



Sustainability Report 2020

Piolin Bidco S.A.U. and subsidiary
companies
(Parques Reunidos Group)

Non-Financial Information Statement, in accordance with Law 11/2018

*(Free translation from the original in Spanish. In the event of
discrepancy, the Spanish-language version prevails)*

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INTRODUCTION

About this Report

In accordance with Law 11/2018 of December 28, regarding non-financial information and diversity ("Law 11/2018"), the Board of Directors of Piolin Bidco S.A.U. (hereinafter "Piolin Bidco"), the parent company of the Grupo Parques Reunidos (hereinafter, "Grupo Parques Reunidos", "Parques Reunidos" or the "Group") issues this Non-Financial Information Report ("NFIR") for the fiscal year 2020 as an annex to the consolidated Management Report that is presented with the respective consolidated annual accounts.

As shown in Table of Contents I, "Index of content required by Law 11/2018, of December 28", the NFIR has been prepared following the Global Reporting Initiative Standards ("GRI") in its Core option, for those requirements considered as material for the business. The definitions and content criteria provided by GRI (sustainability context, stakeholder inclusion, materiality, and completeness) are an integral part of our reporting process.

Additional criteria and guidelines have been applied for certain performance indicators. If additional criteria and guidelines are used, this is explained in the applicable section of the report.

Time scope

The reporting period for this report covers the period from January 1 to December 31, 2020¹.

Geographical scope

This report includes information from the central offices and all the parks operated by the Parques Reunidos Group during 2020.

The parks and the companies included within this scope are listed in Annex I.

If the geographic scope is different for any of the indicators or information presented, this is mentioned in the corresponding indicator or data table.

Public nature of the report

This report is of a public nature and can be consulted on the Parques Reunidos Group's corporate website.

¹ The temporal scope of the previous Non-Financial Information Report comprised the period from September 16, 2019, date of constitution of Piolin Bidco, to December 31, 2019. As indicated in the aforementioned report, the impacts associated with the activities of Parques Reunidos and those of Piolin BidCo are the same, therefore, for transparency purposes, the 2019 report

included the performance indicators for both the period September 16 to December 31, 2019, and for the full year. For the purposes of performance indicator comparison, the 2020 Non-Financial Information Report includes the comparison of 2020 indicators versus full year 2019 indicators.

Letter from the Legal Representative

The leisure sector is experiencing a crisis of unprecedented nature and effects. The year 2020 was a particularly difficult year for those of our parks that, due to COVID-19 related restrictions, were unable to open to the public. Even though the outlook for 2021 is still negative, the medium term invites us to be more positive.

At Parques Reunidos we continue monitoring the evolution of the pandemic and taking measures to offer safe work and entertainment places for our employees, customers, suppliers and collaborators. We maintain our 2020-2025 Sustainability Strategy and our participation in the United Nations Global Compact and continue working towards the achievement of the Sustainable Development Goals.

This report describes the performance of Parques Reunidos in terms of sustainability during the year 2020, including details of its evolution in non-financial aspects, and in particular in environmental, social and corporate governance areas (ESG: Environmental, Social, Governance).

Although environmental aspects continue to be important, particularly those associated with reducing greenhouse gases and reducing water consumption and waste generation, the pandemic has highlighted the importance of the social pillar. The health and well-being of all of us who make up the Parques Reunidos team, our families, our clients, and society as a whole has become a fundamental value.

The adoption of new ways of working and the path traveled in digitalization have made possible for us to successfully cope with the changing situation caused by the pandemic, highlighting the flexibility and strength of our teams.

Following their commitment to society, the parks have maintained their projects in the areas of childhood and health, social inclusion, education and awareness, and conservation and research, as proof of the social awareness and solidarity of each of the members of Parques Reunidos.

At Parques Reunidos we will continue working to confirm our commitment to sustainability, to establish specific objectives and goals aligned with our 2020-2025 Ambition, and to transparently communicate our achievements.



Pascal Ferracci

CEO Piolin Bidco S.A.U.

(Parques Reunidos Group)

PARQUES REUNIDOS GROUP

About us

Piolin Bidco, S.A.U. is the parent company of the Parques Reunidos Group (hereinafter, “Parques Reunidos Group”, “Parques Reunidos” or the “Group”).

The Parques Reunidos Group is one of the main international operators of regional leisure parks. Its main activity consists of the operation of amusement parks, animal parks, water parks and other leisure centers. Its history began in Spain in 1967 under the name Parque de Atracciones Casa de Campo de Madrid, S.A. Currently, it manages a diversified portfolio of more than 50 leisure parks.

Parques Reunidos Servicios Centrales S.A., the holding company of the Parques Reunidos Group, located in Madrid, was listed on the Spanish continuous market, on the Madrid, Barcelona, Bilbao and Valencia stock exchanges, from April 29, 2016 to December 5, 2019.

On April 26, 2019, the National Stock Market Commission (Comisión Nacional del Mercado de Valores, hereinafter, CNMV) published the take over bid for the acquisition of securities (hereinafter, OPA) of Piolín Bidco over the entire capital stock of Parques Reunidos Servicios Group Centrales, S.A. Said prior announcement contained the main characteristics of the offer, subject to the mandatory authorization of the CNMV, whose request for authorization was published on May 24, 2019 and authorized by the CNMV on July 24, 2019.

The result of the takeover bid was made public on September 12, 2019, and on September 16, 2019, as stated in the explanatory brochure of the takeover bid, Alba Europe, S.à rl (“Alba Europe”) and Miles Capital, S.à rl (“Miles Capital”) contributed their

shares in Parques Reunidos Servicios Centrales to Piolín II, S.à rl (“Piolín”) and the latter (also owned by Piolín I SarL (hereinafter Piolín I) a vehicle company of the investment group EQT), in turn, contributed them to Piolín Bidco. Simultaneously to that contribution, Piolín, Piolín I, Alba, GBL and Piolín Bidco signed a shareholder agreement related to the Parques Reunidos Group and, consequently, Piolín Bidco took over the control Parques Reunidos Servicios Centrales and became the parent company of the Parques Reunidos Group.

Since September 16, 2019, the Swedish group EQT exercises control over the Parques Reunidos Group. EQT is a global investment organization with nearly three decades of experience across multiple geographies, sectors, and strategies. EQT has two business segments: private equity and real assets. Both business segments are guided by a responsible approach, a digital transformation agenda and a thematic investment strategy. Today, the EQT group conducts its business through offices in 16 countries in Europe, Asia-Pacific and North America.

The delisting of the shares of Parques Reunidos Servicios Centrales was approved by the Extraordinary General Meeting of Shareholders on October 29, 2019 and authorized by the National Stock Market Commission (CNMV) on November 28 of 2019.

After the takeover, the policies and management standards of Parques Reunidos continued to be applicable, without prejudice to the reviews that have been carried out in 2020 or are deemed necessary in successive years.

Our business

Parques Reunidos operates parks in four of the sector key segments:

- Theme / Amusement Parks
- Water parks
- Animal parks (zoos and aquariums)

- Others (indoor leisure centers, cable car ...)

Some of these parks are operated under leasehold (in most cases the lease is only for the land) or under administrative concessions.

For more information about our parks see

<https://www.parquesreunidos.com/operador-global/>

Figures and significant events in 2020:

- Diversified portfolio of more than 50 leisure centers in 11 countries
- The total number of Group employees at year-end (31/12/2020) was 4,283 employees.
- The average workforce during 2020 was 6,567 employees.
- 7.2 million guests visited the Group's parks in 2020.
- €249.4 millions of consolidated ordinary revenue in 2020.

Objectives of the organization

The mission of Parques Reunidos is to offer unforgettable moments of fun and entertainment for its guests through unique, safe, enriching, innovative and creative experiences. Parques Reunidos aims to instill happiness in its social environment and contribute to the professional and personal development of its employees, while generating value for its shareholders.

Parques Reunidos aspires to remain a global benchmark in the leisure sector, in which it is distinguished by offering safe, educational, and sustainable leisure experiences.

Ethical Principles - Our Code of Conduct

Our Code of Conduct includes the ethical and conduct principles that must guide the actions of those who work at Parques Reunidos both in their internal relationships and in their contacts and communications with customers, shareholders, suppliers, sponsors, associated companies and, in general, with any person or organization in the social environment of the countries where we operate.

At Parques Reunidos we are committed to developing our business with the highest levels of integrity and ethics. We understand that working always with

integrity and transparency allows us to create relationships of trust and credibility with all those with whom we interact, allowing us to carry out our business initiatives in a more secure and lasting way.

Parques Reunidos supports the Ten Principles of the **United Nations Global Compact** and establishes principles of action in the areas of Human Rights, Working Conditions, Environment and Anti-Corruption practices. These principles guide both the Code of Conduct and the rest of the Group's policies and standards.

Our Sustainability Policy

In Parques Reunidos' business strategy, sustainability is a fundamental pillar that ensures the good performance of the company in the long term and

reinforces the trust of the different stakeholders with which Parques Reunidos is linked.

The Group's Sustainability Policy (the "Sustainability Policy" or the "Policy") was reviewed during 2020 and approved by the Board of Directors of the Group's parent company in January 2021.

Through this Policy, Parques Reunidos recognizes its obligation- with its employees, customers, suppliers, investors, shareholders, and local communities, and with the environment and society in general - to operate its business in a way that balances the social, environmental, and economic objectives. To do this, sustainability considerations are structured through a set of interdependent policies and their standards and procedures, which are collectively implemented to meet the objectives of said Policy.

The Sustainability Policy constitutes the basis of the Group's ongoing commitment to sustainability and has the following objectives:

- Provide a framework for realising Parques Reunidos commitment towards sustainability by minimizing risks and addressing opportunities related to the Group social, environmental, and economic impacts through structured governance principles.
- Facilitate the integration of sustainability in the Group's business model and strategy.
- Foster operating in ways that meet fundamental responsibilities in the areas of human rights, labour, environment, animal welfare, anti-bribery, and anti-corruption.

- Promote an actively ethical culture and a responsible businesses approach.
- Increase transparency in the above-mentioned matters.

The Policy also defines the principles of operation and activity of the Group in the context of sustainability and includes the Group's commitment to the application of best practices in the countries where it operates.

The Policy covers the entire life cycle of all the Group's activities, in all the countries where it is present, directly, or indirectly, with full management control. When Parques Reunidos does not have full management control, the Group will use its influence and reasonable efforts to apply the spirit of the Policy.

The policy applies to all Parques Reunidos employees, subcontractors, agency personnel, and third parties who carry out activities for and on behalf of the Group. It applies to the goods and services we procure, our direct operations, and the services we provide to our customers.

The principles of the Sustainability Policy are included in Annex II.





Within the Board of Directors of the Group's parent company, the existing policies, standards, and procedures in matters of sustainability will continue to be analyzed and their updating or ratification will be assessed, as necessary.













Our Sustainability Strategy 2020-2025









Parques Reunidos' 2020-2025 sustainability strategy integrates environmental, social, and good governance criteria.

This strategy also integrates the interests and expectations of our stakeholders, the principles of the United Nations Global Compact and the Sustainable Development Goals (SDGs).

The strategy is structured around three pillars; each pillar is associated with specific initiatives with the ultimate goal of creating shared value.

| Pillar | Area | Ambition 2020-2025 | United Nations Global Compact | Sustainable Development Goals  |
|---------------------------|---|---|---|--|
| Environmental "Planet" | Circular economy and zero waste | <p><i>Minimize the amount of waste produced</i></p> <p><i>Eliminate single use plastics</i></p> <p><i>Minimize the amount of waste sent to landfill</i></p> | Principle 7 Principle 8 Principle 9 |  |
| | Climate change Water and energy management | <p><i>Reduce greenhouse gas emissions</i></p> <p><i>Reduce water and energy consumption</i></p> | |  |
| | Education and Awareness | <p><i>Educate and raise awareness of our stakeholders about environmental aspects</i></p> | |  |

| Pillar | Area | Ambition 2020-2025 | United Nations Global Compact | Sustainable Development Goals  |
|---------------------|--|---|---|---|
| | Animal welfare. Conservation of biodiversity | <i>Guarantee animal welfare and be an active agent for the conservation of biodiversity</i> | |   |
| Social | Health and Safety (workers and customers) | Zero harm | Principle 1 Principle 2 Principle 3 |   |
| | Accessibility and Inclusion of our customers and workers. | <i>Being a place of entertainment for people with functional diversity.</i> | Principle 6 |  |
| | Diversity | <i>Promote diversity and inclusion in all their dimensions</i> | |  |
| | Commitment of our employees | <i>Promote the satisfaction and commitment of our team members</i> | |   |
| "Prosperity" | Social projects | <i>Contribute to the Sustainable Development Goals through social impact initiatives</i> | |    |

| Pillar | Area | Ambition 2020-2025 | United Nations Global Compact | Sustainable Development Goals  |
|---|------------------------------------|---|-------------------------------|---|
| | | | |    |
| Good governance "Governance" | Ethics and anti-corruption | <i>Zero incidents related to our code of ethics</i> | Principle 10 |  |
| | Business Model-Supply Chain | <i>Ensuring sustainable supply chain management</i> | Principles 1 to 6 |    |

Parques Reunidos is committed to report on the progress achieved in these areas in the successive reports that will be prepared annually.

In addition to the initiatives associated with these strategic areas, our parks carry out other actions of a social and environmental nature appropriate to the business segment and / or the social and environmental context in which the park operates.

Relationship with stakeholders

Stakeholders are defined as entities or individuals who can reasonably be expected to be significantly affected by Parques Reunidos' activities, products or services or whose actions can be expected to affect

the organization's ability to carry out successfully its strategies and to achieve its goals.

Parque Reunidos has identified the following stakeholders:

| Internal groups | Aim |
|---|--|
| Shareholders | Generate value and profitability through responsible and sustainable management. |
| Employees | Provide safe and healthy workplaces, promote equality and diversity and team development |
| External groups | goals |
| Customers | Offer quality services and products guaranteeing inclusive, safe, and healthy leisure |
| Suppliers (of products and services) | Ensure sustainable management of the supply chain and the use of products and services with low environmental impact |
| Public administrations | Operate in compliance with applicable legislation |
| Institutions in defense of animals and nature | Guarantee animal welfare at our parks and promote actions for the conservation of biodiversity |
| Educational institutions | Contribute to the development of the communities in which we operate and of the society in general |
| NGOs in the social and environmental field | |
| Local communities | |

Materiality Assessment

| | |
|---|---|
| <p style="text-align: center;">Step 1: Identification</p> | <p>Review of the issues identified as material in the Parques Reunidos 2019 Materiality Assessment in order to determine:</p> <ul style="list-style-type: none"> - whether the issues identified are still relevant, - whether its relevance for Parques Reunidos or its stakeholders has been modified, or - whether there are new topics that should be included in the inventory of material matters, taking as a starting point the aspects established by the GRI (Global Reporting Initiative) Standards. <p>Deepening on specific topics of increasing importance during 2020, as a consequence of the crisis caused by COVID-19.</p> |
| <p style="text-align: center;">Step 2: Prioritization</p> | <p>Prioritization of issues based on a double analysis:</p> <p>Relevance according to external sources:</p> <ul style="list-style-type: none"> - identification of the opinion of key stakeholders, including analysis of the treatment of the identified topics by the media and organizations specialized in sustainability, - Review of issues identified as material by the Sustainability Accounting Standards Board (SASB) and by competitors and other operators in the sector. <p>Relevance according to internal sources:</p> <ul style="list-style-type: none"> - analysis of the Group's performance in the sustainability area to identify risks and opportunities for improvement, - analysis of the guidelines and good practices published by the International Association of Amusement Parks and Attractions (IAAPA). |
| <p style="text-align: center;">Step 3: Validation</p> | <p>Review, validation, and assessment of the relevance of the issues for Parques Reunidos through meetings with the different business areas.</p> <p>The business areas provide the internal vision of the Group and the relevance of each topic for Parques Reunidos.</p> |

The information used for prioritizing issues during the first materiality assessment is described in Annex III. This methodology allowed us to approach each of the stakeholders to find out their opinions regarding the issues that the company should report and the issues that are relevant to them. Through this methodology, a total of 25 topics were identified. Of these, 17 material issues were prioritized, which are what Parques Reunidos focuses on to develop and implement its sustainability strategy.

The following conclusions result from the review carried out in 2020:

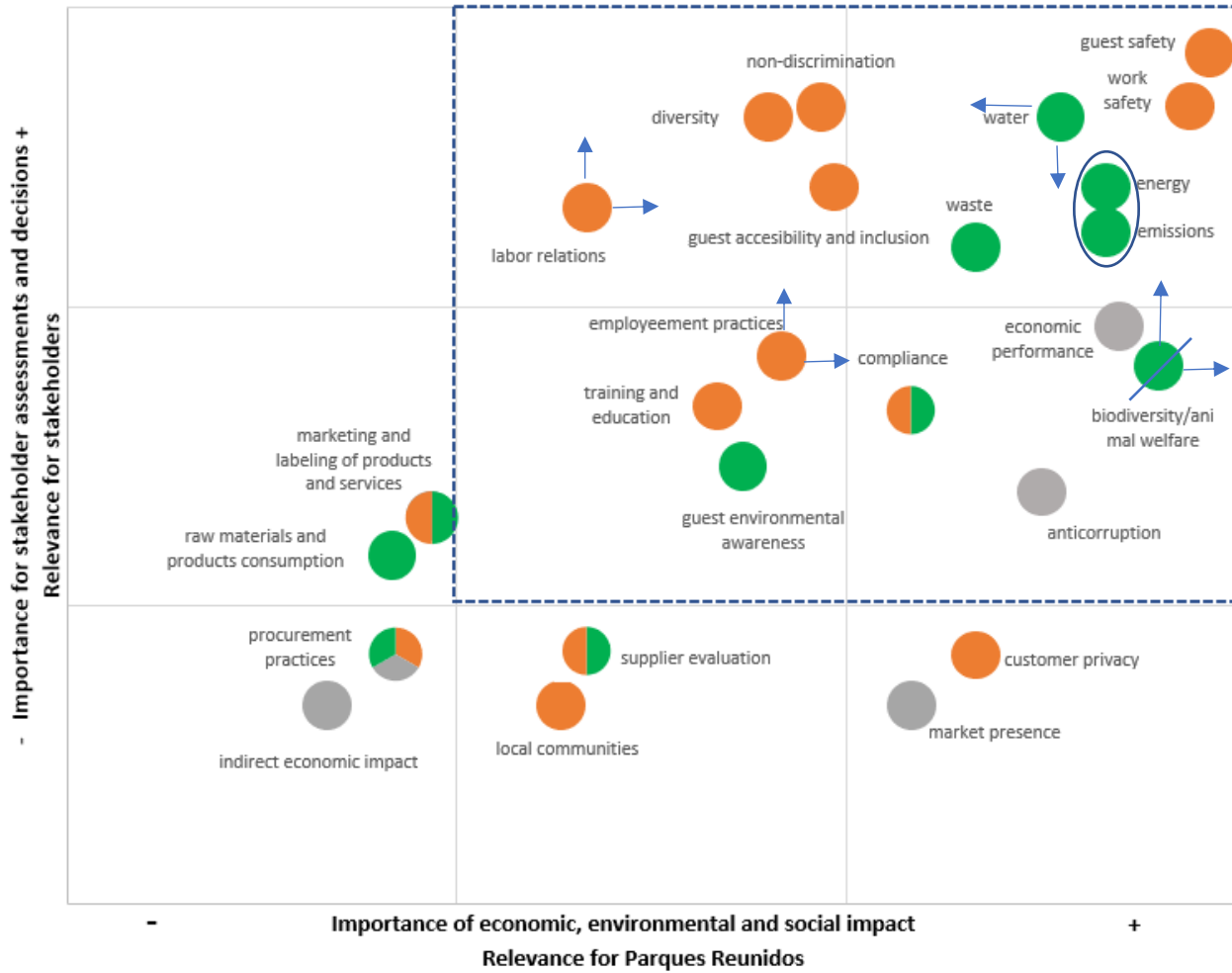
- All the issues identified continue to be material for Parques Reunidos.
- The aspects 'occupational safety' and 'customer safety', already identified as the most relevant for both Parques Reunidos and its stakeholders, acquire special relevance in the context of the pandemic, in particular, aspects related to health, both physical and mental. Consequently, the matter is explicitly referred to as 'health and safety'.
- The issues of 'worker-company relations' and 'employment practices' acquire greater relevance both for Parques Reunidos and for interest groups as a result of the economic crisis linked to the pandemic.

- In the environmental area, aspects associated with climate change continue to grow in relevance for stakeholders. For the Group, the influence of adverse weather events continues to have a high impact on the business, so the 'energy' and 'emissions' aspects have been grouped into a new aspect called 'energy and climate change' to reflect the commitment of the Group to promote efficient use of energy and the use of renewable energies.
- The 'water' aspect loses relevance for stakeholders, although Parques Reunidos continues to consider it a priority issue, particularly due to its presence in highly water-stressed areas.
- Animal welfare is growing in importance both for Parques Reunidos and for its stakeholders. While biodiversity conservation remains part of the material issues, 'animal welfare' and 'biodiversity' are hereinafter considered as separate issues in order to reflect the different action plans in each of these areas.

In addition to the matters identified as material, the report includes information on the remaining aspects included in Law 11/2018 on non-financial information, indicating, where appropriate, if the matter is non-material for Parques Reunidos.

Materiality matrix

Materiality 2019- Changes

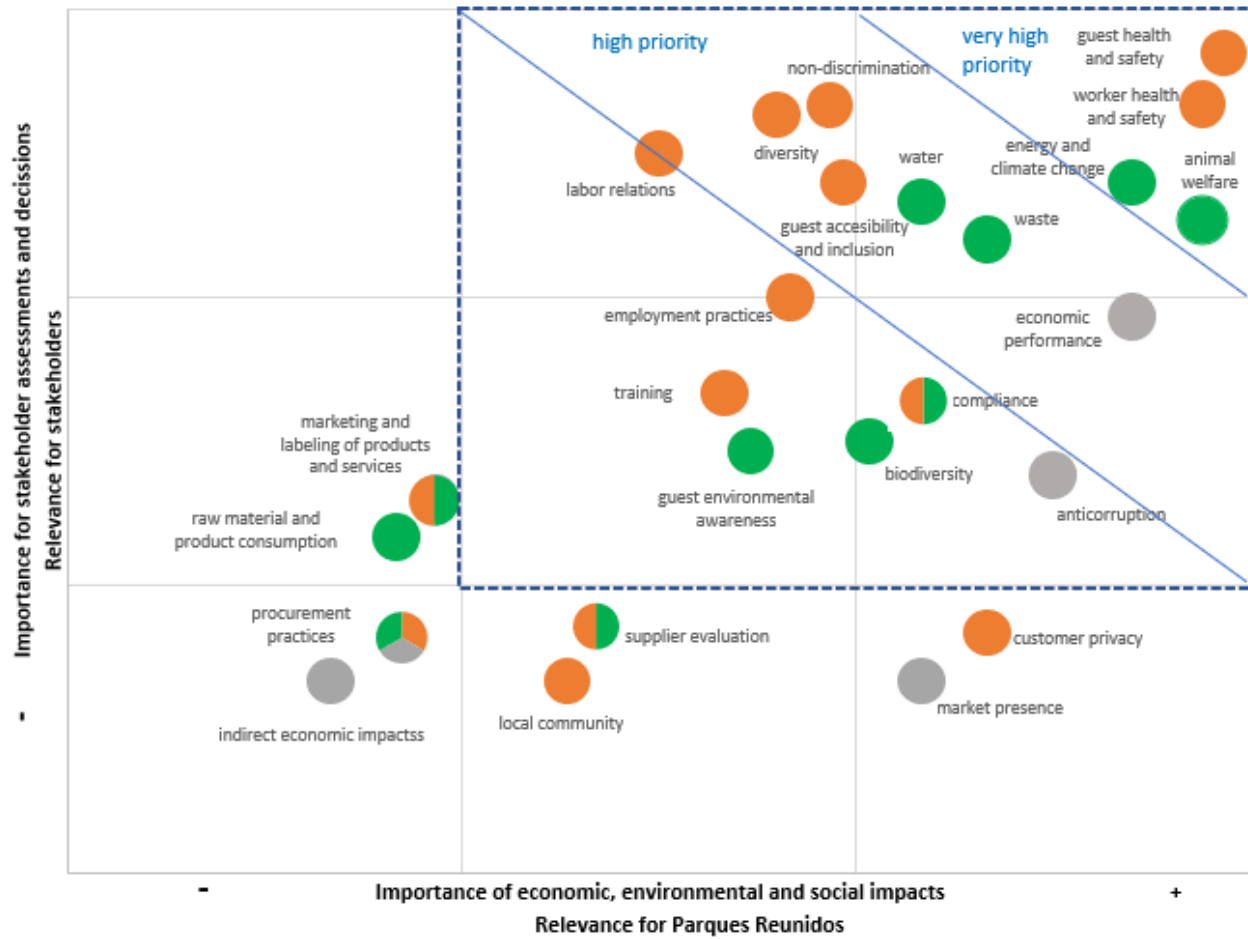


- Material matters
- Environmental issue
- Social issue
- Economic / Governance issue

Changes in 2020

- Change in relevance
- Issues to group
- Issues to disaggregate

Materiality 2020



- Material matters
- Environmental issue
- Social issue
- Economic / Governance issue

Main factors and trends that may affect its future evolution

Parques Reunidos has a business model proven to withstand significantly adverse macroeconomic conditions, supported by a widely diversified portfolio of regional leisure parks.

