million Euros in the extension of the water park Costa Caribe Aquatic Park, featuring King Khajuna, the highest free fall slide in Europe.

Further improvements were:

- Optimisation of the DPC (Data Processing Centre).
- Electronic storage lockers within the park.
- Body dryers for guests disembarking the water rides.



## PORTAVENTURA, AN ACCESSIBLE AND CONVENIENT RESORT

PortAventura is working to ensure the satisfaction of its customers and employees, and one of its main priorities is accessibility throughout its facilities. The resort is therefore fully accessible, free of architectural barriers and adapted to visitors' needs.

For people with impaired mobility, all PortAventura facilities are equipped with ramps in buildings and gardens, pool lifts, technical aids in most attractions, adapted hotel rooms, etc.



## INSTITUTIONAL PARTICIPATION

PortAventura is actively working with a significant number of associations and organisations (sector experts, public institutions and associations linked to the social, medical and healthcare tertiary sector, among others). Some of these are:

- Association for the United Nations Global Compact in Spain.
- Spanish Association of Amusement Parks and Attractions (AEPA).
- International Association of Amusement Parks and Attractions (IAAPA).
- Tarragona Chamber of Commerce.
- Fundació d'Estudis Turístics (Foundation for Tourism Studies) Costa Daurada.
- Spanish Confederation of Hotels and Tourist Establishments (CEHAT).
- Hotel and Tourist Business Federation of the Province of Tarragona (FEHT).
- Hotel Association of Salou-Cambrils-La Pineda.
- Spanish Association of Purchasing Managers and Supply (AERCE).
- Fundació Privada Auditori (Private Auditory Foundation) Josep Carreras.
- Management Development Association (APD).
- Catalan Tourist Board (ACT).
- ICIL Foundation (Catalan Logistics Institute).

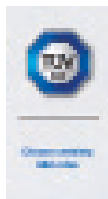
## SAFETY

Our parks are subject to local, national and supranational government safety regulations. Before opening to the public, our attractions are certified by TÜV SÜD Iberia. In addition to this, they are inspected and certified annually by SGS, an independent entity authorised by the government.

Contingency plans have been developed to cover possible emergency situations at every PortAventura facility. In addition to daily maintenance inspections, the attractions are examined by the maintenance staff during low season and repaired, remodelled and rebuild if necessary.

We also voluntarily contract SGS to certify that the maintenance of our rides and attractions is standard and to carry out regular inspections of each park and all attractions and maintenance procedures. Other sections of each park are subject to inspections by local fire chiefs and public health and buildings officials. All risk assessments are controlled by our Safety Committee, which meets on a quarterly basis.

In 2013 no contrary decisions on safety were made that affected customers and visitors.





# 04 ENVIRONMENTAL MANAGEMENT AS A STRATEGIC PILLAR

## UNITED NATIONS GLOBAL COMPACT

This chapter of the annual report covers:

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

## INTERNAL ORGANIZATION OF ENVIRONMENTAL MANAGEMENT SYSTEM

### • Management committee, heads of area, heads of sub-areas

Decision-making regarding environmental management within the Resort, based on ESM proposals

### • Environmental System Manager (ESM)

An executive, who liaises with the management committee and who acts as the System Representative.

### • Green Team (Equip Verd, Environmental Committee)

Working Group formed of personnel from the different departments, whose aim is to ensure appropriate and consistent environmental management at PortAventura.

### • Members of the Green Team (Equip Verd)

Ensuring the application and maintenance of the EMS at PortAventura, within the department/area they represent.

With the goal of honouring their commitment to the protection of the environment and the continuing improvement of environmental results, PortAventura guides its efforts by the principles of the Environmental Policy.



Eco-management and Audit scheme 1221/2009 (EMAS III). European Certification since 2000. PortAventura became the first European theme park to be awarded this environmental certification



International Environmental Management System ISO1401-2004



"Distintivo de Garantía de Calidad Ambiental" awarded by the Generalitat de Catalunya for hotels (equivalent to European ECO-label)



Corporate Environmental Image for the entire PortAventura resort

## 2013 OBJECTIVES

### **Implementation of initiatives to involve visitors in respecting the environment.**

In relation to Principle 7 of the Environmental Policy

Estimated completion date: 31/12/2014

#### **Achievement of objectives: 60%**

- Acquisition for the Polynesian area of eight new double rubbish containers for the separation of waste.
- Reusable bags available to clients in the resort shops.
- Design of paper collection boxes so that visitors to PortAventura Park can deposit their used park guides once they have completed their stay, and in that way ensure they are appropriately recycled.
- To promote sustainable mobility of the visitors with the offer of a PortAventura combination ticket which includes a round-trip train ticket and entrance to the PortAventura Park.
- To promote the use of new technologies making a new PortAventura APP available for mobiles and tablets, which includes an interactive map thus avoiding paper copies.
- Acquisition of seven new double rubbish containers for the area of Costa Caribe Aquatic Park.
- Undertaking an environmental evaluation through a survey carried out with the hotel clients.

### **Environmental evaluation of suppliers (100%) and improvement of environmental behaviour.**

In relation to principles 5 and 10 of the Environmental Policy.

Estimated completion date: 31/12/2015

#### **Achievement of objectives: 49.76 %**

- Within the Responsible Procurement Plan incorporating environmental considerations, the following environmental specification sheets have been created for use in specific purchases:
  - Food Products
  - Fabrics
  - Office materials and supplies
  - Publications
  - Toners and ink cartridges
- Broadening of the Responsible Procurement Plan questionnaire, which is sent to all suppliers for them to complete.

### Improvement of waste management at PortAventura resort

In relation to principle 9 of the Environmental and Environmental Impact Policy (soil and/or water contamination)

Estimated completion date: 31/12/2013

**Achievement of objectives:** A reduction of 8.75% has been achieved in the waste generated per million visits over the last three years.

- Reduction in the use of rags used in the workshops.
- Replacement of plastic bags with washable, reusable cloth bags for the transfer of linens to our external laundry services.
- Through the textile delivery Protocol at PortAventura suppliers are requested to minimize the packaging of the textile articles.
- Inclusion of a minimization of packaging from source clause in the contracts with the suppliers of services and materials and in the orders requested from them.
- Promotion of the re-use of materials through the donation of furniture, clothes and unused toys.

