



# 2024

## Sustainability Report



Impact on People



Made to Remember

Consult the document  
Non-Financial Reporting  
Statement 2024:



Impact on Community



Impact on the Environment





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**“Our commitment to sustainability** takes the form of an ambitious and rigorous strategy aligned with the current environmental, social and governance needs, as well as the results of the B Corp certification materiality analysis and impact measurement”

In 2022, we successfully met the strict impact measurement requirements to become a B Corp company, achieving high environmental, social and good governance performance standards. Joining the B Corp movement was not a goal, but another step in the right direction, and brings with it the challenge of continuing to work to promote responsible policies and ensure a positive impact on the local environment. In 2025, we are due to renew our B Corp certification under the new standards. Our ambition is high.

One of our main objectives is to decarbonise our activity, which is why we have had our emissions reduction commitments validated by the SBTi. That entails, among other aspects, working with suppliers to align their objectives with ours, as it would be impossible for us to achieve success without them. The challenge of sustainability is a major endeavour for all companies, particularly SMEs, which is why we have undertaken to help them build their skills; in this regard, thanks to us, over 125 of PortAventura World's SME suppliers have engaged in corporate sustainability training through a programme promoted by the Global Compact, ICO and ICEX.

Inclusiveness is a key pillar at PortAventura World. Our global vision of sustainability is reflected in our increasingly inclusive Resort. In 2024, we installed magnetic loops at strategic points around the park to enhance the experience for the deaf and hard of hearing. This project represents a major step forward, as it provides hard-of-hearing visitors a more comprehensive experience.

In 2024, we also launched the new PortAventura World industrial laundry, which offers efficient and high-quality service to the Resort's hotels and Ponient Hotels by

PortAventura. The industrial laundry service fulfils the highest sustainability and environmental standards.

We are also proud to have unveiled the new extension to PortAventura Dreams Village in 2024. Since its creation in 2019, we have contributed to the emotional recovery of close to one thousand children and their family members, and the four new houses will help us receive hundreds of more families.

The sustainability policy embedded in our corporate purpose gives us a *raison d'être*. This purpose makes us a company that is more resilient to change and capable of adapting to the new needs of society and greater awareness of sustainability. We have already seen that a growing number of companies are choosing the PortAventura World Convention Centre because of its commitment to sustainability. The same goes for travel agencies and schools, thanks to our EcoEduca Programme.

We are also working to mitigate aspects related to climate change, such as periods of intense heat, which may also provide the opportunity to lengthen the season in winter thanks to the milder climate.



**Choni Fernández Veciana**  
 Customer, sustainability and Communication Director



# PortAventura World at a glance

First-class family destination resort, which covers the full spectrum of entertainment and hospitality

## Hotels



## PortAventura Parks



## Events business



## Seasons



## Key partnerships



**6**

4 and 5 star themed hotels

**4**

hotels under management

**3,356**

Hotel Rooms

**30**

Food & Beverage outlets

**2**

Wellness centre

**3**

Parks: PortAventura Theme Park, Caribe Aquatic Park & Ferrari Land

**76**

Rides

**65**

Food & Beverage outlets

**51**

Shows

Multi-  
funcional  
spaces

**20,000**

sqm Convention Centre

**6,000**

seats

Open

**365**

days a year

Carnival

Easter

Summer

Halloween

Christmas

Universal



Sesame Street



Ferrari



Sony



LaLiga



Ponient Hotels



# Performance 2024: a year of measurable progress

## PORTAVENTURA WORLD



**5.2M**  
 Visits to the parks



**1.6M**  
 Overnight stays at PortAventura Hotels, Ponient Hotels and at caravan parking site



**66k**  
 PortAventura Convention Centre attendees



**247**  
 Events

Made to Remember

## IMPACT ON THE ENVIRONMENT



**96%**  
 Waste recovered (%)



**100%**  
 Electricity consumed at the Resort, Ponient Hotels<sup>2</sup> and the industrial laundry from renewable energy sources with no CO<sub>2</sub> emissions



**11.10GWh**  
 Electricity generated by PortAventura Solar



**32%**  
 of reduction of CO<sub>2</sub> (Scope 1 and 2) since 2019.

## IMPACT ON THE COMMUNITY

### PORTAVENTURA FOUNDATION



**358**  
 families hosted at the PortAventura Dreams Village



**1.17M**  
 Euros in grants awarded by the PortAventura Foundation

### COMMUNITY DIALOGS



**180**  
 companies



**3**  
 meetings in 2024

## IMPACT ON PEOPLE



**9.24/10**  
 Rating of the service provided by PortAventura Park employees



**59**  
 PortAventura Park Net Promoter Score



**2,942**  
 Average annual workforce (internal staff)



**1,331**  
 Suppliers

# Our corporate sustainability strategy



SUSTAINABLE DEVELOPMENT GOALS

- 3 GOOD HEALTH AND WELL-BEING
- 8 DECENT WORK AND ECONOMIC GROWTH
- 7 AFFORDABLE AND CLEAN ENERGY
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 17 PARTNERSHIPS FOR THE GOALS

CUSTOMERS: 3.3 / 5  
EMPLOYEES: 18.8 / 40



Certified  
**B**  
Corporation

SUSTAINABLE DEVELOPMENT GOALS

- 3 GOOD HEALTH AND WELL-BEING
- 8 DECENT WORK AND ECONOMIC GROWTH
- 7 AFFORDABLE AND CLEAN ENERGY
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 17 PARTNERSHIPS FOR THE GOALS

COMMUNITY: 17 / 40  
(does not include PortAventura Foundation)  
GOVERNANCE: 16 / 20



Certified  
**B**  
Corporation

SUSTAINABLE DEVELOPMENT GOALS

- 4 QUALITY EDUCATION
- 6 CLEAN WATER AND SANITATION
- 7 AFFORDABLE AND CLEAN ENERGY
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 13 CLIMATE ACTION
- 17 PARTNERSHIPS FOR THE GOALS

