



EVERY EMOTION ENGAGES US

2018 CORPORATE SOCIAL
RESPONSIBILITY ANNUAL REPORT



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The presentation of our Corporate Social Responsibility Annual Report for the financial year going from 1/10/2017 to 30/09/2018 provides an excellent opportunity for us to share our social and environmental initiatives with all the communities on which Parque Reunidos Group has an impact.

The management of our responsibilities towards our employees, customers, suppliers and society in general, along with a sense of the vital importance of the good work of the company for its long term sustainability, has guided us over the course of these pages.

In May 2019, Parque de Atracciones de Madrid is celebrating its 50th anniversary. Over the years Parques Reunidos has seen a great transformation, becoming a multinational company managing 60 different assets in 14 countries.

This business growth has always gone hand in hand with a genuine vocation of service towards the communities watched by and every park that has joined the Group, and has been accompanied by the establishment of the Parques Reunidos Foundation in 2011. In this way we promote the *Parques Reunidos Spirit* on a global scale which encompasses both the work of the Foundation as well as the individual initiatives of our parks in the social and environmental spheres.

The Parques Reunidos Spirit is involved with child welfare initiatives related to health and social integration; educational and awareness raising programs to foster the protection of the environment; biodiversity projects oriented towards the conservation of species and natural ecosystems, and, in the field of research, the support and sponsorship of a series of projects in collaboration with zoological organizations, museums, universities and training centers. All of this is inspired by our commitment and dedication to give back to society.

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Paseo de la Castellana, 216. Planta 16
28046 Madrid. España

For more information:
www.parquesreunidos.com
parquesreunidos.comu@grpr.com

www.facebook.com/GrupoParquesReunidos

[@parquesreunidos](https://twitter.com/parquesreunidos)

www.linkedin.com/company/parques-reunidos/

www.youtube.com/user/ParquesReunidos

Presentation

Our child welfare projects are designed to aid children with special needs or those at risk, together with their families. In this area we collaborate with several health institutions, foundations and non-profit organizations, who share our commitment to supporting this social group. There are many ways we can help: from sending personalities from our parks to hospitals to spend time with the smaller children, donating toys from our stores and inviting children and their families to our parks.

Our animal parks perform essential work in educating the public and raising awareness among our visitors on the conservation of the environment. The opportunity to get close to the animals under our care, or to attend the workshops and educational lectures on their way of life and the dangers they face in the wild, can have a decisive impact on our visitors, who will learn about the need for all of us to actively contribute to protecting biodiversity. A large percentage of our visitors are school groups, which allows us the chance to share educational messages on the protection of the environment and the sustainable use of resources.

Our projects in the field of conservation, biodiversity and the care of endangered species are conducted both "in situ" – the reintroduction or protection of animals undertaken in their natural habitat, where biodiversity problems are most acute – as well as "ex situ" – conservation work which we perform at our animal parks in special facilities with expert technical support.

These programs not only contribute to improving the design of these facilities and the development of more efficient animal care and handling techniques, but are also of vital importance in the application of veterinary and breeding practices at zoological institutions, aimed at the care of endangered animals and their reintroduction into the wild.

All these activities are only possible thanks to the trust that our visitors and partners put on us. Growing and promoting growth in those who surround us inspires daily to encourage innovation, sustainability and to make our team feel proud of the impact that these initiatives have on our society.

The hard work and commitment of each and every individual member of our Parques Reunidos team ensures that a visit to one of our parks becomes a unique experience, offering safe and unforgettable entertainment along with educational benefits and the raising of awareness.

This Corporate Social Responsibility Annual Report is an opportunity to review the initiatives undertaken over the last year, share them with our associates and further promote the *Parques Reunidos Spirit*.

02

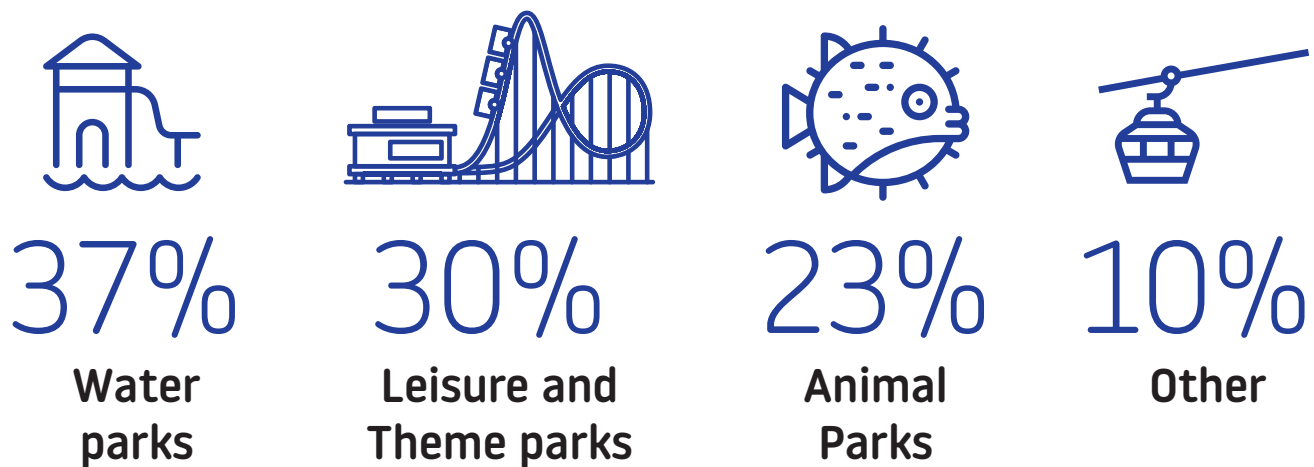
COMPANY PROFILE



“Creating and sharing emotions with visitors is the essence of the company”

Parques Reunidos Group is one of the leading international operators of regional leisure parks. It was established in Spain in 1967 under the name Parque de Atracciones Casa de Campo de Madrid, S.A. It currently manages a large range of leisure parks in 14 countries around Europe, America, Oceania and the Middle East. Parques Reunidos Servicios Centrales, the parent company of Parques Reunidos Group is listed on the Spanish Stock Exchange since 29th April 2016.

Parques Reunidos manages its parks in conjunction with other leading brands from the four key areas of the sector:



02 COMPANY PROFILE

19.9

million visitors
during the current
fiscal year

9,719

employees by the end of the fiscal year

With more than 50 years of experience, Parques Reunidos is today the second largest leisure park operator in Europe (where it has the largest number of animal parks), and the eighth largest worldwide, (where the company is the leader in number of water parks).

In terms of attendance, 19.9 million people visited the parks during the last fiscal year.



583.1

million € consolidated
net sales at the end of
the fiscal year



Parques Reunidos deploys a business model based on safety and operational excellence, customer satisfaction, strict cost control and maximum attention to detail.

This model has been strictly adhered to in both company diversification and international expansion, which continue underway with the incorporation of new parks as our next objective.

Its wide experience enables it to provide a range of services thanks to its management capability, market purchasing, knowledge of suppliers and negotiation at the international level. All these aspects translate into great profitability.

Thus, the company has demonstrated its ability to manage parks of all types and is operating in conjunction with famous brands such as Warner Bros and Nickelodeon.



The business model is structured around three main areas.

02 COMPANY PROFILE

New projects

Recent acquisitions

Belantis Leisure Park (Leipzig, Germany)



February 2018

Belantis is a leading leisure park, with a strategic position in the heart of Germany, in the city of Leipzig which has a population of around 600,000. The location also benefits from easy access from neighboring Poland and the Czech Republic.

This park has eight thematic areas with a total of 70 rides, 13 restaurants and two merchandize stores. In addition it hosts a wide selection of events, including theme parties, musical shows and firework displays.

This acquisition, which includes 27 hectares for the future expansion of the park, reaffirms the presence of Parques Reunidos in Germany, where it already operates of Movie Park, one of the leading leisure parks in the country.

Wet'n'Wild Water Park, Sydney (Australia)



July 2018

With more than 24 hectares of park space and 40 rides designed for all the family, Wet'n'Wild is the most modern park of its kind in Australia. The complex, which opened its doors in December 2013, is located 40 minutes away the center of Sydney, a city with a population of 5 million.

The purchase, involving an investment of 25 million euros (40 million Australian dollars), reinforces the geographical diversification of the Group and contributes to offsetting the seasonal nature of revenue. In addition it represents a boost to expansion within the southern hemisphere and a platform for growth.

This operation consolidates the position of Parques Reunidos as the leading water park operator worldwide.

Expansion investments

Theme Park Area, Ducati World in Mirabilandia (Italy)



November 2017

In November 2017, Parques Reunidos and Ducati, one of the most emblematic motorbike manufacturers in the world, signed an agreement for the creation of this theme park area.

Mirabilandia is located close to the birthplace of the classic Ducati brand, in the Emilia-Romagna region. It is the second most popular leisure park in Italy and also currently the second most visited of all Parques Reunidos sites.

With this new area, Ducati will transform Mirabilandia, which will become the first amusement park with its own area specifically dedicated to a motorbike brand. This exciting project, scheduled to open in 2019, will occupy around 35,000 m².

Among the attractions planned, visitors will be able to enjoy a roller coaster which reproduces the experience of riding a motorbike, as well as simulators, virtual reality and rides for smaller children.

Theme Park area, Steelers Country at Kennywood (USA)



July 2018

In July 2018 an agreement was signed for the creation of Steelers Country, a new theme area based on the local American Football team the Pittsburgh Steelers.

In this space, fans of the team will be able to enjoy a new and unique football experience. With a combination of exclusive merchandizing, games of skill, food courts and a spectacular 67-meter-high roller coaster, they will feel as if they are in the stadium itself. The new themed area is expected to open to the public in 2019.

In this way, Parques Reunidos combines two of the most iconic entertainment brands in Pennsylvania: the Pittsburgh Steelers American Football team and the Kennywood Amusement Park - recognized as a Historic National Monument in the USA.

02 COMPANY PROFILE

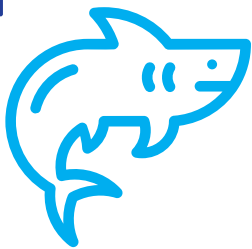
Upcoming openings

Atlantis Aquarium-Xanadú Madrid

This new aquarium, of 5,000 m², will open its doors at the end of 2018. Located within the Xanadu shopping center in Madrid, Atlantis Aquarium will be the first in the world to combine the traditional aquarium format with interactive activities, using stage-of-the-art technology.