The **crisis associated with COVID-19** has revealed the vulnerability of the leisure sector, in general, but at the same time, the ability of Parques Reunidos to react in an agile way, adapt its operation and keep the business operational, guaranteeing health and safety for workers and guests. Thanks to the Group's international presence and the regional nature of its parks, it has been possible to maintain visitors even in moments of mobility restrictions. Similarly, the parks' nature as open-air spaces, has allowed the operation of most of the facilities in conditions that minimize the risk of COVID-19 transmission for both workers and visitors.

Notwithstanding the foregoing, like for any business, the evolution of the Group's activity may be conditioned by various risks and factors. Any of the following risks and uncertainties could have a material adverse effect on the business, on the results of operations, on the financial conditions, cash flows and / or projections of Parques Reunidos².

- **Parques Reunidos activity is seasonal**, which can increase the effect of adverse conditions or events. Thus, although the Group maintains a sufficiently diversified portfolio of assets in terms of type of park and geographic location, including a limited concentration and a series of solid local brands, our operations are subject to seasonal factors. Attendance to our parks follows a seasonal pattern that coincides markedly with vacation periods and the school calendar. Consequently, adverse or extreme climatic factors, bad weather forecasts, accidents, closures of attractions, special events or any other condition or negative event that could take place during the operating season of our parks, in particular during summer months

when attendance is higher, can significantly impact our business.

- **The Group depends on seasonal labor.** The operation of our parks depends in part on seasonal labor (employees with temporary contracts or employees with fixed discontinuous contracts).
- **Other risks related to our business and sector are:**
 - Adverse or extreme weather conditions or forecasts can negatively affect the influx of visitors to our parks, considering that the vast majority of them are open-air centers.
 - The Group competes for the spending of its visitors against other parks and increasingly diverse leisure alternatives (including "home entertainment").
 - The Group could be adversely affected by changes in consumer tastes and preferences, as well as by demographic variations in the population.
 - A weak or uncertain economic situation could harm park attendance, visitor spending patterns, and the Group's general business and financial situation.
 - Risks related to computer systems: cybersecurity and computer failures.
 - Failure to monitor the pace of technological evolution could jeopardize the Group's operations or its competitive position.
 - The Group's operations depend on the terms of various contracts (signed with public or private counterparts) and administrative concessions.
 - The loss of operating licenses or other authorizations may have a significant adverse effect on the Group's business. The operation and development of the parks is subject to obtaining and maintaining various licenses and urban planning consents, as well

² The order in which the risk factors are presented below is not indicative of their greater or lesser probability of occurring.

- as to various laws and regulations of various kinds.
- The Group is subject to obligations and costs linked to its own intellectual and industrial property rights, as well as those it exploits under licenses granted by third parties.
 - The Group is exposed to significant reputational risk as a result of incidents both in its own parks and in those of its competitors.
 - The care and exhibition of animals in the parks carries inherent risks.
 - Government regulations, as well as any change and modification thereof, could harm the current and future operations and results of Parques Reunidos.
 - The Group relies on the services of its key management personnel, as well as on its own ability to attract and retain suitably qualified employees.
 - Internal controls and procedures may not always be sufficient to prevent fraud or other compliance issues.
- Acts of terrorism, natural disasters or other disturbances could adversely affect the future results of the Group.
 - Allegations of any illness potentially attributable to our parks, as well as public health concerns, could adversely affect the business.
 - Possible liabilities and costs incurred in any litigation could adversely affect the business.
 - The insurance coverage enjoyed by the Group and its parks may not cover possible losses suffered by it, and the cost of insurance may increase, or Parques Reunidos may not be able to purchase sufficient coverage.

The risks related to the areas considered in Law 11/2018 and those related to material environmental and social issues, as well as their management approach and the procedures used to detect and evaluate them, are described in greater detail in the corresponding section of the report.

GOOD GOVERNANCE AND DUE DILIGENCE

Our Principles

Our Sustainability Policy includes, under the Governance Principles section, the following principles, applicable to the entire life cycle of all Group activities, to all Parques Reunidos employees, subcontractors, agency personnel and third parties who carry out activities for and on behalf of the Group, to the goods and services that we acquire, to our direct operations, and to the services that we provide to our customers:

- Comply with the applicable legislation in the countries and territories in which the Group operates, voluntarily adopting as complementary international commitments, standards and guidelines where there are no adequate or sufficient legal provisions.
- Create a governance model and management structures that promote a culture of compliance.
- Establish ethical and appropriate environmental, social and governance principles through relevant policies, standards, procedures, and guidelines related to sustainability.
- Have a defined and documented corporate governance structure with clear roles, responsibilities, and adequate internal control mechanisms, including, among others, Criminal Risk Prevention Programs, Health and Safety and Environmental Management System, Control and Management model of Tax Risks, Internal Control System on Financial Information, Internal Control System for Non-Financial Information and Risk Control, and Management Policy.

Policies

The summary of the Parques Reunidos existing policies and standards in the areas considered in Law 11/2018, including a brief description of the commitments assumed, is included in Annex IV.

The results of the application of these policies, including the key non-financial results indicators, as well as the specific due diligence procedures applied

for the identification, evaluation, prevention and mitigation of risks and significant impacts, and the verification and control procedures, including, where appropriate, the measures adopted, are included in the corresponding section of the report.

Governing Bodies

Pirolín Bidco, S.A.U. has been the parent company of the Parques Reunidos Group since September 16, 2019. It is in turn the majority shareholder of Parques Reunidos Servicios Centrales S.A., the headquarters of the Group's central services, with 99.56% of the share capital as of December 31, 2020.

Since the effective delisting of its shares from the stock market, on December 5, 2019, Parques Reunidos Servicios Centrales S.A. modified its

administrative body, changing to a sole legal entity administrator (Pirolín Bidco S.A.U.), with Mr. Pascal Ferracci, the CEO of Pirolín Bidco, S.A.U., as its natural person representative at the close of the fiscal year.

Pirolín Bidco, S.A.U., the parent company of the Parques Reunidos Group, has a Board of Directors and an Audit and Control Committee, whose composition and functions are described below.

Board of directors

At the closing date of the fiscal year, Piolín Bidco, S.A.U. has a Board of Directors of nine members with the following composition:

| Post | Board of directors |
|-----------------------------|-------------------------------|
| Chairwoman | Kathryn Elizabeth Swann |
| CEO | Pascal Ferracci |
| Director | Vagn Ove Broendholt Soerensen |
| Director | Per Georg Braathen |
| Director | Asís Echániz Guisasola |
| Director | John Michael Duffey |
| Director | Jonathan Rubinstein |
| Director | Alexandra Thomas Lutz |
| Director | Carlos Ortega Arias-Paz |
| Non-member secretary | Cristina Carro Werner |

The Board of Directors of Piolín Bidco S.A.U. is the body in charge of directing and approving the organization of the Group. Likewise, it is the body responsible for supervising that the management team complies with the objectives set and respects the corporate purpose and interest.

In addition, the Board of Piolín Bidco S.A.U. ensures that the Group always respects the laws and regulations in its relations with stakeholders, complies in good faith with its obligations and contracts, respects the uses and good practices of the sector and the territories where it operates, and observe any additional principles that it has voluntarily accepted.

During 2020, its competence has been the ratification, on May 19, 2020, of the Corporate Compliance Program and the Group's Tax Policy, previously approved by the Board of Parques Reunidos Servicios Centrales, SA during its stage as a listed company.

Audit and Control Committee

Reporting to the Board of Directors of Piolín Bidco S.A.U., and as an internal control mechanism, in December 2019, an Audit and Control Committee was set up, whose regulations, including details of its powers, were approved on January 24, 2020.

At the closing date of the fiscal year, the composition of the Audit and Control Committee of Piolín Bidco S.A.U. was as follows:

| Post | Audit and Control Committee |
|-----------------------------|-----------------------------|
| President | John Michael Duffey |
| Member | Asís Echániz Guisasola |
| Member | Carlos Ortega Arias-Paz |
| Member | Jonathan Rubinstein |
| Non-member secretary | Cristina Carro Werner |

The main functions of the Audit and Control Committee, which are exclusively advisory, are:

- Ensuring the effective management of all company actions in the areas of internal and external auditing, and compliance (including risk management).
- Supervise the process of preparation and presentation of financial and non-financial information before submitting it to the approval of the Board of Directors.
- Inform and propose to the Board of Directors proposals and recommendations in the areas of its competence.

Its specific attributions include, among others:

- Supervise the effectiveness of internal control, internal audit, and risk management systems, including taxation, the discussion with the account auditor about significant weaknesses in the internal control system detected in the development of the audit, all without infringing their independence.
- Supervise the financial reports and controls, reviewing and discussing the annual accounts, including the management report, with the

management team and with the external auditors.

- Review the annual non-financial information report, including its verification by an independent third party, obtaining the required knowledge about the impact of Parques Reunidos' activity on environmental and social matters, respect for human rights, animal welfare and the fight against bribery and corruption, among others.
- Periodically review the internal control and risk management systems to ensure that the main risks, including, but not limited to, financial, reputational, legal, operational, environmental, and business exposure, among others, are

identified, managed, quantified, and adequately disclosed, as well as discuss with the internal auditor the measures adopted by Parques Reunidos to monitor and control said risks.

- Supervise the work of the account auditors and establish the appropriate relationships with them to receive information for examination by the Audit and Control Committee on matters that may put their independence at risk, as well as any others related to the accounts' audit's development process.
- Supervise the policies and procedures related to health and safety, as well as those related to sustainability.

Control mechanisms

After it was listed on the stock market in April 2016, Parques Reunidos undertook a series of projects with the aim of perfecting, formulating and systematising its internal control framework and risk management, in line with the standards demanded by its stakeholders, with particular attention to the requirements of the CNMV.

The project to improve the internal control system and risk management has been organised into four core elements:

- The system of Internal Control over Financial Reporting (ICFR): geared to ensure the integrity of financial information that the company reports to the market.
- The Risk Management System (RMS), which includes risk areas considered relevant for the achievement of the Group's objectives, with special emphasis on those of a strategic and operational nature. All the risks included have been incorporated into the Corporate Risk Map, subject to periodic reviews by the management team.
- The Criminal Risk Prevention Model, which aims to establish the best internal control procedures and policies for preventing crime and, where appropriate, to exempt the Group from liability in Spain, under the current Basic Law 1/2015 of 30 March, modifying the Criminal Code. Work continued in 2019 on harmonising the model

and extending it to Europe, depending on the special nature of the different European jurisdictions in which the Group is present.

- The Tax Risk Prevention Model, whose objective is to mitigate risks of a tax nature

For all the risks identified, in the different internal control frameworks mentioned above, control mechanisms were established to mitigate their impact and probability of occurrence, including the identification of the owners of the controls.

Once Parques Reunidos Servicios Centrales S.A. was delisted from the listing in December 2019, the Audit and Control Committee of the Parques Reunidos Group's parent company, Piolin Bidco S.A.U., decided, at the beginning of fiscal year 2020, to maintain the referred Internal Control Systems of Financial and Risk Management Information, and continue with their development and improvement in order to adapt them to the new condition of Parques Reunidos as a private company. Thus, on May 19, 2020, Piolin Bidco, S.A.U.'s Board of Directors ratified the Corporate Compliance Program and the Group's Tax Policy, previously approved by the Board of Parques Reunidos Servicios Centrales and decided to continue, adapting them to the parent company's new private nature.

At the beginning of April 2020, due to the situation caused by COVID-19, the internal audit function was

temporarily suspended in order to focus all of Parques Reunidos' efforts and resources in mitigating the impact of the pandemic. In September 2020, the internal audit function was reactivated, resuming the mandate of the Audit and Control Committee, and launching the project to update the Parques Reunidos Risk Map, which is expected to be completed in the first quarter of 2021.

During the 2021 financial year, it is also planned to continue with the updating process of the Risk Management System, reviewing it at the park level, the Internal Control System for Financial Information, and the Internal Control System for Non-Financial Information.

OUR AREAS OF ACTION

Environmental management

The care and conservation of the environment are fundamental values for Parques Reunidos. That is why we supervise our generation and management of waste, as well as the consumption of water and energy and the associated emissions.

Since our parks are not production centers, the consumption of raw materials is considered a non-material aspect. The main consumption of raw materials is associated with the restaurant activity, this being dependent on the type of menu offered and the preferences of our visitors, so it is not possible to establish raw material consumption ratios that offer relevant information on their efficiency use.

Our Principles

Our Sustainability Policy includes, under the Environmental Principles section, the following principles, applicable to the entire life cycle of all the Group's activities, to all Parques Reunidos employees, subcontractors, agency personnel, and third parties who carry out activities for and on behalf of the Group, to the goods and services that we acquire, to our direct operations, and to the services that we provide to our customers:

- Support the potential for value creation from the development of the Group's companies as environmentally resilient and regenerative.
- Support a precautionary approach to environmental challenges, including those related to climate change.
- Constantly improve the Group's environmental practices, including, among others, those related to the reduction and management of waste, control of the use of energy and water, and the use of renewable sources.
- Limit emissions of harmful substances and waste, including greenhouse gas emissions.
- Limit consumption of environmentally scarce and non-renewable resources relevant to specific business operations.
- Achieving high standards of animal welfare in support of our goals as a modern conservation organization, providing environments that focus on the physical and behavioral needs of our animals.
- Promote the protection of the environment and biodiversity and the conservation of natural heritage.
- Promote knowledge of the different animal species and different ecosystems and their conservation, as well as the conservation and protection of threatened or endangered species.
- Promote educational initiatives in the Group's field of activity in order to contribute to social and environmental awareness.

Management Approach

- The guidelines on environmental matters are included in the Health, Safety and Environment Management Standard, based on the ISO 14001 standard, although the final objective is not to certify it, and the rest of Health, Safety and Environment associated standards. These standards establish the minimum requirements applicable to all the Group's parks. If the requirements of local legislation are more stringent than those specified in said standard, then the local legislation must be complied with in addition to the standard. These standards include, among other aspects, the roles and responsibilities in environmental matters.

- The obligations related to reporting emissions, including noise emissions or light pollution, waste management or water management, vary by country, region or state, as well as by the business segment in which the park operates. When necessary, the parks submit environmental reports to the competent authorities.
- The monitoring and measurement of the environmental aspects identified, such as the consumption of electricity, water resources or the generation and management of waste associated with each activity, is carried out at the park level and is supervised at the Group level.
- The environmental investments and the necessary resources are managed by the parks within their annual improvement process. Environmental management is carried out by the Maintenance and Operations areas with the direct collaboration of the Heads of Safety, Health and Environment or the person designated in each park, as appropriate.
- The Group has established a system for the notification and registration of environmental
- incidents that may take place at its facilities. The analysis of these cases makes it possible to establish preventive and corrective measures and identify opportunities for improvement.
- The Group uses internal audits and compliance evaluation programs, addressing both legal requirements and internal requirements, to improve the environmental performance of its operations. Audits are conducted annually at a selection of operating facilities. By reviewing the findings, the lessons learned are applied to similar facilities through a cycle of continuous improvement.
- Environmental progress, including, where appropriate, relevant incidents and infractions, is reported to the Board of Directors as part of the periodic management report.
- Parques Reunidos has environmental damage insurance that allows it to face possible materialization of environmental risk in its parks, both in Europe and in the USA and Australia, including civil liability for pollution, cleaning costs or expenses derived from an accident, among other forms of coverage.

WORLDLEX- MANAGEMENT AND MONITORING OF ENVIRONMENTAL COMPLIANCE

During 2020, Parques Reunidos has launched, through the WorldLex platform, the process and actions applicable to each park to ensure compliance with both internal requirements and legal requirements in environmental matters, as well as in health and safety.

WorldLex is an online database that allows Parques Reunidos parks and workplaces to identify and evaluate the applicable requirements to ensure proper performance.

Through this new tool, the Group's parks can identify and evaluate:

- Legal requirements in the areas of Environment, including among others, waste management, specific requirements related to energy or water management, ..., Health and Safety, both for visitors and workers, for example, specific legislation on the evaluation of occupational hazards, specific legislation on certain hazards (work at height, diving, ...), emergency planning and response requirements, ... and Facility Safety, including requirements relating to inspection and maintenance of electrical equipment, inspection and pressure vessel maintenance, firefighting equipment requirements, ...
- Internal requirements derived from the policies, standards, and procedures of Parques Reunidos, in the areas of health, safety, the environment.

Through this tool, the parks carry out the internal evaluation of compliance that is subsequently verified through the internal health, safety and environment audit process, establishing action plans to guarantee continuous improvement.

Energy and greenhouse gas emissions

Our objectives

- ❖ *Manage our energy consumption by promoting energy conservation and the reduction of greenhouse gases (GHG)*
- ❖ *Address the current and potential demands of our customers related to GHG emissions and the possible impacts of climate change in our operations*

Why does it matter?

The energy consumption and greenhouse gas emissions of our parks come from three main sources: electricity, consumption of natural gas and consumption of other fuels.

Due to the seasonal nature of our activity, and the fact that most of our parks carry out their activities outdoors, adverse or extreme weather factors can have a significant impact on the business.

As the effects of climate change on our planet become more evident, and the potential for

regulation and demand for low-carbon energy sources increases, both by the authorities and by the general public, Parques Reunidos is committed to being proactive about mitigating climate change.

Quantifying and managing greenhouse gas emissions from our activities helps us identify opportunities for improvement. The ability of our parks to reduce energy consumption and emissions has a positive impact on the environment, our employees, and our customers.

Management approach

Even though our parks are not subject to regulations that limit GHG emissions, we seek continuous improvement in order to conserve energy, reduce emissions and minimize environmental impact.

- We monitor and report on atmospheric emissions from our operations in accordance with the provisions of local regulations.
- We collect operational data and calculate Scope 1 and Scope 2 GHG emissions annually.

- Energy audits are carried out in different parks, which help identify the factors that directly influence energy consumption, as well as the possibilities for savings, taking into account the technical-economic feasibility of their implementation.
- We work to improve energy efficiency in our facilities by maintaining equipment and replacing it with more efficient equipment from the energy point of view.

Evaluating our approach

While we are confident in our current climate strategy, we understand that we must continue to anticipate the possible impacts of climate change on our activity, the possible new regulations and demands from our stakeholders, and prepare for future compliance challenges.

The improvement of energy management and the use of electricity mix with a higher percentage of renewable energies are part of our 2020-2025 initiatives.

100% of the electricity used in 2020 in our parks in Spain comes from renewable sources

SUSTAINABLE MOBILITY: SLAGHAREN PARK MAKES GREEN DECISIONS REGARDING TRANSPORTATION

Slagharen's management team decided to make a sustainable decision for the future. The old diesel cars, 9 in total, have been replaced by electric cars.

In addition to achieving a reduction in CO₂ emissions, an electric car is cheaper to use than a comparable gasoline or diesel car, considering the total cost of ownership over the entire useful life, and because an electric car has fewer moving parts than an internal combustion engine car, there is less wear, resulting in lower maintenance and waste generation needs.

TURNING RISKS INTO OPPORTUNITIES: USE OF RENEWABLE ENERGY SOURCES

EQT, Parques Reunidos main shareholder, applies responsible investment principles and practices as an integral part of each phase of the investment and value creation process. EQT has publicly committed to supplying 100% renewable electricity for its own operations and is encouraging its portfolio companies to increase the renewable electricity consumed as well. For this, EQT, with the collaboration of an independent third party, has carried out a project during 2020, which has allowed Parques Reunidos to:

- Understand the current state of energy procurement activities and the scope of renewable electricity procurement in terms of quantity, quality, price, and impact.
- Identify future opportunities to increase the percentage of renewable electricity and evaluate the options in terms of cost, risk, quality, transactional complexity, GHG reduction potential, and other similar considerations.
- Review the quality of our GHG emissions reports.

As a first step to accelerate the transition to renewable electricity sources, the Group has centralized the management of electricity and gas as of December 2020 for all the group's parks. In this way, it is expected to achieve a more efficient management, as well as a greater impulse of the purchase with sustainable criteria.

Energy

| Indicator | Unit | 2019 | 2020 |
|---|--------------------------------|---------|---------|
| Total energy consumption | MWh | 208,988 | 142,794 |
| Electricity | MWh | 149,359 | 104,326 |
| Natural gas | MWh | 53,134 | 32,312 |
| Other fuels | MWh | 6,498 | 6,156 |
| Energy from renewable sources | MWh | 55,724 | 40,910 |
| Electricity | MWh | 55,072 | 40,203 |
| Natural gas | MWh | - | - |
| Other fuels | MWh | 651 | 707 |
| Energy from renewable sources | % | 27 | 29 |
| Electricity from renewable sources | % | 37 | 39 |
| Energy intensity | MWh / 10 ³ visitors | 9.8 | 19.9 |

Details by region are included in Annex V- Health and Safety and Environmental Performance - Regional Indicators

Greenhouse Gas Emissions (GHG)

| Indicator | Unit | 2019 | 2020 |
|---|--|--------|--------|
| Direct GHG emissions- Scope 1 | | | |
| Direct GHG emissions | Ton CO ₂ equiv | 10,783 | 4,597 |
| Indirect GHG emissions- Scope 2 | | | |
| Indirect GHG emissions | Ton CO ₂ equiv | 40,957 | 32,177 |
| GHG emissions intensity | | | |
| Intensity of total GHG emissions | Ton CO ₂ / 10 ³ visitors | 2.4 | 5.1 |
| GHG emissions - Scope 1 | Ton CO ₂ / 10 ³ visitors | 0.5 | 0.6 |
| GHG emissions - Scope 2 | Ton CO ₂ / 10 ³ visitors | 1.9 | 4.5 |

Details by region are included in Annex V- Health and Safety and Environmental Performance - Regional Indicators

Water

Our objectives

- ❖ *Minimize the use of water*
- ❖ *Increase the use of recycled water, with special focus on parks located in areas classified as high or very high water-stressed areas.*

Why does it matter?

The activity of our parks, in particular the water parks, as well as the catering and accommodation activities, depend on water for the operation of their facilities.

29% of our parks are located in areas classified as high or very high water-stressed areas.

Management approach

Parques Reunidos recognizes that the activities of some of our parks are water intensive and is committed to a rational use of water resources through effective water management practices.

- We identify and evaluate potential water sources, including recycled water sources, to select those with the lowest environmental footprint.
- We comply with the applicable regulations to protect water resources in the communities where we operate and guarantee that our activities do not have negative effects, this includes, when applicable, the preparation of Sustainable Water Management Plans and their corresponding follow-up audits.
- Surface water withdrawals or the use of water from lakes or sea water are carried out in accordance with water management permits approved by local authorities.
- We monitor and report on the use of water in our operations in accordance with the provisions of local regulations.
- We work to minimize the use of water in our facilities through the maintenance of equipment and facilities.
- We take advantage of the best practices in the industry, using recycled water whenever possible and treating the water for reuse as hazardous water.

Evaluating our approach

Our main sources of water in 2020 are third party water, both drinking and recycled (86% of the total consumed at the Group level) and groundwater from wells (12% of the total consumed at the Group level). Some parks also use harvested or collected rainwater.

When the parks use surface water from lakes or sea water, this water is used as part of closed catchment and return systems, so it is not counted as consumed water.

Parques Reunidos continues to work to reduce the consumption of fresh water in high or very high water-stressed areas, through efficient water use measures and the use of recycled water for those uses (irrigation water, gardening, ...) In which this is possible.

Our use of recycled water in high or very high water-stressed areas has gone from 31% in 2019 to 37% in 2020.