ENVIRONMENT: 28.1 / 45



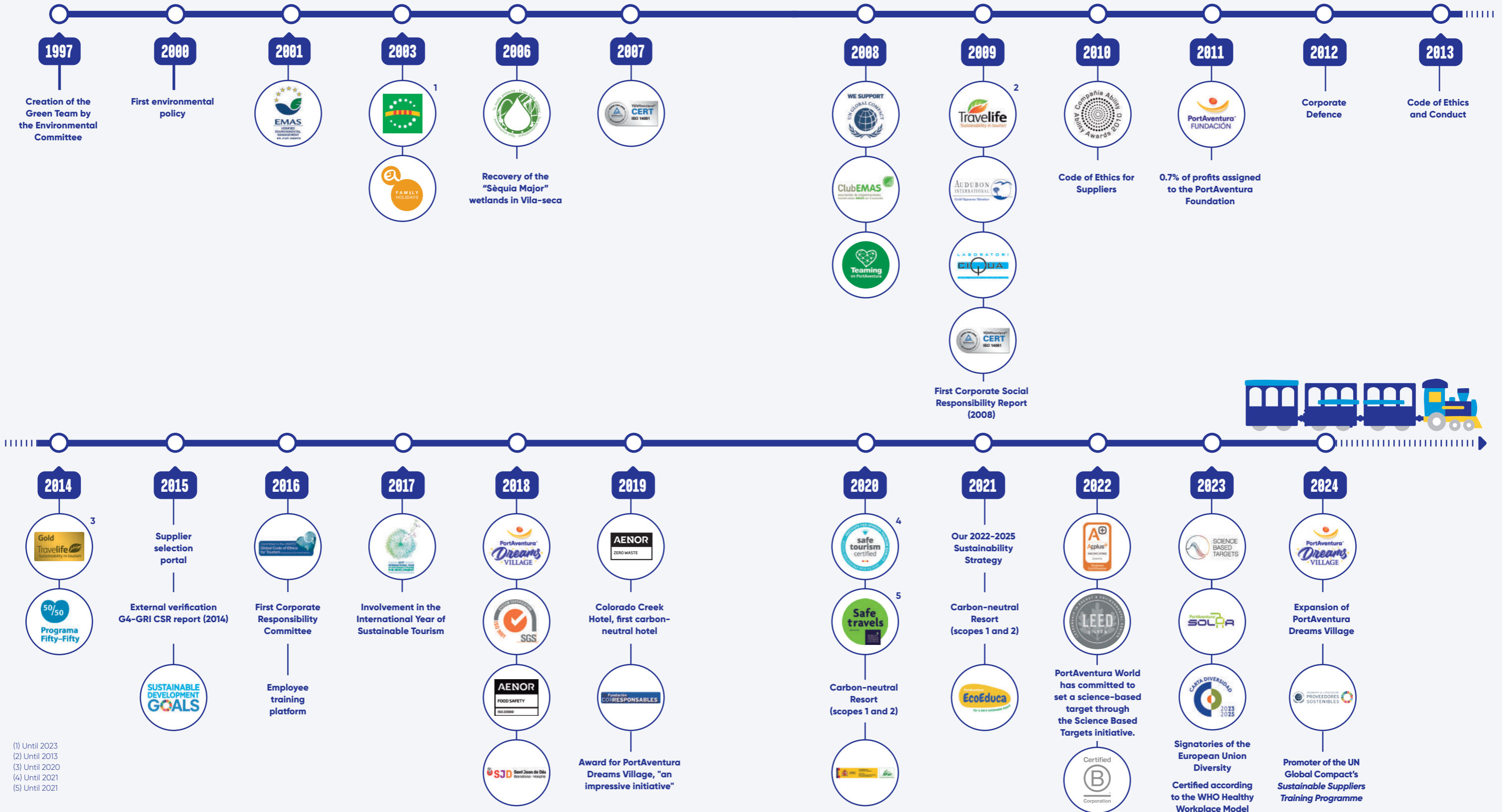
Certified  
**B**  
Corporation

Impact on People

Impact on Community

Impact on the Environment

# Ride to Sustainability



(1) Until 2023  
(2) Until 2013  
(3) Until 2020  
(4) Until 2021  
(5) Until 2021

# Our Corporate Sustainability Strategy 2022-2025

Our 2022-2025 Sustainability Strategy is aligned with the context and current environmental, social and governance needs, as well as the results of the materiality analysis and impact measurement conducted with B Corp certification. It also incorporates the climate change risks identified using Task Force on Climate-Related Financial Disclosure (TCFD) methodology and our commitment to the Science Based Targets Initiative (SBTi).




Our roadmap is based on the principles of the UN Global Compact and Sustainable Development Goals, as well as the UN Tourism Global Code of Ethics for Tourism

At PortAventura World, we have aligned our commitment with the United Nations Sustainable Development Goals (SDGs). Our main objectives are:


<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 
<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 
<b>6</b> CLEAN WATER AND SANITATION 	<b>7</b> AFFORDABLE AND CLEAN ENERGY 
<b>13</b> CLIMATE ACTION 	<b>17</b> PARTNERSHIPS FOR THE GOALS 

Our sustainability strategy is also in line with the following initiatives:



**Sustainable Development GOALS**

Certified



**Corporation**

**TCFD** | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES



Joining the B Corp movement was not a goal, but another step in the right direction, and brings with it the challenge of continuing to work to promote responsible policies and ensure a positive impact on the local environment. In 2025, we are due to renew our B Corp certification under the new standards.

The sustainability policy embedded in our corporate purpose gives us a raison d'être. This purpose makes us a company that is more resilient to change and capable of adapting to the new needs of society and greater awareness of sustainability.

PortAventura World has committed to set a science-based target through the Science Based Targets initiative. The GHG emissions reduction goal in line with the methodology established by the Science-Based Targets initiative (SBTi) has been validated over the course of 2023.



# We are a Purpose-driven Company

## Our purpose:

We create unforgettable experiences that generate a positive impact on people, while caring for the planet.

## Our values:



**Safety.** Our priority and commitment to all people.



**Passion.** We love what we do and do it with a passion that makes us unique.



**Belief in people.** We work as a team, co-create and build solid relationships based on trust, inclusion and respect.



**Efficiency.** The highest quality and sustainable use of resources.



**Innovation.** We are pioneers and never rest on our laurels. We create to amaze.



**Commitment.** We shoulder the responsibility of contributing to the wellbeing of people and improving society by caring for the planet.

# Projects that Showcase Our Real Impact

## Training that drives talent and growth: promotion of university education with PortAventura Academy

We believe in training as a driver of personal and professional growth. We invest in developing our people because their talent and continuous learning are key to building an innovative, sustainable organization ready to face future challenges: PAW academy is born from this vision.

These programs will **award a postgraduate diploma** to students who already hold a graduate or bachelor's degree and a course completion certificate to those who do not.



**150**  
 students  
 per year

PAW Academy is a degree program in partnership with the Rovira i Virgili University Foundation's International Centre for Lifelong Learning in Tourism (ICLEAT). Through a long-term cooperation agreement, the objective is to offer learning experiences designed to improve the competences and skills of workers at the Resort and respond to the tourism sector's new demands.



Executive development in the theme park and hotel sector oriented to managers & department heads.



Theme park and hotel management oriented to supervisors & managers.



3 micro-credits oriented to specialists, operators and assistants:

- Catering (Parks and Hotels)
- Theme Parks
- Hotels



# Projects that Showcase Our Real Impact

The industrial laundry: a project that combines efficiency, cost optimization, and social commitment.

## NEW BUSINESS LINE: PORTAVENTURA FACILITY SERVICES

The launch of our own industrial laundry has laid the foundation for PortAventura Facility Services, a future business line whose mission is to enhance quality and service for our guests and provide both the six hotels on the Resort and the Ponient Hotels with an efficient and high-quality laundry service.

**15t/day**



## ENVIRONMENTAL IMPACT

- Not using steam.
- Working with low-temperature processes Heat and water recovery system.
- Transport of clothing by trucks powered by liquefied natural gas and electricity.

**32%**  
 gas consumption  
 reduced vs  
 conventional laundry

**16%**  
 water consumption  
 reduced vs  
 conventional laundry

## POSITIVE SOCIAL IMPACT

Part of the staff comes from groups at risk of social exclusion, in collaboration with the Institut Municipal de Formació I Empresa Mas Carandell.

**28%**  
 of the workforce hired  
 are at risk of social exclusion



## EXTENDING OUR SERVICES TO THE COSTA DAURADA

With these measures, we not only improve efficiency, but we also contribute to generating a positive impact on the planet and the environment, something that is key for PortAventura World.



## Other Key Projects in 2024

### INCLUSIVITY IN THE PARK



Installation of magnetic loops to enhance the experience of deaf people.



Renewal of the adherence to the European Diversity Charter.

### ENVIRONMENTAL COMMITMENT



Launch of the final phase of the PortAventura Solar complex, one of the largest self-consumption photovoltaic power plants at a holiday resort in Spain.



Installation of ten beehives to enhance biodiversity. Launch of PAW Cats Care, a project aimed at ethically managing the feline colonies at PortAventura World.

### SOCIAL COMMITMENT



Expansion of the PortAventura Dreams village with an additional four villas.



Participation as a promoter of the Sustainable Suppliers Training Programme, an initiative of the UN Global Compact, ICO and ICEX.



Definition of the decarbonization roadmap for the PortAventura Hotels and Ponient Hotels.



Launch of an employee transportation service within the Resort, with electric buses and the purchase of two electric trucks to increase our logistics fleet.

### SAFETY



Certification to ISO standard 22000, which recognises the effectiveness of the Food Safety Management System at the restaurants Racó de Mar, LaLiga TwentyNine's, The Old Steak House and Ristorante Cavallino.



# Strategic Goals

With a view to meeting the objectives set out in the Sustainability Strategy, we have defined an action plan comprised of 95 initiatives (27 related to the environment, 23 to society and 45 to good governance).