Atlantis Aquarium will include a marine turtle tank, an exhibition of penguins with artificial snow and a large aquarium with more than 1,700 m³ of water with more than 10,000 aquatic animals from all around the globe. In addition, there will be a variety of tropical fish, poisonous fish and jellyfish on show.

+10,000
aquatic animals
from all around the
world





Nickelodeon Adventure- Xanadú Madrid

This will be the first Nickelodeon family leisure center in Madrid and is scheduled to open at the end of 2018.

This new space will offer 4,600 m² of entertainment and is also located within the Madrid Xanadu, one of the largest shopping and leisure centers in Spain. Nickelodeon Adventure will be particularly interactive, with a variety of adventure areas, specially designed for smaller children, numerous rides and Nickelodeon themed rooms, ideal for birthday parties and family get-togethers.

MISSION, VISION, VALUES

“Ethical values and a strong social component have always been features of Parques Reunidos management”

Following company flotation in 2016 and the expansion of shareholdings, these values have been further reinforced with policies focused on solid and committed governance of the organization.

Mission

Parques Reunidos and its Group companies have a mission to offer safe, healthy and educational leisure activities, along with a commitment to the environment. In this way they aim to promote fun and enjoyment within the social sphere and contribute to the professional and personal development of their employees. Lastly, but equally important, the company aims to generate value for its shareholders and investors.

Vision

Parques Reunidos aims to maintain its position as a global benchmark within the leisure industry, standing out for its capacity to offer safe, educational and sustainable experiences.



Values

The principal values of the Group can be summarized by the 5-S policy:

1. SAFETY

The number one priority is to protect the customers, employees and the environment. This priority must never be diminished, neither for economic nor operational reasons.

2. SERVICE

The goal of the Group is always to satisfy customer expectations. For this purpose, one of the main tasks is to proactively evaluate customer's opinions in order to identify possible areas of improvement, as well as new opportunities. All this must be implemented in line with the ethical principles and values of the society in which they operate, and always within the framework of sustainability.

3. SALES

Parques Reunidos is continually developing new products and services, which are highly attractive to the visitor. For this purpose, the Group always needs to maximize its efforts to ensure that the corresponding communication and information channels are readily available, up to date and informative.

4. SAVINGS

Savings and cost control are essential in order to achieve maximum economic efficiency at a global level. This fundamental principle is nevertheless always subject to compliance with the other elements which go to make up Group Policy and ethical and correct behaviour. The savings culture enables Parques Reunidos to maintain more sustainable daily operations, and facilitates investment in more advanced technologies with greater respect for the environment.

5. SMILE

The Group looks to involve employees in the improvement of products and services and in the promotion of a work environment which is based on respect, inclusion and free from any type of discrimination. The objective is employees at all Parques Reunidos sites may develop personally and professionally, and that visitors can fully enjoy their experience. In this way, Parques Reunidos is working to ensure that both, the customers as well as all those involved in the centers, feel satisfied, happy and committed to the objectives and values of the company.

ETHICAL FRAMEWORK



To achieve the objectives present within its Mission, Vision and Values, Parques Reunidos relies on its Code of Conduct, (approved 31st March 2009 and revised in 2018), which is compulsory for all Group employees in Europe. In the United States the Employee Handbook, introduced in 2010, contains a full account of the ethical behavior expected of members of staff.

These documents list the rules relating to the conduct of all individuals within the company, covering relations with customers, shareholders, sponsors, associated companies and any other persons or organizations within their social sphere. A commitment to comply with these regulations must be signed along with the employment agreement.

These rules include the following:

- Compliance with laws, rules and regulations.
- Collaboration in the eradication of all illegal or unethical behavior.
- Respectful treatment of all employees with the aim of promoting an environment facilitating sincere and direct communication.
- The protection and correct use of company property.
- Management of conflicts of interest.
- Protection of confidential information.
- Protection of the safety, health and well being of all employees, customers and associates.
- Protection of the environment.



To reinforce knowledge and understanding of this Code and promote its use in practice, employees will have access to copies of the document on the Intranet and from the People & Organization Department (hereinafter the P&O).

There will be periodic training sessions organized to ensure awareness and understanding of the ethical requirements of the company and the tools which employees have at their disposal for compliance, for example: internal channels for doubts, queries or steps to be taken in cases of breaches of the Code.

In addition, in Europe, the Group has an Infringement Prevention Program (hereinafter PPD) in place, approved by the Board of

Directors. This Program aims to ensure that all interaction between staff, management, clients and investors are governed by company values, ethics and good practice.

The PPD defines the main risks associated with potential unethical conduct, applicable to Parques Reunidos activity, and defines the controls necessary to detect and prevent such risk conduct.

The PPD also provides an internal channel for complaints, managed by the Vigilance Unit, the chief representative body for the PPD, which is made up of management from the Finance, Legal Advice, P&O and Internal Auditing departments. In the case of the USA, Parques

Reunidos companies have their own complaints channel known as the "Team Member Hotline", with a free phone number.

Over the coming year, Parques Reunidos will continue to work with the standardization procedure of PPD, as well as its step-by-step adaptation to the particular aspects of the corresponding legislation in all European countries.

CORPORATE SOCIAL RESPONSIBILITY POLICY

Within the business strategy of Parques Reunidos Group, Corporate Social Responsibility (CSR) is essential. It ensures long-term sustainability of the business and reinforces trust among the different stakeholders with which the company is involved.

The CSR policy, approved by the Group's Board of Directors on the 7th of February, reflects its commitment to ethical and transparent management.

CSR Policy Objectives

Also included in the strategic objectives of the company.

Guaranteeing the provision of quality, safe, sustainable and healthy services

Encouraging and promoting education in the following:



Defence of the environment, biodiversity and sustainable development



Understanding and conservation of animals and ecosystems



Child protection and the defence of democratic principles

With the purpose of complying with the CSR related objectives, Parques Reunidos will adopt the following

BASIC PRINCIPLES FOR APPLICATION

across the board:



In all territories in which they operate, they agree to adopt, in a complementary and voluntary manner, all international rules and directives, where appropriate and sufficient legal procedures do not already exist.



To monitor the protection and respect for fundamental and universally recognized Human Rights within the sphere of influence of the Group, to guarantee non-complicity with their infringement and, where applicable, to rectify any damages caused.



To monitor the health and safety of both employees and customers.



To support free market practices rejecting all type of illegal or fraudulent practice, implementing effective prevention mechanisms, vigilance and the sanction of irregularities. In particular, they will assume the commitment to denounce any evident form of corruption within the Group, in all of the territories in which they operate.



To promote lines of communication and dialogue and to support Group relations with their shareholders, investors, employees, customers and, in general, all the stakeholders.



To adopt advanced corporate governance practices, in line with the recommendations of Good Governance as generally recognized by the international markets.

Relevant topics for Parques Reunidos interest groups

The company has identified the topics which, in relation to their specific activity, are particularly relevant in the social, environmental and good governance spheres. This Annual Report will cover the performance, policies and procedures in place for each of these areas, in order to establish associated risks and minimize them. The issues which may affect the different stakeholders have been established based on the experience of the company.





Interest Groups

Shareholders • Employees • Customers • Suppliers

Issues identified

Integrity

Health & safety

Education

Transparent communication and compliance

Waste management and consumption

Business sustainability

Employment

Biodiversity

Animal welfare

Public Administration • Community Associations

Educational Institutions, Universities & Schools

Animal rights and Nature protection organizations

Sustainable Development Goals

In 2015, the United Nations Assembly issued a request for the private sector, the third sector and public administrations, to work together to implement an action plan for the resolution of social, environmental and economic problems at an international level, and to establish a series of Sustainable Development Goals (SDGs). Since then, many companies have combined efforts to collaborate with the public sector in the achievement of the 17 sustainable development objectives defined.

For several years Parques Reunidos Group has been actively contributing to these goals through their activity. Specifically, the objectives included within the Code of Conduct, as employed in the European sphere, and those of the Employee Handbook, used in the USA, together with the initiatives of the Parques Reunidos Foundation, created in 2011, directly contribute to a number of the said goals:



SDG 4

Guaranteeing quality, inclusive and equal education

Parques Reunidos provides its visitors with knowledge to promote sustainable development and healthy and sustainable lifestyles.



SDG 11

Sustainable cities and communities

The Group and the Foundation propose measures to safeguard and protect natural heritage. This involves promoting access to safe, inclusive and accessible green spaces.



SDG 14

Life below water

The various animal parks, together with the Foundation, actively promote research on the conservation of marine biodiversity. In this area, dialogue between public institutions and environmental agencies enables more effective and wide reaching action.



SDG 15

Life on land

The various animal parks, together with the Foundation, promote conservation, replacement and sustainable use of terrestrial ecosystems, in accord with the authorities and national and international regulations.



SDG 12

Responsible production and consumption

Through various awareness campaigns aimed at reducing the production of waste, both the Group and the Foundation are looking to educate society on the theme of responsible consumption.



SDG 17

Partnerships to achieve goals

Partnerships between various social bodies, as outlined in various sections of this Report, are essential in the achievement of all of these goals.

In addition, in compliance with its rights and obligations and the performance of its activity towards the different stakeholders, the company would like to highlight and declare its support for other SDGs in this annual report:

 SDG3 Health and well-being

 SDG5 Gender Equality

 SDG6 Clean water and sanitation

 SDG7 Renewable energy

 SDG8 Decent employment & economic growth

 SDG9 Industry, Innovation & infrastructures

 SDG10 Reduced inequalities

 SDG13 Climate action

 SDG16 Peace, justice & strong institutions

03

**CORPORATE
GOVERNANCE
REINFORCING
TRUST**



As a listed company, Parques Reunidos ensures transparency aligned with the practices defined under the Code of Good Governance for Listed companies, approved by the National Stock Market Commission (CNMV) in February 2015. Its objective is to provide appropriate and transparent management, to ensure value generation among companies, improved financial efficiency and reinforcement of the trust of the investors. Parques Reunidos relies on the following bodies for its effective governance:



Non-Executive President

Richard Golding

Independent Directors

Nicolás Villén Jiménez
Johan Svanstrom
Ana Bolado Valle
Jackie Kernaghan

Representative Directors

Javier Fernández Alonso
Colin Hall
Mario Armero Montes
Carlos Ortega Arias-Paz

CEO

Fernando Eiroa**

Non-Director Secretary

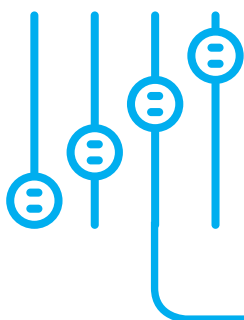
Cristina Carro Werner

Non-Director Vice Secretary

Gabriel Núñez Fernández

** On 4th October 2018, the Parques Reunidos Board of Directors accepted the resignation of Fernando Eiroa as Company CEO and board Member.