### Reduction of CO<sub>2</sub> emissions by 2% in relation to 2012.

In relation to principle 8 of the Environmental Policy

Estimated completion date: 31/12/2013

**Achievement of objectives:** Equivalent CO<sub>2</sub> emissions increased by 8.51 % in 2013 compared to the previous year. This is mainly due to the increase in the kg of CO<sub>2</sub>/kWh conversion factor for electricity consumption in line with the new 2013 version of the practical guide to calculating greenhouse gas emissions (GEH) issued by the Climate Change Office in relation to the previous 2012 conversion factor. The causes are beyond the company's control. Had the same conversion factor been maintained, a reduction of 1.81% would have been achieved.

- Acquisition of 6 electric buggy vehicles for internal transport.

### Reduction of 7% in consumption of drinking water in relation to 2012.

Related to significant environmental concerns: consumption of drinking water, consumption of natural resources, and water contamination.

Estimated completion date: 31/12/2013

**Achievement of objectives:** Reduction of 7.11% in consumption of drinking water in relation to 2012.

- Preventative maintenance, leak testing on the drinking water supply.
- Change of chlorination system of the swimming pools at the El Paso and Caribe hotels.
- Daily monitoring with water consumption meters.
- Installation of new water meters to improve the monitoring of water consumption.
  - Main drinking water meter for the entire resort with a remote meter reading system (readings every hour).
  - Additional meters: meter for the BR2014 construction project and a meter for pools 1 and 2 at the Costa Caribe Aquatic Park.

### **Reduction of 1.73% in power consumption in relation to 2012.**

In relation to principle 9 and related significant environmental concerns. (Power consumption and depletion of natural resources)

Estimated completion date: 31/12/2013

**Achievement of objectives: An increase of 2.12% in power consumption in absolute figures with respect to 2012 due to an increase in the number of days that the park and hotels have remained open during the high season and due to the lengthening of opening hours.**

- Installation of motion-sensor lighting in the maintenance crew cloakrooms in Building 112.
- Centralization of all the office staff in building 110.
- Raising awareness of PortAventura personnel regarding the need to communicate the disconnection of the power to the CECO (Control Centre) after making exceptional connections.
- Replacement of lighting with more efficient models in the Mediterrània shopping area and the workshop buildings.

### **Improvement in environmental behaviour**

In relation to Principle 2 of the Environmental Policy

Estimated completion date: 31/12/2014

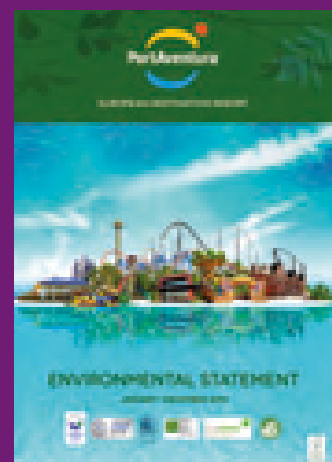
**Achievement of objectives: 50% of the initiatives undertaken with respect to the initiatives planned for this year.**

- Environmental awareness campaign 2013.
- Communication of the use of an anti-spill kit.
- Good environmental practice in the catering sector (waste management, minimization of power consumption).
- Placement of environmental logos on the electric buggies in the fleet.

Postponement of the following initiative proposals until next year:

- Communiqué for promoting the detection of opportunities for improvement.
- Communiqué regarding the handling of dangerous materials and safety data sheets.

For more details about the environmental management of PortAventura, consult the 2013 Environmental Declaration at [www.portaventura.es/responsabilidad-social](http://www.portaventura.es/responsabilidad-social)



# 05 THE TEAM BEHIND THE BEST LEISURE DESTINATION IN EUROPE

## UNITED NATIONS GLOBAL COMPACT

This section of the Annual Report covers:

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

### 5.1 THE PORTAVENTURA WORKFORCE

In 2013, PortAventura's workforce numbered 1,646 full-time employees, reaching 2,534 employees at the point of maximum recruitment consolidating its position, for yet another year, as one of the largest employers in the province of Tarragona.

The main features that characterise the PortAventura workforce are:

- 68% of staff is female.
- More than 300 jobs in the resort are covered via profiling.
- The average length of service is 4 years (9 for middle management and 7 for senior management), which demonstrates employee loyalty.
- Youth is a salient feature of the workforce as the average employee age is 33 (39 for middle management and 46 for senior management).
- 51% of staff is on a permanent contract, despite the highly seasonal nature of the park's activity.



2013	
Number of employees that make up the workforce	1,646
<b>Distribution of the workforce by gender</b>	
% of men in the total workforce	32 %
% of women in the total workforce	68 %
<b>Distribution of the workforce by job category</b>	
Senior management	9
Middle management	531
All other staff	1,106
<b>Average age of the workforce</b>	
Senior management	47
Middle management	39
All other staff	33
<b>Average length of service of the workforce</b>	
Senior management	7
Middle management	9
All other staff	4
<b>Contract type</b>	
% of employees with permanent / full-time contract	51 %
% of employees with permanent / part-time contract	14 %
% of employees with temporary / full-time contract	31 %
% of employees with temporary / part-time contract	4 %

## 5.2 DIVERSITY AND EQUALITY

**Equal opportunities and non-discrimination.** PortAventura bases its human resources policy on the pillars of diversity, equal opportunities and non-discrimination. Furthermore, PortAventura bases its development on an equality plan, included in the collective agreement and in accordance with Article 46 of Constitutional Law 3/2007 on equality between men and women. Suitability for the job and personal merit are the criteria that govern the screening process, career development and internal promotion.

**Multiculturalism.** Multiculturalism is an important part of PortAventura's identity, as demonstrated by its workforce comprising 41 nationalities, and in which 317 members of staff (13%) are of a nationality different to Spanish. It has been possible to align employee diversity with PortAventura's policy thanks to the management of a human resources policy that revolves around the company's values. This milestone is also the result of entering into partnerships with companies that facilitate the integration of new employees.

**Disadvantaged groups.** PortAventura is also sensitive to the problems faced by people with disabilities and at risk of social exclusion.

In 2013 PortAventura's workforce included 55 people with some type of disability, at 3.3% this is well above the 2% minimum laid down in the Spanish Law on Social Integration for People with Disabilities (LISMI). These employees are integrated into the company through partnerships with social organisations such as Fundación Down Tarragona, through which takes place the screening and hiring of people with Down's Syndrome.

The integration of people with disabilities is also made possible by recruiting special employment services and by entering into partnerships with regional social organisations (Programa SALT, Impuls a l'ocupació, Via Laboral, Fundació l'Heura, Proyecto Maragda and Proyecto Heura).

### 5.3 EMPLOYEE WELFARE

**Social benefits and services for employees.** 22% of the income from resort sales (40.1 million Euros) has been invested in employee wages. All staff members are covered by a collective accident insurance policy. Furthermore employees benefit from favourable conditions for access to the park. These include: free and available parking, seasonal passes and discounts on admission packages to Port Aventura Park, the water park, and in hotels, shops, restaurants and for hire of services.