## ENVIRONMENTAL OBJECTIVES

6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	17 PARTNERSHIPS FOR THE GOALS	B Corp impact	2022		2023		2024		2025									
						Goal	Fulfilment	Goal	Fulfilment	Goal	Fulfilment	Goal									
<b>Energy transition and climate change</b>						🌍	6,175	5,362 -13%	5,300	4,069 -23%	4,000	4,078 <sup>5</sup> +1.9%	4,950								
Commitment to reducing scope 1 and 2 GHG emissions in accordance with the SBT initiative by 20% of 2019 <sup>1</sup> levels by 2025 (t CO <sub>2</sub> e)																					
Increase in the energy consumed within the Resort sourced from renewable energy generated on site by the photovoltaic power plant.														🌍	Construction of the first photovoltaic plant		7.8 GWh	4.4 GWh -43.6%	10 GWh	11 GWh +10.0%	12 GWh
Reduce the electrical energy consumption. (MWh/1,000 visits-overnight stays/year)															Resort	6.21	6.51 +4.8%	6.44	6.39 -0.8%	6.38	6.76 +6.0%
						Ponient	-	-	-	-	12.9 <sup>6</sup>	11.01 -14.7%	10.5								
						Industrial laundry	-	-	-	-	-	-	1.9								
<b>Circular economy and efficient use of resources</b>						🌍	-	219 -22% <sup>2</sup>	208	205 -1.4%	204	199 -2.5%	197								
Reduce generation of other waste from total waste generated. (Resort) (t other waste/1,000,000 visits-overnight stays/year)																					
						🌍	-	573 -10% <sup>3</sup>	544	559 +2.8%	533	538 +0.9%	526								
Reduce total waste generation. (Resort). (t waste/1,000,000 visits-overnight stays/year)						🌍	-	-	-	-	166 <sup>4</sup>	172 +3.6%	169								
Reduce drinking water consumption. (m <sup>3</sup> /1,000 visits-overnight stays/year)														Resort							
														Ponient	-	-	-	148 <sup>7</sup>	187 +26.3%	177	
						Industrial laundry	-	-	-	-	-	-	4.1								

● ACHIEVED ● PARTIALLY ACHIEVED (within 5% of the target) ● NOT ACHIEVED 🌍 CARING FOR THE PLANET 👥 POSITIVE IMPACT ON PEOPLE 🏡 UNFORGETTABLE EXPERIENCES

(1) Included in the SBTi initiative to reduce total GHG emissions by 20% by 2025. Baseline year 2019: 6,490 tonnes of CO<sub>2</sub> equivalent. Scope: PortAventura World Resort and Ponient Hotels: Vila-centric and Pirámide. (2) Baseline year 2019: 282 t/1,000,000 visits-overnight stays/year. (3) Baseline year 2019: 638 t/1,000,000 visits-overnight stays/year. (4) Baseline year 2023: 174.5 m<sup>3</sup>/1,000 visits-overnight stays/year. (5) Only includes emissions under the SBT scope, which are: Resort, Hotel Vila Centric and Hotel Pirámide. (6) Baseline year 2023: 13.06 MWh/1,000 visits-overnight stays/year. (7) Baseline year 2023: 156.16 m<sup>3</sup>/1,000 visits-overnight stays/year. Note: The data shown in % are the variations with respect to the goal.

## SOCIAL GOALS

3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	8 DECENT WORK AND ECONOMIC GROWTH	17 PARTNERSHIPS FOR THE GOALS	B Corp impact	2022		2023		2024		2025	
					Goal	Achie.	Goal	Achie.	Goal	Achie.	Goal	
<b>Safety of our facilities and visitors</b>					👥	0	0	0	0	0	1 <sup>3</sup>	0
Zero customer accidents. <sup>1</sup>												
<b>Health and safety of our employees</b>					👥	2,519	3,567 +3.2%	3,478	4,545 +27%	3,510	3,652 -19.65%	3,447
Reduce incidence rate. <sup>2</sup>												
<b>Satisfaction of our visitors with the overall experience</b>					📈	NPS 50	NPS 48	NPS 52	NPS 48	NPS 54	NPS 53	NPS 53
Improve the Resort's customer satisfaction index.												
<b>Attractive working environment that ensures equal opportunities and helps motivate our staff</b>					👥	-	-17	5	22	23	12	22
Improve employee satisfaction index (eNPS).												
					👥	-	-	75%	38.7%	75%	77%	80%
Increase the number of employees with specific ESG training.												

● ACHIEVED ● PARTIALLY ACHIEVED (within 5% of the target) ● NOT ACHIEVED

🌍 CARING FOR THE PLANET 👥 POSITIVE IMPACT ON PEOPLE 📈 UNFORGETTABLE EXPERIENCES

(1) Accidents are considered serious injuries to a person that result in immediate admission and hospitalization for more than 24 hours for purposes other than medical observation, or that result in death, and have a substantial negative impact on outcomes, economic and/or reputation of the company. (2) The incidence rate represents the number of accidents with sick leave for every hundred thousand people exposed. In 2022, the housekeeping staff was included, and without this group, the achievement was +3.2%. (3) In February 2024, a chance accident occurred on the ride Tomahawk, in which an episode of strong winds caused a tree near the ride to fall, resulting in injuries of varying degrees to fourteen people.

## GOVERNANCE GOALS

8 DECENT WORK AND ECONOMIC GROWTH	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	3 GOOD HEALTH AND WELL-BEING	17 PARTNERSHIPS FOR THE GOALS	B Corp impact	2022		2023		2024		2025	
					Goal	Achie.	Goal	Achie.	Goal	Achie.	Goal	
<b>Sustainability in our supply chain</b>					🌍	-	-	100%	0%	75%	74%	-
Provide specific ESG training to supply chain. (% of suppliers who have taken part in a specific ESG training programme)												
<b>Safety of our installations and visitors</b>					👥	0	0	0	0	0	0	0
Zero cybersecurity incidents. <sup>1</sup>												
<b>Ethics and best business practices</b>					👥	0	0	0	0	-	0	0
Zero data privacy fines.												
					👥	-	-	100%	0	100%	50%	NA
Provide specific ESG training to Board of Directors members. (% of Board Members)												
<b>ESG management</b>					📈	-	-	-	-	-	-	85
B Corp certification.												
<b>Attractive working environment ensuring equal opportunities and helping to motivate staff.</b>					👥	45%	45%	48%	41.3%	45%	43%	45%
Increase the presence of women in initial management levels (senior managers and area managers) (average employees during the year)												

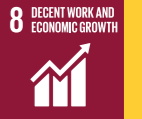
● ACHIEVED ● PARTIALLY ACHIEVED (within 5% of the target) ● NOT ACHIEVED

🌍 CARING FOR THE PLANET 👥 POSITIVE IMPACT ON PEOPLE 📈 UNFORGETTABLE EXPERIENCES

(1) ISO/IEC 27000:2018 defines "cybersecurity incidents" as "a single or series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security".

# Impact on People

SUSTAINABLE  
DEVELOPMENT  
GOALS



CUSTOMERS: 3.3 / 5



EMPLOYEES: 18.8 / 40



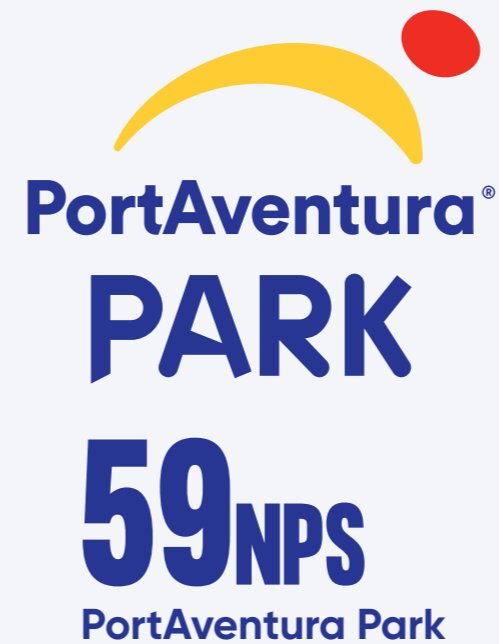
# Unforgettable customer experiences

So that you may never forget the experience you are about to live, so that your mind may always treasure the memories of this moment: **Made to remember.**

Because every ride, every show, every corner and every emotion you experience are designed to be lived to the fullest.