Board's obligations



There are two committees reporting to the Board of Directors, as an internal control mechanism for corporate governance: Auditing and Control Committee and Appointments and Remunerations Committee.

The Board of Directors is in charge of approving Company strategy and the measures necessary for putting it into practice. In addition, it is the body responsible for supervising and ensuring that the management team complies with the established objectives and respects the corporate purpose and company interests.

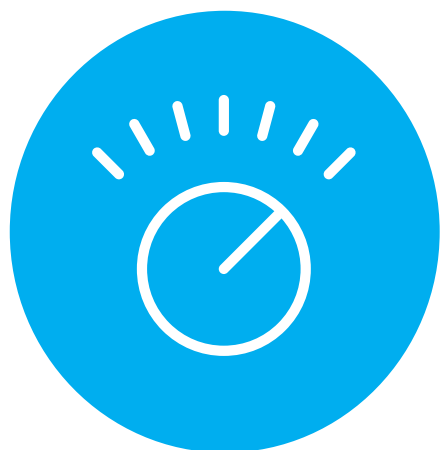
In addition, the Board must ensure that the company respects all laws and regulations in the course of its relations with the stakeholders, complies with its obligations and contracts in

good faith, respects the uses and good practices of the sector, listed companies and the territories where it operates and observes any additional principles in relation to social responsibility which it may have accepted voluntarily.

It is also empowered for the approval and management of the Policy for the Control and Management of Risks, including tax affairs, and the periodic monitoring of internal information and control systems.

Auditing and Control Committee

Among their responsibilities, the following are highlighted:



1. Supervising the efficient internal control of the company, internal auditing and risk management system, including tax, discussion with the accounts auditor, in relation to any significant weaknesses detected in the internal control system in the course of the audit, all of the above without compromising its independence.

2. Periodic reviews of the internal control and risk management in order to identify, manage, quantify and address the principal risks appropriately, as well as ensuring that the said systems adequately mitigate the risks within the framework of the policy defined, as applicable, by the Board of Directors.

Appointments and Remunerations Committee

The rules of the company's Board of Directors stipulate that it is the responsibility of the Board to approve the Directors Recruitment Policy, ensuring that the proposals for appointment or reselection are based on the needs of the Board and promote diversity in terms of expertise, experience and gender.

In February 2017, the Directors Recruitment Policy was established, under which, among other issues, was established that the Group will always do its utmost to comply with recommendation number 14 of the Code of Good Corporate Governance, in relation to appointing at least 30% of women directors by 2020. This recommendation will always subject to the search for the

best qualified candidates and in accordance with the needs of the Group at all times.

Likewise, it is agreed that the Appointments and Remunerations Committee must inform and review the procedures for candidate selection, to guarantee there are no biases which might involve discrimination.

Control mechanisms

Risk Management

Since flotation on the stock market in 2016, Parques Reunidos has undertaken a series of projects with the aim of perfecting, formalizing and systemizing its internal control and risk management framework, addressing the standards demanded by the different stakeholders, with special attention to the requirements of the National Stock Market Commission (CNMV).

The improvements to the internal control and risk management system are focused on four main areas:

- 1. The Internal Control System for Financial Information** focused on ensuring the integrity of financial information which the company supplies to the market.
- 2. The Risk Control System** includes areas of risk considered significant to the achievement of company objectives, with special attention to those of a strategic or operational nature.

All the risks identified are included in the Corporate Risk Map, subject to periodic revision by the management team. The latest of these was produced before the close of the current financial year (30th September 2018).
- 3. The Penal Risks Prevention Model** aims to establish the procedures and internal control policies best suited for the prevention of criminal offences and, where applicable, to exempt the company from liability, under the terms of current Organic Law 1/2015, dated 30th March, in modification of the Penal Code.
- 4. The Prevention of Tax Risks Model** seeks mitigate tax to related risks.

Regarding all defined risks, control mechanisms have been established in the various internal control frameworks mentioned above in order to reduce their impact and the likelihood of their occurrence. This includes the identification of the data controllers.

The internal audit department will assist the Auditing and Control Committee in their task of supervising the efficiency of internal control and risk management. This support will include the periodic revision and assessment of the efficiency of internal control systems in place within the Group, contributing to the improvement of risk management processes.



Shareholders and investors

For this purpose, Parques Reunidos has established certain principles governing their relations with shareholders and investors and makes available all the information relevant to its status as a listed company, including legal, financial and corporate governance documents, via its website.

All communications with shareholders are channeled through the company's Investors Relations department. Thanks to a specific email address, all shareholders can communicate with the company.

04

OUR STAFF



Parques Reunidos Group Staff



9,719

employees by the end of
the financial year

**Caring for individuals ensures a
committed team**

Based on the ethical principles of the Code of Conduct in Europe and the Employee Handbook in the USA, the company has established a series of programs and employment policies focused on caring for individuals and creating working environments which promote respect, health, safety and well-being at work along with equal opportunities.



Good communication with the individual team members, so essential to the company, is vital when it comes to creating and consolidating a sense of belonging. Bearing this in mind, in 2018 the Spark your mind project was launched, a digital tool which acts as a focus to attract the attention of employees and from which other staff management tools can be developed.

Spark Your Mind has the following objectives:

1. To promote the Corporate Values and Culture of Parques Reunidos.
2. To bring management staff together and assist them in transmitting and inspiring the rest of the teams.
3. To have a positive impact on the staff working environment.
4. To establish a communications platform for organizational messages and information.
5. To attract and keep the talent which will enable the organization's ambitious plans to come fruition.
6. To increase our competitiveness on the market.
7. To generate value for Parques Reunidos Group via the promotion of trust in its staff.



In the month of April, under the *Spark Your Mind* umbrella, and as principal focus for the improvement of communication within the Group, the first edition of the Parques Reunidos Newsletter and Blog was published, in which information was collected on all the parks. Furthermore, each edition will introduce an individual employee, to facilitate a common awareness of the variety of individuals who make up the company worldwide.

These objectives will be addressed via the following programs:



Talent Park: The aim is to identify highly talented individuals, capability to learn and emotional intelligence wishing to take on projects within the company. The program seeks to assist people in developing professionally in the organization.

WEP (Women Empowerment Programme): A training program directed at empowering women from the organization with the capability and ambition to assume management positions. WEP selects 20 women and focuses on encouraging their self-awareness, reinforcing their areas for improvement and promoting the visibility and the networking between men and women within the company.

Smart Feedback: Based on the conviction that we all learn from our mistakes, the Group has launched "Smart Feedback". Via this program feedback tools will be made available to provide managers with the opportunity to engage in communications with their teams, discuss areas for improvement and work together to achieve excellence. This project will assist Parques Reunidos employees to contribute towards the achievement of company objectives and promote their own growth and development.



Last May, via this program, more than 3,000 questionnaires were sent out to employees, to gauge at first hand their level of commitment to the organization. The results obtained will be used to design an action plan, which will be launched during 2019.



Launched in April 2018, this initiative is designed to promote action to encourage healthy habits and improve the health and well-being of employees.

For example, at several parks in Spain "Healthy Workshops" have been organized, including the "Care for the Back Workshop", designed to generate a culture orientated towards prevention of injuries to employees, and the "Psycho emotional Well-being Workshop".

47,000
hours invested in
the employees'
training

TRAINING

The personal and professional development of individual members of staff is a key factor in achieving the objectives of the organization and positioning against the competition.

Keeping this in mind, Parques Reunidos has invested more than 47,000 hours in the training of its employees, adapting to all types of format: providing online programs for those with greater difficulties in access, encouraging teamwork with attendance training courses, respecting reconciliation needs and generally making use of all available technological developments to promote the acquisition of skills and knowledge on the part of company employees.

In addition, global departmental meetings have been organized with the aim of sharing best practices and promoting the management of know-how and expertise within a group as

diverse as Parques Reunidos. With these initiatives, Parques Reunidos looks forward to developing the potential of its staff to the maximum, promoting teamwork and the exchange of information, all of which are essential for the development of the company.

Within the training budget, special importance has been given to Health and Safety issues and language education, chiefly in English to promote the internationalization of Parques Reunidos Group and encourage opportunities for the mobility of its employees.

The figures demonstrate the commitment of the Group with providing quality employment and the care and attention for its team via constant training.



Commitment with talent is an essential element in Parques Reunidos DNA

As an employer, the company has the responsibility to facilitate mobility and access to positions with different responsibilities for all members of its team. Promotion and internal mobility are common within the Group's parks, a practice made possible by and encouraging training and growth in technical and interdisciplinary skills.

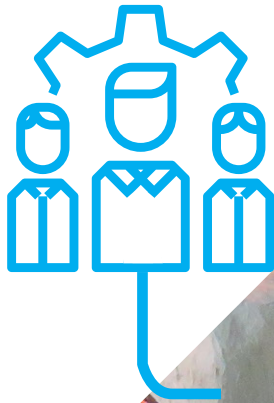
In addition, the Parque Reunidos Group provides opportunities for developing an international career. For this reason we have a special interest in intercultural training and, especially, language courses.

With the objective of adapting to this international employment sphere, in 2018 a worldwide evaluation of work positions was

undertaken to provide the company with an organization that fits its needs. This work has involved a renaming process for the various positions, in order to adapt to a more competitive and globalized international environment. This process will be completed in 2019 after assessment of the positions in the USA.

The assessment process aiming at promoting company values and the importance of safety within the organization. Performance on safety related issues will have a significant weighting within the defined objectives included under all job descriptions.

EMPLOYABILITY



The company contributes to the improvement employment opportunities for university students, who may obtain their first job opportunities through the company, or members at risk of social exclusion, who can access different job opening through related associations.

In the first case, the various work centers settled collaboration agreements with a number of universities and training centers offer courses related to our parks activities.

In Spain, for example, the company works closely with the following institutions: Universidad Complutense de Madrid, Universidad Autónoma de Madrid, Universidad de Alcalá de Henares, Universidad de Navarra, Universidad Pontificia de Comillas, Universidad de Salamanca and Universidad de Santiago de Compostela. In Argentina with Universidad Nacional de Mar del Plata. In general, the Group collaborates with other universities close to our parks.

The list of training centers with whom we collaborate includes the following: Campus Superior de Formación, Centro de Formación de Auxiliares de Madrid, Centro Profesional de Oficios, Escuela de Formación del Corredor de Henares, Eurocultum, EFA Oretana, ISED, etc.