Water use

| Indicator | Unit | 2019 | 2020 |
|--|--|-------|-------|
| Water consumption | | | |
| Total water consumption | 1000 m ³ | 4,548 | 2,758 |
| Water consumption in high/very high-water-stressed areas | 1000 m ³ | 1,565 | 1,101 |
| Water consumption in other areas | 1000 m ³ | 2,983 | 1,657 |
| Water consumption by origin | | | |
| Third party water | 1000 m ³ | 4,005 | 2,347 |
| Drinking water | 1000 m ³ | 3,893 | 1,820 |
| Recycled water | 1000 m ³ | 523 | 527 |
| Underground water | 1000 m ³ | 112 | 332 |
| Surface water | 1000 m ³ | 20 | 79 |
| Use of recycled water in high or very high water-stressed areas | % vs total consumption | 31.3 | 37.0 |
| Intensity of water consumption | | | |
| Total water consumption | 1000 m ³ / 10 ³ visitors | 0.21 | 0.38 |

Details by region are included in Annex V- Health and Safety and Environmental Performance - Regional Indicators

Third-party water refers to water from the municipal supply network or from other organizations. Surface water includes collected or harvested rainwater. In order to adapt the data to the new GRI-303 (2018) standard, the data corresponding to 2019 (4,005 m³ drinking water and well water; 523 m³ of third party water and 20 m³ others), have been reclassified within the new categories used in 2020.

Classification of our parks according to the water stress area³:

| Water stress | Region | | |
|---------------------|---|--|---|
| | Spain | Rest of europe | USA and Australia |
| Very high | | | Boomers! Vista |
| High | Warner, Faunia, Zoo, Parque de Atracciones, Selwo Aventura, Selwo Marina, Teleférico Benalmadena, Aquopolis Torrevieja, Aquopolis Sevilla, Aquopolis Cullera, MEC Murcia. | Mirabilandia | Raging Waters Los Angeles, Boomers! Palm Spring |
| Medium- High | Aquópolis Villanueva, Aquópolis Cartaya, MEC Acuario Xanadú | Bobbejaanland, Aqualud | Castle Park, Seaquarium, Splish Splash |
| Medium-Low | Aquópolis Costa Dorada | Bonbonland, Belantis Park, Tropical Islands, Marineland, Vogelpark Valsrode, | Kennywood, Raging Waters Sacramento, Sandcastle, Wet & Wild - Emerald Pointe, Noah's Ark, Raging Waters |

³ High and Very High Risk Zones: World Resources Institute <https://www.wri.org/resources/charts-graphs/water-stress-country>

| | Region | | |
|--------------|--------|---|---|
| Water stress | Spain | Rest of europe | USA and Australia |
| | | | Sidney, Malibu Grand Prix, Mountasia-Marietta |
| Low | | Tusenfryd, Bo Sommarland, Movie Park, Slagharen, Blackpool Zoo, Aquarium of the Lakes, Bournemouth Oceanarium | Idlewild, Lake Compounce, Story Land, Dutch Wonderland, Raging Waters San Jose, Water Country |

Waste

Our objectives

- ❖ **Minimize the amount of waste generated, promoting proper segregation at source through environmental awareness of our employees and customers**
- ❖ **Reduce the use of single-use plastics**
- ❖ **Reduce food waste in catering activities**
- ❖ **Minimize the amount of waste sent directly to landfill**

Why does it matter?

The activity of our parks and that of our customers when they visit us generate non-hazardous waste associated with the consumption activities carried out in the park such as packaging waste and food scraps, among others. Our main challenge is to reach the awareness and participation of our visitors for an adequate segregation at source of said waste.

Likewise, small amounts of hazardous waste are generated through the maintenance and operation activities of our facilities.

During 2020, the practices implemented to protect both workers and visitors against the transmission of COVID-19 (use of single-use masks by visitors;

disposable gloves made available to visitors at park store; workers' use of personal protective equipment, such as masks and gloves, as well as other respiratory protection equipment; increase in cleaning and disinfection cycles; removal of shared use items in restaurants and substitution by single-dose products;...) have increased the amount of waste generated as well as the complexity of its segregation, not only in Parques Reunidos, but also on a global scale.

The correct handling of this waste, including their minimization and proper management, protects people and the environment.

Management approach

- The parks determine the management methods based on the type of waste, its classification according to local legislation, and the availability of management facilities. Although the methods of managing our waste vary, we seek the most efficient and responsible methods possible.
- We segregate our waste into the maximum number of fractions possible to achieve maximum recovery and recycling.
- Our priority is to reuse or recycle, but we also use landfills, or other approved methods when appropriate. In doing so, we comply with all regulatory requirements of the country and region or state.
- We are committed to the elimination of single-use plastics. This commitment is materialized in concrete actions such as the elimination of plastic straws and other materials such as single-use plastic bags from stores. Single-use material in catering establishments and offices is also being replaced to opt for more sustainable alternatives.
- The parks, and especially the restaurant areas, have products made with recycled and / or biodegradable materials.
- Through environmental awareness campaigns, Parques Reunidos promotes the awareness of both employees and collaborators, as well as customers, regarding responsible consumption and minimization of waste.
- Programs to promote correct product recycling are in place at our European parks, as well as in those located in the United States. In the case of parks such as Dutch Wonderland, Idlewild, Lake Compounce, Miami Seaquarium, Raging Water Los Angeles, and Raging Waters San José, this

recycling knowledge is included in their employee training programs and also in the parks' visitors' welcome programs.

Evaluating our approach

Parques Reunidos keeps working to implement new programs to minimize waste. These include actions such as the recycling of PET bottles and cans, the use of disposable and compostable material, or the installation of composters.

Within the actions of our 2020-2025 plan, work will be done on disseminating good practices among our parks with the aim of continuing to reduce the amounts generated.

PROMOTING THE SEGREGATION OF WASTE IN THE PARKS OF MADRID- "RECYCLING" PROJECT

Visitors to Zoo-Aquarium de Madrid, Faunia, Parque de Atracciones de Madrid, and Parque Warner committed to recycling and waste segregation can obtain rewards every time they deposit their cans and plastic bottles in the equipment installed in these parks. This is possible thanks to the commitment of these parks to "RECICLOS", the Return and Reward System developed by Ecoembes, a non-profit environmental organization that coordinates packaging recycling in Spain. "RECICLOS" aims to encourage the segregation of this type of waste and recognize the work of committed citizens.

Products to promote habits and sustainable mobility stand out among the rewards that visitors can obtain. Similarly, through these rewards, visitors can contribute to social causes, such as collaborating with the Madrid Food Bank.

The parks restaurant areas also work to reduce food waste, though there is no specific accounting method, and its management is carried out along with the rest of the waste. However, some parks have begun to

adhere to national projects in order to be able to reduce the food waste produced, as well as to properly carry out its accounting.

TUSENFRYD- "FOOD RECYCLING IS ESSENTIAL"

Tusenfyrd is part of the "Kutt matsvinn" project, whose objective is to reduce 20% of Norway's food waste by 2020 and halve it by 2030, thus contributing to achieving the United Nations Sustainability Goal 12.3.

By prioritizing employee training and awareness on food waste and gaining control of stock and buffet service, they have reduced food waste by 34 percent since the program began.

Before each season, employees meet at Tusenfyrd for courses and training. To raise awareness, food waste has been a separate topic in recent years and part of the company's new e-learning course that all employees must go through. Employees are aware of the importance of protecting the environment, and in it has been especially important to make the environmental and climate impact visible by reducing food waste during these meetings.

All locations are equipped with registration forms and waste figures are reported daily by local managers. The company has also achieved a good overview of what kinds of food are most frequently thrown into the bin, which has contributed to taking more specific action against the most wasted foods.

Typical challenges of food waste management in Tusenfyrd:

- Large buffets with many options for guests.
- The operations, being sensitive to the weather, make it difficult to calculate purchases and to adjust preparation to the actual number of visitors.
- Lack of experience to ensure good storage routines.

Measures taken:

- To better control food waste, Tusenfyrd uses the waste data to forecast how much food needs to be recalled from the warehouse, and the large buffet was adapted to contain only the best-selling dishes. They have also invested in new freezers and refrigerators. To avoid unnecessary waste from guests, they are offered a large or small portion served by the staff, while the guest can stock up from the salad bar.
- The training courses have focused on increasing competence in the correct storage and reuse of food. Here they have received good help from their suppliers, where both Nortura and BAMA have contributed. This has enabled employees to help, to a much greater extent, preserve food rather than throw it away, while maintaining more secure food safety practices.
- If Tusenfyrd has produced too much and has food left over, they have found good ways to use it too. Food is sold at half price at the end of the day from a food cart in the park or at a low price in the staff dining room. In addition, since July 1, Tusenfyrd has sold more than 250 servings through Too Good To Go from four of the restaurants.

| Indicator | Unit | 2019 | 2020 |
|--------------------------------------|------------|--------------|--------------|
| Waste generated | | | |
| Non-hazardous waste | Ton | 14,761.3 | 11,215 |
| Hazardous waste | Ton | 247 | 411 |
| Waste managed | | | |
| Non-hazardous waste | Ton | 14,190 | 10,882 |
| Waste diverted from disposal | Ton | 8,232 | 5,742 |
| Preparation for reuse | Ton | | 3,599 |
| Recycling | Ton | | 1,840 |
| Other recovery operations | Ton | | 303 |
| Waste directed to disposal | Ton | 5,958 | 5,141 |
| Incineration with energy recovery | Ton | | 1,980 |
| Incineration without energy recovery | Ton | | 152 |
| Landfilling | Ton | | 2,374 |
| Other disposal operations | Ton | | 635 |
| Hazardous waste | Ton | 168 | 414 |
| Waste diverted from disposal | Ton | 143 | 280 |
| Preparation for reuse | Ton | | 26 |
| Recycling | Ton | | 244 |
| Other recovery operations | Ton | | 10 |
| Waste directed to disposal | Ton | 25 | 134 |
| Incineration with energy recovery | Ton | | 12 |
| Incineration without energy recovery | Ton | | 4.5 |

| Indicator | Unit | 2019 | 2020 |
|---------------------------|------|------|------|
| Landfilling | Ton | | 4.3 |
| Other disposal operations | Ton | | 113 |

Details by region are included in Annex V- Health and Safety and Environmental Performance - Regional Indicator

In order to adapt the data to the new GRI-306 (2020) standard, the data corresponding to 2019 have been reclassified within the new categories used in 2020

Animal welfare

Our objectives

- ❖ **Achieving high standards of animal welfare in support of our goals as a modern conservation organization, providing environments that focus on the physical and behavioral needs of our animals.**

Why does it matter?

Parques Reunidos manages 13 animal parks (zoos, aquariums, and marine parks).

Today's society shows more and more interest in the treatment that animals receive in general and, particularly, in the treatment given to those kept in animal parks.

There are also regulations that promote animal welfare. However, this is not simply one more requirement to be fulfilled, imposed by external and internal regulations, but rather an essential value that must be taken care of in an integral way.

Management approach

- We guarantee animal welfare in our parks through compliance with applicable legislation and adherence to good practices of national, regional, and global organizations.
- Our European parks are members of national associations (AIZA, Spain; AFdPZ, France; BIAZA, United Kingdom, VdZ, Germany). Furthermore, Germany's zoos and bird park are members of the European Association (EAZA). Membership in these associations guarantees adherence to animal welfare standards through inspections carried out by independent third parties.
- In the parks of Miami and Hawaii, work is underway to obtain membership in the American Association (AZA). The project started in 2020 and is expected to be completed in 2021.
- Depending on the type of park and its species, additional certifications or membership of other relevant associations are obtained, such as EAAM- European Association for Aquatic Mammals (Zoo, Marineland), American Humane (Marineland, Miami) or AMMPA- Alliance of Marine Mammal Parks and Aquariums (Marineland, Miami, Hawaii)
- As part of the continuous improvement process, Parques Reunidos, in collaboration with ZAWEC, launched an Animal Welfare Program in 2020.

Evaluating our approach

The Animal Welfare Program launched in 2020 aims to obtain a global vision of the potential improvement opportunities existing in our parks through on-site evaluation by an independent third party.

After the assessment is complete, the park completes its improvement plan. The improvement plans are

periodically reviewed by the Monitoring Committee created for this purpose.

During 2020 Zoo-Aquarium de Madrid and Marineland evaluations were carried out. The remaining parks will be evaluated in 2021.

Biodiversity Protection

Our objectives

- ❖ **Promote the protection of the environment, biodiversity, and the conservation of natural heritage.**
- ❖ **Promote knowledge of the different animal species, different ecosystems, their conservation, as well as the conservation and protection of threatened or endangered species.**

Why does it matter?

Parques Reunidos contributes through various projects⁴ to the protection of biodiversity and the most vulnerable ecosystems. Among all of them, in situ conservation programs (that is, programs for the reintroduction and/or protection of species) are most important because they are carried out in the same

populations of origin, where the problems for biodiversity are most pressing.

Some of our parks⁵ are located in or near areas that are subject to rules of special natural protection according to the applicable local legislation.

Management approach

- The activity of our parks, due to its non-industrial nature, does not generate negative impacts on biodiversity. However, in the case of parks located in areas of special protection, we pay special attention to the specific requirements that, where appropriate, derive from the park's operating permits.
- Both the Parques Reunidos Foundation and the Group's animal parks actively participate in research projects, in collaboration with different zoological entities, research entities, and universities. The different research projects carried out not only contribute to improving the design of the facilities and to develop more efficient animal care and handling techniques, but are also of vital importance for the application of veterinary and breeding techniques in zoological institutions aimed at the reintroduction and care of species in their natural habitats.
- Every year, both the Parques Reunidos Foundation and the Group's animal parks carry out educational and awareness-raising tasks among visitors.

Evaluating our approach

The results of the biodiversity protection actions are described in greater detail in the Parques Reunidos Spirit section.

⁴ See "Parques Reunidos Spirit"

⁵ Parks located in or near areas subject to figures of special natural protection: Parque de Atracciones de Madrid, Warner, Zoo-Aquarium de Madrid, Aquopolis Costa Dorada, Aquopolis

Cullera, Movie Park, Aquarium of the Lakes, Vogelpark Walsrode, Tropical Islands, Marineland, Raging Waters Sacramento, Raging Waters Los Angeles, Story Land, Water Country, Hawaii, Raging Waters Sydney

Health and Safety

From the beginning of the pandemic, Parques Reunidos played an active role in monitoring its evolution in order to take the necessary protection measures and provide training and information to both workers and visitors.

After the closure of all the group's parks to the public and as a result of the measures adopted in the different countries, Parques Reunidos worked in close collaboration with the sector associations, both nationally and regionally or internationally to prepare best practices guides that would allow the reopening of the parks in safe conditions. Particular attention was needed to manage the health and safety of animal park workers, which, though kept closed to the public, required the presence of veterinarians and keepers to guarantee animal care and welfare. Likewise, teleworking required a reorientation of activity toward occupational risks prevention.

Later, after the reopening of the parks, it was also necessary to pay attention to risk prevention for our visitors in order to minimize the risk of COVID-19 transmission. Based on individualized risk analysis in each country and business segment and respecting the specific restrictions established in each country, state or region, as well as the recommendations made through the aforementioned sector guides, the parks, in collaboration with the health, safety and environment corporate area, implemented the appropriate measures to guarantee safe and healthy places for customers, employees and contractors. These measures include, among others, capacity limitations, contactless payments promotion, on-line reservations, upholding safety distance (both in queues and in the attractions and shows), increase in cleaning and disinfection cycles, hydroalcoholic gel dispensers made available to visitors throughout the park, signage and information for clients and workers, and specific trainings for employees.

The current pandemic increased our focus on the importance of protecting the health of both workers and visitors, as well as the impact on mental health and psychosocial risks associated with organizational changes (teleworking, situations of temporary unemployment) and with the uncertainty derived from both the economic crisis and the changes in regulatory aspects and daily life (periods of strict confinement, mobility restrictions, difficulties in reconciling personal and professional life associated with the closure of schools and other basic services, ...) which affect both to the professional and personal life of the people who make up Parques Reunidos, and that have happened during 2020 and will continue during 2021.

Our principles

Parques Reunidos has a firm commitment to protecting the health and safety of its visitors and workers, which is based on the following principles:

- Operate in accordance with all applicable laws and regulations and best industry practices.
- Provide and foster leadership to ensure that all employees, contractors, and suppliers understand their responsibilities for safety and health.
- Provide all workers with the training and support necessary to integrate the principles of risk prevention and health and safety management into their daily work, both for workers and customers.
- Integrate health and safety considerations, both for workers and guests, in the planning, design, construction and operation of all our processes, programs and facilities.
- Manage our activities to avoid incidents that could result in damage to people, communities, or property.
- Commit the necessary resources for the implementation of the principles related to health and safety included in our Sustainability Policy.
- Prioritize business relationships with companies committed to health and safety and risk prevention.
- Provide an effective health and safety management system, both for workers and visitors, which promotes continuous improvement, as well as the adherence of employees, contractors, and suppliers to the

processes and requirements of Parques Reunidos.

Management Approach

- The guidelines on health and safety, both for workers and guests, are included in the so-called Health and Environmental Safety Management Standard, based on the ISO 45001 standard, though the final objective is not to certify it, and other associated standards. These standards establish the minimum requirements applicable to all the Group's parks. If the requirements of local legislation are more stringent than those specified in said standard, then the local legislation must be complied with additionally. These standards also include roles and responsibilities in health and safety related matters.
- The obligations related to occupational risk prevention and health and safety of our facilities vary according to the country and the region or state and according to the business segment in which the park operates. When necessary, the parks present the corresponding reports to the competent authorities.
- Each park annually prepares its strategic improvement plan in terms of health and safety for workers and guests. The actions that make up the plan are established based on a process that identifies incident trends, audit and inspection findings, and all relevant information to identify transformative projects that raise the park's health and safety maturity to the next level. Strategic initiatives, once fully implemented, are maintained and become part of the routine action plan.
- The Group uses internal audits and compliance evaluation programs that address both legal requirements and internal requirements, to improve the health and safety performance of its operations. Audits are conducted annually through a selection of operating facilities. By reviewing the findings, the lessons learned are applied to similar facilities through a cycle of continuous improvement.
- Progress in health and safety, both for workers and guests, including relevant incidents and infractions where appropriate, are reported to the Board of Directors as part of the periodic management report.

Safe and healthy workplaces

Our objectives

- ❖ Provide safe and healthy workplaces for our employees and collaborators
- ❖ Zero accidents

Why does it matter?

Our Health and Safety Policy defines the principles that guide the actions in this matter of all the parks and other work centers of the Group.

In addition to this policy, Parques Reunidos has an occupational health and safety management standard, which integrates environmental and customer safety related aspects, while also incorporating the best practices in the sector.

Management approach

Management systems

Our health and safety management standard is based on the ISO 45001 standard, though the final objective is not to certify it, and it is applicable to:

- All Parques Reunidos work centers; that is, parks, construction projects, offices, and any other place where there are activities under the responsibility of Parques Reunidos
- All activities, products, and services; that is, work activities, food and beverages, merchandising, shows, and any other entertainment product or activity offered by Parques Reunidos.
- All persons; that is, customers, employees, contractors, and suppliers hired by Parques Reunidos. This includes: all workers who are employees and workers who are not employees, but whose jobs or workplaces are controlled by the organization.

In relation to supplier workers, who are not employees and whose jobs or workplaces are not controlled by the organization, Parques Reunidos prevents and mitigates the possible impacts on their

safety and health through the inclusion of criteria that is relative to health and safety in the supplier selection processes, as well as the inclusion of specific clauses related to risk prevention and occupational health and safety in contracts and orders⁶.

This global occupational health and safety system is our tool for continuous improvement. In addition, the system is based on the principle that the Group's contractors are its collaborators and Parques Reunidos makes them part of its preventive culture.

The Group's work centers have specific procedures that make up their local health and safety systems.

Hazard identification, risk assessment and incident investigation

Along with the management system standard, Parques Reunidos has developed specific standards and procedures related to risk assessment and incident management. These standards are applicable to all work centers and all employees of the Group. They define the specific roles and responsibilities in terms of health and safety.

⁶ See also section "Outsourcing and Suppliers".

Each work center has a person assigned to supervise the health and safety processes. The risk assessments are carried out by the line management in collaboration with the designated persons in each center.

Until October 2020, regional tools (Europe and USA-Australia) were used for the notification and management of incidents. Likewise, the USA and Australia maintained different tools for visitors' and workers' accident management. As of October 2020, all the Group's parks have started to use a new global tool for the notification and management of incidents. The use of a single tool facilitates the analysis and monitoring of incidents in order to detect opportunities for improvement, both at the park level and at the Group level.

On a monthly basis, the corporate health, safety and environment area prepares a summary of incidents that includes monitoring of incident rates. This summary is distributed to all the parks for subsequent analysis and monitoring.

The controls to be applied to minimize the main risks identified in the activities of our work centers (work at height, work in confined spaces, driving mobile equipment, energy isolation, electrical work, handling of dangerous substances) are included in the corresponding health and safety standards applicable to all the Group's parks.

Occupational health services

When applicable according to local legislation, occupational health services are provided through competent professionals who have the qualifications required in each country, region, or state. These services are offered to all employees, in accordance with the provisions of the corresponding risk assessment.

Evaluating our approach

The management system and health and safety standards and procedures are applicable to 100% of employees and 100% of non-employee workers

Worker participation, consultation and communication on health and safety

Workers and/or their representatives have mechanisms for participation and consultation in health and safety matters. The parks have, when required by applicable legislation, formal health and safety committees with worker-company representation.

The corporate safety, health and environment department also promotes continuous communication on health and safety through periodic newsletters addressed to all parks that deal with aspects associated with health and safety, such as lessons learned from accidents that occurred inside or outside our parks or information sheets for dissemination to workers, etc.

Occupational health and safety training

Training needs are assessed locally, taking into account the specific risks of the workplace, as well as applicable legislation.

Promotion of workers' health

Voluntary health promotion activities are evaluated locally, taking into account the context in which each park operates.

Prevention and mitigation of impacts related to business relationships

Parques Reunidos works to prevent or mitigate possible impacts related to health and safety through the inclusion of criteria related to health and safety in the supplier selection processes, as well as the inclusion of specific clauses related to risk prevention and occupational health and safety in contracts and orders⁷.

whose work or workplace is controlled by Parques Reunidos.

⁷ See also section "Outsourcing and Suppliers"

Accidents related to non-employee workers whose work or workplace is controlled by Parques Reunidos (contractors) are recorded and investigated just like employee incidents. However, since these are service contracts, no worked hours are recorded and, therefore, accident rates are not calculated.

Regarding positive cases related to COVID-19, these are not included in the Group's incident statistics as they are not work-related incidents. The notification of positive cases has been subject to the national

protocols of each country and has aimed at the rapid detection of possible close contacts to minimize the risk of transmission.

During 2020 there have been no deaths due to work accidents. Similarly, no occupational diseases have been reported.

Regarding accident rates by gender, the rates for both recordable injuries and accidents with sick leave are slightly higher in men.

WARNER PARK: PSYCHOSOCIAL RISK PREVENTION

Since 2019, Parque Warner de Madrid has been working actively to improve the management of workers' psychosocial risks, thus contributing to improving the work environment and providing positive effects for the business itself, reducing absenteeism, and fostering talent retention.