**Work/life balance.** Harmony between work and family life is possible thanks to a series of measures such as self-management of working hours within a designated time slot, flexible maternity and paternity leave and more flexible working hours for breastfeeding mothers, the opportunity to opt for a flexible work schedule, the reduction of working hours to care for an ill relative or child or family or permission to take leave of absence. In 2013, employees worked on average 1,776 hours and 15% were on a shorter working day.

**Human Rights.** The PortAventura team receives training on human rights procedures based on an introductory handbook that reflects the values of the company and its responsible management. All safety personnel are actively trained in human rights and this training extends to designated employees who would take charge in the event of an emergency.

**Health and safety at work.** There is a health and safety committee that promotes initiatives and programmes to improve health and safety in the workplace. PortAventura also implements internal operating regulations that are reviewed and updated constantly. They have conducted a total of 98 emergency drills, 122 risk assessments, 7 technical reports (noise, heat stress and lighting) and 25 fire prevention workshops. The medical service has dealt with 1391 medical examinations, 1315 medical consultations, 8 vaccinations and 198 queries regarding exemptions.

## 5.4 PROFESSIONAL DEVELOPMENT OF EMPLOYEES

**External and internal screening policy, processes and criteria.** 1,140 employees have been welcomed into the team, having met the selection criteria of transparency, equality and merit as championed by PortAventura. It is also worth noting that 45% of young graduates are still working in the resort two years after being hired. In 2013 there were 1,145 horizontal promotions and 267 changes of job type.

**Training** is one of the tools available to PortAventura to provide added value to its employees. With the Training plan, PortAventura aims to ensure that the entire workforce is sufficiently prepared to perform the functions and tasks involved in their current position in an adequate manner, as well as to widen their knowledge and improve their skills and competency so that, in the future, they are able to take on other posts within the Company. The Training plan is divided into three blocks:

**CORPORATE TRAINING:** Mandatory training, aimed at all the employees, according to their roles and responsibilities, which includes concepts that are specific to our Company.

**HEALTH, SAFETY AND ENVIRONMENTAL TRAINING:** Mandatory training, aimed at all employees, according to their roles and responsibilities, based on the Law of Prevention of Risk in the Workplace 31/1995 and in accordance with the fourth principle of the Company's Environmental Policy (*4. To educate, train and raise awareness of all company personnel, at all levels, to create an atmosphere favourable to the progress of any environmental measure*).

**DEVELOPMENT TRAINING:** Tailored training actions, aimed at the improvement of personal and/or technical skills of the participants, designed and imparted using both internal and external resources.



2013	
Investment received through the State Foundation for Training in Employment (FEFE) for employee training	€567
Total no. of training events held	5,281
Total no. of employees who attended training events	8,783
Total no. of classroom training hours	20,088
Total no. of online training hours	0
Total no. of internal trainers	30
Total no. of training hours for MEN	7,135
Total no. of training hours for WOMEN	12,953

**Skills development.** PortAventura's employees have a skills profile for carrying out their tasks. In 2013, employees were evaluated in accordance with this skills profile for the purposes of integration and internal promotion.

**Remuneration policies and recognition of merit.** PortAventura's employees receive a base salary regulated by the tables set out in their collective agreement, and which represents 1.5 times the legal minimum wage. In this way, PortAventura's remuneration policy is based on the principles of legality, non-discrimination, equality, merit and performance. 13% of the team of staff benefits from a system of variable remuneration based on the achievement of individual and group goals. In 2012 the Award for Best Unit was created, aimed at level B management (managers) in retail areas (shops, games and food and beverages) achieving quarterly productivity goals and Guest Satisfaction (GSAT) for its units. Furthermore, in 2013, the Employee of the Quarter Award was introduced to reward those employees working in other areas of the units winning the Award for Best Unit who excel at their job. The latter case also includes the areas of Entertainment, Operations and Hotel Receptions that achieve quarterly Guest Satisfaction (GSAT) goals.



# 06 COMMITMENT TO THE QUALITY OF SUPPLIERS

UNITED NATIONS GLOBAL COMPACT	
This section of the Annual Report covers:	
<b>Principle 1</b>	Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
<b>Principle 2</b>	Businesses should make sure that they are not complicit in human rights abuses.
<b>Principle 3</b>	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
<b>Principle 4</b>	Business should uphold the elimination of all forms of forced and compulsory labour.
<b>Principle 5</b>	Businesses should uphold the effective abolition of child labour.

PortAventura requires that all businesses that make up its supply chain observe and share their values, especially in regard to the enforcement of human rights. For this reason, the resort has two measures in place to ensure compliance: the Supplier Code of Ethics and the Responsible Procurement Plan.

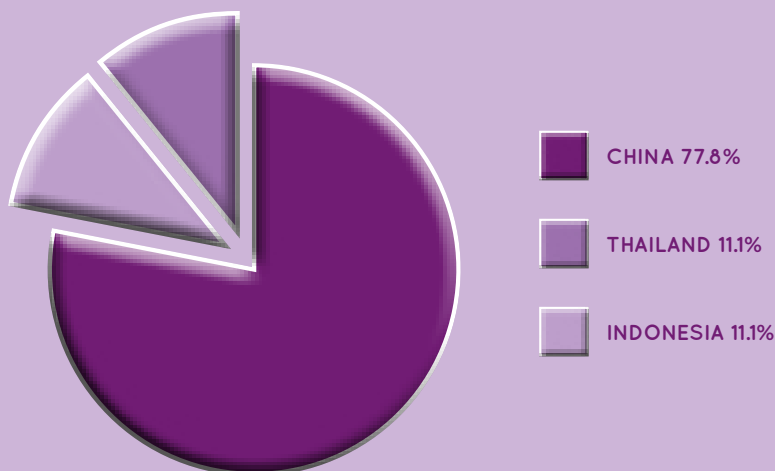
The Supplier Code of Ethics, implemented since 2008, is based on three axes: commitment to and fulfilment of human rights, labour practices that respect the environment and reducing corruption. In contracts with suppliers, PortAventura includes an ethics clause that obligates contractors to comply with the regulations of the Code of Ethics. If the supplier violates this Code, the contract may be terminated.





#### SOCIAL AUDITS TO ASIAN SUPPLIERS

In 2013, PortAventura carried out 9 audits amongst its Asian suppliers (7 in China, 1 in Indonesia and 1 in Thailand) which represent 56% of all the Asian suppliers. The results of these assessments were satisfactory, with a score of 8.8 points out of 10. These data show the commitment of the supplier companies to the PortAventura Code of Ethics.