In addition, Parques Reunidos collaborates with secondary education institutes to encourage the entrance into employment and inclusion in our selection processes of students with related studies who show an interest in professional opportunities in our sector, thereby encouraging access to the labour market for young people.

In regard to assistance for people at risk of exclusion, over this financial year, the Parque de Atracciones de Madrid worked alongside the Salesian Pinardi Social Platforms Federation on the project entitled "First Professional Experience" which offers training and employment opportunities to young people from this social background. In 2018, 80% of the young people signing up for work experience went on to accept a full time employment contract with Parques, demonstrating the great success of the program.

Within the international sphere the marine parks in England and France also collaborate with local universities, in particular the following: Stirling University, Blackpool and The Fylde College, Lancaster University, the University of Central Lancashire, Nice Sophia Antipolis University and the International University of Monaco.

Finally, the majority of the parks in the USA also collaborate with secondary schools, community colleges and universities, from which seasonal employees are frequently recruited, offering a first employment experience for young people.



EQUAL OPPORTUNITIES



In those countries or work centers where internal promotion is not regulated by collective agreements, priority will be given to company employees in terms of filling available vacancies and encouraging promotion.

Among the equality practices implemented, some European parks, for example those in the UK and Spain, have Equal Opportunity Plans in place designed to promote equality for men and women. For this purpose they have specific measures in place with regard to recruitment, training and the prevention of sexual harassment. These plans are published and actively circulated among staff.





In line with the principles, rights and duties defined under the Code of Conduct and the Employee Handbook, all Parques Reunidos employees are treated equally and with maximum respect for their dignity, without discrimination for reasons of race, age, nationality, gender, sexual orientation, marital status, religion or social condition.

These principles govern the employment policy of the Group, as well as all collective agreements and company contracts.

In relation to internal promotion, the action procedures are also defined under the collective agreements of the various parks spread throughout Europe, which guarantee equal opportunities for professional growth among the workforce.



FIGURES FOR EQUALITY

24.29%

of director positions are held by women



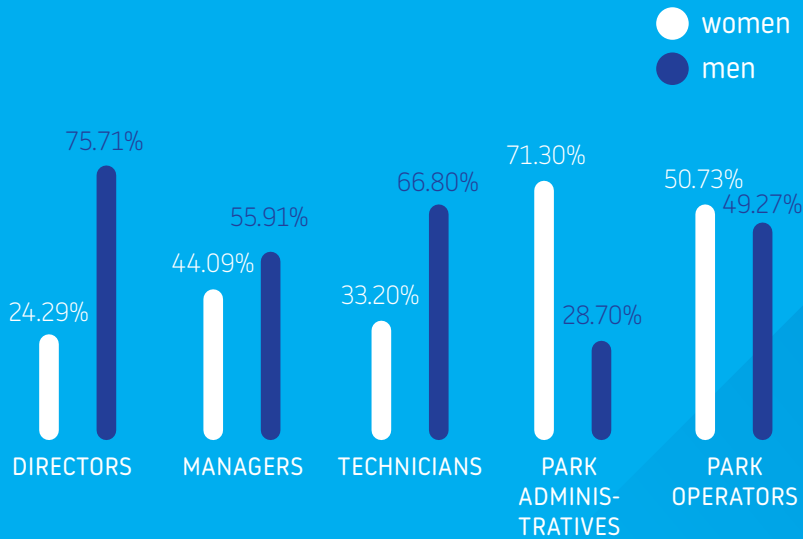
44.09%

of management positions are held by women



71.30%

of administrative staff at the parks are women



The Group continues to work towards promoting the presence of women in top management positions via projects led by the P&O department directed towards the development of women executives.

In Spain, the collective agreements introduced in 2018 have confirmed the commitment from all sides to establish an Equality Committee and design an Equality Plan to be implemented at Group level, with representation from all the existing related bodies.

In addition, there are measures designed to establish systems for the management and resolution of possible conflicts, providing employees with the means to present their complaints in the event of any conduct which might infringe their personal rights.

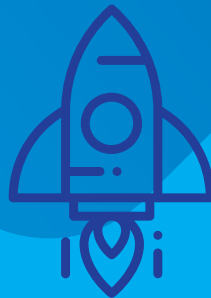
In September 2018, the company signed the Diversity Charter, through which a voluntary commitment to all the fundamental principles of equality is given; the respect for the right of inclusion for all individuals, regardless of their individual identities, within the work environment and society in general; recognition of the benefits of the diversity of cultural, demographic and social inclusion in the organization, as well as the implementation of specific policies designed to promote a working environment free from prejudice in regard to employment, training and promotion, in addition to the setting up of non-discrimination programs in relation to disadvantaged groups.



By the voluntary adhesion to the Charter, the Group seeks to achieve the following:



To promote and develop these principles within their sphere of influence. To turn the Diversity Charter principles into an integral feature of the strategy, culture and daily activity of Parques Reunidos.



To encourage the extension and promotion of these principles by involving employees, customers and suppliers.



To inspire other organizations to collaborate with these initiatives, promoting a sustainable, respectful, transparent and responsible social and employment model.

Parques Reunidos Group supports a healthy balance between personal and professional life, introducing measures to help and ensure that its employees can successfully achieve this.

In addition to the legal stipulations applicable in each country, the Group has extra policies and measures in place, for example: flexible working hours for the office collective in Spain, the reconciliation promotion system known as "Where is

WORKING TOWARDS RECONCILIATION

the shoe pinching", implemented in Germany, and the teleworking initiatives in the UK, through which

all those whose duties allow them to work from home may sign up for this scheme.

Another example is the access to social services program developed in France, which offers assistance to employees for personal and administrative affairs, requests for loans and other matters which may help them in their daily lives.

EMPLOYMENT PRACTICES AND SOCIAL DIALOGUE

All Group employees enjoy legal representation, whether through individual representatives appointed by the company employees themselves, or via union representation.

In this way, the Group companies have set up numerous Joint Committees to periodically address a range of employment issues (for example Joint Committees for the interpretation of the Collective Agreements, Training

Commissions, Social Canteen Commissions, etc.).

The purpose of these Committees is to perform a periodic review of company and employee activity, and to deal with questions related to labor relations, with the aim of reinforcing engaged social dialogue which contributes to promoting productive working relationships in an environment of dignity, freedom, safety, equality of opportunities and professional development.

Regarding Spain, a whole series of terms and conditions were discussed and signed in 2018 with the employees' legal representatives, to be approved via a series of Collective Agreements, which will govern working relations over the coming years. Negotiations are also currently underway in Germany with unions and company committees.

HEALTH & SAFETY AS FUNDAMENTAL VALUES



Parques Reunidos believes Health & Safety at work to be essential in all activities undertaken. The company is also fully aware that the issue needs to be addressed in practice, not just as a mere declaration of principles.

With the aim of consolidating a genuine Preventive Culture, the company promotes the exercise of leadership and a visible commitment at all levels of the organization.

For this purpose, both at their facilities and their spheres of influence, the company works on two fundamental issues:

1. QUALITY ONGOING TRAINING ON OCCUPATIONAL RISKS AND THEIR PREVENTIVE MEASURES, THROUGHOUT THE VALUE CHAIN.

2. THE PROMOTION OF A PROACTIVE SAFETY BASED CULTURE ACROSS THE BOARD VIA THE FOLLOWING:

- Firm, visible and committed leadership.
- The exchange of good practices between parks.
- The promotion of behavior that respects of occupational health.
- The promotion of the integration of risk prevention in all areas including technical processes, the organization of work and conditions under which it is performed, together with the organizational structure of the Group.
- The belief that activities aimed at improving working conditions have the same importance as other operational or management considerations.
- An eagerness to achieve effective prevention of occupational risks inherent in the activity.
- An adequate identification, assessment and efficient control of work related risks.
- The correct adaptation of the employee for their position through medical surveillance, ongoing training and participation.
- The provision of suitable and necessary resources to ensure a safe and healthy work environment.

04 OUR STAFF

As an essential element in occupational health & safety management, a system of recording, investigation and follow-up of incidents occurring at the facilities has been established. The aim is to analyze the causes and define preventive and corrective measures to minimize or eliminate possible harms or injuries.

Another continuous improvement tool is the performance of safety audits, both internal and external, with the aim of detecting opportunities for improvement within the organization. In addition, Parques Reunidos looks to involve its suppliers, customers and visitors in its firm commitment to the effective prevention of Occupational Risks which may derive from its activity.

The Health, Safety and Environment Committee, a commitment from the Management

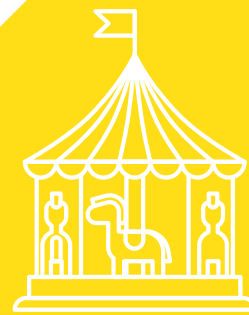
It is important to highlight the recent establishment of the Health, Safety and Environment Committee for Europe, a forum where members from the Group's top management, meet to monitor these issues and make appropriate decisions. The aim is to ensure that management review becomes a continuous improvement tool.

Among other duties, the Committee will be responsible for analyzing safety and environment related incidents (regarding both employees and

visitors); the monitoring of action plans deriving from audits, inspections etc.; the analysis of critical issues related to health & safety and/or the environment; the allocation of resources, etc.

With the establishment of this Committee, Parques Reunidos looks to present and promote a proactive culture, and consolidate occupational health & safety and the protection of the environment, as strategic values within the organization.





I Preventive Leadership Program

Parques Reunidos promotes the exercise of Leadership and visible Commitment, as fundamental to the consolidation of an authentic preventive culture. In addition the company aims to ensure that all employees are aware of the absolute commitment of the organization's management in this area.

With this in mind, the 1st Preventive Leadership Program was launched in 2018, an initiative which has the full support and direct involvement of the Parques Reunidos Executive Committee, demonstrating a specific commitment to this issue.

The project aims to provide guidelines to assist in identifying and applying a series of leadership skills and to raise awareness about the importance of involvement and visible commitment on the part of directors, managers and supervisors, as a crucial factor in the establishment of safe behavior.

The Preventive Leadership Program consists of attendance sessions where the participants will have the opportunity to discuss the positive effects of safe behavior and leading by example, as a key to the improvement of safety related performance in general.

As a practical activity, visits will be made to company parks, where the issues discussed in the sessions will be put into practice in order to ensure that the declared commitment is effectively realized and perceived.

The first phase of the Preventive Leadership Program was directed at the members of the Company Executive Committee; subsequent sessions will see the attendance of other management levels and operational staff from the rest of the Group.



CUSTOMERS

“A passion for leisure and a commitment to the safety, health and well-being of the visitors inspire the culture of the company”

For this reason a series of policies have been established with regard to the safety of facilities, together with food safety and customer complaints procedures, all of which are designed to offer the best possible service to visitors.