The Health and Safety department has developed and implemented a program that consists of:

- Comprehensive risk assessment including factors such as Work Time, Autonomy, Workload, Psychological Demands, Variety-Content, Participation-Supervision, Interest in the worker-Compensation, Role performance, Relationships and social support. The evaluation was carried out in March and April 2019 using questionnaires addressed to all the staff. The questionnaires were provided by an independent third party to guarantee the confidentiality of the responses. The evaluation also had the collaboration of the Health and Safety Committee.
- Analysis of the information obtained and assessment of the results according to the method proposed by the INSST (National Institute for Occupational Safety and Health).
- Presentation and dissemination in June 2019 of the results and analysis of the situation
- Definition of possible intervention measures agreed with both the Park Management and the Health and Safety Committee.
- Implementation of organizational measures since September 2019.
- Delivery of training and awareness sessions related to Emotional Well-being between December 2019 and March 2020, covering 100% of the permanent staff of the park.
- Inclusion of the psychosocial aspects of work on a regular basis in the regular meetings of the Center's Health and Safety Committee.
- Specific training in the psychosocial field targeting the improvement areas detected during the assessment, for example: training in Leadership for the Management Committee in December 2019, training in Conflict Mediation for the Management Committee in February 2020, training in Management of the Time and Planning for middle managers and assistants in October and November 2020, training on Assertiveness in dealing with customers for middle managers and assistants in October and November 2020

The planning carried out was also adapted to the circumstances generated by the return to work with a new course held in December 2020 on Psychological Coping in a pandemic situation and teleworking, which aimed at providing tools with which to face the new psychosocial risks in the context of the pandemic in a healthy way.

| Indicator | Unit | 2019 | | | 2020 | | |
|---|--|--------|-------|--------|--------|-------|-------|
| | | Female | Male | Total | Female | Male | Total |
| Occupational injuries- Employees ^{a)} | | | | | | | |
| Serious injuries frequency rate ^{b)} | # serious injuries / 10 ⁶ hours worked | 0 | 0 | 0 | 0.28 | 0 | 0.14 |
| Number of serious injuries | # serious injuries | | | | 1 | 0 | 1 |
| Recordable injury frequency rate ^{c)} | # recordable injuries / 10 ⁶ hours worked | 20.1 | 24.0 | 22.0 | 16.6 | 24.7 | 20.5 |
| Number of recordable injuries | # recordable injuries | | | | 60 | 82 | 142 |
| Frequency rate of accidents with sick leave > 7 days | # accidents with sick leave > 7 days / 10 ⁶ hours worked | 8.2 | 8.8 | 8.5 | 5.5 | 11.2 | 8.2 |
| Severity rate of accidents with sick leave > 7 days | # days lost due to accidents with sick leave > 7 days / 10 ⁶ hours worked | 274 | 505 | 392 | 152 | 412 | 276 |
| Hours worked | 10 ³ hours | 6,607 | 5,881 | 12,488 | 3,615 | 3,317 | 6,932 |
| Occupational illnesses- Employees | | | | | | | |
| Occupational illnesses | # diseases | 0 | 0 | 0 | 0 | 0 | 0 |

Details by region are included in Annex V- Health and Safety and Environmental Performance - Regional Indicator

- a) Includes musculoskeletal disorders; excludes in-itinere accidents.
- b) Injury due to work accident that results in death or injury such that the worker cannot recover or does not fully recover the state of health prior to the accident or does not fully recover the state of health prior to the accident within a period of 6 months
- c) Recordable: work injury, illness, or disease with some of the following results: death, days away from work, work restriction or transfer to other positions, loss of consciousness or medical treatment beyond first aid; or serious injury or illness diagnosed by a doctor or other healthcare professional, even if it does not result in death, days away from work, work restrictions or transfers to other positions, loss of consciousness or medical treatment beyond first aid
- d) The severity of accidents with sick leave > 7 days corresponding to 2019 has been updated.

Safe Leisure

Our objectives

- ❖ Provide a safe and inclusive leisure to all our visitors
- ❖ Zero accidents

Why does it matter?

The safety of our attractions and our parks is a fundamental principle for Parques Reunidos and a key

element for the operational excellence of our activity, as well as for the satisfaction of our customers.

Management approach

- The Group's commitment to safe leisure starts from the design of activities, facilities, and equipment and is based on rigorous operation and maintenance procedures as well as on clear and precise information for visitors.
- Keeping continuous improvement as a principle, all incidents related to visitors are recorded and reviewed. This record includes both incidents related to the activity of the park and its attractions as well as those incidents associated with the daily activity of our visitors (falls, blows with fixed objects, ...) when they are in a leisure area.
- In order to guarantee compliance with the applicable technical standards regarding the design and proper maintenance of our facilities, all the Group's attractions have been subjected to an external inspection by independent inspection entities. These inspections are carried out, at least, on an annual basis.
- The emergency action plans are permanently updated, as a result of drills, inspections and periodic audits.

Food safety

- The Group's food safety policy responds to the principles of Integration (it is integrated into any task involving food), Prevention (any possible source of risks is eliminated) and Participation (we promote the involvement of all employees in the preparation of prevention plans and their implementation).
- The Group applies the globally recognized Hazard Analysis and Critical Control Points (HACCP) system to guarantee food safety. In addition, parks use food safety manuals, which provide detailed requirements on how to address food safety and hygiene risks.
- Parques Reunidos complies with the reference standards in terms of quality and food safety and has management systems for their control and monitoring.
- Food and beverage outlets are audited by external specialists at least once a year.

FOOD SAFETY - TRAINING AND MONITORING - PALACE ENTERTAINMENT UNIVERSITY

The US parks food safety program is based on two pillars:

Training through Palace Entertainment University:

Training is held annually for all employees in the catering area. These programs are designed to increase the knowledge and confidence of team members as contributing members of their respective parks.

New restaurant managers receive updated editions of Palace Entertainment University-edited books along with a toolkit during Palace Entertainment's annual food and beverage conference.

These training courses outline basic food safety guidelines, best practices, sanitation guidelines, and the establishment of Palace Entertainment standards.

To do this, Palace Entertainment collaborates with ServSafe, an affiliate of the National Restaurant Association. ServSafe offers several programs, including the Food Safety Manager Program, the Food Handler Program, and the Alcohol Handler Program, tailored to the requirements of each state. The Food Protection Manager Certification is accredited by the Conference for Food Protection (CFP) of the American National Standards Institute (ANSI).

Inspection

Everclean conducts unannounced food safety and sanitation inspections at every park in the USA. (minimum 2 per season). Everclean provides three deliverables after inspections:

- 1) Paper report that is delivered to the person in charge assigned in the park
- 2) Electronic reports that are emailed to all Palace Entertainment stakeholders
- 3) Web reports

The three deliverables increase the transparency of inspection-related details and are the basis for the completion of the corrective action plan (CAP). Restaurant management prepares its corrective action plans that are visible through web reports so that corporate management or multi-unit management in the USA can assess the action plans and assist in their implementation through an approval process. The Corrective Action Plan process thus drives accountability and goal alignment

Product safety

The safety of merchandising articles and, in particular, those aimed at children, including their correct marking and labeling, is controlled in accordance with the provisions of current legislation in each country.

These products are subjected to safety tests according to the applicable standards in the countries in which we operate for each product category (EN 71 standard, parts 1 to 13, in Europe; ASTM F963-17 in the USA and AS / NZS 8124 in Australia, among others)).

Evaluating our approach

| Indicator | Unit | 2019 | 2020 |
|---|--|------|------|
| Visitor Safety | | | |
| Incidents related to the activity of the park and its attractions ^{a)} | # incidents / 10 ⁶ visitors | 0.19 | 0.14 |
| Product Safety | | | |
| Independent third party inspected amusement and water parks | % | 100 | 100 |
| Food safety | | | |
| Parks inspected by an independent third party | % | 100 | 100 |

Details by region are included in Annex V: Health and Safety and Environmental Performance- Regional Indicators

- a) Incident resulting in immediate admission to hospital and hospitalization for more than 24 hours for reasons other than medical observation (IAAPA definition)

Personnel management

At Parques Reunidos we have a commitment to society and to our shareholders to ensure respect and protection of the people who collaborate with the Group.

Efficiently and consciously managing the people who contribute to the growth of the organization, as well as ensuring their health, safety, and well-being, is the personal and professional commitment of all of us who work at Parques Reunidos.

Our principles

The following principles, included in our Sustainability Policy, constitute the bases of our management:

- Support ethical labor practices, defending freedom of association and the effective recognition of the right to collective bargaining, avoiding all forms of forced or compulsory labor (especially child labor) and eliminating any type of discrimination in terms of employment and occupation.
- Guarantee the right to effective equality of opportunities and treatment of all workers, which allows them to develop personally and professionally, without exception.
- Promote diversity and have zero tolerance for any type of discrimination.
- Ensure the health and safety of workers, including employees and contractors.
- Comply with international conventions on human rights, including support for the elimination of child or forced labor in operations.
- Respect the rights of employees and contractors to decent working conditions, including minimum wage, working hours, health and safety, and the right to collective bargaining.

Management Approach

During 2019, different policies and procedures for people management were rolled-out at a global level; those policies have been applied in 2020. These policies and procedures are global in scope and mandatory in all countries and regions:

- Procedure of Personnel Management, which establishes minimum standards for people management and refers to best practices in the field of personnel management.
- Policies regarding the modification of working conditions, authorizations for hiring and selection of personnel, which have been applied in 2020.
- Developing communication channels to encourage team commitment in difficult times, in addition to continuing with those channels already in place that the situation has allowed to maintain. In particular, video calls were started where the CEO explained the evolution of the business.
- Developing guides at a global level to ensure that teleworking is carried out efficiently and safely for the employee.
- Implementing specific training programs in relation to the management of new situations derived from the new COVID-19 related rules and the new operating procedures, such as training and awareness on preventive measures to reduce the risk of transmission of COVID-19 among our visitors and workers.

In the context of the pandemic, the management approach during 2020 has been aimed at

- Protecting employment, through temporary suspension of contracts (ERTEs in Spain or equivalent local legal institution in each country)

The personnel selection policy establishes principles regarding equal opportunities and respect for diversity and includes recommendations for the inclusion of people with disabilities in all our selection processes.

Parques Reunidos makes an effort to select talent based on gender-free, inclusive and non-discriminatory criteria, establishing guidelines regarding language and the use of non-intimidating and non-biased questions during the selection processes. Similarly, the Group encourages those responsible for the selection of employees to ensure

the inclusion of the same number of women and men in the selection processes, as well as to include people with disabilities in the cases where the characteristics of the position allow it.

In all our work centers, equal treatment for all employees is upheld and monitored, regardless of origin, ethnicity, color, gender, language, religion, political opinion, or any other condition. Similarly, we monitor that the work and conditions are decent, always considering the working conditions established by each country or region, and ensuring that the minimum and maximum ages to work established in each country are respected.

Employment

During the period from January 1 to December 31, Parques Reunidos had an average workforce of 6,567 employees, of which 52% were women. 68% of our employees are spread between the USA, Spain, and Germany.

Due to the seasonal nature of our activity, the operation of our parks depends in part on employees with temporary contracts or employees with fixed discontinuous contracts. The proportion of temporary contracts was 47%.

Average staff

| Indicator | Unit | Average staff 2019 | | Average staff 2020 | |
|-------------------|------------|--------------------|--------------|--------------------|------------|
| | | # employees | % | # employees | % |
| Country | | | | | |
| USA | # empl. /% | 4,286 | 42.3 | 1,758 | 26.8 |
| Spain | # empl. /% | 1,781 | 17.6 | 1,407 | 21.4 |
| Germany | # empl. /% | 1,522 | 15.0 | 1,321 | 20.1 |
| Norway | # empl. /% | 554 | 5.5 | 515 | 7.9 |
| Netherlands | # empl. /% | 435 | 4.3 | 402 | 6.1 |
| Italy | # empl. /% | 435 | 4.3 | 237 | 3.6 |
| Australia | # empl. /% | 324 | 3.2 | 304 | 4.6 |
| France | # empl. /% | 287 | 2.8 | 214 | 3.3 |
| United Kingdom | # empl. /% | 232 | 2.3 | 237 | 3.6 |
| Denmark | # empl. /% | 177 | 1.7 | 93 | 1.4 |
| Belgium | # empl. /% | 104 | 1.0 | 79 | 1.2 |
| Total | # empl. /% | 10,137 | 100.0 | 6,567 | 100 |
| Region | | | | | |
| USA and Australia | # empl. /% | 4,610 | 45.4 | 2,062 | 31.4 |
| Rest of Europe | # empl. /% | 3,746 | 37.0 | 3,098 | 47.2 |
| Spain | # empl. /% | 1,668 | 16.5 | 1,295 | 19.7 |
| Corporate | # empl. /% | 113 | 1.1 | 112 | 1.7 |
| Total | # empl. /% | 10,137 | 100 | 6,567 | 100 |

Distribution by Gender and Age

Given the temporary nature of our activity, 38% of our workers are below 25 years old and only 26% are over 45 years old. 52% of our employees are women.

| Indicator | Unit | Average staff 2019 | | Average staff 2020 | |
|---------------|------------|--------------------|------|--------------------|------|
| | | # employees | % | # employees | % |
| Gender | | | | | |
| Women | # empl. /% | 5,363 | 52.9 | 3,425 | 52.2 |
| Men | # empl. /% | 4,774 | 47.1 | 3,142 | 47.8 |
| Age | | | | | |
| <25 | # empl. /% | 5,236 | 51.7 | 2,468 | 37.6 |
| 25-45 | # empl. /% | 2,984 | 29.4 | 2,418 | 36.8 |
| > 45 | # empl. /% | 1,916 | 18.9 | 1,681 | 25.6 |

Distribution by Type of Contract, Seniority and Type of Day

Due to the seasonality of the business and the increase in visitors during the high season, a large part of our workforce has a temporary contractual relationship with the company, which represents 47% of the contracts during the reporting period. The percent decrease in temporary contracts compared to 2019 (61%) is due to the decrease in activity due to the closure of parks and to the lesser number of days of operation in those that were finally able to open to the public.

Given the temporality to which we refer, the percentage of employees with more than 10 years of permanence in the parks is 24%, since only 53% of our collaborators have a permanent contractual relationship with Parques Reunidos.

| Indicator | Unit | Average staff 2019 | | Average staff 2020 | |
|----------------------------|------------|--------------------|------|--------------------|------|
| | | # employees | % | # employees | % |
| Type of contract | | | | | |
| Permanent | # empl. /% | 3,937 | 38.8 | 3,467 | 52.8 |
| Temporary | # empl. /% | 6,199 | 61.2 | 3,100 | 47.2 |
| Seniority | | | | | |
| <5 years | # empl. /% | 7,545 | 74.4 | 4,282 | 65.2 |
| 5-10 years | # empl. /% | 921 | 9.1 | 735 | 11.2 |
| > 10 years | # empl. /% | 1,671 | 16.5 | 1,549 | 23.6 |
| Type of working day | | | | | |
| Full-time | # empl. /% | 3,306 | 32.6 | 2,805 | 42.7 |
| Part-time | # empl. /% | 6,830 | 67.4 | 3,762 | 57.3 |

Distribution by Type of Contract and Gender, Age and Professional Category

| Indicator | Unit | Average staff 2019 | | | Average staff 2020 | | |
|--|-------------|--------------------|-------------|-------------|--------------------|-------------|-------------|
| | | Female | Male | Total | Female | Male | Total |
| Distribution by Type of Contract and Gender | | | | | | | |
| Permanent | % | 45.8 | 54.2 | 38.8 | 24.8 | 28.0 | 52.8 |
| Temporary | % | 57.4 | 42.6 | 61.2 | 27.3 | 19.9 | 47.2 |
| Total | % | 52.9 | 47.1 | 100 | 52.1 | 47.9 | 100 |
| Distribution by Type of Contract and Age | | | | | | | |
| | | <25 | 25-45 | > 45 | <25 | 25-45 | > 45 |
| Permanent | % | 19.0 | 47.0 | 33.9 | 6.74 | 26.2 | 19.9 |
| Temporary | % | 72.4 | 18.3 | 9.3 | 30.85 | 10.6 | 5.7 |
| Total | % | 51.7 | 29.4 | 18.9 | 37.59 | 36.8 | 25.6 |
| Distribution by Contract Type and Professional Category | | | | | | | |
| | | Permanent | Temporary | Total | Permanent | Temporary | Total |
| Directors | # employees | 98 | 0 | 98 | 83 | 0 | 83 |
| Department heads | # employees | 198 | 0 | 198 | 200 | 0 | 200 |
| Managers | # employees | 444 | 50 | 494 | 405 | 31 | 436 |
| Other technical personnel | # employees | 132 | 22 | 154 | 120 | 18 | 138 |
| Administrative staff | # employees | 321 | 150 | 471 | 295 | 102 | 397 |
| Maintenance staff | # employees | 542 | 125 | 667 | 432 | 72 | 504 |
| Operations Personnel | # employees | 2,127 | 5,222 | 7,349 | 1,852 | 2,629 | 4,482 |
| Lifeguards | # employees | 75 | 630 | 705 | 71 | 247 | 318 |

Distribution by Type of Workday and Gender, Age and Professional Category

| Indicator | Unit | Average staff 2019 | | | Average staff 2020 | | |
|--|-------------|--------------------|-------------|-------------|--------------------|-------------|-------------|
| | | Female | Male | Total | Female | Male | Total |
| Distribution by Type of Workday and Gender | | | | | | | |
| Full-time | % | 26.5 | 39.5 | 32.6 | 17.9 | 24.8 | 42.7 |
| Part-time | % | 73.5 | 60.5 | 67.4 | 34.3 | 23.0 | 57.3 |
| Total | % | 52.9 | 47.1 | 100 | 52.2 | 47.8 | 100 |
| Distribution by Type of Workday and Age | | | | | | | |
| | | <25 | 25-45 | > 45 | <25 | 25-45 | > 45 |
| Full-time | % | 9 | 55.8 | 60.9 | 4.0 | 22.1 | 16.6 |
| Part-time | % | 91 | 44.2 | 39.1 | 33.6 | 14.7 | 9 |
| Total | % | 51.7 | 29.4 | 18.9 | 37.6 | 25.6 | 36.8 |
| Distribution by Type of Workday and Professional Category | | | | | | | |
| | | Full-time | Part-time | Total | Full-time | Part-time | Total |
| Directors | # employees | 96 | 2 | 98 | 82 | 1 | 83 |
| Department heads | # employees | 191 | 7 | 198 | 194 | 6 | 200 |
| Managers | # employees | 391 | 103 | 494 | 374 | 62 | 436 |
| Other technical personnel | # employees | 123 | 32 | 154 | 110 | 28 | 138 |
| Administrative staff | # employees | 295 | 176 | 471 | 283 | 114 | 397 |
| Maintenance staff | # employees | 474 | 192 | 667 | 412 | 92 | 504 |
| Operations Personnel | # employees | 1,650 | 5,700 | 7,349 | 1,269 | 3,213 | 4,482 |
| Lifeguards | # employees | 87 | 619 | 705 | 72 | 246 | 318 |

Employees as of 12-31-2020

Geographical distribution. Distribution by Gender, Age and Professional Category

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|--|-------------|--------------------------|-------|-------|-----------------------|-------|-------|
| | | Female | Male | Total | Female | Male | Total |
| Employees | | | | | | | |
| Employees as of December 31 | # employees | 3,023 | 2,861 | 5,884 | 2,119 | 2,164 | 4,283 |
| Employees as of December 31 | % | 51.4 | 48.6 | 100 | 49.5 | 50.5 | 100 |
| Distribution by Professional Category | | | | | | | |
| Directors | # employees | 15 | 79 | 94 | 13 | 80 | 93 |
| Department heads | # employees | 74 | 120 | 194 | 79 | 125 | 204 |
| Managers | # employees | 201 | 259 | 460 | 164 | 222 | 386 |
| Other technical personnel | # employees | 83 | 73 | 156 | 68 | 56 | 124 |
| Administrative staff | # employees | 236 | 99 | 335 | 214 | 113 | 327 |
| Maintenance staff | # employees | 35 | 499 | 534 | 15 | 393 | 408 |
| Operations Personnel | # employees | 2,209 | 1,551 | 3,760 | 1,469 | 1,056 | 2,525 |
| Lifeguards | # employees | 170 | 181 | 351 | 97 | 119 | 216 |
| Geographical distribution | | | | | | | |
| USA | # employees | 955 | 991 | 1,946 | 497 | 595 | 1,092 |
| Spain | # employees | 766 | 657 | 1,423 | 432 | 485 | 917 |
| Germany | # employees | 386 | 485 | 871 | 337 | 433 | 770 |
| Australia | # employees | 340 | 227 | 567 | 307 | 193 | 500 |
| Netherlands | # employees | 287 | 185 | 472 | 279 | 172 | 451 |
| United Kingdom | # employees | 122 | 88 | 210 | 113 | 69 | 182 |
| France | # employees | 93 | 105 | 198 | 82 | 93 | 175 |
| Italy | # employees | 31 | 48 | 79 | 30 | 54 | 84 |
| Belgium | # employees | 19 | 32 | 51 | 20 | 30 | 50 |
| Norway | # employees | 16 | 27 | 43 | 14 | 26 | 40 |
| Denmark | # employees | 8 | 16 | 24 | 8 | 14 | 22 |
| Distribution by Gender and Age | | | | | | | |
| <25 | # employees | 1,196 | 895 | 2,091 | 689 | 478 | 1,167 |
| 25-45 | # employees | 1,165 | 1,094 | 2,259 | 902 | 896 | 1,798 |
| > 45 | # employees | 662 | 872 | 1,534 | 528 | 790 | 1,318 |

Distribution by Type of Contract and Gender, Age and Professional Category

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|--|------|--------------------------|------|-------|-----------------------|------|-------|
| | | Female | Male | Total | Female | Male | Total |
| Distribution by Type of Contract and Gender | | | | | | | |
| Permanent | % | 30.1 | 34.4 | 64.4 | 31.9 | 38.8 | 70.7 |
| Temporary | % | 21.3 | 14.3 | 35.6 | 17.6 | 11.7 | 29.3 |
| Total | % | 51.4 | 48.6 | 100 | 49.5 | 50.5 | 100 |

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|--|-------------|--------------------------|-----------|-------|-----------------------|-----------|--------------|
| | | <25 | 25-45 | > 45 | <25 | 25-45 | > 45 |
| Distribution by Type of Contract and Age | | | | | | | |
| Permanent | % | 17.9 | 47.3 | 34.8 | 9.97 | 33.95 | 26.78 |
| Temporary | % | 67.5 | 22.2 | 10.3 | 17.28 | 8.03 | 3.99 |
| Total | % | 35.5 | 28.4 | 26.1 | 27.25 | 41.98 | 30.77 |
| Distribution by Contract Type and Professional Category | | | | | | | |
| | | Permanent | Temporary | Total | Permanent | Temporary | Total |
| Directors | # employees | 94 | - | 94 | 91 | 2 | 93 |
| Department heads | # employees | 194 | - | 194 | 204 | 0 | 204 |
| Managers | # employees | 441 | 19 | 460 | 347 | 39 | 386 |
| Other technical personnel | # employees | 131 | 25 | 156 | 110 | 14 | 124 |
| Administrative staff | # employees | 299 | 36 | 335 | 294 | 33 | 327 |
| Maintenance staff | # employees | 475 | 59 | 534 | 390 | 18 | 408 |
| Operations Personnel | # employees | 2,083 | 1,677 | 3,760 | 1535 | 990 | 2,525 |
| Lifeguards | # employees | 74 | 277 | 351 | 57 | 159 | 216 |

Distribution by Type of Workday and Gender, Age and Professional Category

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|--|-------------|--------------------------|-----------|-------|-----------------------|-----------|-------|
| | | Female | Male | Total | Female | Male | Total |
| Distribution by Type of Workday and Gender | | | | | | | |
| Full-time | % | 37.8 | 54.7 | 54 | 22.9 | 33.5 | 56.4 |
| Part-time | % | 62.2 | 45.3 | 46 | 26.6 | 17.1 | 43.6 |
| Total | % | 51.4 | 48.6 | 100 | 49.5 | 50.6 | 100 |
| Distribution by Type of Workday and Age | | | | | | | |
| | | <25 | 25-45 | > 45 | <25 | 25-45 | > 45 |
| Full-time | % | 12.1 | 61.9 | 68.8 | 3.6 | 29.6 | 23.2 |
| Part-time | % | 87.9 | 38.1 | 31.2 | 23.7 | 12.3 | 7.6 |
| Total | % | 35.5 | 38.4 | 26.1 | 27.3 | 41.9 | 30.8 |
| Distribution by Type of Workday and Professional Category | | | | | | | |
| | | Full-time | Part-time | Total | Full-time | Part-time | Total |
| Directors | # employees | 91 | 3 | 94 | 92 | 1 | 93 |
| Department heads | # employees | 187 | 7 | 194 | 198 | 6 | 204 |
| Managers | # employees | 389 | 71 | 460 | 342 | 44 | 386 |
| Other technical personnel | # employees | 124 | 32 | 156 | 98 | 26 | 124 |
| Administrative staff | # employees | 265 | 70 | 335 | 264 | 63 | 327 |
| Maintenance staff | # employees | 418 | 116 | 534 | 377 | 31 | 408 |
| Operations Personnel | # employees | 1,162 | 2,598 | 3,760 | 998 | 1,527 | 2,525 |
| Lifeguards | # employees | 71 | 280 | 351 | 48 | 168 | 216 |

[Temporary Suspension of Contracts \(ERTE in Spain or equivalent local legal institution in each country\)](#)

The table lists the employees who are in suspension of contract (ERTE or equivalent local legal institution) in the group each month (regardless of whether they have been or have not been in suspension the previous month). That is, if an employee is in ERTE in March, April, and May, he appears in the count in the 3 months.

| Employees under Suspension of contract | Female | | | Male | | | Total | | |
|--|---------|-------|-------------------|---------|-------|-------------------|---------|-------|-------------------|
| | Partial | Total | Total suspensions | Partial | Total | Total suspensions | Partial | Total | Total suspensions |
| March | 226 | 873 | 1,099 | 264 | 640 | 904 | 490 | 1,513 | 2,003 |
| April | 213 | 1,926 | 2,139 | 261 | 1,593 | 1,854 | 474 | 3,519 | 3,993 |
| May | 225 | 1,358 | 1,583 | 297 | 1,231 | 1,528 | 522 | 2,589 | 3,111 |
| June | 262 | 717 | 979 | 237 | 429 | 666 | 499 | 1,146 | 1,645 |
| July | 45 | 164 | 209 | 42 | 104 | 146 | 87 | 268 | 355 |
| August | 54 | 239 | 293 | 45 | 168 | 213 | 99 | 407 | 506 |
| September | 49 | 92 | 141 | 40 | 67 | 107 | 89 | 159 | 248 |
| October | 143 | 102 | 245 | 86 | 89 | 175 | 229 | 191 | 420 |
| November | 344 | 583 | 927 | 294 | 391 | 685 | 638 | 974 | 1,612 |
| December | 240 | 529 | 769 | 217 | 483 | 700 | 457 | 1,012 | 1,469 |

Layoffs

Regarding the number of dismissals of temporary employees, a large number of them have occurred in the United States and Germany (53% and 23% respectively).