## Customer Satisfaction

Our aim is to adequately manage our customers' expectations and experiences, stay ahead of them and enhance their overall experience.



# Where Diversity and Inclusion Become Experience

## Installation of magnetic loops to enhance the experience for the people who are deaf or hard of hearing

With support from Visualfy, we have incorporated two new developments:



Magnetic loops that transform audio signals into a magnetic field, a sound picked up by hearing aids and cochlear implants, enabling the hard of hearing to receive a much clearer sound. This technology is available in:

- The service office for customers with special needs
- The PortAventura Dreams Village complex
- The SésamoAventura theatre
- Ticket offices



We have installed the Visual Places system, which translates sound notifications into visual alerts to enhance the comfort and safety of our visitors.



## Pride Night

Pride Night celebrates diversity, inclusion, and love. At PortAventura World, we're committed to creating a safe and welcoming space for everyone, regardless of who they are or who they love. This event is our way of supporting the LGBTQ+ community and promoting visibility, respect, and equality.



# Raising Environmental Awareness among Visitors

We encourage people of all ages and walks of life to protect the environment by organising environmental education and responsible leisure activities for our visitors.

- Oscar the Grouch raises children's awareness of the importance of only asking for as much food as they can eat at buffets, to avoid food waste.
- Guests are offered a reusable cup for a €1 deposit, which is reimbursed when the cup is returned.
- Launch of the activity The Green Adventure, designed to combine thrills and education. During their visit to PortAventura Park, students are required to resolve various challenges that will teach them about five Sustainable Development Goals in a hands-on and enjoyable manner.

**EcoEduca is an educational programme** that aims to provide young people with information and raise their awareness of issues related to climate change, the loss of biodiversity and the environment.

**191**  
 school competition proposals

Over  
**2,500**  
 students took part in the EcoEduca Programme

Over  
**50**  
 schools took part in the EcoEduca programme



# Our Commitment: Safe Spaces for Everyone

## Safe rides and facilities

The safety of our visitors and staff is one of our core values and our main priority. We take all necessary safety measures necessary to ensure that our rides and facilities comply with both Spanish and European legislation.



Control centre operational 24 hours a day, 365 days a year.



Over 800 cameras throughout the Resort monitored by the control centre.



29 annual average daily security staff at the Resort, including internal and external staff.



163 emergency drills performed in 2024.



## Food safety

Our general risk map identifies the risk of “Public health incidents resulting from the existence of an ineffective quality and food safety system”. To manage all related risks and aspects, we have a food safety management system in place throughout the Resort, which we are gradually developing and have already implemented in all our in-park hotels.

**Regular hygiene and sanitary audits** for all catering locations to evaluate the degree of implementation of the system.

**Food and surface analyses.** Random monitoring of products to guarantee their microbiological safety.

**100%**  
of open catering locations audited each year

**322**  
internal audits

**1,598**  
analyses at catering points and hotels

**272**  
external audits

**100%**  
of open catering points and hotels audited each year

**73**  
analyses of raw materials delivered by suppliers



PortAventura World holds this Certification in the following establishments:



And in 2024 it has extended to:



# The Human Team driving our Purpose

In 2024 we continue working to improve the satisfaction of the people who work at PortAventura World. The corporate culture is aligned with our purpose and values, with the aim of creating unforgettable experiences for employees and promoting solidarity actions that have a positive impact on society.

By extending the number of days the Resort is open, the increased business activity has translated into greater job stability for employees:

**98%**<sup>1</sup> staff on a permanent contract

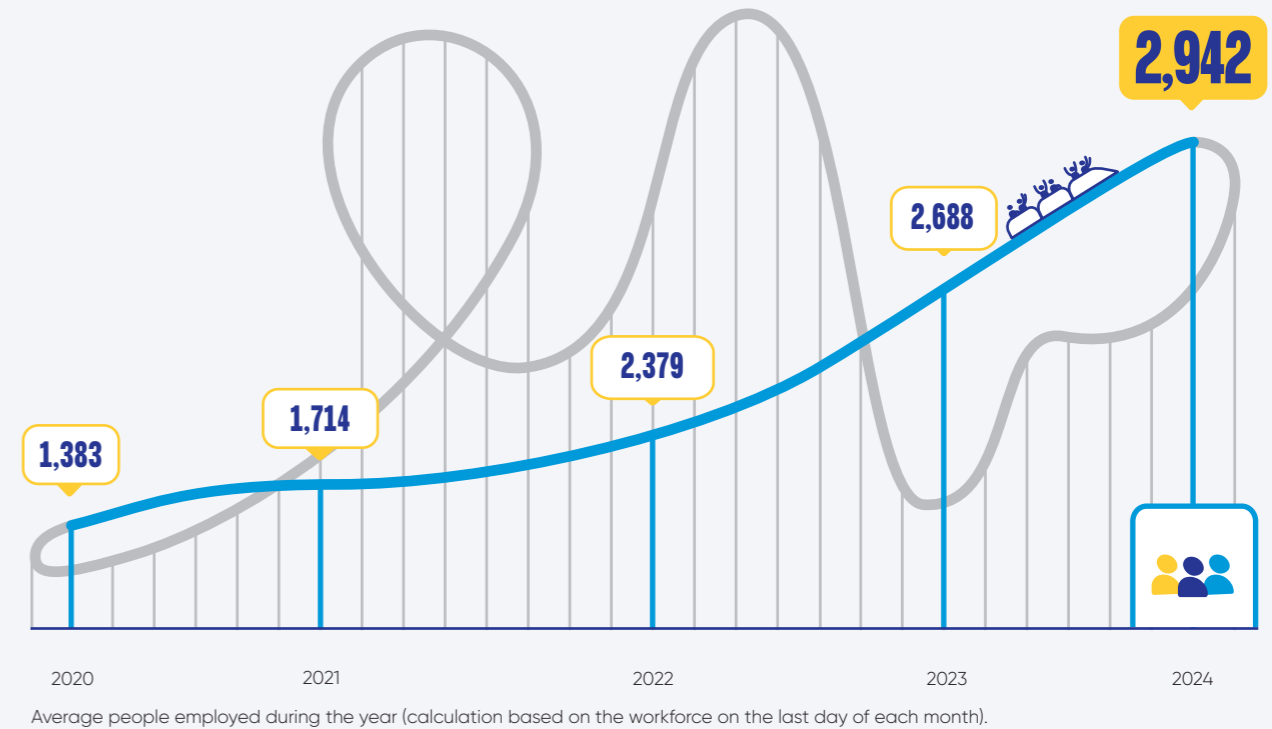
**77%**<sup>1</sup> workforce on full-time contracts