COMMITMENT TO SAFE LEISURE & ENTERTAINMENT



The commitment of the Group to provide safe leisure begins with the design of the activities and functioning of the rides, and is maintained through strict operational and maintenance procedures, together with clear and precise information for the visitor.

All Group companies guarantee that the rides are subjected to periodic internal and external audits, that appropriate mechanisms are in place in the event of incidents and that visitors have communication channels available for all their

complaints and suggestions. In accordance with the principle of continuous improvement, all incidents related to visitors are recorded and reviewed. Furthermore, all parks in Europe and a majority of those in the USA have been internally audited during 2018 by independent safety experts.

.....

With the aim of guaranteeing compliance with the applicable technical standards in relation to the design and maintenance of our facilities, all Group rides have been submitted to an external inspection by accredited independent bodies. These inspections are rigorously performed at least once a year.

During 2018, work continued in Europe towards the minimisation of fire related risks, in collaboration with external experts. The parks inspected included the following: Zoo, Faunia, Movie Park, Slagharen, Bobbejaanland, Bonbonland and Tusenfryd. On the basis of the improvements suggested, action plans have been produced for these parks, together with the rest of the facilities throughout Europe.

Aware of the importance of safety, Parques Reunidos continues to work towards the standardization of procedures at all the various parks, and the communication and sharing of good practices, which may contribute to the safety of our visitors.

FOOD SAFETY BASED ON INTEGRATION, PREVENTION AND PARTICIPATION

Parques Reunidos has a Food Safety Policy in place which addresses three main principles:

- 1. Prevention**
 - All possible sources of risk must be eliminated.
- 2. Integration**
 - To be included in all tasks involving food products.
- 3. Participation**
 - Promoting the involvement of all employees in the design and implementation of prevention plans.

The Group applies the internationally recognized Hazard Analysis and Critical Control Points (HACCP) system to guarantee the safety of food products. In addition we use food safety manuals,

which provide detailed information on safety risks and food hygiene.

All food and drink sales points are audited by specialist inspectors at least once a year.



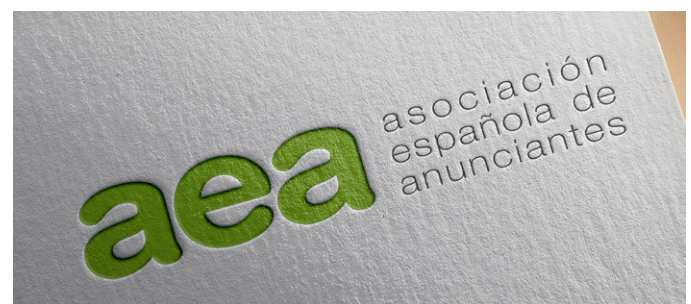


OBJECTIVE AND TRANSPARENT INFORMATION

In full compliance with applicable legislation, Parques Reunidos is governed by a Communication Transparency Policy in relation to the content and prices of all its products and services available to the consumer, which may be consulted on various formats: on the website of each facilities, via the customer service telephone line or at the park itself. This practice also includes all promotional offers.

The transparency of the prices does not only affect the visitors of the park, but also applies to any intermediary ticket sellers, who receive an official notification of all prices every year.

In Spain, where central offices are based, Parques Reunidos Group is a member of the Spanish Advertisers Association (AEA), a professional, non-profit organization, which represents company advertisers and oversees ethical and responsible publicity. This association defends the freedom of communication, dialogue and fair competition.



COMMITMENT TO CUSTOMER SERVICE EXCELLENCE

Parques also has a Complaints Control Policy in place which establishes a clear procedure for receipt, analysis, evaluation, action and response to the customer.

In every park in Europe there is a quality coordinator that coordinates these functions. Besides, the quality committee analyzes complaints and suggestions and monitors

the customer satisfaction indexes provided by visitors.

Accordingly, Parques Reunidos also provides its customers with a number of options to channel their complaints or suggestions, both physical and online:



- Official complaints book, according to current legislation in each country.
- Online complaints and suggestions form, available on the website of each park.
- Social networks: Facebook, Twitter, etc.
- Official Blog of each park.
- Suggestion sheets or books, available at parks.
- Evaluation questionnaires, available at different points around the parks.

In addition to the above, a questionnaire is sent out to all customers buying tickets on line, resulting on a quality index which measures the satisfaction level of customers during the 24 hours following their visit.

These indicators will allow each park to analyze their situation and to establish new goals and specific satisfaction objectives for the future.

PROTECTING THE PRIVACY OF THE INDIVIDUAL

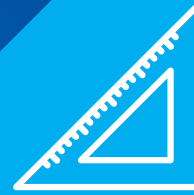
Parque Reunidos Group collects and processes a high volume of personal data, originating from the millions of visitors who attend their parks, the suppliers and contractors with whom they have dealings, as well as the employees of the companies.

Aware of the great responsibility involved in handling this data and information, the company has always been fully committed to strict compliance with all legislation in regarding to personal data protection.

In Europe there is a Data Protection Manual which must be complied with at all parks in the region. This provides a clear and simple account of the directives that parks must follow in the course of their activity, giving special emphasis to the areas which require particular care, such as gathering of personal data through websites, processing data to send out sales information through electronic means or telecommunications, the use of photographs or film taken in the parks, the processing personal data of minors, etc.

In the USA the vulnerability of information security is evaluated monthly, both via internal controls performed by employees as well as external checks conducted by a specialist company. Daily and weekly alerts are also generated for review purposes.

The General Data Protection Regulation (GDPR), which has been in application since 25th May 2018, has resulted in profound changes in European data protection legislation and has increased the number of obligations required



Since 2011 the
**company entrusts an
external firm, specializing
in data protection, to
conduct a bisannual report
audit**
of all its centers in Spain.

of companies in regard to this issue, as well as the resources and measures they need to employ to ensure that all information is collected and processed in a manner offering maximum security to the data subject. For this reason Parques Reunidos Group has been working constantly throughout the year to effectively implement the aforementioned European regulation.

Lastly, over the financial year reflected in this annual report, Parques Reunidos Group has not received any complaints or disciplinary sanctions with regard to data protection and privacy issues.

MANAGEMENT OF SUPPLIERS

“Working in a correct and transparent manner allows the creation of credible and trustworth relationship with suppliers, thus furthering business initiatives in a more secure and long-lasting way”

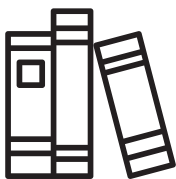
The policies regarding to suppliers establish selection criteria based on the efficiency, quality and reliability of the products and services. Based on the framework provided by the commitments defined under the Group’s Code of Conduct and the Employee Handbook for the interactions with the value chain and the purchasing relations with suppliers. In this way, the fixed criteria for purchasing processes include the following:



Security: in terms of strict compliance with current legislation. In this area the specific requirements of each product will be taken into account.



Solvency: dealing with suppliers with sufficient capability to undertake the necessary investments (machinery, advertising posters, image etc.) or accept the fixed payment conditions.



Experience: and a proven market track record.



Reputational: the Group will opt for clearly recognizable and renowned market brands, which generate trust among our visitors.



Service: suppliers with the capability to offer a maintenance service and goods delivery, at least at a national level.



Value for money: the most competitive market prices.



Flexibility: suppliers capable of adapting to seasonal business needs, responding to peak periods such as summer holidays and weekends when some suppliers might otherwise reduce activity.

In the case of suppliers of articles available in park shops who are not based in the UE, extra care will be taken to ensure that such products meet the officially accredited standards.

In the case of EU suppliers, it is essential to ensure that they are authorized to sell or manufacture any licensed products they may provide.

The selection of games suppliers will be via tender and an in depth analysis of the offer, taking into account the aforementioned criteria, with an emphasis on legal requirements and the safety of the products and equipment.

Parques Reunidos will also expect its suppliers to share and collaborate with its firm commitment to the effective prevention of Occupational Risks, which might arise from their activities.



In the event of service suppliers executing work within the park installations, efficient and effective coordination is essential for both operational and safety reasons and the company will always focus on control of all possible interactions involved in such activity.

Commitment to the safety of customers, employees and contractors alike is one of the key principles guiding all activities

For this purpose, a range of control and supervision mechanisms are in place regarding such procedures, in order to ensure that safety standards in the execution of work by external suppliers are in line with company requirements - which will go beyond minimum legal standards in all cases.

05

ENVIRONMENTAL MANAGEMENT



**“Imagination is the first step
towards making dreams come
true and creating new ways of
connecting with nature”**

For Parques Reunidos Group the caring and conservation of the environment is a fundamental value. The principles adopted by the Group in relation to the environment, through its policies influence all lines of business and countries in which it operates.

Parques Reunidos environmental model is based on the principles of continuous improvement of environmental performance, establishing a common framework of action which allows the coordination of the different centers.

This model encompasses the identification and evaluation of the environmental impacts which its activities may cause, related to the following:

The model aims to determine the risks and opportunities to ensure improvements and planned solutions.

AIR POLLUTION

**SOIL
CONTAMINATION**

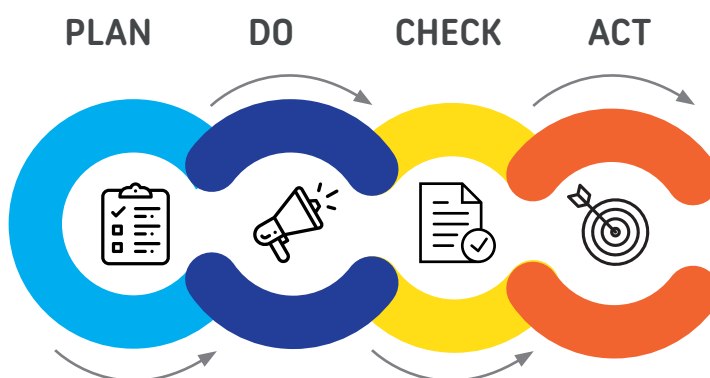
**MARINE
POLLUTION**

NOISE POLLUTION

**GROUNDWATER
CONTAMINATION**

WASTE

PDCA CYCLE



As part of the management model, monitoring and measurement of all the identified environmental aspects will be conducted, including electrical consumption, water resources and the generation and management of waste associated with each activity.

Likewise, the Group performs monitoring audits, both internal and external, for the purpose of detecting opportunities for improvement within the organization. These audits look at key issues

such as GHG emissions, energy consumption, waste management and water catchment and discharges resulting from its activity.

Within the framework of environmental management, the Group has also established a procedure for the record and classification of the environmental incidents which may occur at their installations. The analysis of such cases enables the establishment of prevention and correction measures.