63% of the dismissals have occurred among operations personnel.

| Indicator | Unit | 2019 | | | 2020 | | |
|---|-------------|------------|------------|------------|------------|------------|------------|
| | | Female | Male | Total | Female | Male | Total |
| Dismissals by type of contract | | | | | | | |
| Permanent | # employees | 71 | 99 | 170 | 81 | 74 | 155 |
| Temporary | # employees | 226 | 231 | 457 | 34 | 33 | 67 |
| Total | # employees | 297 | 330 | 627 | 115 | 107 | 222 |
| Layoffs by age | | | | | | | |
| <25 | # employees | 214 | 219 | 433 | 42 | 31 | 73 |
| 25-45 | # employees | 64 | 53 | 117 | 39 | 40 | 79 |
| > 45 | # employees | 19 | 58 | 77 | 34 | 36 | 70 |
| Total | # employees | 297 | 330 | 627 | 115 | 107 | 222 |
| Layoffs by professional category | | | | | | | |
| Directors | # employees | 5 | 8 | 13 | 2 | 10 | 12 |
| Department heads | # employees | 4 | 3 | 7 | 4 | 3 | 7 |
| Managers | # employees | 12 | 11 | 23 | 10 | 8 | 18 |
| Other technical personnel | # employees | 3 | 4 | 7 | 4 | 5 | 9 |
| Administrative staff | # employees | 18 | 7 | 25 | 10 | 1 | 11 |
| Maintenance staff | # employees | 7 | 42 | 49 | 1 | 18 | 19 |
| Operations staff | # employees | 220 | 203 | 423 | 80 | 59 | 139 |
| Lifeguards | # employees | 28 | 52 | 80 | 4 | 3 | 7 |
| Total | # employees | 297 | 330 | 627 | 115 | 107 | 222 |

New hires

| Indicator | Unit | Gender | | | Age | | | |
|-------------------|-------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|
| | | Female | Male | Total | <25 | 25-45 | > 45 | Total |
| Region | | | | | | | | |
| USA and Australia | # employees | 2,565 | 2,019 | 4,584 | 4,007 | 409 | 168 | 4,584 |
| Rest of Europe | # employees | 1,925 | 1,462 | 3,387 | 2,3224 | 702 | 361 | 3,387 |
| Spain | # employees | 507 | 416 | 923 | 426 | 405 | 92 | 923 |
| Corporate | # employees | 5 | 9 | 14 | 0 | 11 | 3 | 14 |
| Total | # employees | 5,002 | 3,906 | 8,908 | 6,757 | 1,527 | 624 | 8,908 |

In 2020, 8,908 new hires were made. Of these hires, 56% correspond to women, 76% to employees over 25 years of age, and 51% have been made in the USA and Australia region.

Staff turnover

| Indicator | Unit | Gender | | | Age | | | |
|-------------------|-------------|--------------|--------------|--------------|--------------|------------|------------|--------------|
| | | Female | Male | Total | <25 | 25-45 | > 45 | Total |
| Region | | | | | | | | |
| USA and Australia | # employees | 1,169 | 862 | 2,031 | 1,628 | 291 | 112 | 2,031 |
| Rest of Europe | # employees | 202 | 123 | 325 | 160 | 126 | 39 | 325 |
| Spain | # employees | 53 | 41 | 94 | 41 | 43 | 10 | 94 |
| Corporate | # employees | 3 | 1 | 4 | 0 | 4 | 0 | 4 |
| Total | # employees | 1,427 | 1,027 | 2,454 | 1,829 | 464 | 161 | 2,454 |

In 2020 there have been 2,454 voluntary withdrawals, of which 58% correspond to women, 75% to those under 25 years of age, and 83% have been carried out in the USA and Australia region.

Average wages and pay gap

Average salaries

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|--|------|--------------------------|---------------|---------------|-----------------------|---------------|---------------|
| | | Female | Male | Total | Female | Male | Total |
| Average remuneration | | | | | | | |
| Directors | € | 108,231 | 123,214 | 120,156 | 91,879 | 112,633 | 109,998 |
| Heads of departments and Managers | € | 42,100 | 48,178 | 46,081 | 45,644 | 50,484 | 48,610 |
| Other technical personnel | € | 36,339 | 43,307 | 39,672 | 37,442 | 44,800 | 40,937 |
| Administrative staff | € | 30,342 | 28,527 | 29,657 | 31,581 | 31,940 | 31,719 |
| Maintenance personnel, operations and first responders | € | 21,598 | 28,673 | 26,523 | 23,903 | 28,093 | 26,496 |
| Total | € | 33,260 | 41,855 | 38,715 | 31,584 | 38,791 | 35,853 |
| Average remuneration by age | | | | | | | |
| <25 | € | 26,313 | 30,942 | 28,531 | 25,657 | 24,747 | 25,259 |
| 25-45 | € | 30,585 | 37,265 | 34,383 | 30,377 | 34,765 | 32,726 |

| Indicator | Unit | Employees as of 12.31.19 | | | Employees at 12.31.20 | | |
|-----------|------|--------------------------|--------|--------|-----------------------|--------|--------|
| | | | | | | | |
| > 45 | € | 39,945 | 46,911 | 45,039 | 34,721 | 43,538 | 40,683 |

The average remuneration has been calculated taking into account the indefinite and full-time employees who have remained with the company for the entire year 2020 and who have not had a situation of absence from work derived from illness, accident, paternity leave or maternity. For the calculation of average remuneration, the remuneration of the Executive Committee has not been taken into account.

Pay gap

To calculate the salary gap, the gross remuneration received during 2020 by those employees who have been considered comparable in accordance with the following has been taken into account:

Indefinite and full-time employees who have remained with the company for the entire year 2020 and who have not had a situation of absence from work derived from illness, accident, paternity or maternity leave.

The remuneration of the Executive Committee has not been taken into account for the calculation of the salary gap.

From this calculation it follows that the global wage gap is 19%. The biggest difference in salaries is found in director positions where the sample is small compared to other categories. In other management and decision-making bodies of the company where the comparative sample is significantly wider, (department heads and managers), the salary gap is reduced to 10%, while in the administrative area it is 1%.

| Indicator | Unit | Employees at 12.31.20 | | | Employees as of 12.31.19 | | |
|---|----------|-----------------------|---------------|--------------|--------------------------|---------------|--------------|
| | | Female | Male | % Gap | Female | Male | % Gap |
| Wage gap | | | | | | | |
| Directors | € | 91,879 | 112,633 | 18.43 | 108,231 | 123,214 | 12.16 |
| Heads of departments and Managers | € | 45,644 | 50,484 | 9.59 | 42,100 | 48,178 | 12.62 |
| Other technical personnel | € | 37,442 | 44,800 | 16.42 | 36,339 | 43,307 | 16.09 |
| Administrative staff | € | 31,581 | 31,940 | 1.12 | 30,342 | 28,527 | -6.36 |
| Maintenance personnel, operations, and lifeguards | € | 23,903 | 28,093 | 14.92 | 21,598 | 28,673 | 24.68 |
| Total | € | 31,584 | 38,791 | 18.58 | 33,260 | 41,855 | 20.54 |

Average remuneration of Board members and breakdown by gender

The average remuneration of the members of the Board includes their remuneration as members of the board and other committees, the remuneration received for their executive functions, as well as the extraordinary remuneration, where appropriate, that they have specifically received in the reference periods.

| Indicator | Unit | 2019 | 2020 |
|-----------------------------------|------|-----------------------|---------|
| Average remuneration of Directors | € | 353,085 ¹⁾ | 223,231 |

1) In 2019 there was only one woman on the Board so no breakdown by gender is presented

2) Although at the end of 2020 there were two women on the Board, only one of them received effective remuneration during the year 2020, so no breakdown by gender is presented

Work organization

Our objectives

- ❖ **Promote work-life balance**
- ❖ **Promote quality and flexible employment to provide the parks with the necessary resources at all times**

Why does it matter?

Due to the seasonal nature of our activity, and the high demand for work during high season, proper

work organization is a key element in the management of Parques Reunidos.

Management approach

- Each park or work center of the Group organizes its working time according to the particular needs of each activity and in accordance with local labor legislation. The company organizes work in shifts, hiring of permanent-discontinuous employees in times of greater affluence of visitors, compensating work shifts during holidays with rest days, etc. In general, overtime is not used except in exceptional cases.
- The applicable legislation in relation to paternity and maternity leave is respected.
- Regarding work-life balance, the Group's applicable collective agreements, the equality plans in place and/or the internal policies, include the effective conciliation of familiar and professional needs, including measures such as teleworking, flexibility of entry and exit times, paid leave, etc.
- Parques Reunidos is working on the implementation of measures that grant employees the possibility of disconnection from work, as a way of guaranteeing the right to work-life balance.
- In July 2019, Parques Reunidos headquarters in Madrid launched a pilot program for remote working called SmartWork, through which all workers in the Madrid corporate offices whose job is not required to be physically performed in the offices, could work outside the corporate offices for 20% of the workday. In 2020, due to the pandemic the majority of the staff worked from home for several months, except specific cases among operations personnel who were required work on-site for park maintenance and animal care. The transition to remote working worked successfully, showing the flexibility and technological development of the company.
- The parks monitor absenteeism associated with common illness.

Evaluating our approach

| Indicator | Unit | 2020 | 2019 |
|-----------------------------------|-------|---------|---------|
| Hours of absenteeism ⁸ | Hours | 290,902 | 305,851 |

⁸ Information on absenteeism due to work-related accidents and occupational diseases can be found in the Health and Safety section.

Social relationships

Our objectives

- ❖ **Comply with labor legislation.**
- ❖ **Foster social peace.**
- ❖ **Promote free-flowing and transparent communication with social agents based on trust.**
- ❖ **Create a framework that allows us to meet the organizational and productive needs of the parks.**

Why does it matter?

Transparent, free-flowing, and trustworthy social relationships help improve employee productivity, retain talent and create a healthy environment in the workplace that reduces the rate of absenteeism.

Through social relations and negotiation with the legal representation of workers and unions, Collective Bargaining Agreements include the salary and work conditions of the workforce. These Collective Agreements constitute the legal basis that provide us,

within a general legal framework, a specific work regulation.

In the case of Parques Reunidos, it is essential to sign Collective Agreements that allow us to organize the labor relations of the workforce according to the organizational and productive needs of the parks, whose main characteristic is the seasonality of their activities.

Management approach

Legal representation of workers

Parques Reunidos employees have broad legal representation, either through representatives of unitary workers elected among the workers through union elections, or through direct union representation.

Spain, Germany, and France are the countries with the highest legal or union representation of workers.

In Europe, social relations have had a great relevancy for decades. In many European countries, the rights to organize and to collective bargaining are recognized as a constitutional right. When this is not the case, the sole membership to the European Union implies transposing or applying a series of regulations where possible consultation and/or negotiation processes with social agents are contemplated. That is why, in general, parks located in Europe have greater social representation and practice collective

bargaining more frequently, although the scope varies between countries.

On the contrary, the scarce legal and union representation of workers in the United States and Australia stands out, due, to a large extent, to lesser social roots of unionism.

The following Parques Reunidos work centers have representative bodies and/or union sections as of December 31, 2020:

| Country | No. of union or legal representatives |
|---------------------------------|---------------------------------------|
| Italy | 4 |
| Mirabilandia | 4 |
| France | 14 |
| Aqualud | 2 |
| Marineland | 12 |
| Denmark | 4 |
| Bonbonland | 4 |
| Germany | 22 |
| Tropical Islands | 11 |
| Movie Park | 11 |
| Belgium | 5 |
| Bobbejaanland | 5 |
| Spain | 58 |
| Aquopolis Cullera | 1 |
| Selwo Marina | 5 |
| Benalmádena Cable Car | 3 |
| Atlantis Aquarium Madrid | 3 |
| Parque de Atracciones de Madrid | 13 |
| Warner | 17 |
| Faunia | 5 |
| Selwo Adventure | 5 |
| Zoo-Aquarium de Madrid | 9 |
| USA | 2 |
| Kennywood | 2 |

Collective Bargaining

The representatives of the workers and the representation of Parques Reunidos have formed numerous joint committees, made up of representatives from both parties. These committees deal, periodically, with issues of a varied labour nature (such as joint committees for interpreting collective agreements, training committees, company canteen committees, etc.). The frequency with which the committees meet varies according to the internal operation agreed between the parties sitting on them, but in general, it tends to be monthly, quarterly or annually.

These are permanent and stable bodies in which both the business and social parties must be represented and whose powers are freely assigned by the negotiating parties. Meetings are held either on an

agreed date or at the request of one of the parties when needs arise on a day-to-day basis.

The objective of these Committees is to maintain a free-flowing dialogue, which encourages direct communication and contributes to maintaining social peace, resolving incidents or discrepancies that may arise in labor relations in a friendly and agreed manner.

Regarding the volume of employees that are covered by the collective bargaining agreement by country, the data as of December 31, 2020 by country are collected below:

| Country | % employees under Collective Bargaining |
|----------------|---|
| Belgium | 100% |
| Italy | 100% |
| France | 99.0% |
| Spain | 96.5% |
| Germany | 66.8% |
| Denmark | 39% |
| Norway | 30% |
| USA | 12% |
| Netherland | 8% |
| United Kingdom | 0% |
| Australia | 0% |

In Europe, unlike the United States and Australia, the negotiation of Collective Agreements, either sectoral or company-related, is very common.

The objective of the negotiation of collective agreements is to regulate the organization of work in a more specific and concrete way, attending to the activity and needs of the Parques Reunidos business. With this, the parks are provided with a complementary regulation to the general labor regulation existing in each jurisdiction that facilitates a correct management of the organizational and productive needs of the parks, ensuring legal compliance with the rights and duties of the workers.

Regarding the field of health and safety at work, some collective agreements of the Group expressly include regulations on this matter, although in general and especially in Spain, they are merely reproductions of current legislation. In particular, the collective agreements applicable in the following countries and

parques include certain regulations. Mainly, the regulation deals with the functions of the prevention delegates.

| Countries and parks whose Collective Agreements contain some type of regulation on health and safety |
|--|
| France |
| Aqualud |
| Marineland |
| Norway |
| Tusenfyrd |
| Netherlands |
| Slagharen (in the Recreation Collective Agreement) |
| Spain |
| Parque de Atracciones de Madrid |
| Warner |
| Zoo-Aquarium de Madrid |
| Faunia |
| MEC Murcia |
| Germany |
| Movie Park |
| USA |
| Kennywood |

Regarding the rest of the Group's parks, they are either governed by current legislation or have specifically regulated this matter in documents that

are not part of the Collective Agreement (as, for example, in the case of Germany)

Notice periods

Due to the exceptional nature of an unprecedented health crisis, in 2020 the operational flexibility has been at its maximum, decisions have been common in short periods of time and have been subject to regulatory compliance and health authorities' recommendations. For this reason, there have been unexpected operational changes in short periods, where notices have been made as soon as possible given the general and particular circumstances of the business, always respecting the times set by the competent local labor authority.

For organizations with collective bargaining agreements, the notice period and provisions for consultation and negotiation are specified in the collective agreements. Each labor legislation has deadlines that we have strictly respected in all locations.

Freedom of association and collective bargaining

The Group does not operate in any country or geographic area in which the rights of workers to exercise freedom of association and collective bargaining may be infringed or run a significant risk, so the intervention of the Group has not been necessary to guarantee these rights.

Training

Our objectives

- ❖ **Improve work performance by increasing the knowledge of our teams.**
- ❖ **Improve the digital and technological capabilities of workers, the customer satisfaction, the internationalization and the health and safety performance.**

Why does it matter?

Employees' personal and professional development is key to achieving Parques Reunidos' objectives. Training in digital skills and customer satisfaction

improves the commitment and quality of the service offered in our parks.

Management approach

Within the investment made by the Group in training, the focus is on health and safety training and language training, mainly English, to support the Group's internationalization and promote employee transversal mobility.

Within the scope of employees' individual and professional development, the Group provides basic techniques on how to give and receive feedback, a process through which personal and professional enrichment conversations take place between boss and collaborator that add value to both the employee and the development of relationships within Parques Reunidos.

Parques Reunidos makes every effort to train the people who operate the park, in particular those with less formal training to provide them with the necessary tools to carry out their work. The training of the parks' operating personnel results in an improvement in customer service and consequently a better experience for the visitors of our parks.

In accordance with local legislation, the positions held by each employee within the company, and the

specific requirements of the job, each park designs an annual training plan for each employee that varies depending on annual needs and requirements, personal characteristics, and specific park needs. These plans are live plans that vary every year, so sometimes there are no record since it is fundamentally on-the-job training.

Though it had to be postponed given the circumstances of the pandemic, a project would be launched in 2020 that included the design and implementation of a global Training Management System. This system will allow the design and registration of all the training available to our employees including not only the training that is considered necessary for the performance of the job but also the training aimed to improve management skills, people skills, customer service, and personal and professional development. The implementation of the Training Management System included a plan to launch a training procedure that incorporates quarterly evidence controls. The project will be launched in 2021.

Evaluating our approach

During 2020, Parques Reunidos has dedicated 25,544 hours to training. The hours dedicated to the training of our collaborators have decreased compared to 2019 due to the health crisis, which made not possible to deliver face-to-face training activities. The

pandemic has also had an impact on the Group's activity, with fewer hours of training being necessary since the hiring of employees has decreased compared to previous years. Despite this, the Group has implemented tools for online training, resulting

in a decrease in hours proportionally smaller than the decrease in the Group's activity.

In 2020, the Group has focused on developing online training, with the aim that the safety, training, and performance of employees is not negatively impacted by conjunctural difficulties. The Group's interest has always been to guarantee the health and safety of its employees and visitors, so this year most of the training efforts have been dedicated to reinforcing the awareness about health protection measures and improving communication with our visitors in the context of the changes that these measures may cause in the use of our facilities. A new digital on-boarding model has also been implemented internationally.

As an employer, Parques Reunidos has the responsibility of facilitating mobility and access to

positions with different responsibilities for all the people who are part of its team. For this reason, promotions and internal mobility between the Group's parks are common, allowing training growth in technical and transversal subjects by combining external training with on-the-job training.

Along these lines, the company's corporate services have launched international recruitment campaigns to fill positions within the group in other countries using all possible dissemination methods, from emails to social networks.

Since the Group encourages and favors the opportunity to develop an international career, there is a special interest in intercultural training and, specifically, in language training.

| Total Hours of Training by Professional Category | Unit | 2019 | 2020 |
|--|-------|---------------|---------------|
| Directors | Hours | 676 | 415 |
| Department heads | Hours | 1,553 | 1,445 |
| Managers | Hours | 2,581 | 2,118 |
| Other technical personnel | Hours | 1,074 | 1,069 |
| Administrative staff | Hours | 1,076 | 1,054 |
| Maintenance staff | Hours | 2,277 | 861 |
| Operations personnel | Hours | 23,648 | 15,481 |
| Lifeguards | Hours | 4,209 | 3,101 |
| Total | Hours | 37,094 | 25,544 |

| Average Hours of Training by gender and professional category | Unit | 2020 | |
|---|----------------|--------|------|
| | | Female | Male |
| Directors | Hours / worker | 5.4 | 4.9 |
| Department heads | Hours / worker | 8 | 6.7 |
| Managers | Hours / worker | 4.1 | 5.5 |
| Other technical personnel | Hours / worker | 6.5 | 9.3 |
| Administrative staff | Hours / worker | 3.1 | 1.8 |
| Maintenance staff | Hours / worker | 0.5 | 1.8 |
| Operations personnel | Hours / worker | 3.4 | 3.5 |
| Lifeguards | Hours / worker | 9.8 | 9.7 |

Accessibility and Equality

Our objectives

- ❖ **Promote equal opportunities**
- ❖ **Promote non gender-biased talent**
- ❖ **Promote the inclusion of minority groups**
- ❖ **Support diversity, promoting the principle of equal treatment among all our workers, guaranteeing the same professional opportunities in recruitment, employment, compensation, training, development, promotion, and working conditions**

Why does it matter?

Proper management of equality in Parques Reunidos ensures equity not only internally but also at a general social level, contributing to achieving effective equality and social justice, and generating more equitable and sustainable societies.

In addition, it increases worker productivity, encourages innovation, and improves decision making.

Management approach

Our Code of Conduct foresees that everyone who works for the Parques Reunidos Group must be treated with the utmost dignity and respect and may not, in any way, be forced to suffer physically or psychologically as a result of their work. It also establishes that no employee may be discriminated, among other reasons, due to their race, color, gender, sexual orientation, marital status, religion, political opinion, nationality, ethical background, social origin, social condition, disability, age, or membership to any given association.

aimed at promoting equal treatment and opportunities between men and women, including specific measures regarding recruitment, training, and harassment prevention. These plans are actively published and disseminated among employees.

These principles govern the Group's hiring policy, as well as the collective bargaining agreements between the company and unions, which guarantee the principle of non-discrimination based on gender or other conditions in relation to the type of hiring and the conditions inherent to it.

In Spain, collective agreements include a clause agreed with the workers' legal representatives which outlines the commitment to establish an equality commission and the elaboration of an equality plan for parks that do not have an agreement, as well as those where developing a new updated agreement could be necessary.

In this line, control policies and procedures are in place to ensure the basic application of these rights in all the Group's work centers, as well as the establishment of recommendations on mechanisms for identifying talent during the selection and promotion processes.

In this sense and as a previous step to the elaboration of Equality Plans at the local level in each park, Parque Reunidos has begun to work in Spain with the main unions to negotiate and elaborate a Framework Agreement for Equality, which establishes the bases and general principles which will serve as a groundwork for the parks to develop their own Equality Plan based on the diagnosis obtained in each case.

Among the equality practices implemented, some European parks (for example, those located in the United Kingdom and in Spain) have Equality Plans

Parks both in Europe and in the United States have published policies stating the company's firm commitment to this matter (the Code of Conduct and

the Equal Employment Opportunity Policy in the United States).

Evaluating our approach

Parques Reunidos promotes and encourages the hiring of people that adds value to the Group and to the shareholder, without consideration for any quality that does not meet the principles of talent.

The selection of personnel and their promotion within the Group is key for Parques Reunidos and is carried out under the principle of equal opportunities. The main objective of this measures is to guarantee equal employment and promotion

opportunities for both men and women, taking into account all the parameters that may affect both the presentation of each application and the criteria for selection and promotion.

From the perspective of gender equality, there are measures that seek to achieve a balanced presence between levels through positive actions or the elimination of barriers and the implementation of corrective measures.

| Indicator | Unit | 12.31.2019 | 12.31.2020 |
|--|-------------|------------|------------|
| Employees with a disability of more than 33% | # employees | 55 * | 56 * |

* Employees from Germany are not included in the table.

In Spain, parks have increased the incorporation of personnel with disabilities by 1.8% in 2020 compared to 2019

Harassment prevention

Parques Reunidos has the objective of promoting a healthy work environment, adopting measures aimed at preventing that providing our services might cause mental or physical harm.

Based on the applicable regulations in each country where the company operates, Parques Reunidos seeks to establish simple, impartial, clear and agile procedures to formulate complaints or claims related to situations of harassment, creating the appropriate internal mediation and/or arbitration instances, and guaranteeing and respecting, in any case, the rights of the people involved in the procedure. Likewise, the separation of the victim from the alleged harasser is contemplated as a precautionary measure until the matter is resolved, while avoiding a substantial modification of the working conditions of the person who suffers the harassment.