**2,261**<sup>2</sup> full time employees

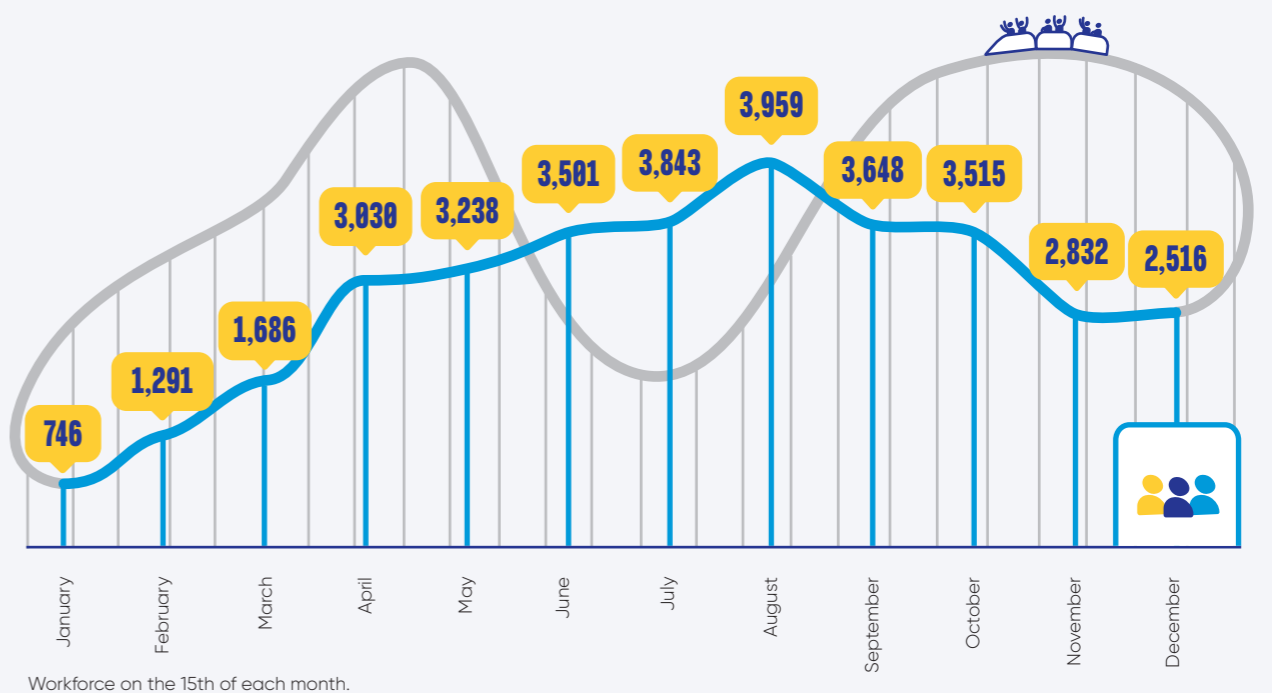
1. Calculation based on the average number of employees during the year.  
2. Corresponds to the full-time workforce active throughout the year in equivalent contract hours to the actual workforce under contract.



## Changes in workforce



## Evolution of the workforce during 2024

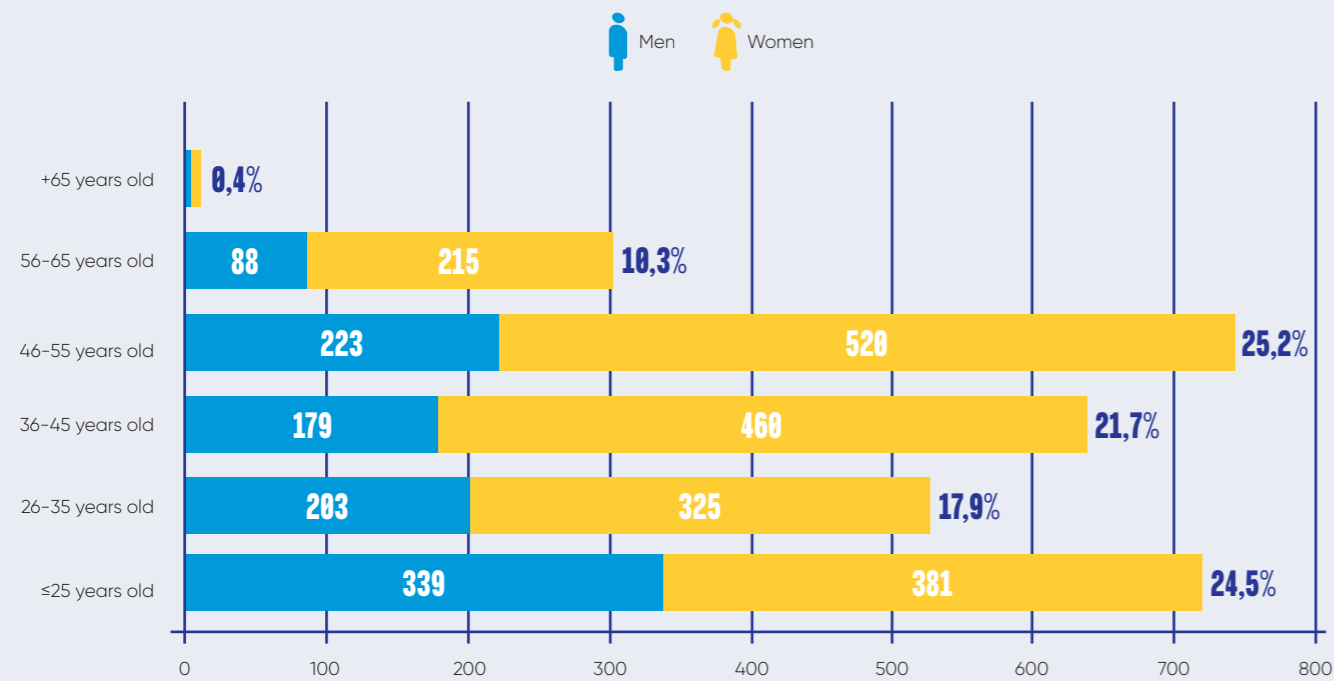


# Real Commitment to Real Diversity

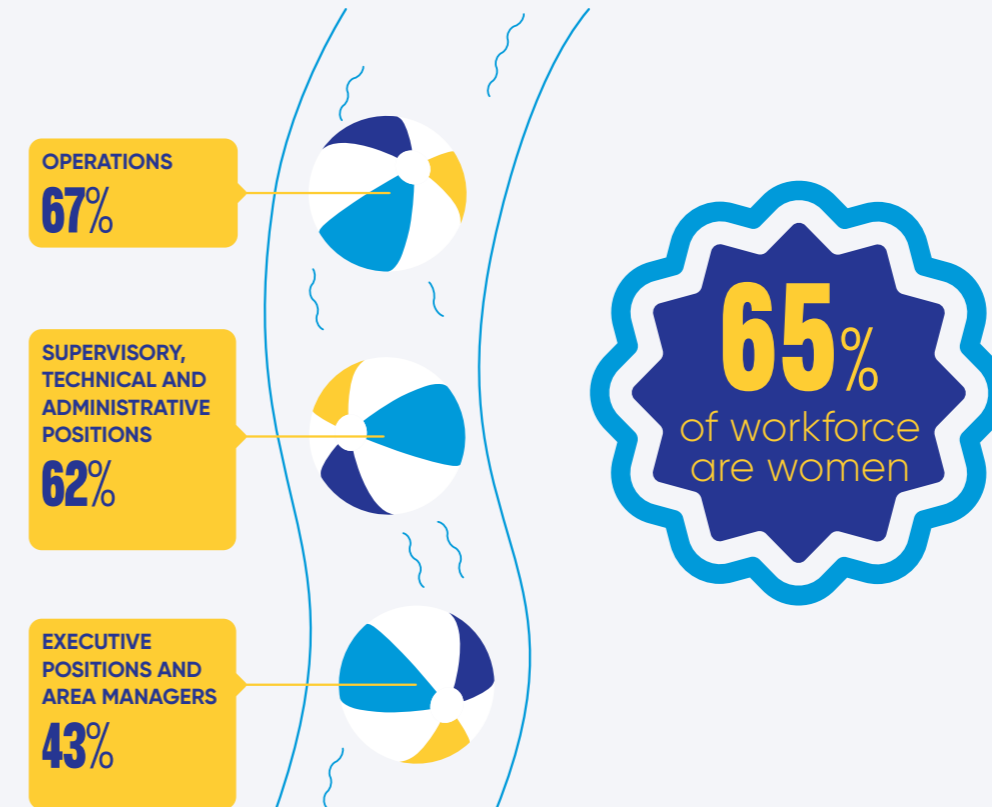
We have made the management of diversity and inclusion a key part of our overall strategy, because we believe that fostering diversity among our teams, promoting an inclusive style of leadership and upholding the principles of social justice significantly benefits our business: they help us attract and retain diverse talent, encourages innovation and brings us closer to a diverse and changing society.



## Workforce Age Distribution



## Presence of Women by Job Category



# Growing by Caring for Our People

## Health

The objective of our occupational risk prevention policy at PortAventura World is to ensure a high level of health and safety in the workplace, beyond compliance with current legislation.