05 ENVIRONMENTAL MANAGEMENT

MANAGEMENT OF ETHICAL AND SUSTAINABLE CONSUMPTION BASED ON OPTIMIZATION AND EFFICIENCY



50-60%

of water reused
in some parks

The optimization of consumption and energy efficiency are principles which Parques Reunidos consider key to the daily activity of their facilities.

As part of the process of continuous improvement, the Group conducts energy audits at various parks, which help to identify the factors, which directly influence energy consumption (water resources, electricity, etc.) as well as the possibilities for savings, taking into account the technical-economic viability of their implementation.

In terms of the use of water resources, Parques Reunidos relies on a rational use based on optimization, as well as the employment of recycled and reused water from tertiary sources and rainwater. In this way, in general terms, recycled and reused water accounts for 50-60 % of water consumed in some of the parks.

50%

of the electrical
power consumed
comes from
renewable sources
in some parks

In relation to electrical energy consumption, Group policy establishes annual savings objectives, involving the application of management methods together with systems and technology for the optimization of consumption at their facilities. In this way, at least 50% of the electrical power consumed at parks in Spain comes from renewable sources.

In addition, the Group relies on the use of technology which employs renewable energy sources, such as solar, thermal or photovoltaic facilities, as installed at the Parque Warner, the Parque de Atracciones de Madrid, Marineland and Malibu Norcross, or the use of biomass as a fuel at the Madrid Zoo.

ENCOURAGING VISITORS TO REUSE AND RECYCLE

Parques Reunidos promotes initiatives focusing on the minimisation, separation, reuse and recycling of generated waste. One objective is to involve customers through activities directed towards, for example, properly separating rubbish, the use of biodegradable products, responsible consumption and participation in various environmental awareness campaigns.

In addition to the information and awareness campaigns, all parks, and specially their restauration areas, employ products

manufactured with recycled and/or biodegradable materials (for example napkins), and have started to withdraw plastic products (lids, straws, glasses, etc.).

Along with the projects already in place, work is underway to improve the implementation of additional programs to improve environmental performance throughout the Group. These include recycling PET plastic bottles and cans and implementing the use of disposable and compostable material.

At parks in both Europe and the USA programs for environmental awareness and correct recycling are actively promoted. In the case of parks such as Dutch Wonderland, Idle Wild, Lake Compounce, Miami Seaquarium and Raging Water in Los Angeles and San José, an understanding of recycling is included within employee training courses, and sometimes even within the welcome programs for park visitors.



It is worth mentioning the recycling program in place at Marineland Park in France, where the collection of 23 different types of product is suggested to ensure each one is recycled according to their category. In 2018 this park began to withdraw plastic straws and lids from their glasses.



Most European parks now use ecological napkins certified by the Ecolabel seal since 2017.



06

THE PARQUES REUNIDOS SPIRIT



“A commitment to society has been one of our identifying features throughout the 50 years of our history”

The evolution of Parques Reunidos Group over its 50-year history has always had one common theme: a commitment to society.

The Parques Reunidos Spirit is represented in all CSR activities undertaken by both the Parques Reunidos Foundation and by all

parks spread around 14 different countries.

The parks offer a wide range of educational and entertainment experiences which allow families to enjoy quality leisure time. The younger members of the family as well as nature, are always the main protagonist,

not only in the parks themselves, but also in the programs which demonstrate the Group's continued commitment.

In total the company devotes approximately 0.5% of its revenue to a variety of CSR projects.

38%

Hospital care for children, people with special needs and their families

20%

Biodiversity and research

28%

Support for low-income families or those at risk of social exclusion

Parques Reunidos devotes around
0.5%
of revenue to social projects

14%

Education and awareness programs

ACTIONS DIRECTED AT CHILDREN AND SOCIETY

Child welfare and the family sphere are fundamental to the Parques Reunidos Spirit and the work the company performs through its parks and the Foundation. The company's biggest fans are children and it owes its success to their enthusiasm. For this reason the Group makes a great effort to support the more vulnerable families and social groups, so that they may also have the opportunity to enjoy the parks.

Parques Reunidos collaborates with associations that are active in all areas of family assistance and fully supports their commitment

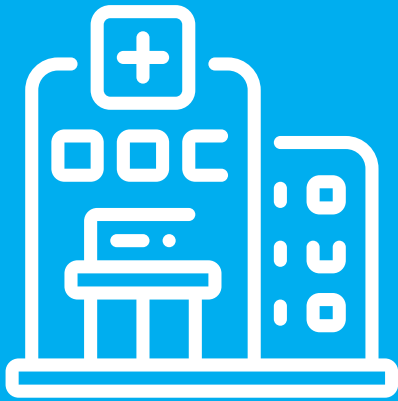
to children's lives. The entire parks network, to a greater or lesser degree, dedicates a significant part of their work to CSR in the support of good causes, such as assistance to children in hospital or those suffering serious illnesses, support to their families, equal opportunities for low income families and the inclusion of families and groups at risk of social exclusion.

In addition, the company collaborates with associations offering support and social inclusion to persons affected by serious illness or uncommon conditions. Over the last year the

parks in the USA have supported children and vulnerable family groups by donating tickets to a wide range of organizations: schools, NGOs, associations offering support to the income families sectors of society at risk of social exclusion or on low incomes, non-profit making organizations, hospitals, etc.

Children and vulnerable families have also been a priority for the Parques Reunidos Foundation and parks around Europe through two main courses of action:

Support for children in hospital care and people with special needs and their families



All the Spanish parks conduct activities in support of children in hospitals suffering from serious illnesses or with special needs, and collaborate with associations and foundations devoted to the care of these children and their families across national territory.

Among these initiatives, we would highlight the work performed by all Group parks within the Community of Madrid together with the Niño Jesús Hospital of Madrid. Thanks to the agreement signed with the Children's Onco-hematology Foundation (FOI) at this hospital, child patients from the center have been invited to the parks, giving them the opportunity to share a special day out with their families in an environment away from the hospital where they can enjoy some fresh air and experiences suitable to their age.

As significant, perhaps, as the agreement with the Niño Jesús Hospital is the "FarmAventura" project combines, for the second year running, the efforts of the Foundation for Biomedical Research at the Gregorio Marañón Hospital with the Pharmacy Services of the hospital, and enjoys the collaboration of the Parques Reunidos Foundation via the Madrid Zoo Aquarium and Faunia.

The Objective of "FarmAventura" is to incentivize and encourage children to take their prescribed medication through games and visits to the parks which allow them to get to know their favorite animals. Over this financial year a total of 48 patients took part with an average age of 3.5 and suffering from 20 different conditions. Since the launch, 65 children have participated in "FarmAventura", of whom 17 have now completed their treatment. The participants in "FarmAventura" managed to record levels of 95% adherence to their recommended medication in 2017. This shows a significant improvement from the original situation, where 26% of patients failed to reach the 80% recommended adherence rate.

Others notable collaborations over this financial year were those involving the Madrid Down Syndrome Foundation together with Faunia, Parque de Atracciones de Madrid and Zoo Aquarium and the collaboration between Parque Warner and Surestea, an association which provides support for families affected by ASD or autism to promote awareness during the World Autism Day.

95%
adherence to their
recommended
medication in
2017

In parks around the rest of Europe numerous initiatives have also been launched to encourage the attendance of sick and disadvantaged children and their families. Some highlight include the collaborations, we would highlight the collaborations between the Slagharen park in Holland and the Foundation for Children in Need and the SOS Children Villages association.

Another significant project, in line with the global concerns of the company is the Dream Night at the Zoo organized this year at Marineland (France), which brought together hundreds of sick children and their families to spend magical

moments surrounded by animals. This year the event was also held at Selwo Aventura (Malaga, Spain).

Likewise, parks in the USA have also collaborated extensively with child welfare organizations. Above all this has consisted of the donation of free tickets which the organizations have subsequently shared out among their members. Among the most significant activities this year in the USA have been the collaborations between Dutch Wonderland Park and the Lancaster Library and Idlewild Park with the Children Charities and Idlewild Cares association.



The agreements and collaboration between Movie Park (Germany), Marineland (France), Parque de Atracciones de Madrid (Spain), Ranging Waters Sacramento and Splish Splash (USA) with the Make a Wish Foundation, which devotes its efforts to making dreams come true for children with chronic illnesses and terminal conditions, also to illustrate the global nature of the Group and the Parques Reunidos Foundation and Spirit.

In the same way that the company tries to offer hope and joy to children with serious or chronic illnesses, the Parques Reunidos Spirit also looks to care for the rest of the community by providing adults diagnosed with similar conditions with opportunities to enjoy all parks and centers.

Over this fiscal year, the three parks in Malaga -Selwo Aventura, Selwo Marina and the Benalmádena Cable car have participated in

tickets donations for events such as benefits, raffles and sports tournaments organized by organizations such as the Malaga Children's Oncology Volunteers (AVOI), the Down Syndrome Association, the Association for Families of Alzheimer and other Dementia Patients (AFAB), the Malaga Association for Cancer Patient Care, the AECC and the Nuevo Horizonte Autism Foundation.

This year, Parque Warner participation in FEMADDÍ's events was also noteworthy. Parque Warner has given the awards to Madrid Sport Federation for people with intellectual disabilities that promotes participation in sports of men and women from this social group.

Support for low income families and those at risk of social exclusion



Other family support actions

Outside of Spain, it is worth highlighting the collaborations at Marineland (France), Slagharen (Holland) and Mar del Plata (Argentina), with schools and associations devoted to the family, child welfare and low incomes families.

The commitment of the Group towards all sectors of society is also represented at a global level by policies such as that of Movie Park Germany (Germany), designed to facilitate entry to the park of refugee groups.

Parques Reunidos wants to see all members of society with the opportunity of enjoying parks. The Parques Reunidos Spirit aims to make visits to our centers accessible to the less fortunate and groups at risk of social exclusion. To this end, it collaborates with local, national and international associations and foundations to contribute to the benefit and well-being of the communities where it operates and provide resources to facilitate access to its parks.

In Spain it is important to highlight the collaboration, once again, with the Soñar Despierto Foundation, which celebrated World Children's Day at Parque de Atracciones de Madrid and Parque Warner. Another highlight was the collaboration to Mensajeros de la Paz, a body which performs valuable social work directed at people at risk of exclusion, through the distribution of park tickets, as well as participation in Christmas activities and birthday celebrations.

Another example of this social involvement is the collaboration with the Spanish Commission for Assistance to Refugees (CEAR), with which Parques Reunidos signed an agreement in order to contribute to the integration of this social group through leisure activities open to the rest of society.