The Responsible Procurement Plan aims to optimise the resources used in the resort and ensure that goods and services purchased meet the established criteria of quality, environment and risk prevention. In this way, the procurement processes take into account matters such as: the product manufacturing processes; the environmental impact from the selection of raw materials; production, distribution and recycling after use, as well as efficiency (lighting, air conditioning, car wash, catering machinery and vehicles).

This plan, which promotes supplier integrity, is based on the principles of objectivity, transparency and non-discrimination.



**Suppliers.** In 2013, PortAventura had 1,120 suppliers, with a total purchasing volume of 81.9 million Euros. 926 of the suppliers were Spanish (83% of the total billing amount) and the remaining 194 were international (17% of the total billing amount).

**Sponsors and Partners.** PortAventura strengthens its working relationships by creating large-scale strategic alliances. PortAventura's sponsors and partners throughout 2013 were: AVIS Budget Group, Cacaolat, Campofrío, Chupa Chups, Coca-Cola, Codorniu, Cutting's, Damm, Danone, Ferrero, Forno D'Asolo, Haribo, Josma Sport, Lavazza, Peugeot, Quiksilver, Segur Caixa Adeslas, Titanlux, Torres, Unilever, and Veri.



# 07 3.7 MILLION SATISFIED CLIENTS

## UNITED NATIONS GLOBAL COMPACT

This section of the Annual Report covers:

<b>Principle 1</b>	Businesses should support and respect the protection of internationally proclaimed human rights, within their sphere of influence.
<b>Principle 2</b>	Businesses should make sure that they are not complicit in human rights abuses.
<b>Principle 8</b>	Businesses should undertake initiatives to promote greater environmental responsibility.

### 7.1 PORTAVENTURA CLIENT PROFILE

Commitment to continuous improvement has enabled PortAventura to improve its customer relationships in terms of satisfaction, loyalty and recommendation.

PortAventura has welcomed 3.7 million visitors. Furthermore, efforts to achieve internationalisation have resulted in 38% of international visitors, most notably French, who represent 39% of visitors in this group, Russian at 31% and British and Irish who represent 20% of these visits.

PortAventura's main visitor profile continues to be families with children, which represent 80% of total visits. Most visitors have accessed the resort whilst staying in hotels, followed by entry in conjunction with special offers and discounts and multi-day tickets. The purchase of single-day tickets and overnight hotel stays has slightly increased.



## 7.2 QUALITY OF SERVICE AND CUSTOMER SATISFACTION

The excellent day-to-day work of PortAventura's employees, commitment to the renovation of facilities and attractions and a shared passion to provide unique and varied experiences in natural, exclusive and privileged surroundings, combined with a pioneering and socially responsible vision, all contribute to the satisfaction of guests within the resort.

The overall score for a day in the park has improved since 2012, reaching 4.18/5. The possibility that the client will definitely or probably return to PortAventura reaches 89% in most cases. As for hotels, visit recommendations have been maintained or increased in comparison with previous years.

PortAventura ensures communication with customers by maintaining a fluent two-way relationship, responding to queries and complaints in various ways: in person, online, by letter, by e-mail, by telephone or in writing, in the parks and hotels. Personnel responsible for centralising and coordinating responses to the concerns expressed by visitors are based in the guest service offices in PortAventura Park, Costa Caribe Aquatic Park and in every PortAventura hotel.



# 08 PORTAVENTURA FOUNDATION



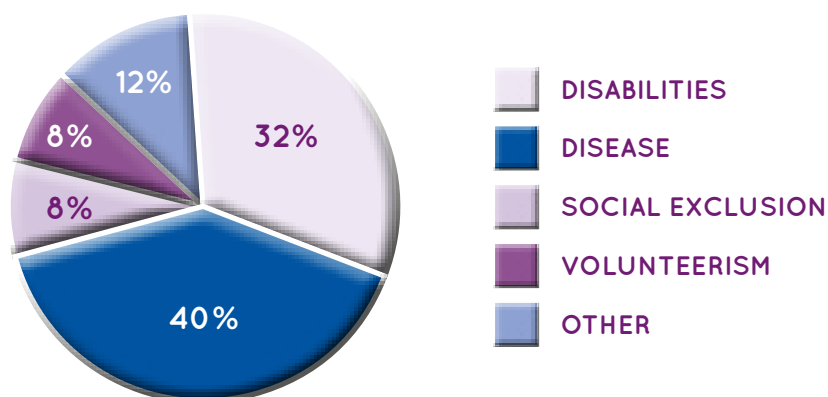
The Foundation has as its goal not only helping groups at risk of social exclusion, raising public awareness and benefiting society, but also to professionalise the management of the activities currently carried out and also to undertake various projects within their territorial sphere of influence to improve the quality of life of people. Their efforts are targeted at children, adolescents and families.

**Programs:** Its activity is focused within three main areas:

- The promotion of accessibility to leisure
- The organisation of events and activities
- Cooperation with other foundations and institutions through different projects

**Revenue:** The majority of the revenue for the PortAventura Foundation comes from contributions from Port Aventura Entertainment, SAU, which in 2013 made a contribution of 608,988 Euros. Likewise, other funding originates from various donations, most notably the dinner and charity run, for a total of 118,502 Euros.

*Distribution of aid granted (monetary and non-monetary) according to cause of beneficiary organization*



**Contributions to Organisations:** The PortAventura Foundation has established a donation programme of free tickets and tickets at a very reduced price for groups of children and young people at risk of social exclusion.

In 2013, the sum of the efforts in the various programs and activities has reached an investment of € 889,071, 4.4% more than in 2012 (€ 851,382). The contributions were distributed in the following way:

- € 623,134 in non-monetary contributions, designated to close to 250 different organisations (€ 728,701 in 2012).
- € 126,602 in monetary contributions to 11 organisations (€ 62,876 in 2012).

The increase in monetary contributions is due to a support programme for the social and labour integration of homeless or disabled young people.

### CHARITABLE ACTIVITIES 2013

#### 13th April: Heart Day. PortAventura Foundation and SHE Foundation

Attendees: 500

The first charity day for the SHE Foundation was organized with the aim of promoting a healthy lifestyle and raising funds for the comprehensive health programme “Sí!”. The programme Sí! is offered in 98 schools around Spain and its objective is to transmit to children and young people the necessary skills and values to have a positive impact on their health throughout their lives. The attendees on the day contributed by buying tickets to this charity event.