Preventive measures are aimed at implementing solutions of an organizational nature that generate an increase in transparency and participation, as well as types of conduct that promote a respectful and tolerant environment, while trying to avoid the risk of harassment. In this sense, knowledge of the Code of

Conduct is actively promoted, including through collective bargaining, either by incorporating corresponding sanction for non-observance into the disciplinary system (Aquópolis Cullera Collective Agreement), or by establishing follow-up mechanisms in what pertains to the Code's compliance (Parque Warner Collective Agreement).

Workplace harassment is subject to sanction by Parques Reunidos to prevent its appearance or correct its existence.

Each park has its own protocol for action in situations of workplace harassment. Regarding Parques Reunidos Servicios Centrales, the current procedure published on the company intranet that is applicable to all Spanish workplaces, is under review. Likewise, a Policy regarding the protection of Parques Reunidos employees in situations of harassment will also be published, and the company will review all local procedures to ensure their alignment with said policy and with the applicable local regulations. The complete exercise of publication of Group policy and revision of local protocols will be carried out during the first half of 2021.

Nondiscrimination

The Group has not registered any case of discrimination during the reporting period.

Should it occur in the future, actions would be taken to mitigate it as soon as possible, with recovery plans to minimize the impact of the damage produced.

Our Customers

Through more than 20,000 surveys, during 2020 we have implemented market studies in our main parks to know the customer's perception regarding the protective and preventive measures against the transmission of COVID-19 implemented in our parks.

The first phase of the research was carried out in the period between the end of May and June 2020. A total of 14,145 surveys, were distributed in 7 countries (Germany, Netherland, Italy, Spain, Norway, Belgium and USA) among annual pass holders, other customers and the general population. The remaining surveys were conducted in the second half of 2020.

These surveys made it possible to measure relevant aspects associated with the impact of COVID-19, such as the effect on family income, general concern about COVID-19, expectations regarding COVID-19, main health and safety measures expected by the client, main barriers related to the implementation of measures, perception regarding the safety of parks as open spaces, probability of visiting parks, or expected time of visit to parks, in order to reinforce our communication and implement additional actions in those regions or parks where it was necessary.

Accessibility and Inclusion

Parques Reunidos facilitates access to leisure for people with functional diversity. For this purpose, our parks have discounts and preferential access, as well as information services for customers with special needs.

This information is provided through specific guides available in the parks or on their websites and information offered through our staff.

Objective and transparent information

Parques Reunidos provides information to consumers through marketing campaigns adapted to each target audiences. The campaigns are spread throughout the season to publicize the contents and prices of all its products and services, as well as about new products and applicable offers when appropriate.

in subsequent seasons, minimizes the risk of COVID-19 transmission while reducing the amount of waste generated.

Transparency in the contents and prices not only affects the visitors of the parks, but also the different entities that act as intermediaries for the sale of tickets.

Customer communication work involves two key tasks, the first to define the message, and the second to distribute this message so that it is accessible to consumers. In both tasks, the communication policy of Parques Reunidos at its different parks is to comply with the legislation of each country and to be transparent, honest and responsible, in the development of the content and, the definition of the message, and in its graphic and written expression, as well as in the use of channels and supports that allow its massive distribution until reaching the potential client.

For the realization of this communication, we use channels such as the web, social networks, e-mailing campaigns or each parks' customer service hotline, as well as paid advertisements on traditional or digital media.

During the visit, our parks also offer information through brochures, voice messages and posters, among others, to help make the experience as pleasant and easy to navigate as possible. During 2020, paper brochures have been replaced by digital brochures available through the parks' mobile applications. This measure, which will be maintained

In Spain, where the company's headquarters are located, we are members of the Spanish Association of Advertisers (AEA) and we follow the Self-Control of Advertising guidelines in order to develop responsible, truthful, legal, honest, and loyal advertising.

In 2020 we have not had any complaints or claims for misleading advertising in any of our parks.

COMMUNICATION TO CUSTOMERS RELATED TO THE PREVENTION OF COVID-19

All the parks have revised their operating protocols, adapting them to include the measures associated with the prevention of COVID-19-before they reopened to the public. To protect the health of our visitors during their visit, Parques Reunidos has ensured that updated information on these measures is communicated efficiently.

This information includes both communications prior to purchase through web pages, email and social networks, as well as communication in the park itself through informational posters, including the use of horizontal signage to mark distances.

The websites have been simplified and the information is available on the key landing pages: Home, COVID-19 information, opening calendar, prices and offer of products and shows. The use of infographics and frequently asked questions makes it easy to access relevant information.

Emphasis has been placed on communicating three main issues: the implementation of prevention measures against the spread of COVID-19 in the park, alluding to the shared operator-visitor responsibility, the online sales and the reservation for pass holders and third parties/tour operators. On-line sales and reservations allow not only an efficient control of capacity limits, but also visit traceability.

Claim and complaint management

Parques Reunidos offers its customers various means, both physical and online, to channel their claims and complaints:

- Official complaints book, according to the legislation of each country.
- Online complaint and suggestion form, available on the websites of each park.
- Social networks: Facebook, Twitter, etc.
- Official blog of each park.
- Suggestion sheets or books, available in the parks.
- Assessment questionnaires, available at different points in the parks.

Each park has a claims and complaints control system that establishes the process for receiving, analyzing, evaluating, acting and responding to the customer at the local level.

Claims and complaints are analyzed and dealt with in the management committee of each park, which, in turn, informs the regional management of any significant incident.

As part of the process of centralizing all aspects associated with customers, the Group is working on standardizing the mechanisms for collecting, classifying, and managing claims and complaints, as well as expanding the surveying process beyond claims and complaints, to also gather suggestions.

In 2020, the pandemic modified the plans of the project related to the global management of claims and complaints. In 2020, the quality of the data and the non-homogeneous diversity of information channels do not make their correct analysis and consolidation possible, so no aggregate data for 2020 is presented. At the end of 2020, a working group with specific resources was created for which Parques Reunidos commits to define a homogeneous criterion in relation to complaints and claims in the parks, and to recurrently measure them in order to facilitate the consolidated information of clients during the year 2021 in the next non-financial report

The statistical treatment and follow-up of the complaints, claims, and suggestions received in all the parks of the group will allow a continuous

improvement of the experience that our parks offer to their visitors.

Customer satisfaction

In addition to the measures described in the previous section, we also send a questionnaire to all customers who purchase their tickets online. The results provide information used to calculate indicators that make up our Quality Index, which measures the level of customer satisfaction in the first 24 hours after their visit.

These indicators allow each park to analyze its situation, establish new goals, and specific satisfaction objectives for the future. Each park manages these indicators locally.

In the post-visit Quality Index surveys carried out in 2020, we incorporated questions related to COVID-19, to measure the perception of the effectiveness of the measures implemented, incorporating questions regarding where customers have observed these newly implemented measures and whether they found them appropriate. In this regard, we received positive evaluations.

Customer privacy

Claims primarily related to violations of customer privacy and loss of customer data

As a result of its activity, Parques Reunidos processes a large volume of personal data relating to customers who visit its facilities each year, suppliers and contractors with whom it maintains legal and contractual relationships, and the Group's own employees.

In this sense, after the entry into force of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 regarding the protection of natural persons with regard to the processing of personal data and the free circulation of these data, which repeals Directive 95/46/CE (GDPR), Parques Reunidos has addressed the necessary actions to adapt the processing of personal data carried out by its different European companies to the different requirements demanded by the community regulation.

Regarding the 2020 financial year, the following measures stand out among those that were adopted:

- Supplier approval procedure: a procedure has been developed that includes the action guidelines that must be carried out before and during the hiring of service providers, whether access personal data is necessary for the provision of the service or not, in compliance of the obligations established by the GDPR. This

procedure incorporates, among others, the necessary action guidelines to verify that the providers with access to personal data offer sufficient guarantees to ensure the security of the personal data processed and the rights and freedoms of its holders.

- Implementation of consent management platforms for the use of cookies or other similar technologies on the different Parques Reunidos web pages. This action has been carried out in compliance with the GDPR and the latest instructions issued by the competent Control Authorities in matters of data protection.
- Regulation of relations between Parques Reunidos Servicios Centrales, SA, the Group's central services' headquarters, and the rest of the Parques Reunidos companies: the relations on data protection between Parques Reunidos Servicios Centrales, SA and the rest of the Group's companies (Spain, rest of Europe, United States and Australia) have been regulated. For this, different contracts have been drawn up and signed, depending on the personal data processing carried out and the legal nature of each of the companies with respect to said processing between the parties (joint responsibility and/or data processor). These contracts incorporate the obligations and

- responsibilities of each of the intervening parties regarding the personal data processed.
- Updating of the terms on data protection of the Parques Reunidos applications to adapt them to the functionalities of the available versions and to guarantee the principle of minimizing the personal data collected.
 - During 2020, the Parques Reunidos companies have provided information on their compliance

status and the deficiencies detected in terms of data protection to the Data Protection Delegate of the Spanish companies of Parques Reunidos, who, in turn, reported the companies' global compliance status, the deficiencies detected in this regard and the necessary measures to improve the level of compliance to the Audit and Control Committee of Piolín Bidco S.A.U. on October 26, 2020.

Additionally, the Parques Reunidos companies in Spain and the Data Protection Delegate rely on the support and advisory services provided by firms specialized in privacy and data protection throughout the year. For their part, the rest of the Parques Reunidos companies also have officially appointed Data Protection Delegates or, alternatively, with people who oversee managing and supervising data protection requirements. On a monthly basis since September 2020, each local Data Protection Delegates or data protection supervisor send report to the Group's Data Protection Delegate in Spain that summarizes all possible claims received, violations or security breaches detected, requests to exercise rights, current actions to improve compliance, and the obstacles that may prevent

compliance with data protection regulations in each of the Group's companies.

Additionally, Parques Reunidos has established an action plan for 2021 that incorporates the following actions: i) organizing new annual training sessions on data protection and ii) carrying out a project with a team of external consultants specialized in risks. The latter will include the development of a methodology that will, first, analyze the risks of the different data processing carried out in Parques Reunidos and, second, carry out Impact Assessments when the resulting risk is high. Additionally, the project will also contemplate carrying out the corresponding risk analysis and, when necessary, the Impact Evaluations that are required.

| Indicator | Unit | 2019 | 2020 |
|--|------|------|------|
| Number of complaints received regarding privacy and data protection | # | 0 | 0 |

Fight against corruption and bribery

Why does it matter?

The Group values honesty, integrity, and regulatory compliance, maintaining a firm commitment in the fight against unethical behavior through a position of zero tolerance.

Conclusions from preparation and updating of the Crime Prevention Models and from the surveys carried out on the Parques Reunidos management team showed that the risk of corruption and bribery at Parques Reunidos is medium-low due to the nature of its activity, the countries where it operates, the limited transnational operations it carries out, and the countries with which it does so. Similarly, Parques Reunidos (i) has a limited scope (mainly local issues and with the participation of a small number of people for a short time) and (ii) a low impact (since the limitation its scope means that the amounts do not compromise the viability of Parques Reunidos).

Regarding criminal responsibility of the legal person, according to the Spanish Penal Code, crimes of

corruption and bribery carry high penalties compared to other crimes but, precisely, the existence of the Crime Prevention Model (MPD) aims at mitigating these risks and, where appropriate, mitigating - or even exonerating – the Group’s criminal liability.

The main risk of unethical conduct, such as bribery, derives from the fact that our operations depend, to a certain extent, on different types of administrative authorizations, which is why we maintain a close and constant relationship with the public authorities.

Regarding private corruption, we cannot ignore that Parques Reunidos, due to its own operations, turns to external suppliers to obtain essential products and services for the development of its activity. In these situations, there could be cases of private corruption favoring a certain provider in exchange for some amount or gift.

Management Approach

Parques Reunidos has standards and procedures for the avoidance, detection, and evaluation of corruption and bribery risks, which include:

- Staff training on what behaviors are outside both the legality and the ethical framework of Parques Reunidos.
- Information on current policies, standards, and procedures in this regard.
- Design and implementation of standard policies, procedures, and controls, so that they are complementary and reduce risk from different fronts.
 - For Spain and Europe, patterns of employee behavior are established: how to interact with public administrations, as well as with private providers - how to request meetings, where to hold them, who should attend and how they should be reported, what issues can be discussed, what details of courtesies can be accepted or offered, etc. - how to act

in the event of possible conflicts of interest, etc. Work is being done on an anti-corruption standard that will unify the different specific rules related to corruption and bribery existing in different Group documents.

- In the United States and Australia, rules are established regarding conflicts of interest in the relationship with private suppliers -as well as with competitors-
- For Spain and Europe as well as for the United States and Australia, procedures exist on how purchases should be carried out - bidding processes, request for various offers, analysis and choice of suppliers - in such a way that they are fully transparent and based on objective criteria of economic and operational efficiency and have the approval of different people, aiming at purchasing process optimization and promoting professionalization and control of

compliance with the Group's objectives. A Purchasing Department was created in 2020, which is working on updating the procedure for purchasing goods, services, and CAPEX. This process is expected to be completed during the first quarter of 2021. This new updated procedure will involve, among other points, the extent of its scope, which will now be applicable at Group level.

- For Spain and the rest of Europe as well as for the United States and Australia, the economic and material limits are established for each signatory -depending on their position in the organization chart-. For operations or legal businesses with economic value exceeding € 60,000 (or € 65,000 \$ in the case of the United States and Australia) joint firms are generally required,

so that more people are involved in the control of operations. These limitations, together with the main standards that are applicable to Parques Reunidos in legal matters, are included in the Legal Advice Manual or "Legal Manual", created in 2013 and updated in 2020 to extend its original scope of application - which initially included Spain and the rest of Europe - to the United States and Australia as well.

- Standards are established on how to make collections and payments, so that the approval of any provision is not under the control of a single person. These controls have been drawn up, both for Spain and Europe and for the United States and Australia.

Spain and rest of Europe

Various policies, standards, and procedures, along with the Crime Prevention Model ("MPD") make up Parques Reunidos' ethical behavior framework, which was created in Spain and which the Groups continues to integrate globally. Within this framework, it is specially important to minimize the risk of conduct that may constitute crimes related to corruption, both in its public (bribery) and private aspects.

Specifically, since the creation in Spain of the MPD, its implementation in 2011 and the update carried out during 2017, private corruption and bribery crimes have been identified as those with the greatest impact and probability of occurrence.

In 2017 the management team carried out a corresponding analysis based on criteria of impact and probability of occurrence, paying attention to the activity and location, and to the criminal risks faced by Parques Reunidos. Through this analysis, risks related to corruption (private corruption) and bribery (public corruption) ranked 3rd and 5th respectively among the 24 criminal offenses risks identified - assimilated to types of crimes included in Spanish criminal law -.

Based on those results, Parques Reunidos has proceeded to review and implement policies, standards, and procedures aimed at:

- training employees in ethical behaviors,

- establishing procedures to avoid the occurrence of unethical behavior, and
- establishing ways to discover the commission of illegal conduct and adopt the necessary measures for its eradication.

In this sense, the Code of Conduct – and, as will be explained later when referring to the United States and Australia, the Employee Handbook and the Code of Ethics - make express mention of conflicts of interest, corruption and bribery (or their equivalents figures in other ordinances). There is a duty to act with absolute transparency and avoid any conduct that, for their own benefit or that of the respective company, may actions entail, not only the commission of a criminal offense, but a violation of the Group's ethical principles.

In addition to the company's Code of Conduct, there are specific rules, set out in the "Institutional Relations Policy", in the "Rules for the Management of VIP Passes" – which have both been integrated into the Anti-Corruption Standard with global scope of application and have been approved by the Audit Committee of February 17, 2021 and the Board of Directors of February 18, 2021 –, and in the Procedure for purchases of goods and services. These three documents establish procedures and protocols aimed at avoiding conflicts of interest and limiting the risk of acts of private corruption and bribery.

These standards are integrated into the MPD, which, although it was designed based on Spanish regulations, is currently in the process of adaptation and extension to the different European laws of the countries in which the Group is present, to increase homogenization and control from the Group's headquarters (even though each jurisdiction complies with its local legislation on the matter). Thus, after the implementation of the MPD in Belgium and the Netherlands in 2019 and France and Germany in 2020, the Audit and Control Committee approved on November 30, 2020 the implementation of the MPD in Italy and Norway during the year 2021.

In close relationship with the MPD, training is given to staff on the prevention of criminal risks on an annual basis. This training is given to all directors both in Europe and in the United States and Australia, as well as to many employees at Parques Reunidos headquarters. The recipients of this training attended different online seminars that were held during the month of December 2020 through a digital platform.

United States and Australia

In line with the provisions of the preceding paragraphs regarding Spain and Europe, Parques Reunidos has developed the Employee 's Handbook for the United States and Australia that includes, among other things, the behavioral obligations and policies aimed at avoiding the commission of unethical conduct in general. This document, which was revised in 2018 for the United States, is digitally signed by employees when they join the company.

Policies on ethical behavior find further development in the Company's Code of Ethical Standards, Business Practices and Conduct (published in 2011) where the prevention of conduct related to corruption and bribery in particular are expressly addressed. This document is provided digitally to employees when they are hired, just like the Employee's Handbook.

Training on these issues is provided on a regular basis. The latest training took place in December 2020 and, for the first time, these courses were taught entirely online from the central services in Spain.

It is important to note that, for a few years and due to the numerous scandals about the diversion of charitable donations in the United States, Parques Reunidos has maintained a policy in the United States

During the month of March 2021, a call for additional training will be held to assist those employees who were unable to attend any of the calls held in December 2020.

Within the framework of the MPD, and from the very day of its implementation, an internal complaints channel has been created, which has been made available to all employees and third-party collaborators of Parques Reunidos not only in Spain but also in Europe. Through this channel, complaints can be made regarding illegal behavior or behavior contrary to the Code of Conduct. Complaints can be anonymous and are received by all members of the Surveillance Unit, the highest body responsible for the MPD and formed by the directors of the Finance, Legal, P&O and Internal Audit areas. This Unit is responsible for deciding how complaints should be processed based on their content. The existence of the channel and its operation are explained in the training courses for employees, who also received periodic reminders via email.

that prohibits, as a general rule, making direct financial donations to charity (thus, any exception must be expressly authorized at the highest level and carried out with due guarantees). To this end, very strict regulations have been implemented in relation to the possibility that Parques Reunidos can serve as a platform for charitable campaigns in the United States. Specifically, the aforementioned policy prohibits collections of cash donations inside the parks and only allows their execution through a digital platform controlled by the IT department, dependent on the central offices, after prior control by the Group's central services in the United States regarding the beneficiary organizations and the activities they promote. Likewise, it has been decided to focus efforts on the implementation and control of procedures related to fraud, embezzlement, and conflicts of interest with suppliers. For this reason, the Group in the United States implements not only policies, procedures, or standards for managing funds, but also control mechanisms such as security cameras in checkout areas, random audits, analysis of the checkout grid for each employee with access to the same, etc.

The commission or suspicion of commission of any unethical or criminal conduct, which may include the

above, can be reported through the internal complaint channel (Hotline) managed by an external company, through which all employees can inform, anonymously and confidentially, the General Counsel and the P&O management of Parques Reunidos in the United States about these facts. Those two bodies will bring together the US Ethics Committee. In this regard, the United States leadership will proceed to modify the composition of the US Ethics Committee with effect from January 1, 2021, so that it is more similar to the existing Surveillance Unit in Europe.

If criminal behavior is found, in addition to the initiation of the corresponding criminal actions against the offender, the measures adopted are put together to identify vulnerabilities and improve processes and thus (i) detect similar behaviors that may be occurring in other parks; (ii) detect vulnerabilities; and (iii) share possible improvement and reinforcement actions.

Evaluating our approach

Spain and Europe

During 2020, 7 complaints have been received through the Internal Complaints Channel (2 of them after August 31, 2020, the cut-off date of the last report made to the Audit and Control Committee on September 15), of which none was related to possible corrupt conduct between individuals or bribery.

Apart from the complaints received through the Internal Complaints Channel, there has been no record of any conduct related to corruption and bribery.

United States and Australia

During 2020, 17 complaints were received through the Hotline, resulting no cases related to corruption or bribery.

interest and presumably constituting private corruption in the United States Group. Lawyers with experience in both criminal prosecution and labor matters from a reputed forensic firm, as well as a mediator/investigator participated in the investigation. The outcome of the investigation showed that, although the conduct carried out by the main defendants constituted clear examples of negligent management, - lacking in transparency and contrary to company policies and standards, especially those related to conflicts of interest and purchasing procedures – no crimes had been committed. After the dismissal of all the main defendants, which was reported last year, none have been reinstated.

Apart from the complaints received through the Hotline, during 2020 alleged violations of the ethical standards of the company have been reported. Though according to reports from the P&O management in the United States, violations were of diverse types, the most numerous were those related to workplace harassment.

The employees referred to in 8 files have been dismissed. At the closing of the Group's EINF in 2019 an investigation was on-going regarding a complaint that alleged the existence of conducts in conflict of

| Indicator | Unit | 2019 | 2020 |
|---|------|------|------|
| Number of complaints received through internal channels | # | 19 | 24 |
| Number of complaints received regarding corruption and bribery | # | 1 | 0 |
| Number of training sessions related to criminal risk prevention and compliance with legal policies | # | 5 | 9 |

Measures taken to prevent corruption and bribery

Spain and Europe

During the 2019 financial year, we proceeded to update the procedure for purchasing goods, services, and Capex, homogenizing the process of approval of suppliers, request for offers, and selection. At year-end 2020, the recently created Purchasing Department of the Group's Central Services is working on updating and improving this procedure, which is expected to be completed in the first quarter of 2021.

Work has also been done, ending in February 2021, on the creation of an anti-corruption standard under the auspices of the new sustainability policy. On the one hand (i) this standard establishes guidelines for conduct updated to the reality of the Group; and (ii) on the other hand, it consolidates different norms related to the prevention of corruption and bribery - such as the Institutional Relations Policy, or the Norms for the management of VIP passes-. Thus, apart from having an integrated standard, in that it will include in a single document a greater number of conducts, the new standard establishes a single, even more transparent framework of global application in relations with public administrations, establishing, in turn, another type of limitations regarding the use of intermediaries or donation control reinforcement, -

United States and Australia

Parques Reunidos' central services in Spain have worked with the United States and Australia to standardize some internal operating policies, procedures, standards, and manuals that we hope will have a positive impact on mitigating the risks of corruption and bribery. In 2020, the Legal Advice Manual was updated, a document that includes the main legal standards that are applicable to the Group. Additionally, the Audit Committee has approved that, during 2021, the compliance structures of the Group in the United States will be subjected to verification in order to make sure that they comply with the requirements established by the US Department of Justice – a body equivalent to the State Attorney General's Office- in its technical notice for the Normative Compliance Program Evaluation that was updated in June 2020.

which will prohibit donations to political parties- among others.

On the other hand, after the completion of the homogenization of the MPD in Belgium and the Netherlands - collected by the EINF last year - the situation derived from COVID-19 has prevented the proper launch of the planned controls, so they will be executed during 2021 in conjunction with the controls planned for France and Germany. In these two last countries, standardization of the MPD ended last December 2020. For 2021, the standardization of the MPD has been approved in Norway and Italy.

Directors in Spain and Europe, as well as workers with access to a computer in Spain have received training on criminal risks and company policies. An additional session of each training will be held in March 2021 for those who were not able to attend the two scheduled sessions. Additionally, recordings of the sessions will be circulated for later consultation.

Regarding specific measures in the face of acts of corruption or bribery, since none were detected, no measure has been adopted beyond reinforcing the training in this regard.

The changes produced in the Group's management in the United States and the situation generated by the pandemic have impeded the establishment of new preventive measures or specific controls. Work has continued with the application of the cash control policies in force, as well as the use of security camera circuits to detect possible breaches, which began in 2018. Employees at the parks received training on managing and handling cash on an annual basis - preparation of reopening - and are repeated when there are signs that an employee finds difficulty in complying with the procedures.

On the other hand, conducts contrary to the ethical framework of Parques Reunidos that have been detected during 2020, although they were not related to anti-corruption and bribery, have resulted in the dismissal of 8 employees.

Measures to combat money laundering

Although Parques Reunidos is not bound by the money laundering law, it has policies and controls aimed at mitigating this type of risk.