In the same way, in various regions around Spain, we have collaborated with associations providing support for the Sahrawi people, with Cáritas and other organizations offering shelter for immigrants, refugees and others excluded from society.



EDUCATION AND RAISING AWARENESS

“Education and raising awareness are the first steps towards care of the environment and endangered species”

While all the parks in the Group engage in actions to promote awareness on the sustainable use of resources, the animal parks in particular have a special duty to educate the public. The opportunity to approach the animals under the care of these institutions as well as the workshops, lectures on their way of life and the threats they face, can have a decisive impact on visitors, who will in this way come to understand the need to actively contribute to preserving biodiversity.

A visit to any of the animal parks in the Group is designed as an educational experience. During the route the visitor will enjoy direct contact with the animals, access to lectures and information via the species description posters and other materials which contribute to raising awareness on the conservation of biodiversity. In addition, the parks organize educational visits, exhibitions, short courses, workshops and summer camps for children, etc.

Both the Foundation and the various animal parks actively participate in celebrations global days devoted to various environmental causes with the aim of promoting awareness within society of the value of flora and fauna and the environment in general.

With this in mind, over the last year, the Group has participated in the following celebrations and initiatives through various educational activities:

- 1/10 World Birds Day
- 2/2 World Wetlands Day
- 3/3 World Wildlife Day
- 21/3 World Forestry Day
- 24/3 Earth Hour
- 25/4 World Penguin Day
- 11/5 MOM Campaign (Missing Orangutan Mothers).
- 17/5 World Recycling Day
- 30/5 World Otter Day
- 8/6 World Oceans Day, with the "Clean Our Oceans" campaign
- 16/6 World Sea Turtle Day
- 26/6 World Giraffe Day
- 6/7 World Porpoise Day
- 14/7 World Chimpanzee Day
- 15/9 International Red Panda Day

Notable related projects



1.

Zoohackathon 2018 in collaboration with the Embassy of the United States, the Ministry of Ecological Transition and SEPRONA, of the first edition in Spain of a competition between teams of computer specialists and biologists to develop solutions to combat the illegal traffic of endangered species. This first edition included 12 multidisciplinary teams and 54 participants, among which two were awarded: the first was a solution enabling the traceability of international trades of specimens raised in captivity, the second was a platform which searches social advertisements for illegal sale of certain species on the media.

2.

"1 m² for nature" within the framework of the project "Libera, nature without garbage", this initiative was promoted by SEO/BirdLife in alliance with Ecoembes, and aims to combat the litter scattered around the natural spaces in our country. On the 16th June the Parques Reunidos Foundation invited all the Group's employees in Madrid to participate in a collection of waste around the Casa de Campo, the largest and most valuable green space in the city of Madrid, to clean up the areas surrounding the Zoo Aquarium and the Parque de Atracciones.

3.

Educational material: staff from different parks collaborated in producing material to be used by the visiting teachers and students. This material will serve teachers in their work and contribute to raising awareness on biodiversity among students. Some significant initiatives this year were those conducted at aquariums in the UK - Lakes Aquarium and Bournemouth Aquariums as well as those that took the Selwo Marina, Selwo Aventura and Cable Car in Benalmádena in Spain.

Alongside all these projects, the Group has actively participated with the media and has participated in news reports, which have contributed to raising awareness on the need to protect the environment. The themes of the most noteworthy of these reports span from the effect of plastic waste on marine life, the threads faced by the big cats, the conservation of the monk seal and the reintroduction of the Dorcas gazelle in Mauritania.

4.

"Mobilize yourself for the jungle". In collaboration with the Jane Goodall institute, Spanish parks are participating in the collection of used mobile phones, for the recycling of the valuable metals such as coltan and cassiterite, contributing to a reduction in the need to mine for these materials in natural environments. In this way the habitats of species such as chimpanzees and gorillas, currently under threat from the massive demand for such resources, can be protected.

5.

Awareness days on the responsible ownership of pets. The Zoo Aquarium and Faunia in Madrid organized a series of demonstrations with dogs and lectures on the proper care and responsible rules for adopting pets. These days were held in collaboration with the Dog Rescue Unit (UCRS) and protection officers from the Community of Madrid.

6.

Participation by the Zoo Aquarium and Faunia in Madrid in the **PhotoArk Project**, launched by National Geographic together with the well known photographer Joel Sartore to document all the species possible and raise awareness on their preservation for future generations.

7.

Collaboration with the Autonomous National Parks Body (OAPN), Zoo Aquarium de Madrid ceded its space to install a photographic exhibition to showcase the Spanish National Parks.

ACTIONS RELATED TO BIODIVERSITY

Parque Reunidos Group works on numerous projects designed to protect biodiversity and the most vulnerable ecosystems. Of all these, perhaps the most important are the "in situ" conservation projects, in other words the programs for the reintroduction or protection of species, carried out in the places of origin, where the problems for biodiversity are most acute.

Over the last year four particular projects have stood out:

Conservation of the habitat of the Giant Panda

The close collaboration between the Parques Reunidos Foundation, the Madrid Zoo Aquarium and the Chengdu Giant Panda Reproduction and Research Station (CRBGPB) was based on an agreement signed between the Chinese Zoo and Aquarium Association (CAZG) and the Forest Protection Administration (SFA) in June 2007.

During the course of this collaboration, the world panda population has grown and now stands at 1,864 individuals in the wild, in the Chinese hill regions of Szechuan, Shaanxi and Gansu, and around at 520 living in breeding centers and animal parks throughout the world. In addition, China has 6 breeding centers and 37 protected areas from which came breeding pairs that currently resides in zoos worldwide originate.

Parques Reunidos Foundation also makes an annual contribution to the reforestation program for the panda's natural habitat which covers more than 2.5 million hectares of protected forest in China.

Thanks to all these efforts the IUCN (International Union for the Conservation of Nature) updated its list of endangered species in 2016, changing the category for the giant panda from "In Danger" to "Vulnerable".



1.

Project for the conservation of the monk seal in the Cabo Blanco Peninsula in Mauritania

The Parques Reunidos Foundation, in collaboration with the CBD Habitat Foundation, is actively involved in a conservation project to protect the monk seal on the Cabo Blanco Peninsula in Mauritania. Their work is combined with education and awareness programs related to the species at various Parques Reunidos zoos and aquariums.

This program, the longest running at the Foundation, has contributed to significantly increasing the population of the species.

There are three main lines of action:

1. The protection of the colony through the "Seal Coast" reserve.
2. The assistance to the neighboring communities – education and awareness programs for schools and local fisherman –.
3. Permanent monitoring of the colony itself.

The monk seal colony at Cabo Blanco has grown from around a hundred of individuals in 1998 to more than 330 today, representing half of the world population of this species.

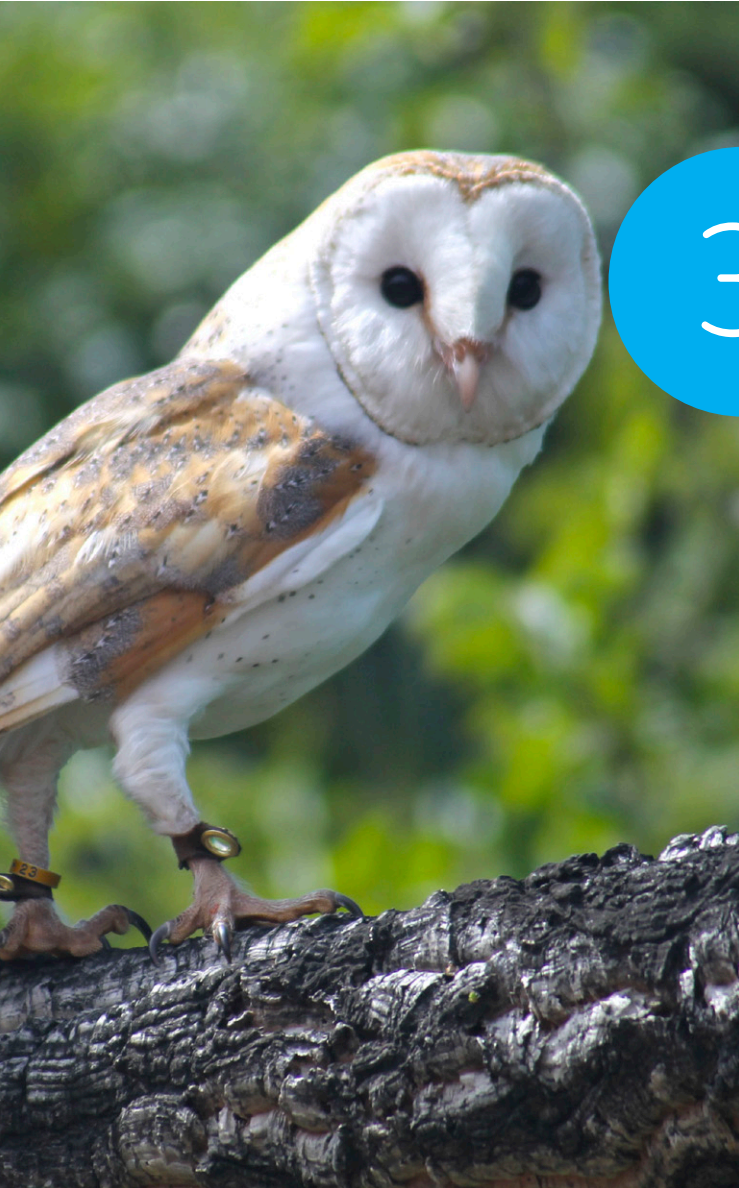
Since May 2018, Faunia has hosted the exhibition "The return of the Monk Seal", which was officially opened by Queen Sofia of Spain, as a prime example of the action the Parques Reunidos Foundation promotes to raise awareness of the need to fight for the future of endangered species.

2.



06 THE PARQUES REUNIDOS SPIRIT

Collaboration with the Brinzal Association for the recovery, rehabilitation and reintroduction of nocturnal birds of prey



3.

Care has been provided for more than **3,872** wild animals

The Foundation maintains a collaboration agreement with Brinzal, a non-profit organization devoted to the study and defence of the environment, for the conservation and recovery of indigenous protected species, especially nocturnal birds of prey. Brinzal runs a recovery and rehabilitation center for these animals at the Casa de Campo in Madrid.

Since the start of the collaboration with Parques Reunidos, care has been provided for more than 3,870 wild animals with a successful rehabilitation rate of around 56%.

As part of this collaboration, the Madrid Zoo Aquarium has moved two royal owls born at its facilities to the Brinzal recovery center. The last of these is now in its final recovery phase prior to release into the wild. This will happen as soon as its physical condition and aptitude have been checked.