#### 4th May: Children's Day. PortAventura Foundation and Soñar Despierto Foundation

Attendees: 1,100

The aim of the children's party was to promote harmony between minors, adolescents, foster families and volunteers, as well as making young people aware of the importance of volunteering, by offering an unforgettable day of fun at the park.

#### 9th June: Posa't la Gorra. PortAventura Foundation and AFANOC

Attendees: 11,000

An event which promoted AFANOC (The Catalonia Association of Families and Friends of Children with Cancer) which benefits children and young people receiving cancer treatment. This year, the money raised went towards maintaining the Casa dels Xuklis (Xuklis House), a residence which provides accommodation for families who have to move to Barcelona for their children to be able to receive treatment at the referral hospitals. The money was raised through the purchase of a cap along with the charity event entrance ticket.





**16th June: 2nd charity run benefitting the Estela de Tarragona Foundation.**

Attendees: 1,700

The funds raised through the registration of the participants were designated to improve accessibility to the aquatic and rehabilitation facilities of the Estela Foundation. This organisation's greatest concern is the protection of people with mental disabilities and their improved integration into society, for which the Foundation develops activities aimed at training in different skills and social-labour integration.

The run also counted on the collaboration of various sponsors and volunteers, including a group of employees from PortAventura.

**12th September: 3rd Charity Dinner in aid of the Nous Horitzons Project.**

Attendees: 900

The dinner, held in the PortAventura Convention Centre, raised €5,300, which was donated to the Nous Horitzons Project that works to promote the integration of young people into employment and education through specific social-labour integration programmes.

This initiative permitted the financing of four organisations that work with adolescents at risk of social exclusion: CRAE Sant Josep and CRAE La Pastoreta, the Tarragona Down Association and Aprodisca (Social care association for people with Mental Illnesses of Conca de Barberà).

#### **14th September: A gluten-free day. Catalonia Celiac Association.**

Attendees: 4,300

The aim of this event is to offer people with Celiac disease and gluten intolerance, members of the association and their families and friends a fun day where they can all enjoy an environment in which they can familiarize themselves with menus and foodstuffs that are gluten-free. Also, over the course of the day, activities were organized to provide information and raise awareness of the disease.

#### **6th October: Fent Amics. PortAventura Foundation and Down Catalonia.**

Attendees: 4,000

The fifth consecutive year that this meeting has been held, the aim of which is to raise awareness and inform about intellectual disability, particularly Down's syndrome, in a fun environment.

In this edition the children and young people of Down Catalonia, accompanied by family members, volunteers and friends, enjoyed performances from the dance group "Chrysalid 22", made up of young people with Down's syndrome from the Psico-Art foundation. Also, PortAventura offered the attendees a special performance of their "Rock Symphony Mystery" show.



#### **14th December: A Better Future: PortAventura Foundation and FEDAIA (Federation for Care and Education of Children and Adolescents)**

Attendees: 1,000

Charity day held for the first time at PortAventura Park. The aim of the event was to raise awareness of the risk of exclusion of many children and young people, and serve as a reminder that article 31 of the Convention on the Rights of the Child, that is also subscribed to by Spain, establishes:

1. States Parties recognize the right of the child to rest and leisure, to engage in play and recreational activities appropriate to the age of the child, and to participate freely in cultural life and the arts.
2. States Parties shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure and recreational activity."

The attendees enjoyed a day full of excitement, and were able to attend Christmas shows and share an unforgettable day.

In addition to the aforementioned, the PortAventura Foundation cooperated with other foundations and institutions through various projects:

#### **Therapeutic play area**

The PortAventura Foundation has collaborated with the School of Special Education Solc of Tarragona to move forward with a project destined to adapt a therapeutic play zone within the school grounds to cater for children and young people with severe neurological deficit and multiple disabilities. The PortAventura Foundation also has donated 5 iPads for the users of the centre to be able to work with stimulation and communication improvement programs.



#### **Infant Nutrition**

The PortAventura Foundation and the Red Cross have signed an agreement by which food and hygiene products for children less than 18 months old will be donated to the Red Cross of Tarragona to be distributed amongst the most vulnerable families with whom they deal through their provincial network.

#### **Casa dels Xuklis (Xuklis House)**

The PortAventura Foundation has worked with AFANOC (The Catalonia Association of Families and Friends of Children with Cancer) to finance the refurbishment of a rest and recreation room in the Casa dels Xuklis, a shelter for families with children and young people with cancer, managed by AFANOC.

#### **“Food Kit” in the municipality of Vila-seca**

The PortAventura Foundation has extended its cooperation to the Volunteer Association of Vila-seca, to finance the purchase of staple food kits which will be donated to families at risk of social exclusion in Vila-seca.

### Teaming

A charitable initiative through which the employees of PortAventura voluntarily contribute one Euro of their salary that goes towards charity projects. The PortAventura Foundation adds two Euros for every Euro contributed by the employees. According to pre-defined criteria, the employees within the programme will decide who will benefit from the funds raised. This time, the beneficiaries were the Muntanyeta School of the Provincial Association of Cerebral Palsy of Tarragona and the Mas Sabater Day Hospital of the Multiple Sclerosis Foundation.



### Eclèctic Festival

Eclèctic Festival of Tarragona, the Disability Performing Arts Festival in the city of Tarragona aims to promote equal opportunities and creativity of all people regardless of their capabilities.

### Agafa't al 21

A project in conjunction with the Down Association of Tarragona with the objective of promoting the social-labour integration of people with Down's Syndrome and other intellectual disabilities. Using the "work with support" methodology, the idea is to encourage the integration of this group of people into the company from an early age.



PortAventura makes available to the PortAventura Foundation all equipment and materials likely to continue to be required for management by social organisations.