**180**

risk assessments



**5**

practical courses on fire prevention



**1,026**

medical check-ups

**227**

technical reports (noise, thermal stress, lighting, ergonomics and CO<sub>2</sub>)

**321**

courses on preventing occupational hazards

**841**

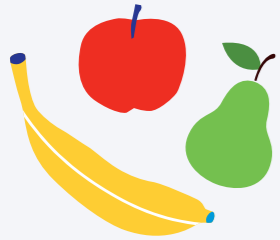
consultations relating to exemptions



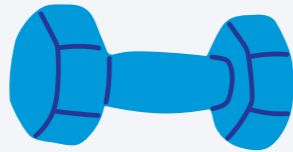
## Well-Being

The PortAventura e-Healthy programme nurtures and promotes the staff well-being by raising awareness of the importance of caring for their health, as well as through a range of activities, services and facilities to develop healthy lifestyles. The main actions carried out in 2024 are:

### Healthy heart and musculoskeletal well-being programme.



**Daily handout of fruit** and free distribution of fruit and vegetable baskets.



**Sports training room** free of charge, with activities led by an instructor.



**Diabetes and hypertension** awareness-raising campaigns.



**Workshop** experiences.



**Physio-coaching service**, with stretching workshops.



### Emotional health programme.



**Personal assistant**, legal and financial guidance to facilitate processes such as applying for bursaries or dependency grants.



**Psychological** support for all employees.

### Health detection, promotion and risk prevention programme.



**Blood drives** among the company workforce.



**Activities** with our employees' children.



**Sun protection campaign** with recommendations and distribution of sun cream to attendees.

### Framework and Model certification, which fosters a work environment that promotes people's health and wellbeing.

**4.80/5**

average degree of employee satisfaction with the PortAventura e-Saludable

**4,541**

employees who took part in the PortAventura e-Saludable programme

**40,813**

activity attendees<sup>1</sup>

(1) One single person may attend various activities.

**1,285**

consultations with the health promoter

# Professional Growth Starts with Our People

Offering training opportunities to our staff is a form of motivation and recognition. We design an open and dynamic annual training plan that covers all initiatives required to ensure that the workforce is prepared to perform their jobs, while also broadening their knowledge and strengthening their skills and abilities.

Training is a key element in our Sustainability Strategy. For this reason, we created a specific ESG training itinerary for employees with a view to establishing a roadmap heading forwards from the moment they enter the company.

**77%**  
of employees in the active workforce had completed training as of December 31.

**4,313**  
employees who received some type of training during the year

**82%**  
of the workforce trained<sup>(1)</sup>

**48,426**  
total training hours

(1) Percentage calculated based on total active workforce

**11.23**  
average number of training hours per person

**55%**  
online training



**Sustainability is a cross-cutting priority in our organization.** To reinforce this commitment, **we held two ESG training sessions for the Board of Directors,** strengthening their capacity to integrate environmental, social and governance criteria into strategic decision-making.



# Engaging People, Elevating Experience

To improve the employee experience, the following proposals are carried out:

## Points programme

Recognition programme through which PortAventura World employees may earn points that may be redeemed for exclusive prizes and rewards via an online platform.

**4,030**

employees received points

**1,060,700**

points redeemed

## Activities to improve the employee experience

We promote several initiatives aimed at bringing the company closer to employees.

**3,714**

participants in the activities for improving the worker experience

**20**

actions for improving the employee experience

## Internal communication

The aim of our internal communication strategy is to bring about a cultural shift, help internalise the company's corporate values and strengthen the bond with PortAventura World.

**17,025**

total newsletter views

**111,325**

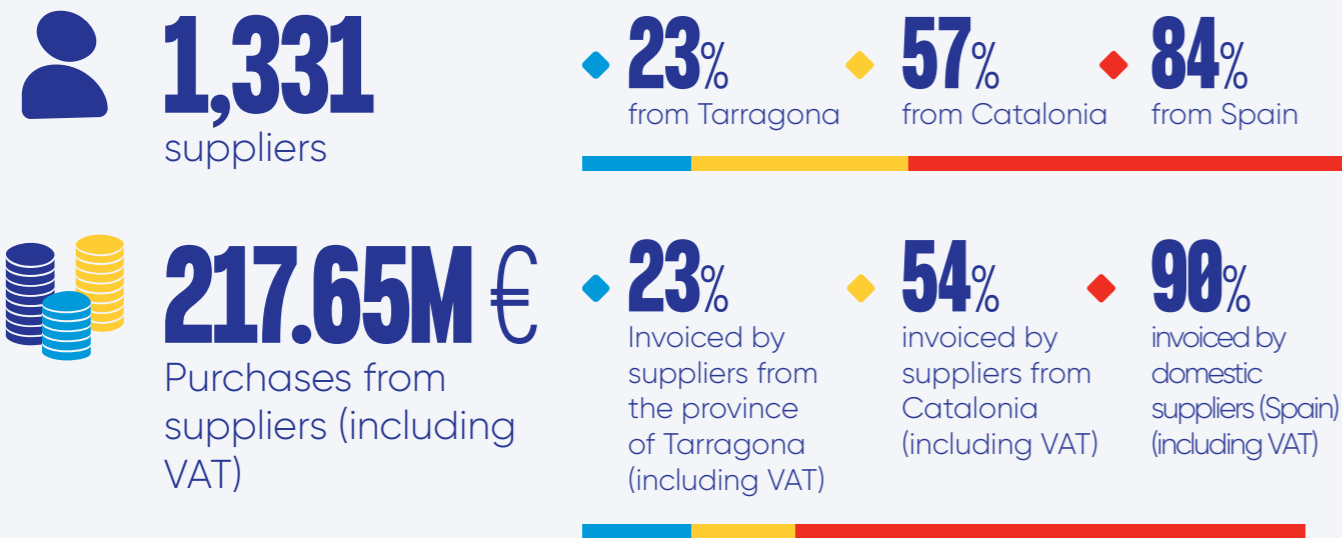
total message views

**85,831**

visits to the PortAventura World website

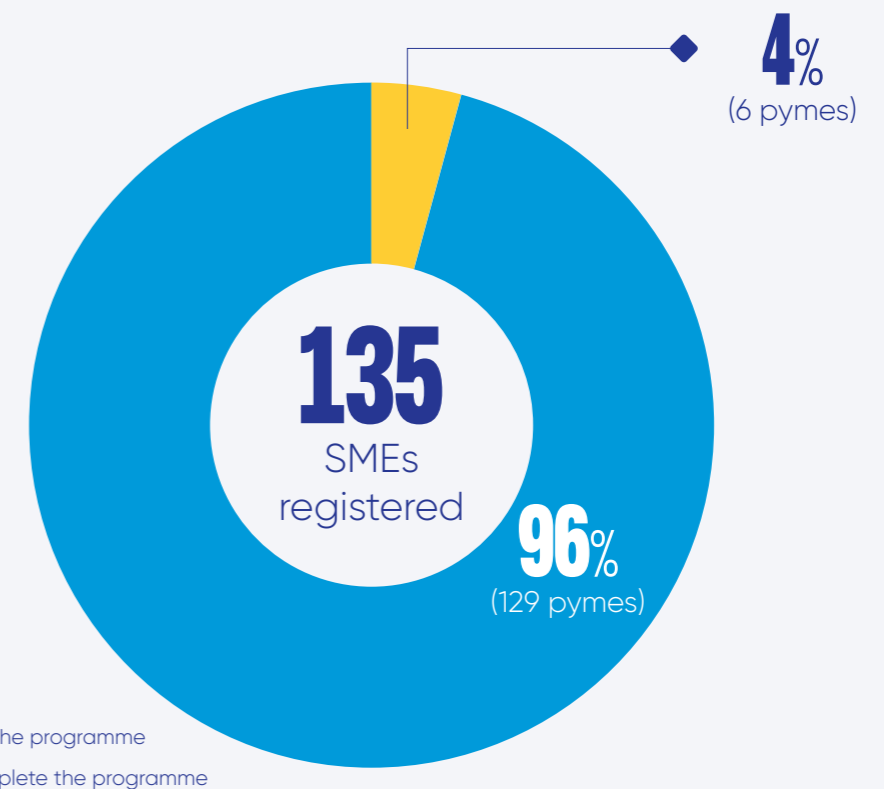
# We Drive Learning Beyond our Organization

## Our relationship with our suppliers:



PortAventura World, recognised as one of the major corporate promoters of the **sustainable suppliers training programme**.