Along with the direct conservation work, the Madrid animal parks promote educational workshops for children and short courses aimed at raising public awareness on biodiversity.



Project for the reintroduction of the Cuvier's gazelle in Tunisia, in collaboration with the CSIC

This project is aimed at preserving and developing the Atlas or Cuvier's Gazelle, in controlled reproductive conditions, to be subsequently released into the wild in its original mountain habitat.

This action represents both an opportunity to preserve an endangered species as well as a research project, which will test certain hypotheses on the reintroduction of endangered species into the wild.

4.

In October 2016, 43 Cuvier's gazelles were moved from Almeria and Fuerteventura to the Jebel Serj National Park in Tunisia. In 2017 more than 25 calves were born and the reproduction herds were reorganized to diversify the group. In April 2018 another 23 young were born. The project is scheduled to continue until 2019.

Rescue, rehabilitation and reintroduction of other endangered species

Miami Seaquarium contributes to the conservation of manatees, threatened by illegal hunting for their fat and highly valued hides. The Miami Seaquarium plays a major role in the conservation of this species, working since 1955 towards the rescue of wounded manatees and their subsequent rehabilitation and release back into the wild.

Faunia runs a manatee reproduction program and holds educational lectures devoted to raising awareness of the conservation of the species. In addition the parks at Marineland (France) and Mar del Plata (Argentina) are also involved in rescue and rehabilitation programs for marine species which are subsequently released back into their natural habitats.



Other biodiversity projects

Over the last year the Group has also collaborated with the following programs:



Conservation of the Koala in Australia, in support of the Australian Koala Foundation



Conservation of the White-footed Tamarin in Colombia, in collaboration with the Wildlife Conservation Society, the European Association of Zoos and Aquaria (EAZA) and the Columbian Association of Zoological Parks and Aquaria.



Participation in the Conservation Planning Specialist Group program of the International Union for Nature Conservation, developing a wide variety of useful tools for professionals involved in the conservation of species in danger of extinction.



Conservation of the rhino, supporting the Save the Rhino Foundation working to protect the five species of rhino living in Africa and Asia.





Conservation of the Komodo dragon on the Island of Flores, through the European program for endangered species run by EAZA and led by the Chester Zoo.



Conservation of the African penguin, contributing towards the Save the African Penguin Chick program.



Conservation of the red panda, collaborating with the EAZA European program for endangered species in order to employ rangers in Nepal, where these animals live in the wild.



Conservation of reptiles in collaboration with the Madras Crocodile Bank in India.

Lastly, Parques Reunidos contributes from its own zoos and aquariums to the "ex situ" conservation of various endangered species such as the Iberian Lynx, the imperial eagle, the lesser kestrel, the European mink and the spur-thighed tortoise.

Particularly noteworthy of note is the conservation work undertaken with the Iberian lynx, the most endangered species of feline on the planet. Both Selwo Aventura and the Zoo Aquarium in Madrid, collaborate with the Council of Andalusia for the shelter of 4 specimens of Iberian Lynx under the Iberlynce Breeding and Conservation Program. This initiative has made it possible to reduce the category of these animals from "in critical danger of extinction" to "in danger of extinction".

The presence of these specimens at the company centers also contributes to raising awareness and educating this species and its problems.

Since March 2017 Selwo Aventura has collaborated with the Vulture Conservation Foundation (VCF) in the Project for the Reintroduction of Griffon Vultures in the Porto Conte Nature Park in Cerdeña. The first specimen from the agreement was released in the second week of last September after successfully completing its acclimatization period.

The griffon vultures at Selwo Aventura live in a specially adapted habitat and their presence is meant to help communicate the need to protect the species, highlighting the important role of this animal in nature, and collaborating in breeding and reintroduction programs such as this one.



RESEARCH

Research, together with education and the raising of awareness, is a key component of the Parques Reunidos Spirit in its support of biodiversity.

Both the Foundation and the Group's animal parks actively participate in research projects, in collaboration with various zoological organizations, museums and universities.

The various areas of research that are covered not only contribute to improve the design of the facilities and the development of more efficient animal care and handling techniques, but are also vitally important to the application of veterinary and breeding procedures at zoological institutions aimed at the reintroduction and care of species back in to their natural habits.



Research project on the reproduction of the giant panda

Researching
from
1982

The standout research project for Parques Reunidos is the one dedicated to the reproduction of the giant panda, in which the Madrid Zoo Aquarium collaborates with the National Institute of Agriculture and Food Research & Technology (INIA), the Chengdu Reproduction Center (China) and the Faculty of Veterinary Medicine at the Complutense University in Madrid.

The research conducted by the Zoo Aquarium in Madrid which began in 1982, has turned the institute into one of the leading animal parks worldwide in terms of successful reproduction of this greatly endangered species. In September 2007 a new reproductive pair arrived at the center (Hua Zui Ba and Bing Xing), which represented a new step forward in the Cooperation, Conservation and Investigation of Giant Pandas in the West. Following the successful return of the panda Xing Bao to Chengdu last year, Zoo Aquarium in Madrid now houses three specimens.

Since the start of its collaboration, there have been 4 panda births at the Madrid Zoo Aquarium, of which the birth and complicated raising of the twins Po and De De in 2010 is specially outstanding.

06 THE PARQUES REUNIDOS SPIRIT

Collaboration with the Autonomous University of Barcelona (UAB)

Initially the collaboration between Parques Reunidos Group and the UAB was undertaken with the aim of establishing indicators of well being in bottle nose dolphins housed at the Group's parks (Zoo Aquarium in Madrid, Marineland, Selwo Marina, Mar del Plata, Costa Dorada) and to develop internal quality standards for the care of these animals.

The study conducted by expert biologists and veterinarians from the Zoo Animal Welfare Education Centre (ZAWEC) of the Autonomous University of Barcelona, the Centre for Research and Conservation of the Antwerp Zoo Society and the Zoo-Aquarium of Madrid tries to identify the individual personalities of the bottle nose

dolphins through personality tests performed by the keepers. Through this method the aim is to provide tools for keepers and trainers to help them improve reproduction rates, arrange compatible and stable social groups and better interpret the response of the animals to changes in their environment.

The results of the study seem to indicate that the evaluation of the behaviour of the bottle nose dolphins conducted by keepers familiar to them may well produce useful indicators for assessing their personality.



Collaboration with the National Agricultural Research Institute (INIA)

The Parques Reunidos Foundation collaborates with the National Agricultural Research Institute on research directed at the optimization of different reproductive technologies for their application in endangered species, as well as more detailed investigation into the reproductive physiology of these species which Parques Reunidos Group continue at its facilities as part of a series of international conservation programs.



Cetacean Research Center Marineland (Antibes, France)

This center, opened in 1998, focuses on the study of marine mammals in the Mediterranean and aims to answer questions on the various cetacean species, their natural habitat and their way of life.

Access to the marine mammals in Marineland has allowed the Cetaceans Research Center (CRC), to contribute towards promoting the protection of these species and spreading public awareness among visitors to the park.

In addition, it has enabled the completion of databases on the way of life of these animals and the publication of more than 45 academic papers over the years.

1. Research into development of skin treatments on cetaceans.
2. Analysis of the data produced from a study on the turtle nests found in unusual locations.
3. Development of techniques for endoscopy treatment in animals.
4. Monitoring of fishing for the study of a possible impact of the date of capture on the health of animals.
5. Studies on controlled regurgitation when the animals have swallowed a foreign object or evaluation of the quantities of food required by different animals.
6. Study the "Imitation of novel specific and human speech sounds in the killer whale (*Orcinus orca*)" conducted in Marineland by various universities in Chile, Spain, UK and Germany.

06 THE PARQUES REUNIDOS SPIRIT

Marine Fauna Rehabilitation Center, Mar del Plata (Argentina)

The Marine Fauna Rehabilitation Center (CRFM) is an organization created to provide a base for research, education and environmental protection activities. It was founded in 1994 and is entirely maintained and subsidized by the Mar del Plata Aquarium. There is a surgery room, a breeding room, internment area, special sector for washing penguins and a laboratory for medical analysis, in addition to five areas with pools for the care of the sea lions and a space with twelve individual compartments for birds.

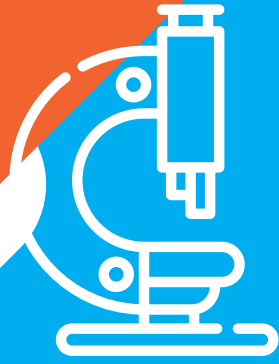
It could be stand out:



Collaboration with the Wildlife Conservation Society and the National Patagonian Center for the comparative study of the biology and ecology of penguins in the wild and controlled environments and the rate of change in diet of the Magellanic penguin.



Collaboration with the Mar del Plata National University in the study of reproduction in rays and eels, the diving habits of seals and sea lions and the physiology of marine mammals.



Research at a global level through the Parques Reunidos Foundation

Over this financial year, Parques Reunidos Foundation and its centers have participated in the following research activities:

1. Participation in a research program on the herpes virus in elephants, coordinated by the European Association of Zoos and Aquaria (EAZA).
2. Participation in beach restoration project for the nests of the Loggerhead sea turtle at the Cabo de Gata-Níjar Natural Park (Almería, Spain), in collaboration with the Andalucía Regional Council and the Doñana Biological Station (CSIC).
3. Collaboration with the Faculty of Veterinary Medicine at the Complutense University in Madrid on various lines of research at the animal parks of the Group, as well as professional cooperation in the technical and consultancy spheres of veterinary practice.
4. Study of sleep and cerebral activity among dolphins and manatees in collaboration with Zoo Aquarium in Madrid, Faunia and the Autonomous University of Madrid.
5. Study of evoked potentials in manatees in collaboration with Faunia and the University of Alcalá de Henares.
6. Study of the maintenance of male gorilla groups in collaboration with the European Association of Zoos and Aquaria.
7. Collaboration with the National Oncological Research Center, on genetic research to combat oncological diseases and prolong the delay in cellular aging in animals.

All these projects merge to make up the Parques Reunidos Spirit, whose vocation is focused on child welfare, education, raising awareness, biodiversity and research related to nature and environment.

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102-4	Location of operations	Pg. 7
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102-10	Significant changes to the organization and its supply chain	n.a.
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The production of this Corporate Social Responsibility 2017-18 Annual Report takes into account the issues defined under the ISO 26000 International Standard, together with various indicators proposed by the Global Reporting Initiative in its GRI Standards version. In addition, the report contains details on the matters listed under Royal Decree-Law 18/2017.

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