## 09

# SUMMARY OF GRI INDICATORS

1	STRATEGY AND ANALYSIS	PAGES OF REPORT
1.1	Statement from the head decision maker of the organisation about the relevance of sustainability for the organisation and its strategy.	7
1.2	Description of the principal impacts, risks and opportunities.	In all chapters of the Annual Report.
2	PROFILE OF THE ORGANISATION	PAGES OF REPORT
2.1	Name of the organisation.	5
2.2	Principal brands, products and/or services.	10
2.3	The operating structure of the organisation, including the main divisions, operating entities, subsidiaries, and joint ventures.	10
2.4	Location of the organisation's headquarters.	48
2.5	Number of countries where the organisation operates and names of the countries in which it has either major operations or that are specifically relevant to the sustainability issues covered in the report.	8
2.6	Nature of ownership and legal form.	5
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	27
2.8	Scale of the reporting organisation, including: <ul style="list-style-type: none"> <li>• Number of employees.</li> <li>• Number of operations.</li> <li>• Net sales (for private sector organisations) or net revenues (for public sector organisations).</li> <li>• Total capitalization broken down in terms of debt and net equity (for private sector organisations)</li> <li>• Quantity of products or services provided.</li> </ul>	8
2.9	Significant changes during the reporting period in terms of size, structure, or ownership of the organisation, including: <ul style="list-style-type: none"> <li>• The location of, or changes in operations, facility openings, closings and expansions.</li> <li>• And changes in the share capital structure and other capital formation, maintenance of said capital, and alteration operations (for private sector organisations).</li> </ul>	In 2013, the company Port Aventura Entertainment S.A.U. was owned by Investindustrial, with 50.1% of the shares, and KKR, through its subsidiary World Park Holdings B.V., with 49.9% of the shares, in a deal that was closed in January 2014.
2.10	Awards and distinctions received in the reporting period.	11

3	REPORT PARAMETERS	PAGES OF REPORT
3.1	Period covered by the information contained in the report (for example, fiscal/calendar year).	5
3.2	Date of most recent previous report (if any).	5
3.3	Reporting cycle (annual, biennial, etc.).	5
3.4	Contact point for questions regarding the report or its contents.	48
3.5	Process for defining report content, including: <ul style="list-style-type: none"> <li>• Determination of materiality.</li> <li>• Prioritization of issues included within the report.</li> <li>• Identification of stakeholders expected to use the report.</li> </ul>	5
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers, etc.).	5
3.7	State any specific limitations on the scope or boundary of the report.	5
3.8	Basis for including information in the case of joint ventures, subsidiaries, leased facilities, outsourced activities, and other entities that can significantly affect comparability between periods and/or between organisations.	5
3.9	Data measurement techniques and the basis for undertaking calculations, including assumptions and techniques underlying the estimations applied to the compilation of indicators and other information in the report.	The content of the annual report is based on the International GRI Standard.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, together with the reasons for such re-statements (e.g., mergers and acquisitions, change of reporting periods, nature of business or valuation methods).	There has been no re-statement of information in relation to the annual reports of previous years.
3.11	Significant changes relating to earlier periods in the scope, boundary or valuation methods applied in the report.	In the current Annual Report, there have been no significant changes relating to the scope, boundary, or valuation methods.
3.12	Table showing the location of the basic contents in the report.	3 and Summary of the Indicators of the Global Reporting Initiative (GRI).
3.13	Policy and current practice with regard to requesting external auditing of the report. If not included in the audit report in the sustainability report, the scope and basis of any other existing external audit must be detailed. Also the relationship between the reporting organisation and the audit provider(s) must be clarified.	The current Annual Report has not been externally audited.

4	GOVERNANCE, COMMITMENTS, AND STAKEHOLDER INVOLVEMENT	PAGES OF REPORT
4.1	The governance structure of the organisation, including the committees of the Board of Directors responsible for tasks such as defining the strategy or the overseeing of the organisation.	Corporate Governance of PortAventura.



4.2	Indicate whether the Chairman of the Board of Directors also holds an executive position (and, if so, their function within the organisation's management and the reasons that justify this).	Corporate Governance of PortAventura.
4.3	For those organisations that have a unitary board structure, state the number and gender of members of the Board of Directors that are independent or non-executive members.	Corporate Governance of PortAventura.
4.4	Mechanisms for shareholders and employees to communicate recommendations or direction to the Board of Directors.	Corporate Governance of PortAventura.
4.5	Link between the remuneration of the members of the Board of Directors, senior managers and executives (including arrangements for leaving the post) and the organisation's performance (including social and environmental performance).	Corporate Governance of PortAventura.
4.6	Procedures implemented to avoid conflicts of interest within the Board of Directors.	Corporate Governance of PortAventura.
4.7	Procedure for determining the composition, qualifications and expertise required of the members of the Board of Directors and its committees, including any consideration of gender and other indicators of diversity.	Corporate Governance of PortAventura.
4.8	Internally developed mission and value statements, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their implementation.	Mission: To be Europe's best family leisure destination, providing families and young people with unforgettable experiences in a unique setting characterised by adventure, excitement and imagination. Values: Excellence, quality, security, family fun, passion for the customer, respect for the environment, dedication, teamwork and cohesion, social commitment. 10, 11, 14, 21, 28
4.9	Procedures of the Board of Directors for overseeing the identification and management on the part of the organisation of economic, environmental and social performance, including related risks and opportunities as well as adherence or compliance with internationally agreed standards, codes of conduct and principles.	Corporate Governance Statement of PortAventura.
4.10	Procedures for evaluating the performance of the Board of Directors itself, particularly with respect to economic, environmental and social performance.	Corporate Governance Statement of PortAventura.
4.11	Explanation of how the organisation has adopted a precautionary approach or principle.	Corporate Governance Statement of PortAventura.
4.12	Externally developed social, environmental and economic principles or programs, as well as other initiative to which the organisation subscribes or approves.	5
4.13	Main associations to which the organisation belongs (such as industry associations) and/or national and international entities to which the organisation gives its support and: <ul style="list-style-type: none"> <li>• In which it has a presence on the governing bodies.</li> <li>• In which it participates in projects or committees.</li> <li>• To which it provides substantial funding that exceeds the usual sum due by members.</li> <li>• In which it has strategic considerations.</li> </ul>	15-18, 29-34
4.14	List of stakeholders included by the organisation.	13
4.15	Basis for the identification and selection of stakeholders with whom the organisation is committed.	5
4.16	Approaches adopted for the inclusion of stakeholders, including the frequency of their participation by type and category of stakeholder.	5

4.17	Principal concerns and aspects of interest that have arisen through the participation of the stakeholders and the way in which the organisation has responded to these in preparing the report.	5
------	---	---

ECONOMIC PERFORMANCE INDICATORS			PAGES OF REPORT
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee remuneration, donations and other community investments, retained earnings, and payments to capital providers and governments.	P	8, 29-30, 21, 26
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	P	Information not available.
EC3	Coverage of the organisation's obligations towards social benefits programs.	P	21
EC4	Significant financial assistance received from governments.	P	23
EC5	Range of ratios between the standard starting salary broken down by gender and the local minimum salary in places where the organisation has major operations.	A	23
EC6	Policy, practices, and proportion of spending corresponding to local suppliers in places where the organisation has major operations	P	24-26
EC7	Procedures for local hiring and proportion of senior management who come from the local community in places where the organisation has major operations.	P	At PortAventura there are no specific procedures in place for the hiring of senior management from the local community.
EC8	Development and impact of infrastructure investments and services provided mainly for public benefit through commercial, pro bono or in-kind, or pro bono commitments.	P	30-34
EC9	Understanding and description of the significant indirect economic impacts, including the extent of said impacts.	A	30-34