In Spain, although Parques Reunidos is not an obligated subject according to the Money Laundering Law, the Spanish MPD identifies money laundering as a low inherent risk given that, apart from the cash payments made at ticket offices and points of sale in the parks, due to the very operation of the business, payments in cash are otherwise accepted in very exceptionally and limited occasions to a tour operator or commercial partner. We have identified the following risks regarding a hypothetical situation of money laundering: (i) Payment in cash of the tickets at the park ticket offices for amounts greater than those established without complying with legal obligations; (ii) Collection in cash and not declaring the amount charged by intermediaries in the sale of tickets to the parks.

The associated controls, in accordance with the provisions of the matrix, are as follows: (i) Parques

Reunidos has hired the statutory financial audit services for the companies required to be audited (including information systems security review) and the review of the consolidated financial information - applicable to the audited companies-; (ii) commercial agents in Spain have been informed of the obligation for customers to make their payments by wire transfer, as well as the limitation of making or accepting cash collections/payments for an amount greater than 1,000 EUR (in accordance with the provisions of current regulations). In Italy there are also guidelines in this regard. In the rest of Europe, the criterion set out in the past year is maintained by which, given the small amounts that are collected in cash, we consider there is no urgent need to set up specific controls, though we might establish them in throughout 2021.

As for the United States, no specific control has been established regarding the amount of payments and their origin.

Contributions to foundations and non-profit entities

Regarding contributions to foundations and non-profit organizations, the risk of conduct related to corruption and bribery is medium-low.

Contributions to **associations and organizations with altruistic and social purposes** carried out in Spain are centralized as far as possible through the Parques Reunidos Foundation. In those cases, the foundations and non-profit entities with which it cooperates are screened and analyzed to confirm that their founding purpose and the specific projects comply with the "Parques Reunidos Spirit", and to make sure that they rely on reputational solvency and on an adequate structure for the execution of projects. A manual is being worked on that, based on the experience acquired through the Foundation, serves to establish the mechanism for the analysis and approval of foundations and non-profit entities with which the parks cooperate directly.

During 2020 the economic contribution to foundations and non-profit entities, excluding fees to sector associations and donations of tickets was € 51,984.

This sum includes contributions to support non-profit organizations dedicated to research and conservation of biodiversity made by the Parques Reunidos Foundation, which reached a total of € 42,872. The remaining amount represents the financial

contributions made by the parks (Marineland, Mirabilandia and Slagharen) to local non-profit entities, which, in none of the cases, exceeded 5,000 EUR.

In addition to monetary contributions on occasion, the most common contributions are made in kind, consisting of tickets donations to associations and non-profit organizations with social purposes so that they can organize activities in our parks. As detailed in the section Parques Reunidos Spirit, these invitations represent 0.7 % of the total sales.

In Spain and Europe there are rules for the delivery of invitations.

On the other hand, a fundraising policy for charitable purposes and a platform created for this purpose to raise funds exist in the United States and Australia to avoid collecting cash in the parks. This allows, on the one hand, the control of the suitability of the entity; and, on the other, the traceability of the amounts that are actually collected.

Additionally, contributions are made to sector associations, both global and regional or local, of which Parques Reunidos, as a Group, or the parks, individually, are members. The economic contribution to sectoral associations during 2020 was € 183,551.

List of sector associations of which Parques Reunidos, or its parks, is a member

| Type of park | Geographical scope | Association |
|---------------------------|--------------------|--|
| Amusement and Water Parks | Global | IAAPA- International Association of Amusement Parks and Attractions WWA- World Waterpark Association |
| | National / State | AEPA- Spanish Association of Amusement and Theme Parks VDFU- Association of German Leisure Parks and leisure time facilities AALARA- Australian Amusement, Leisure and Recreation Association California Attractions and Parks Association Florida Attractions Association |

| Type of park | Geographical scope | Association |
|--------------------|--------------------|---|
| | | Pennsylvania Amusement Parks Association IALSA- International Amusement & Leisure Defense Association |
| Zoos and Aquariums | Global | WAZA- World Association of Zoos and Aquariums IMATA (Intl. Marine Animal Trainer's Association) |
| | Regional | EAZA- European Association of Zoos and Aquaria EAAM- European Association for Aquatic Mammals EUAC- European Union of Aquarium Curators American Humane |
| | National / State | AIZA- Iberian Association of Zoos and Aquariums BIAZA- British & Irish Association of Zoos & Aquariums SNELAC- Syndicat National des Espaces de Loisirs, d'Attractions et Culturels UCA- French Union of Aquaria Curators AFDPZ- Asso. Française de Parcs Zoologiques NABU- Naturschutzbund Deutschland VdZ- Verband der Zoologischen Gärten eV AMMPA- Alliance of Marine Mammal Parks & Aquariums (USA) |

Human rights

Parques Reunidos' commitment to human rights is reflected in the following principle of its Sustainability Policy:

- Comply with international conventions on human rights, including supporting the elimination of child or forced labor in its own operations and in the supply chain, and ensuring that the Group is not complicit in human rights abuses.

Parques Reunidos incorporates the fundamental principles of the Universal Declaration of Human Rights, the Principles of the Global Compact and the provisions of the fundamental conventions of the International Labor Organization into its policies and management practices, in particular in relation to:

- Equality

Given that the parks operated by Parques Reunidos are located in low-risk countries in relation to respect for human rights, and that most of our suppliers are local or national, issues relating to slavery, torture,

- Non-discrimination based on gender, race, language, religion, political opinion or of any other nature.
- Safety and security rights.
- Protection against arbitrary interference in people's private life, family, home, or correspondence.
- Freedom of opinion and expression.
- Freedom of assembly and association, including the right to form trade unions for the defense of their interests and the right to collective bargaining.
- Just and favorable conditions of work, including those relating to remuneration.
- Organization of the duration of the working day and enjoyment of vacations.

child labor or forced labor are not considered material.

During 2020 there have been no complaints for cases of human rights violations

| Country | FH | HDI | Risk | |
|----------------|------|-------|------|--|
| Norway | Free | 0.957 | Low | <p>The level of risk in each country is determined based on the global Human Development Index (HDI) and Freedom House Index (FH), according to the following criteria:</p> <ul style="list-style-type: none"> - high risk environment: FH rating "non free" or HDI <0.70 - medium risk environment: FH "partially free" or HDI rating 0.70-0.79 - low risk environment: FH "free" rating and HDI > 0.79. |
| Germany | Free | 0.947 | Low | |
| Australia | Free | 0.944 | Low | |
| Netherland | Free | 0.944 | Low | |
| Denmark | Free | 0.940 | Low | |
| United Kingdom | Free | 0.932 | Low | |
| USA | Free | 0.926 | Low | |
| Belgium | Free | 0.931 | Low | |
| Spain | Free | 0.904 | Low | |
| France | Free | 0.901 | Low | |
| Italy | Free | 0.892 | Low | |

The volume Merchandising purchased from countries considered high risk in terms of human rights defined according to the HDI and FH indexes (China and Thailand) is 9.5 %.

The group is working on the development of supplier evaluation processes that help mitigate the possible risks associated with human rights in the supply chain.⁹

⁹ See section "Outsourcing and Suppliers".

Society

Commitment to sustainable development

Parques Reunidos' commitment to sustainable development is reflected in the following principles of its Sustainability Policy:

- Seeking an active relationship with stakeholders, for example employees, customers and suppliers, and the communities in which we operate to help solve societal challenges and build stakeholder trust.
- Promote a philanthropic approach to improve the protection of children and the protection of people who may be affected by chronic diseases and/or disabilities, promote integration efforts towards families and other vulnerable communities that may be at risk of social exclusion, promote education and raise awareness about sustainable development and conservation of natural heritage, and contribute to the preservation of threatened species and collaborate in scientific research for the benefit of biodiversity.
- Promote communication and dialogue channels, and foster the Group's relations with its shareholders, investors, employees, suppliers, customers and, in general, with all its stakeholders.

Parques Reunidos contributes to the economic and social development of the sector and the territory in which its parks operate through the creation of direct and indirect local employment, the use of local suppliers and collaboration with different associations and organizations.

Outsourcing and Suppliers

The subcontracting and management of suppliers is governed by the following principle included in the Sustainability Policy:

- Create a systematic approach to choosing business partners who are able to support the Group's principles on sustainability, who prioritize suppliers who have incorporated sustainable and ethical practices within their organization, and who drive those practices within their own supply chain.

Due to the nature of our activity, most of our suppliers of products or services are local. Likewise, as it is an activity with high seasonality, it is usual to fill jobs with personnel from the towns in which our company's parks operate.

Given that our activity is associated with the service sector, and that the parks are located in areas relatively far from population centers, the activity of Parques Reunidos does not generate negative impacts on local populations or the territory, so it is not considered necessary to establish mechanisms of formal dialogue with local communities, beyond those associated with the relationship and coordination with the different local authorities, either as issuers of the corresponding operating permits or as agents associated with coordination in case of emergency.

The association or sponsorship activities carried out by Parques Reunidos include:

- Collaboration with associations and organizations for altruistic and social purposes, the scope of which is described in the Parques Reunidos Spirit section.
- Collaboration with sector associations, both global and regional or local, the scope of which is included in the section Contributions to foundations and non-profit entities.

The supplier selection procedure includes the following selection criteria to be applied depending on the product or service category:

- Strict compliance with current regulations.
- Solvency: we will work with suppliers with sufficient capacity to undertake the necessary investments or support the payment conditions set.
- Recognized experience and trajectory within the market.

- Reputation: clearly recognized and prestigious suppliers in the market
- Service: suppliers with the capacity to offer a service of maintenance and delivery of merchandise, minimum at the national level.
- Quality-Price Ratio: make it the most competitive on the market.
- Flexibility: ability to adapt to the seasonality of the business.
- Verification of products by accredited entities.
- Existence of authorization to the supplier in licensed products.
- Preference for local suppliers as a way to generate wealth in the environment in which it operates.
- Commitment to the prevention of occupational risks and the minimization of the environmental impacts that its activities may generate.
- Criteria of social and environmental sustainability of the purchased good or service
- Validation of providers regarding the protection of personal data, to ensure that they comply with the applicable regulations in this area.

Contracts for the purchase of products and services contain clauses by which the contractor or supplier, in the performance of its activities, whether carried out by its own personnel or by subcontractors, commits to complying with all applicable national and international standards and regulations related to standards of ethical and responsible behavior, including, but not limited to those dealing with human rights, health and safety at work, labor rights, protection of the environment, and the fight against bribery and corruption.

Fiscal information

The Group has guidelines for action in tax matters that protect shareholder value and security through efficient and sustainable management of tax matters and compliance costs. Likewise, the Group's decision-making is guided by the principle of legal certainty in tax matters, thus protecting the value of the company for all stakeholders.

The tax strategy, which applies in all the countries and jurisdictions in which Parques Reunidos is present, and covers all areas and businesses that are

During the term of the contract, the Contractor or Supplier agrees to allow Parques Reunidos, by itself or through an external auditor designated by the company, to audit the degree of compliance with these rules, accepting the possible corrective or preventive measures that can be established. At the request of Parques Reunidos, the Contractor or Supplier will inform Parques Reunidos of the measures adopted to guarantee compliance with these regulations.

As far as possible, the number of service or product providers is reduced to the minimum necessary to guarantee their better control and supervision, through national or regional contracts. Additionally, and considering our material issues, the daily supervision of the activities in our work centers includes monitoring the performance in terms of occupational and environmental safety of the contractors that carry out their activities in our work centers. The health and safety standards applicable to our employees are equally applicable to contract workers who receive pertinent occupational health and safety information within the business coordination activities.

Due to the nature of our activity, most of our product or service providers are local or national. In the case of new attractions, the suppliers are globally recognized manufacturers in the sector.

Although supplier audits are not carried out, supplier selection considers performance in social and environmental matters and, in the case of suppliers that are not local or national, the selection process considers whether they are hired globally by other operators of the sector.

developed by the Group, comprises the following guidelines for action:

- Strict compliance with the Group's tax obligations. These obligations include, among others, the declaration and payment of taxes, the provision of tax information of the Group companies or the provision of tax information from third parties, either due to periodic obligations or as a result of information requirements made by the tax authorities.

- Decision-making based on business criteria, taking into account the fiscal aspects associated with them.
- Use of non-opaque structures that respond to the economic reality of the company.
- Collaboration with renowned external advisers who provide support to Parques Reunidos staff in tax matters through regular contact.
- Collaboration with the tax authorities in the resolution of all issues that may arise as a result of compliance with own- or third-party tax obligations.
- Management of fiscal risks, establishing the appropriate mechanisms for their coverage, prevention, reduction, and monitoring, considering not only their economic impact, but also the associated reputational factor.
- Application of tax regulations in accordance with the interpretative criteria of the competent tax authorities, with the support of consultations, resolutions, and judgments of administrative or jurisdictional bodies regarding the specific case.
- Adequate coordination of the actions with fiscal impact of the different entities of the Group.
- Transfer pricing policy for all its operations between related parties and entities in accordance with the principles of arm's length, free competition, and value creation through the assignment of functions, assets, risks, and benefits.

The tax function, dependent on the Group's Financial Management, is responsible for the effective control of these basic principles, as well as for the establishment of procedures and monitoring and control measures that guarantee and consider the tax risk in the process of taking decisions and the dissemination of the tax strategy in the Group.

Along with the Group's Financial Management, there are other internal and external agents that intervene

directly and indirectly in the exercise of the tax function:

Internal:

- Tax/administration/financial department: responsible for compliance with tax obligations, as well as material preparation and presentation of tax returns required by current regulations.
- Human Resources Department: in charge of determining the retention of personnel, as well as the establishment of remuneration policies, and supervision of their fiscal impact.
- Local business units, which carry out the tax function when any of their processes or functions generate a tax impact at the local level (direct or indirect) for the Group.
- Internal audit, in charge of supervising and evaluating the different processes, compliance and controls, as well as their impact on the Group's fiscal function. It will also be responsible for ensuring compliance with the established fiscal controls.
- Any other departments of the Group in making decisions inherent to its area of influence, insofar as these could have a fiscal impact.

External:

- External tax advisers in charge of providing recurrent support to the departments involved in the Tax Function in matters related to taxation derived from the ordinary activity of the group.
- Advisors on specific or exceptional matters arising from the non-recurring activity of the Group.

The revenues, the profits obtained and the taxes on profits by country, as well as the public subsidies received during 2020, are detailed in the following table:

| Indicator | Unit | Rvenues | Profit / (Loss) before income tax | Income tax payments | Corporate income tax | Public subsidies |
|------------------------|------|--------------------|-----------------------------------|---------------------|----------------------|------------------|
| Norway | € | 14,958,053 | - 11,924,693 | - 698,349 | 1,847,206 | |
| Germany | € | 79,112,023 | - 48,368,382 | - 1,535,325 | 7,986,290 | |
| Australia | € | 5,668,750 | - 3,884,098 | | | |
| Netherlands | € | 18,217,963 | - 3,666,485 | | 1,283,720 | |
| Denmark | € | 5,361,968 | - 2,834,891 | | 232,353 | |
| UK | € | 10,093,336 | - 7,473,647 | - 215,687 | 691,866 | |
| USES | € | 35,565,344 | - 246,307,774 | | 3,917,041 | |
| Belgium | € | 6,487,842 | - 4,523,589 | | 635,542 | |
| Spain | € | 44,291,087 | - 262,589,186 | 535,689 | 25,932,849 | |
| France | € | 13,319,365 | - 20,904,924 | 26,537 | 2,431,151 | |
| Italy | € | 16,367,032 | - 11,383,457 | - 8,350 | 2,504,026 | |
| Portugal ¹⁰ | € | | 110,113 | | | |
| Total | € | 249,442,763 | - 623,751,013 | - 1,895,484 | 47,462,044 | 1,097,359 |

¹⁰During 2019, the construction process of an indoor leisure center began in Lisbon. The project was finally canceled; the result for Portugal corresponds to the deterioration of the assets in progress registered in said center due to the cancellation of the project.

Awards and recognitions

Below is a non-exhaustive list of awards and recognitions as well as other relevant certifications related to social and environmental matters, obtained by the parks.

| Center | Granting entity | Prize | Description |
|----------------------|--|--|---|
| Warner | Institute for Spanish Tourism Quality (ICTE) | Certificate 'Safe Tourism' | Certification of implementation of the Health Risk Prevention System against COVID-19, in accordance with the sectoral guidelines issued by the ICTE. |
| Aquópolis Cullera | Secretary of State for Tourism SICTED | Tourism Quality Commitment | Diploma of recognition of the commitment to the continuous improvement of tourism quality 2020 promoted by the Secretary of State for Tourism (SET) with the support of the Spanish Federation of Municipalities and Provinces (FEMP), which works with tourism companies/services from up to 32 different trades, with the ultimate goal of improving the tourist experience and satisfaction. |
| Aquópolis Torrevieja | Secretary of State for Tourism | Tourism Quality Commitment | Diploma of recognition of the commitment to the continuous improvement of tourism quality 2020 promoted by the Secretary of State for Tourism (SET) with the support of the Spanish Federation of Municipalities and Provinces (FEMP), which works with tourism companies/services from up to 32 different trades, with the ultimate goal of improving the tourist experience and satisfaction. |
| Aquópolis Torrevieja | Secretary of State for Tourism | Tourism Quality Commitment | 'Safe Destination' certification, measures against COVID-19 |
| Slagharen | HolidayCheck | HolidayCheck Award – The Netherlands | Awarded for the positive reviews from German consumers. Slagharen rated higher than 5 (out of 6) and with a recommendation higher than 90% |
| Blackpool Zoo | BIAZA Annual Awards | Gold Award in the Education category to the Future Zoo program | Future Zoo is a program that enables students to gain work experience at Blackpool Zoo and offers students the opportunity to learn and experience what a career at a zoo can entail. |
| Raging Waters Sydney | Jeff Ellis & Associates, Inc | Ellis & Associates Gold Aquatics Safety Award | Awarded to Raging Waters Sydney for maintaining a high standard of aquatic safety through its lifeguards. Raging Waters Sydney assessed by audits conducted during the operating season |

Parques Reunidos Spirit

Parques Reunidos' social commitment is to offer safe, healthy, sustainable and inclusive leisure

The term Parques Reunidos Spirit groups together all the social and biodiversity protection actions developed by the group's parks, its corporate offices, and the Parques Reunidos Foundation, in accordance with the preferred areas of action defined by the Foundation. These actions actively contribute to the promotion of six of the seventeen Sustainable Development Goals (SDGs) established by the UN:



Thanks to this concept, which we continue to consolidate year after year, we can bring together under the same umbrella the company's social impact objectives, the Foundation's values, and the altruistic participation of all employees in social and environmental impact projects at all operational levels.

In Spain, The [Parques Reunidos Foundation](#) leads the formalization of collaboration agreements with other foundations and associations that allow the development of social and biodiversity-related programs that are implemented both by the Foundation itself and by transferring them to the group's parks. It is the responsibility of the Foundation to define the areas of preferential action in social and biodiversity matters, defining the type of programs that are classified in each of its four pillars of action:

1. **CHILDHOOD AND HEALTH:** Bring leisure to children and families affected by serious or chronic childhood illnesses, as well as to adults who have received the same diagnoses.
2. **SOCIAL INCLUSION:** Bring and facilitate access to leisure for families with few resources or at risk of social exclusion, as well as to users with disabilities.
3. **EDUCATION AND AWARENESS:** Develop programs and activities to give visibility to the environmental commitment of our parks and involve visitors through efforts to generate awareness and education resources for new generations.
4. **CONSERVATION AND RESEARCH:** Create original programs and participate international projects in situ and ex situ for the conservation of biodiversity, ecosystems, and threatened species.

The pandemic has had an important effect on the leisure sector that has also affected the social impact projects developed in the parks, limiting the possibility of visiting the parks in collaboration with other foundations or organizing certain activities of an educational nature.

However, the data collection carried out for this report has shown that the Parques Reunidos Spirit transcends the Foundation and the corporate offices and that the parks have risen to the occasion and have maintained their as many social projects as possible. Thus, in 2020, the assessment of all projects in terms of social and biodiversity-related initiatives is equivalent to 0.7% of the Group's turnover.

The following sections will present data, statistics and relevant cases that have stood out in the management of social action during 2020 and that represent the social awareness and solidarity of the teams in each of the parks of the Parques Reunidos Group.

| Distribution of the economic contribution of Espiritu Parques Reunidos by category | |
|--|-------------------|
| Childhood and Health | 19% |
| Social inclusion | 57% |
| Education and Awareness | 9% |
| Biodiversity and Research | 15% ¹¹ |

CHILDHOOD AND HEALTH

Childhood and the family environment are a fundamental part of the company's social commitment and of the daily work carried out through the parks. Children are the parks' biggest and their enthusiasm is the source of the company's success.

For this reason, the Group's parks and the Parques Reunidos Foundation collaborate with active associations in all areas of assistance to children and families, especially in the context of children's health and support for research on childhood illnesses.

Likewise, good health, both in children and in adults, is essential to be able to lead a full life and be able to enjoy the leisure offered by the Group's parks. Since previous years, but especially after the health crisis caused by COVID-19, health has become a global priority and from the Parques Reunidos Spirit we renew our social commitment with groups that suffer serious, rare, and long-lasting illnesses.

The Childhood and Health category groups together all the social actions of the Parques Reunidos Spirit in these areas. In this way, the social action of the Parques Reunidos Spirit is aligned with SDG 3- Health and Well-being.

Support for seriously ill children and their families

The family and the child's environment play a fundamental role during the treatments and recovery processes from illnesses.

The Parques Reunidos Spirit collaborates with associations and foundations dedicated to caring for these children and their families by donating tickets and developing accompaniment activities for

hospitalized children suffering from serious or long-term illnesses that require intensive treatment.

The Ronald McDonald Foundation, with which four of the group's parks have collaborated globally in 2020, is a good example. Present in more than 60 countries, this international organization founded in the United States offers support and resources to families affected by serious childhood illnesses, who

¹¹ This figure includes both the contributions to non-profit organizations made by the Parque Reunidos Foundation, as well as the total fees that the Madrid Zoo Aquarium contributes to the research and conservation program of the giant panda bear in collaboration with the Chinese government and INIA .

must move to new cities to be able to follow prescribed treatments which are often intensive and require hospitalization. In 2020, Mirabilandia (Italy), Raging Waters Sydney (Australia), Kennywood (United States) and Selwo Marina (Spain) - through the Parques Reunidos Foundation - contributed to the support work of the Ronald McDonald Foundation in their respective countries by donating

Tickets worth € 9,798 and almost 2,000 toys to their foster homes.

The aim of these collaborations is to ensure that fun and leisure have a role as present in the lives of these children as in that of any other, also helping them to face their illness with the best possible attitude.

Fulfill children's wishes

Every year, the parks and the Foundation collaborate with associations to bring leisure to sick and hospitalized children in more special and creative ways than a simple ticket donation.

Health restrictions have limited this type of action during 2020. Collaborations that have been recurring in recent years, such as Make-A-Wish (Spain, France and the United States) or Pequeño Deseo in Spain, have been reduced. Even so, Tropical Islands (Germany), Marineland (France)

and the Parque de Atracciones de Madrid (Spain) were able to maintain some of these visits, taking advantage of the opening moments of the parks and the remission of virus' spread. Thanks to this effort, in 2020 140 tickets have been donated to organizations of this type, allowing, despite the Covid-19, that an average of 35 children and their families to realize their dreams at one of the Group's parks around the world.

"DREAMNIGHT À LA MAISON" IN MARINELAND

Every year, several parks of the group organize "Dreamnight at the Zoo", an activity through which hospitalized children and their families are invited to spend an afternoon at a closed park. Through the activity, children can fulfill some of their dreams and enjoy leisure and activities organized especially for them: magician and clown shows, interactions with animals, etc.

Although in 2020 it was not possible to carry out this event in the usual locations, in Marineland (France) the team in charge of this activity had a creative initiative and organized a virtual "Dreamnight".

In June, the team contacted the associations and hospitals that regularly participate in "Dreamnight at the Zoo" to fulfill their patients' dreams and asked them to collect the wishes that they would have liked to fulfill. The children sent their wishes in the form of videos or drawings and the Marineland team organized "Dreamnight à la maison" (Dreamnight at home), a video call in which, also through different videos, they fulfilled as many wishes as possible.

Fighting Childhood Cancer

The support of the Parques Reunidos Spirit in the fight against childhood cancer has continued this

year despite the pandemic. In 2020, exclusive support for the fight against childhood cancer

represented 12% of social impact activities in the field of health.

These efforts extend to 8 parks of the group in 5 different countries and have consisted of ticket donations, fundraising, and making facilities available to partner organizations.

Raging Waters water park in Sydney (Australia) stands out with its collaboration with the local association Canteen Australia, which supports

young people with cancer and their families. The park made its facilities available to the association for the launch of one of its fundraising campaigns.