As a result of the commitment to align suppliers with our sustainability standards, in 2024, over 129 suppliers proposed by PortAventura World took part in the second edition of the Sustainable Suppliers Training Programme, organised by the UN Global Compact in Spain with 150 guests.



# Impact on the Community

SUSTAINABLE DEVELOPMENT GOALS



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



GOVERNANCE: 16 / 20



# PortAventura Foundation

The goal of the PortAventura Foundation is to contribute to social well-being and improve the quality of life for people at risk of social exclusion, in particular children and young people, acting with them directly or together with their families, and also indirectly through support for other foundations and institutions.

PortAventura Foundation raises funds for projects thanks to the 0.7% contribution of PortAventura World's net profit and the participation in fundraising events of more than 35,000 donors over the past fourteen years.



## PORTAVENTURA FOUNDATION WORKS IN THESE STRATEGIC LINES:

PortAventura Dreams Village    Access to leisure    Fundraising Events

**1,169** Thousands of euros in grants awarded by the PortAventura Foundation

**1,258€** thousand euros gross revenue    **321** beneficiary organisations

## PortAventura Dreams Village 5 YEARS FULFILLING DREAMS

In 2024, we inaugurated four new villas at PortAventura Dreams Village. With an investment of €2.5m, the number of houses in the complex increased from six to ten, which will make it possible to host over 400 families a year. A splash pad water area with re-circulated water has also been built to cool off on hot days, as well as new green areas and gardens.

PortAventura Dreams Village opened its doors in 2019 to welcome children and young people, and their families, undergoing treatment for and recovery from serious diseases. Since its opening, 916 families, some from different parts of the world, have had the pleasure of staying at the Village. The aim of the project, envisioned as a space for entertainment and interaction, is to generate a positive impact on the

recovery process from a psychological perspective, while creating new moments for families to bond. The Village is home to ten 135m<sup>2</sup> houses, a games area, a football pitch and gardens, which surround the complex, as well as a restaurant that provides meal services to guests staying in the Village and a multi-purpose room in which PortAventura Foundation volunteers schedule activities and workshops for all families.

### CORPORATE VOLUNTEERS

**85**

volunteers

**765**

hours spent

**219**

activities

**916**

families hosted since 2020

**358**

families in 2024

**1,847**

people impacted



## We Connect the Community to Create Real Impact

### Dialogue with suppliers

We organised the 7th edition of “Dialogue with Suppliers”, a gathering that brought together over 180 partner companies to discuss relevant future projects and take stock of accomplishments.

Present at the event was Javier Molero, director of Projects and 2030 Agenda for UN Global Compact Spain, who delivered a talk entitled “The path to corporate sustainability”.

The gathering also served as a platform for handing out awards to suppliers who successfully completed the 2nd Sustainable Suppliers Training Programmes and those with the best performance assessment results from 2022 and 2023.

At the 2024 conference, awards were presented to our suppliers for their performance and initiatives carried out in 2023 and 2022:

- Supply management and in-resort distribution.
- Supply management without distribution.
- On-site services
- Non-on-site services.
- Best occupational risk prevention management initiative
- Best innovation and digitisation
- Best sustainable initiative

### Dialogue with the Community

At PortAventura World, we value open and constructive dialogue with our surroundings. These panels are spaces for listening, sharing, and building strong relationships with local communities, institutions, and stakeholders. They reflect our commitment to transparency, collaboration, and sustainable development.



**3** meetings  
in 2024

**20** panelists

More than **10** economic and social sectors represented

# Impact on the Environment

SUSTAINABLE DEVELOPMENT GOALS



ENVIRONMENT: 28.1/45



Certified  
  
Corporation

# We Care for the Planet in every Decision We Make

Environmental management is a priority for the company and constitutes a key element for the sustainable development of the Resort. As a result, at PortAventura World, we prevent, measure and continuously improve our environmental performance. Our environmental policy and General Environmental Practice Manual are the tools that guide our actions.

To reaffirm our commitment to the environment, we have set the goal of expanding the scope of the ISO 14001: 2015 certification to the industrial laundry and Ponient Hotels.

We have continued to make progress in our decarbonisation project both within and outside the Resort, with a view to complying with the corporate greenhouse gas reduction targets validated by the Science Based Targets Initiative. We have also promoted measures related to the circular economy and the efficient use of resources, raising environmental awareness among visitors and preserving biodiversity.



**26**

Internal audits

**4**

external audits

**7,151,000**

environmental investments

# Climate Change Mitigation

**Decarbonising the resort** Given our ambitious and firm climate commitments, we continue to drive initiatives aimed at reducing our carbon footprint. We are working to extend the Resort's decarbonisation project, whose targets have been validated by the Science Based Targets Initiative (SBTi), to the new Ponient Hotels by PortAventura World.

**Renewable energy consumption** Since 2016, 100% of the electricity consumed at the Resort has come from renewable energy sources with no GHG emissions (guarantee of origin). The same applies, since 2024, to all Ponient Hotels except the recently incorporated Marinada Hotel.



PortAventura World undertakes to reduce its total Scope 1 and 2 GHG emissions by 55.1% from 2019 levels by 2032. It also undertakes to reduce its total scope 3 GHG emissions by 32.5% within the same period. The Science Based Targets Initiative (SBTi) has confirmed that the emissions reduction targets presented by PortAventura World comply with its criteria and recommendations and that its objectives are aligned with the 1.5°C temperature goal