ENVIRONMENTAL PERFORMANCE INDICATORS			PAGES OF REPORT
EN1	Materials used, by weight or volume.	P	Environmental Statement 2013
EN2	Percentage of materials used that are recycled materials.	P	Environmental Statement 2013
EN3	Direct energy consumption broken down by primary source.	P	Environmental Statement 2013
EN4	Indirect energy consumption broken down by primary source.	P	Environmental Statement 2013
EN5	Energy saved due to conservation and efficiency improvements.	A	Environmental Statement 2013
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and the reductions in energy consumption as a result of said initiatives.	A	Environmental Statement 2013
EN7	Initiatives to reduce indirect energy consumption and the reductions achieved with said initiatives.	A	Environmental Statement 2013

EN8	Total water withdrawal by source.	P	Environmental Statement 2013
EN9	Water sources that have been significantly affected by the withdrawal of water.	A	Environmental Statement 2013
EN10	Percentage and total volume of water recycled and reused.	A	Environmental Statement 2013
EN11	Description of land adjacent to or situated within protected natural spaces or within non protected areas of high biodiversity, or land of high biodiversity value that is managed in areas outside protected areas.	P	Environmental Statement 2013
EN12	Description of the most significant impacts on biodiversity in protected natural spaces or in non protected areas of high biodiversity caused by the activities, products, and services in protected areas and in areas of high biodiversity value outside protected areas.	P	Environmental Statement 2013
EN13	Protected or restored habitats.	A	Environmental Statement 2013
EN14	Implemented and planned strategies and actions for managing impacts on biodiversity.	A	Environmental Statement 2013
EN15	Number of species, broken down by their danger of extinction that are included on the IUCN Red List and on national lists with habitats found within affected areas by the operations, according to the degree of threat to the species.	A	Information not available.
EN16	Total greenhouse gas emissions, both direct and indirect, by weight.	P	Environmental Statement 2013
EN17	Other indirect greenhouse gas emissions, by weight.	P	Environmental Statement 2013
EN18	Initiatives to reduce greenhouse gas emissions and the reductions achieved.	A	Environmental Statement 2013
EN19	Emissions of ozone-depleting substances, by weight.	P	Indicator not applicable as PortAventura does not produce significant emissions of ozone-depleting substances.
EN20	NOx, SOx and other significant air emissions by type and weight.	P	Indicator not applicable given the low level of fossil fuel consumption in PortAventura.
EN21	Total dumping of wastewater, according to its nature and intended use.	P	Environmental Statement 2013
EN22	Total weight of waste managed, according to type and treatment method.	P	Environmental Statement 2013

<b>EN23</b>	Total number and volume of the most significant accidental spills.	<b>P</b>	Indicator not applicable as in 2013 there has been no significant accidental spill in PortAventura.
<b>EN24</b>	Weight of transported, imported, exported, or treated waste considered hazardous based on the Basel Convention, annexes I, II, III and VIII and percentage of waste transported internationally.	<b>A</b>	Indicator not applicable to the activities of PortAventura.
<b>EN25</b>	Identification, size, protected status, and biodiversity value of water resources and related habitats significantly affected by the reporting organisation's water spillage and runoff.	<b>A</b>	Environmental Statement 2013
<b>EN26</b>	Initiatives to mitigate the environmental impacts of products and services, and the degree of reduction in those impacts.	<b>P</b>	Environmental Statement 2013
<b>EN27</b>	Percentage of products sold, and their packaging materials, that are reclaimed at the end of their useful life, by product category.	<b>P</b>	Environmental Statement 2013
<b>EN28</b>	Cost of significant fines and number of non-monetary sanctions for non-compliance of environmental regulations.	<b>P</b>	In 2012 PortAventura has not been subject to any relevant judicial fines or sanctions in relation to non-compliance of environmental regulations.
<b>EN29</b>	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, as well as transporting personnel.	<b>A</b>	Environmental Statement 2013
<b>EN30</b>	Breakdown by type of the total environmental expenditure and investment.	<b>A</b>	Environmental Statement 2013

LABOUR PRACTICES			PAGES OF REPORT
<b>LA1</b>	Breakdown of the total workforce by type of employment, contract, region and gender.	<b>P</b>	19-20
<b>LA2</b>	Total number of employees and rate of new hires and average staff turnover, broken down by age group, gender and region.	<b>P</b>	Average turnover rate: temporary 10.8 %, permanent seasonal 1.6 %, indefinite 2.6 %.
<b>LA3</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees, broken down by significant locations of operation.	<b>A</b>	21
<b>LA15</b>	Return to work and retention rates after parental leave, broken down by gender.	<b>P</b>	Information not available.

LA4	Percentage of employees covered by collective bargaining agreements.	P	99% of employees are covered by a collective bargaining agreement.
LA5	Minimum advance notice period(s) relative to organisational changes, including whether these are specified in the collective bargaining agreements.	P	PortAventura follows the procedures established under the Worker's Statute.
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees, set up to help monitor and provide advice on occupational health and safety programs.	A	21
LA7	Rates of absenteeism, occupational illness, days lost and number of work-related fatalities, by region and gender.	P	Total number of accidents without medical leave: 176 (men: 46; women: 130). Total number of accidents with medical leave: 49 (men: 14; women: 35). Total number of accidents with medical leave in transit: 15 (men: 3; women: 12). Total number of workdays missed: 974 (men: 196; women: 778).
LA8	Education, training, counseling, prevention, and risk-control programs that are afforded to the workforce, their families or to community members in relation to serious illnesses.	P	21
LA9	Health and safety issues covered in formal agreements with trade unions.	A	21
LA10	Average hours of training per year per employee, broken down by gender and employee category.	P	22-23
LA11	Skills management and ongoing training programs that foster worker employability and that support them in the management of their professional careers.	A	22-23
LA12	Percentage of employees that receive regular performance and career development reviews broken down by gender.	A	23
LA13	Composition of the corporate governance bodies and workforce, broken down by employee category, gender, age group, minority group membership, and other indicators of diversity.	P	Corporate Governance of PortAventura
LA14	Ratio of base salary for men to that for women, broken down by professional category.	P	20, 21, 23

SOCIAL PERFORMANCE INDICATORS		
HUMAN RIGHTS		PAGES OF REPORT
HR1	Percentage and total number of significant investment contracts and agreements that include clauses incorporating human rights concerns or that have been subject to human rights screening.	P In 2013 there have been no significant investment agreements that included Human Rights clauses, as PortAventura has not considered there to have been any risks deeming them necessary.
HR2	Percentage of significant suppliers, contractors or other trading partners that have been subject to human rights screening, and measures adopted as a result.	P 25
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 remedial measures taken.	P In 2013 PortAventura has not been the subject of relevant judicial incidents or sanctions in relation to Human Rights.
HR5	Operations and significant suppliers identified in which the right to freedom of association and to participate in collective bargaining may be violated or at significant risk, and measures adopted to support these rights.	P PortAventura respects and supports the right to free association of its employees, considering it as it does an unalienable right.
HR6	Operations and significant suppliers identified as posing significant risk of incidents of child labour, and measures adopted to contribute to the effective abolition of child labour.	P Given the scope of activities of PortAventura, no at-risk activities or operations have been identified.
HR7	Operations and significant suppliers identified as posing significant risk of incidents of forced or compulsory labour, and measures adopted to contribute to the elimination of all forms of forced or compulsory labour.	P Given the scope of activities of PortAventura, no at-risk activities or operations have been identified.
HR8	Percentage of security personnel who have been trained in the organisation's policies or procedures concerning human rights issues relevant to operations.	A All security personnel at the resort.
HR9	Total number of incidents relating to violations of the rights of indigenous people and measures adopted.	A Indicator not applicable to the activities of PortAventura.



<b>HR10</b>	Percentage and total number of operations that have been subject to human rights reviews or impact assessments.	<b>P</b>	24-26
<b>HR11</b>	Number of complaints relating to human rights that have been filed, addressed and resolved through formal reconciliation mechanisms.	<b>P</b>	In 2013 PortAventura has not been the subject of relevant judicial incidents or sanctions in relation to Human Rights.

SOCIAL PERFORMANCE INDICATORS			
SOCIETY			PAGES OF REPORT
<b>SO1 FSSS</b>	Nature, scope and effectiveness of programs and practices to evaluate and manage the impacts of operations on communities, including entry, operation and exist from the company.	<b>P</b>	28
<b>SO1 GRI3.1</b>	Percentage of operations where development programs, impact assessments and community involvement has been set up.	<b>P</b>	16, 17, 18, 28
<b>SO9</b>	Operations with significant potential or actual negative impacts on local communities.	<b>P</b>	No operations with significant potential or actual negative impacts on local communities have been identified.
<b>SO10</b>	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	<b>P</b>	No operations with significant potential or actual negative impacts on local communities have been identified.
<b>SO2</b>	Percentage and total number of business units analyzed with respect to risks relating to corruption.	<b>P</b>	Corporate Governance of PortAventura
<b>SO3</b>	Percentage of employees trained in the organisation's anti-corruption policies and procedures.	<b>P</b>	Corporate Governance of PortAventura
<b>SO4</b>	Measures taken in response to incidents of corruption.	<b>P</b>	Corporate Governance of PortAventura
<b>SO5</b>	Position in public policies and participation in public policy development and lobbying activities.	<b>P</b>	PortAventura does not have a defined general policy in relation to the participation in public policy development and lobbying activities.

<b>SO6</b>	Total value of financial and in-kind contributions to political parties or to related institutions, by country.	<b>A</b>	Corporate Governance of PortAventura
<b>SO7</b>	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	<b>A</b>	There are no open legal proceedings against PortAventura for anti-competitive behavior.
<b>SO8</b>	Monetary value of significant sanctions and fines and total number of non-monetary sanctions deriving from the non-compliance with laws and regulations.	<b>P</b>	In 2013 PortAventura has not been the subject of relevant judicial incidents or sanctions in relation to the non-compliance of laws and regulations.

<b>SOCIAL DEVELOPMENT INDICATORS</b>			
<b>PRODUCT RESPONSIBILITY</b>			<b>PAGES OF REPORT</b>
<b>PR1</b>	Life cycle stages of products and services in which health and safety impacts on customers are assessed for potential improvement, and percentage of significant product and service categories subject to such assessment procedures.	<b>P</b>	10, 11, 14, 28
<b>PR2</b>	Total number of incidents of non-compliance with legal regulations or with voluntary codes relating to health and safety impacts of products and services during their life cycle, distributed according to the outcome type of said incidents.	<b>A</b>	In 2013 no incidents of this type have occurred.
<b>PR3</b>	Types of product and service information that are required by existing procedures and legislation, and percentage of products and services subject to such information requirements.	<b>P</b>	28
<b>PR4</b>	Total number of incidents of non-compliance with regulations and voluntary codes relating to product and service information and labeling, distributed according to the outcome type of said incidents.	<b>A</b>	In 2013 no sanction or unfavourable ruling has been received, nor notice of non-compliance of legal regulations or of voluntary codes relating to product and service information and labeling.
<b>PR5</b>	Practices concerning customer satisfaction, including results of surveys measuring customer satisfaction.	<b>A</b>	28

<b>PR6</b>	Programs for compliance of laws or adherence to standards and voluntary codes mentioned in marketing communications, including advertising, other promotional activities, and sponsorship.	<b>P</b>	PortAventura complies with that which is established in the legal regulations, and the various codes of conduct for advertising. The marketing campaigns undertaken in Spain and France are sent, before being aired, to Autocontrol and to BVP (Bureau de Verification de la Publicité), respectively.
<b>PR7</b>	Total number of incidents of non-compliance with regulations relating to marketing communications, including advertising, promotion, and sponsorship, distributed according to the outcome type of said incidents.	<b>A</b>	In 2013 PortAventura has not been the subject of relevant judicial incidents or sanctions in relation to the advertising of its products or services.
<b>PR8</b>	Total number of duly substantiated complaints regarding breaches of customer privacy and the loss of personal data of the customers.	<b>A</b>	There is no record of any infraction or unfavourable ruling against PortAventura for breaches of customer privacy in 2013.
<b>PR9</b>	Monetary value of those significant fines due to non-compliance of legislation concerning the provision and use of products and services of the organisation.	<b>P</b>	In 2013 PortAventura has not been the subject of relevant judicial incidents or sanctions in relation to the provision and use of its products and services.

**P:** Principal Indicator GRI G3.1.

**A:** Additional Indicator GRI G3.1.







**European Destination Resort**

**FOR MORE INFORMATION**

AVDA. ALCALDE PERE MOLAS, KM 2  
43480, VILA-SECA, TARRAGONA

**[WWW.PORTAVENTURA.COM](http://WWW.PORTAVENTURA.COM)**

**ABOUT THIS REPORT**

CORPORATE RESPONSIBILITY AREA  
TEL: +34 977 779 000