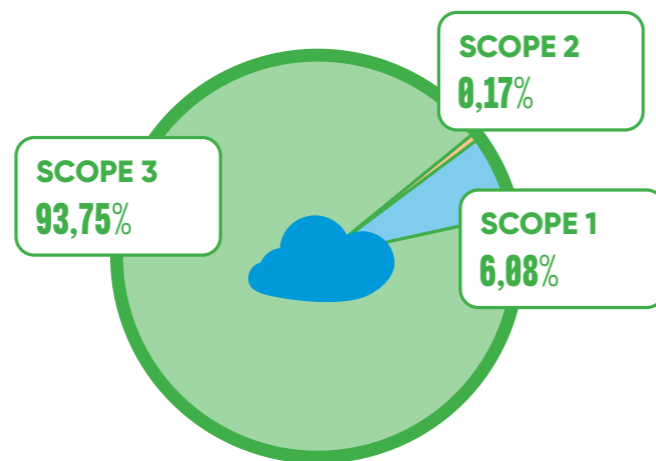
## Decarbonising the Resort

### CALCULATION OF OUR CARBON FOOTPRINT

GHG EMISSIONS BY SCOPE

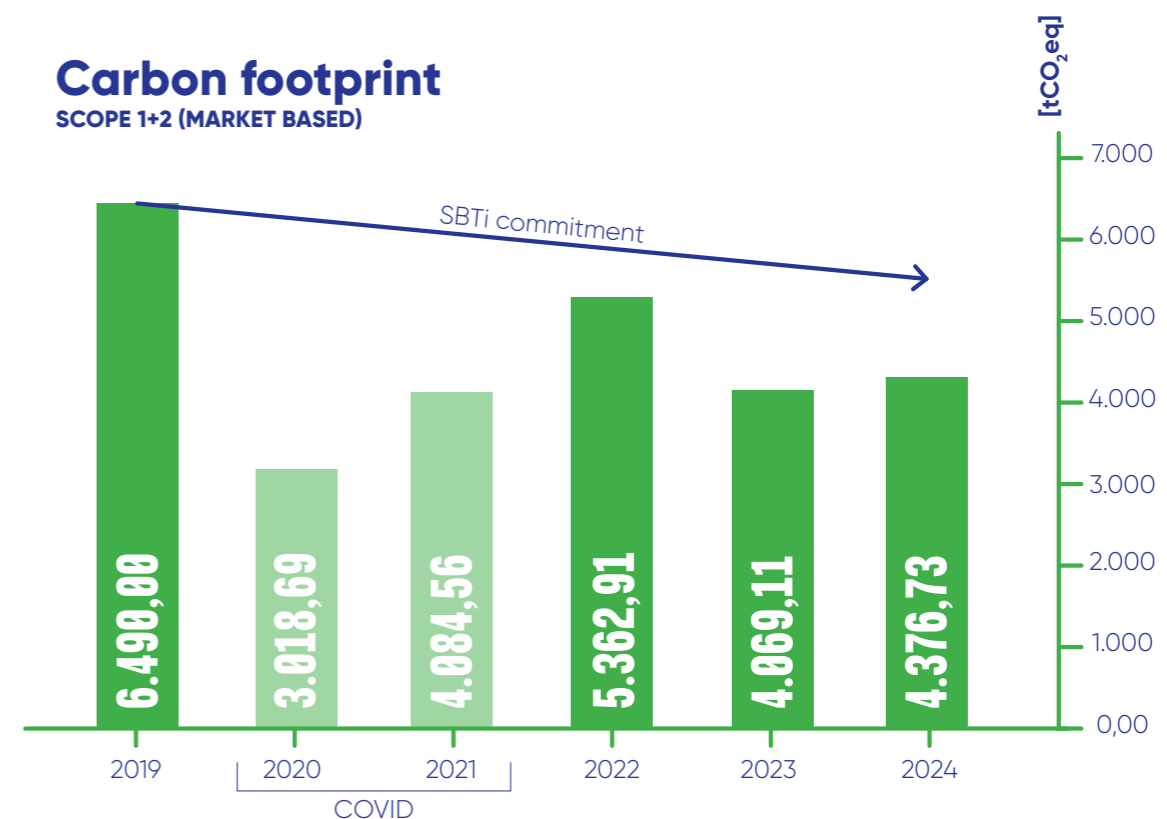
**0.64 tCO<sub>2</sub>eq** (scopes 1 and 2) per 1,000 visits-overnight stays in 2024

- SCOPE 1
- SCOPE 2
- SCOPE 3



## Carbon footprint

SCOPE 1+2 (MARKET BASED)



# Low Impact Energy Transition

The consumption of renewable energy generated on-site at the Resort is one of the targets for reducing our greenhouse gas emissions and the basis of our decarbonisation project. The photovoltaic plant covers nearly a third of the resort's energy needs, reducing its environmental impact.

In 2024, we completed the PortAventura Solar project, one of the largest self-consumption photovoltaic power plants at a holiday resort in Spain.



2023 Responsible and Sustainable Tourism Award from the InterMundial Foundation, FITUR, and the World Tourism Organization.



The Best Green Initiative of the Year Award at the 2023 Park World Excellence Awards



The Green Action Award at the 2024 Travel d'Or.

Phase I	<b>15,700</b> ground-mounted solar panels	<b>8</b> hectares total surface	<b>9.15</b> megawatts of peak power (MWp),
	<b>15 GWH/year</b> of clean energy	<b>6,000</b> tonnes of CO <sub>2</sub> emissions prevented each year.	
Phase II	<b>4,600</b> ground-mounted solar panels	<b>3.1</b> megawatts of peak power (MWp),	<b>2,240</b> tonnes of CO <sub>2</sub> emissions prevented each year.
	<b>5.6 GWH/year</b> of clean energy		



# Circular Economy

## Waste reduction

Main improvement actions in 2024



**Use of reusable cups.** In 2024, 42.28% of the reusable cups were returned by customers.



**The trees used to decorate the Resort at Christmas are reusable.** Materials management based on sourcing local, low environmental impact products.



**Introduction of new reusable cups (Billie)** for coffee and hot drinks, as well as cold drinks. In 2024, we avoided using 1.5 million disposable coffee cups thanks to this change.



**Launch of three waste compactors** (for cardboard, light packaging and solid urban waste) aimed at keeping the area cleaner and tidier and minimising transport to the waste management centre.



**At La Cantina in Mexico,** the disposable tableware and cutlery (made from sustainable material) were replaced with reused and reusable tableware and cutlery.



**Recovery of ride wheels** by reprocessing the rubber.



**The pumpkins** used as decoration during Halloween were turned into feed for the farm animals rescued by the organisation "Les Set Cabretes".

**538t**

Waste generated per million visits—overnight stays in Resort

**35**

segregated waste fractions

**96%**

waste recovered

## Donation of surplus food

**The association Taller Baix Camp manages** the donation of any surplus food that cannot be returned to the production and service chain at PortAventura World to the Food Bank of Catalonia.

**Consolidation of the Waste Prevention Committee,** the committee has laid the foundations, particularly in terms of data recording and goal setting, for the Food Waste Prevention Plan, which is currently in the development phase and will be launched in 2025.

**Completion of the first phase of the waste identification study,** conducted to draw up an action plan with a view to determining the origin of and quantifying the waste and proposing reduction measures.

In 2024 the food collected and waste has decreased considerably mainly due to the process optimisation.

**7%**

total waste reduction vs 2023



# Sustainable Water Commitment



Water preservation and efficiency constitute one of our priorities, as water is a scarce resource and is also fundamental for the operation and theming of the Resort. Responsible water management is more necessary than ever in contexts of drought.

Watering with reclaimed water and using closed circuit systems are examples of responsible water management.

Other actions carried out in 2024 to reduce water consumption in our facilities include:

- Transferring the water from the swimming pools in the PortAventura Caribe Aquatic Park to the lake in the Mediterrània theme area. The project also involves reclaiming the water used to clean the pool filters.
- We monitor water consumption on a daily basis and take steps to reduce it through watertightness tests.
- Automatic irrigation at the parks.
- Water-saving systems and the monitoring of potential leaks.

Reduction of  
**66,000m<sup>3</sup>**  
 4,5% vs 2023

**19%**  
 reclaimed water  
 consumption

# Protecting what Connects Us All

Climate change is expected to have multiple effects on biological diversity that will make conservation more difficult. As a result, we carry out a number of different measures:

- Control of white-rumped swallows with the Instituto Ornitològic de Catalunya.
- For the second year, the water bodies of PortAventura World have been included in the Census of Wintering Species of Catalonia.

**184**  
nests

**31**  
species have been identified

**52**  
different points in the Resort



## PortAventura Cats Care, a project aimed at ethically managing the feline colonies at PortAventura World

To improve the welfare of the cats present on our grounds and ensure the health and safety of everyone in the Resort, we have launched the PAW Cats Care project. This initiative involves creating feline colonies that make it easier to ethically manage the cat population on our grounds.

The main benefits are: improving animal welfare; preventing reproduction, thereby keeping the colony from increasing in size; preventing deaths caused by vehicles; avoiding the transmission of diseases and parasites; and minimising uncleanliness and bad smells.

## Beehives

At the solar plant, we have installed 10 beehives to help protect the bees, promote the conservation of biodiversity and ecosystems, and control invasive species.



# 2025, advancing in line with our Purpose



## ENVIRONMENTAL COMMITMENTS

- Definition of a sustainable mobility plan for the Resort, Ponient Hotels and the laundry
- Progress in the Resort's decarbonization plan



## SOCIAL COMMITMENTS

- Improving leisure accessibility for autistic people
- Improving accessibility in hotels
- Tool for improving shift planning
- Enhancement of employees' rest areas



## GOOD GOVERNANCE COMMITMENTS

- B Corp Recertification
- ISO 14001 Certification for new sites
- Biosphere Certification for Ponient Marinada
- New Sustainability Strategy 2026–2029
- Development of the double materiality matrix





# 2024

## Sustainability Report



Impact on People



Made to Remember

Consult the document  
Non-Financial Reporting  
Statement 2024:



Impact on Community



Impact on the Environment