On the other hand, the collaboration with the Aladina Foundation in Spain has been maintained. Thanks to the indefinite collaboration agreement signed in 2019 with the Parques Reunidos Foundation, Aladina could receive donations of tickets and merchandising items throughout 2020.

Support for adults affected by serious and rare diseases

Supporting organizations that seek to improve the health of the population is not limited to children's groups. For this reason, the Parques Reunidos Spirit includes collaborations with local and national organizations that provide support to adults with serious and rare diseases in the field of Childhood and Health.

In 2020, both cancer and cystic fibrosis each accounted for 21% of the social impact actions in the field of health for adult groups. In the specific case of support for cystic fibrosis patients, the donations made are equivalent to € 8,981. On the other hand, it is worth highlighting the action carried out at Lake Compounce (United States) in favor of the fight against Alzheimer's.

Each year, Lake Compounce participates in a national event called "A Walk to End Alzheimer's," a march organized by the Alzheimer's Association that aims to raise funds for Alzheimer's research and continue to improve care and support for patients and affected families.

In 2020, the health situation prevented the march from being held in person at the planned locations. However, the fundraising event was carried out digitally. Lake Compounce donated 150 tickets worth € 6,570 to encourage fundraising that, despite circumstances and restrictions, exceeded \$ 100,000.

Collaborations with hospitals

In all the countries where Parques Reunidos is present, the parks donate tickets to different hospitals and local health centers in order to extend the leisure offer to as many people as possible. This allows hospitals to have tickets to distribute among patients and their families, or to raffle them for the benefit of those same patients. In 2020, collaborations and donations to hospitals represented 8% of the actions dedicated to health by the group's parks and by the Parques Reunidos Spirit.

Among them, donations made by three of the Group's European parks in recognition towards the social health groups and volunteers who worked during the first waves of Covid are the highlights of 2020. The most significant came from Movie Park (Germany), who donated 2,000 tickets as well as family discount coupons – all representing a total value of € 350,000 - for all employees of the two main hospitals in Bottrop.

SOCIAL INCLUSION

Social Inclusion constitutes the second pillar of the Parques Reunidos Spirit. Being able to go to one of the Group's parks should be accessible to all members of society. For this reason, the parks and the Parques Reunidos Foundation strive to ensure that all groups have the opportunity to enjoy the entertainment they offer. To this end, they collaborate with local and national associations and foundations that work to improve the well-being of the communities in which the parks operate.

This social commitment is translated into actions that include ticket donations, but also integration,

training and awareness projects addressed to the daily social realities of these groups.

The impact of the pandemic on leisure parks has been a challenge both for the parks of the Parques Reunidos Group and for the entities with which they collaborate around the world. However, despite the closure of the parks, confinement and restrictions, social impact actions in this area increased by 48% in 2020.

Support for disadvantaged groups

There are many groups at risk of social exclusion that are on the radar of Espiritu Parques Reunidos. Among the actions carried out in 2020, eight causes are identified with which different parks of the group have collaborated through ticket donations, food donations, making facilities available, etc.

- Groups with limited resources: Organizations that address the economic struggles of low-income communities, groups at risk of social exclusion, immigrants and refugees, among others.
- Access to education: Organizations that work to guarantee the right to a quality education for children and adolescents from low-income families, who live in foster homes or are under the tutelage of the State.
- Protection and integration of children: Organizations that ensure the well-being and rights of children without families and / or whose social situation may impair their opportunities to enjoy childhood and develop their full social and academic potential.
- Social and labor inclusion: Organizations that work for social cohesion and cooperation in

low-income areas and that seek to facilitate the labor integration of unemployed people through education and training programs.

- Victims of child and domestic abuse: Organizations that work to provide shelter, support, and resources (medical, legal, etc.) to people - especially children - who have suffered different types of abuse and domestic violence.
- Support to families: Organizations that offer services and resources for families in order to facilitate educational and developmental processes of children and make the family nucleus a constructive and supportive environment for all its members.
- Food banks: In this case, the social action has been carried out directly from the parks through donations of food that would not be used since the parks were closed due to the pandemic.
- Homelessness: Organizations that support people who live in precarious situations and lack fixed housing. .

| Park | Limited resources | Education access | Child Protection | Social and labor inclusion | Victims of abuse | Support to families | Food banks | Homelessness |
|-----------------------------------|-------------------|------------------|------------------|----------------------------|------------------|---------------------|------------|--------------|
| Aquopolis Cullera | | | | ✓ | | ✓ | | |
| Aquopolis Villanueva de la Cañada | ✓ | | | | | | | |
| Belantis | | | ✓ | | | | | |
| Bo Sommarland | ✓ | | | | | ✓ | | ✓ |
| Bobbejaanland | ✓ | | ✓ | | | | ✓ | |
| Bonbon Land | | | ✓ | | | ✓ | | |
| Faunia | | | ✓ | | | | | |
| Idlewild | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Kennywood | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lake Compounce | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mirabilandia | | | | | | | ✓ | |
| Movie Park | | | | | | ✓ | ✓ | |
| Parque de Atracciones | | | | | ✓ | | | |
| Miami Seaquarium | | | ✓ | | | ✓ | | |
| Slagharen | ✓ | | ✓ | | | | | |
| Tropical Islands | | ✓ | | | | ✓ | | |
| Tusenfyrd | | | | | ✓ | | | |
| Warner Park | | ✓ | ✓ | | | | | |
| Water Country | ✓ | | | | | | | |
| Madrid Zoo Aquarium | | | ✓ | | | | | |

TAKING ADVANTAGE OF FOOD DURING THE PANDEMIC

One of the setbacks that the parks faced at the beginning of the pandemic was the management of food reserves for all the food & beverage locations in their facilities. Due to the confinement, there was a risk that all that food would expire. Faced with this situation, Bo Sommarland, Bobbejaanland and Mirabilandia decided to donate these reserves to organizations that could take advantage of them by providing assistance to groups at risk of social exclusion.

In the case of Mirabilandia (Italy), donations were made to the Italian Red Cross and the Pubblica Assistenza Ravenna organization for € 8,733.

In the area of support for underprivileged groups, 2020 has beat the record in the number of actions that reflect the social commitment of the Group's parks. More than 150 actions have been carried out, which exceeds the total of social impact actions (including support for people with disabilities) carried out in 2019. Most of these actions have been donations of tickets and the groups that have benefited the most have been children at risk of social exclusion (12%) - through collaborations with

organizations for the protection and integration of children - and families with difficulties (14%). Among all the actions carried out, the two largest donations from Idlewild, in the United States, stand out. The first featured 300 tickets worth € 12,612 to the Pressley Ridge organization - whose mission is to work with families to help young people overcome traumatic experiences and reach their full potential. The other amounted to 830 tickets worth € 34,900 to the Tickets for Kids organization - which facilitates

children from disadvantaged backgrounds access to entertainment, art, culture, sport, etc. In addition, Kennywood also made a similar donation of 250 tickets worth € 12,481 to Berverly's Birthdays, an organization that provides assistance and care to homeless children.

In Europe, the most relevant action in the field of support for disadvantaged groups has been that of Bobbejaanland (Belgium), which donated 4,384

tickets worth € 55,834 to Iedereen Verdient Vakantie, an organization that facilitates access to leisure for groups and families with few economic resources. On the other hand, Slagharen (Netherlands) made an equally important donation to the Nationaal Fonds Kinderhulp, a national foundation that helps families with children at risk of social exclusion. This donation included 3,000 tickets, as well as other benefits, for a total value of € 94,200.

TICKETS FOR CHILDREN CHARITIES

Idlewild, Kennywood, and Sandcastle (Pennsylvania) are some of the most popular parks the group owns in America. Both Idlewild and Kennywood have their own social commitment initiatives, called "Idlewild Cares" and "Kennywood Cares", through which they channel all donations of tickets destined for underprivileged and disabled groups, as well as other social impact actions.

For decades (almost thirty years in the case of Kennywood), the "Tickets for Children Charities" program run by these parks has facilitated the massive donation of tickets for numerous organizations that support children in low-income or disabled settings. Through this program, Idlewild, Kennywood and Sandcastle seek to have an immediate and direct impact on children and youth with these needs.

Each park receives requests for donations that it evaluates, making a detailed analysis of the organization. Thanks to "Tickets for Children Charities" and the social commitment of these parks, in 2020 a total of 8,207 tickets were donated between the three parks, representing a value of € 299,925.

Assistance to people with disabilities

Each year, the group's parks, through the Parques Reunidos Spirit, show their commitment to inclusion and assistance to people with disabilities and special needs, both children and adults.

In 2020 this section gathers 29% of the social impact actions carried out by all the parks globally. The 66 actions carried out in this area are distributed more or less homogeneously between five specific categories: autism, motor disability, intellectual disability, sensory disability and equal opportunities for people with disabilities.

Autism has been considered as an independent category because there has been a special commitment of all parks towards this group in recent years.

The parks with the highest volume of contributions and donations have been Lake Compounce, Kennywood and Idlewild, all in the United States. However, the most relevant actions have been carried out in Europe in the form of discounts made for people who have a disability card. In this area, the largest contribution took place in Mirabilandia (Italy) where the set of free tickets, discounts and other benefits granted to people with disabilities represent € 133,273. The same type of action was carried out in Bo Sommarland (Norway), where 800 tickets worth € 2,772 were donated and in Bobbejaanland (Belgium), where the contribution between tickets and other benefits for people with disabilities amounted to € 14,201.

Commitment with Autism

The World Health Organization (WHO) estimates that one in every 160 people is affected by autism and, although this estimate is considered of medium impact, WHO studies also calculate that it is one of the disorders that seems to be increasing the most at a global level.

Through the Parques Reunidos Spirit, several parks of the Group acknowledge the relevance of this issue, showing a constant effort to ensure inclusive leisure opportunities and contributing to raise awareness about the social integration of the affected people.

Since 2019, the American parks Kennywood, Splish Splash and Story Land have been certified by The International Board of Credentialing and Continuing

Education Standards (IBCCES), which classifies them as adapted centers for people with autism. IN 2020, the new aquarium located in Story Land, Living Shores, also acquired this certification.

In total, six parks of the Group and the Parques Reunidos Foundation have collaborated with local associations to support and raise awareness about autism during the 2020 financial year. Among them, the most significant contribution was Marineland's (France) donation of 300 tickets worth € 11,700 to a hospital facility whose patients are children with autism. Similarly, Kennywood (United States) made three donations to different associations dedicated to providing assistance to people suffering from this illness, adding a total of 350 tickets worth € 17,473.

| Park | Event | Awareness | Tickets |
|--|-------|-----------|---------|
| Idlewild | ✓ | | ✓ |
| Kennywood | | ✓ | |
| Lake Compounce | | ✓ | ✓ |
| Living Shores | | ✓ | |
| Marineland | | | ✓ |
| Selwo Marina (and Parques Reunidos Foundation) | ✓ | | |
| Story land | | ✓ | |

"GIFTS UNITED" PROGRAM

"Gifts United" is a joint gift give-away initiative in which both the Childhood and Health projects and the Social Inclusion projects participate.

Modern consumer habits imply a changing demand based on customer preferences which are constantly evolving. The stores in our parks offer gifts and clothing that do not escape this continuous renovation to respond to the tastes of our visitors. Part of the merchandise to be renewed and that is not sold at the end of the season is, nevertheless, in perfect conditions of use. Through this initiative, donations of toys, textile items and accessories from our stores are made for the benefit of foundations, non-profit organizations, hospitals, and specialized schools. Thus, the "Gifts United" program finds an alternative and optimal destination for these items and prevents the merchandise from being discarded.

Depending on their activity, our collaborators deliver the items at Christmas parties, birthdays, raffles or as prizes in competitions. In this way, we take advantage of all the articles that do not get to be marketed in a season. The ultimate objective of this donation program is to contribute to improving the emotional well-being of children and people affected by chronic or rare illnesses or any disability and to bring a little more enthusiasm to their day-to-day lives.

In 2020, only four of these actions were possible due to mobility restrictions during the pandemic. They were made from Selwo Marina and Parque Warner to organizations dedicated to supporting children with illnesses and who suffer from a disability. Even so, in 2021 all the entities of the Group renew their commitment to continue developing this project to make a sustainable use of the items of the parks after each season.

EDUCATION AND AWARENESS

Education and awareness are the first step towards building a better society, caring for the environment, and protecting endangered species.

One of the groups who have been most affected by the lockdown to prevent the transmission of COVID-19 have been children and young people who, for months, saw their classes and their opportunities to receive a complete and quality education truncated by distance as well as by the lack of digitization of educational institutions. In this context, it is even more important to support schools, educational centers, and other institutions in their effort to motivate students and promote educational excellence.

The support for these efforts has been reflected in the social actions of seven parks of the group distributed between the United States and Spain. Among the actions carried out, those that stand out are the donations of tickets to facilitate visits to the parks by school groups, but there have also been initiatives to support special education centers, organizations that promote academic excellence and youth leadership, and educational centers that work to develop literacy and visual and plastic education of their students.

Another relevant area for the Parques Reunidos Spirit in the field of Education and Awareness is the training of the new generations in civic spirit and social commitment, helping to ensure progress towards a healthier, supportive, and more sustainable society. In this regard, the group's parks demonstrate their commitment by developing collaborative projects to train and raise awareness about healthy habits, as well as organizing events and donating tickets in recognition of the role of local law enforcement and public safety institutions.

Finally, climate change, the impact of plastic waste, species that are threatened in the world, and the conservation of biodiversity are challenges that every population of the world faces and that Parks Reunidos integrates in its Education and Awareness actions.

Parques Reunidos, particularly through its Foundation and the animal parks, has acquired a special commitment to publicize these environmental challenges, educate the public on

how to alleviate the deterioration of nature, disseminate the knowledge of experts and veterinarians on threatened species, and raise awareness about the importance of actively contributing to protecting biodiversity. Many of these actions, aimed at increasing the population's

environmental awareness, were usually carried out through face-to-face events, talks, lectures and school camps organized by the animal parks. Due to the closure of the parks, the volume of actions of an environmental nature in the field of Education and Awareness have been reduced in 2020.

Promote education

Another aspect in which the Parques Reunidos Spirit supports the development of children is the promotion of education at different levels.

In this section the ticket donations made by Lake Compounce to 36 Connecticut schools and educational centers to facilitate school group visits to the parks are the most notable. On the other hand, Kennywood and Idlewild chose to make their donations to schools and educational centers that have inclusive and special education programs, which accentuates the awareness of the parks and the possible synergies between the different areas of interest of the Parques Reunidos Spirit. These include the donation of 300 Idlewild tickets worth € 12,614 to Westmoreland Intermediate Unit 7 Clearview School.

In the context of early and primary education, literacy plays a fundamental role. However, in many places there are socioeconomic deficiencies that prevent all children from reaching the level of literacy that corresponds to their age. In 2020,

Kennywood and Lake Compounce parks (United States) have dedicated more than 200 tickets worth € 10,074 to support organizations that work to improve the literacy levels of the youngest student group.

Another important part of education is preparing young people for the future, instilling in them values of excellence and leadership so that they know how to take advantage of their potential and be agents of change towards a more supportive and sustainable society. In this regard, among the social actions carried out in 2020, 12 actions have been carried out in the United States - Kennywood, Lake Compounce, Water Country and Idlewild - with schools and foundations that specifically focus on nurturing the potential of students and guiding them along the way towards leadership and social impact. Kennywood's donations stand out, totaling 475 tickets dedicated to this purpose and representing a value of € 25,169.

Civic responsibility and healthy habits

Civic responsibility is an area of education and social life that children must learn from a young age. As open spaces open to the public, leisure parks have a privileged position to raise awareness about this matter among young generations. In addition to fun destinations for the whole family, leisure parks have the opportunity to act as educational institutions for their public.

As in other areas of social impact, many of the actions dedicated to raising awareness about civic responsibility have been developed in the parks themselves through events in collaboration with local government entities, law enforcement agencies and public safety institutions. In 2020, due to the closure of the parks, all the events that had been held could not take place, and the celebration

of these events has been replaced by ticket donations most cases.

Recognizing the role of the different law enforcement and public safety agencies is important in an orderly and supportive society. In the United States, Castle Park, Kennywood and Lake Compounce parks made donations of tickets to police and fire department, and to emergency services in their local communities. Similarly, Vogelpark (Germany) also made a donation to local fire department volunteers.

In the field of healthy habits and nutrition, for another year Aquopolis of Villanueva de la Cañada (Spain) took the opportunity to organize the “Hoy

Desayunamos Junt@s” (Today We Have Breakfast Together) contest, in alliance with the General Directorate of Public Health of the Autonomous Community of Madrid. Thanks to this initiative, the local government and different collaborating entities have been sensitizing the young, local families and the school community for more than 10 years about the importance of a healthy breakfast and an appropriate oral hygiene, which fundamental habits that must be learned at an early age. In 2020, Aquopolis de Villanueva de la Cañada donated 240 tickets worth € 6,456 to the winners of the contest.

Educate the public about recycling

Like social awareness events, much of the impact of educational activities on recycling and the environment is carried out in person in the parks through talks, signage, and special visits for school groups.

Despite the great reduction of activities in this area, some parks in the United States - Lake Compounce and Water Country - maintained their efforts through ticket donations to organizations that work to educate the population on the protection of the environment, develop projects for the conservation of local natural areas, or organize activities such as garbage collection on beaches and forests.

The “SELWO EDUCA” project jointly launched by Selwo Marina, Selwo Aventura (Spain) and the Parques Reunidos Foundation in 2019 was able to end all the sessions of its first edition at the beginning of 2020 but has not been able to resume due to the pandemic. Through this project, which will be relaunched as soon as possible, both parks

and the Foundation seek to contribute to the education of new generations about the environment and its conservation, while providing the opportunity to students from schools in areas at risk of social exclusion to come into contact with new issues that can be inspiring and decisive for their future development.

The implementation of the solidarity water brand AUARA in the parks of Spain allows, since August 2019, that a portion of the water bottles offered in the Group's parks are made of 100% recycled and 100% recyclable R-PET material.

Thanks to the collaboration with AUARA, a social company that dedicates 100% of its dividends to developing access to drinking water projects for those who need it most, more than 20,000 water bottles sold at Parques Reunidos Spanish sites in 2020 were made of recycled plastic, which translates into 610 kilos of recycled plastic and a saving of more than 1,000 liters of oil.

Raise awareness about the role of zoos in conservation

Modern zoos have adapted their formats and assumed a leading role in the protection of biodiversity: overexploitation of ecosystems, pollution, excess plastic, and poaching threaten all species - animals and plants - and their habitats more than ever.

As institutions, zoos and aquariums have the responsibility not only to guard the species that are under their care, but also to educate and make their visitors aware of the importance of their role and the ways in which each one can also participate in the effort to protect and preserve the environment.

The visit to the animal parks is designed as an educational experience. During the itinerary, the visitor enjoys a direct approach to the animals, can

attend educational talks and has access to a wealth of information about each species, as well as informative materials that contribute to raising awareness about the conservation of biodiversity. Additionally, the parks organize guided tours, exhibitions, lectures, workshops and children's camps.

In 2020, the closure of parks and the lower influx of the public have limited the awareness and education work on the environment and the conservation of ecosystems that can be carried out every day in the Group's animal parks. Despite this, some of the eleven animal parks of the Parques Reunidos Group had the opportunity to open their doors during the summer and to resume some of their activities.

SOCIAL MEDIA AS A TOOL OF AWARENESS

Due to the closure of these parks, social networks have been a tool to maintain contact with visitors and continue the educational work of the animal parks.

Thus, the Group's animal parks have used Facebook, Twitter and Instagram to transmit messages of education and awareness. The work carried out in this regard on social networks since March is a sample of all the knowledge and content that these parks and their teams of caregivers, veterinarians, and educators possess.

Social networks have allowed animal parks to share various messages, ranging from support to international awareness days, to publications about the current situation of different species and ecosystems, to videos about the caretakers' day-to-day work during lockdown and links where visitors could ask questions and learn from them.

BIODIVERSITY AND RESEARCH

Biodiversity

Animal parks have continued to work on numerous projects to protect biodiversity and the most vulnerable ecosystems, although activity through in situ projects, considered among the most important, has been affected by sanitary restrictions and international mobility. Despite this, the animal parks, the Parques Reunidos Foundation and the

Group in general maintain and renew their commitment to biodiversity through:

- Animal Welfare Program
- Continued support to on-site projects through financial contributions
- Scientific and research collaborations.

Conservation of the Giant Panda habitat

The giant panda is classified as a threatened species by the IUCN (International Union for Conservation of Nature) between the categories of "Endangered" and "Vulnerable". The Zoo-Aquarium de Madrid, with its reproductive couple, is one of the zoos in the world with the greatest relevance in the reintroduction effort of this species, both from the field of conservation collaboration and from that of reproduction research.

The collaboration of the Parques Reunidos Foundation and the Zoo-Aquarium de Madrid with the Chengdu Giant Panda Breeding and Research Station (CRBGPB) is articulated through the China Association of Zoos and Aquariums (CAZG) and the Administration for the Protection of the Forests (SFA).

Within the framework of this in situ conservation program, the historical increase in the population of panda bears in the world amounts to 1,864 individuals in the wild in the mountain ranges of the Chinese provinces of Sichuan, Shaanxi and Gansu. China has 6 breeding centers and 37 protected areas, where the reproductive couple hosted by zoos around the world come from. According to the latest data collected in 2019, around 600 individuals live in breeding centers and animal parks around the world, in which breeding programs associated with this global project are developed. Thanks to this global effort, the annual demographic growth rate has reached 9.31%.

The Parques Reunidos Foundation also collaborates with the program for the reforestation of the habitat of pandas that covers more than 2.5 million protected hectares in the Chinese mountain forests.

Monk seal conservation program

For more than ten years, The Parques Reunidos Foundation has been supporting the in-situ the Mediterranean monk seal conservation program developed by CBD-Hábitat Foundation on the Cabo Blanco peninsula in Mauritania. In addition to the annual financial support, the Parques Reunidos

Foundation and the group's animal parks contribute with education and awareness initiatives.

This program, the oldest and most consolidated of the Foundation, has contributed to a significant increase in the population size of this species.

Though the technical teams with which the biologists and veterinarians of the Zoo-Aquarium de Madrid and Faunia collaborate were unable to travel to Mauritania this year, the local conservation and surveillance teams in the “Costa de las Focas” reserve, as well as the education teams working with the local populations managed to continue their work almost unchanged.

Throughout the year, surveillance and monitoring operations of the reserve have been carried out from the 14 observation posts distributed along the coast. Similarly, non-invasive monitoring of seal colonies that breed in caves off the coast of Mauritania has been maintained.

Thanks to these observation activities, carried out through a closed circuit of cameras installed in the caves and direct observations made by personnel

trained in climbing techniques, it is possible to detect threats, determine the number of individuals in the colony - including newborns -, define the reproductive cycle based on the number of females and their behavior, and identify deceased, sick or injured individuals.

Between February and November 2020, 77 monk seal pups were born in the colony of “Costa de las Focas”, of which were 48 males, 28 females and one has not yet been possible to determine. The birth rate has been higher than in 2019.

During the opening times of 2020, the Spanish parks Selwo Marina, Selwo Aventura, the Madrid Zoo, Faunia and Atlantis resumed the use of the cash boxes located in different park locations that serve to raise funds for this program.

In 2020, 77 births have been recorded in the monk seal colony in Cabo Blanco.

Rescue and reintroduction of birds of prey in Madrid

The Foundation maintains an agreement with Brinzal, an association located in the Casa de Campo in Madrid that works for the rescue, rehabilitation, and reintroduction into nature of endemic birds of prey. Brinzal’s work aims at reinforcing existing populations that, in the case of the barn owl, are in serious decline in the Community of Madrid. In addition to financially supporting its operation, the Madrid Zoo collaborates with Brinzal by providing technical and veterinary assistance.

Within the framework of the agreement for the recovery of nocturnal birds of prey, in 2020 2 eagle-

owl chicks and 5 barn owl chicks have been reintroduced. These are specimens that were born in the facilities of the Zoo-Aquarium de Madrid.

In the case of the eagle-owl chicks, they have been born from a couple of unrecoverable individuals, while the barn owl parents come from the Community of Madrid Animal Recovery Center. With a view to their subsequent reintroduction in the mountains of Madrid, the chicks receive training for five months at Brinzal’s facilities.

Conservation of marine species

Miami Seaquarium contributes to the conservation of manatees, as species that is threatened by poaching due to the demand for their fat and skin. The Miami Seaquarium has extensive experience in the conservation of this species, which it has supported since 1955 by rescuing injured manatees, working on their rehabilitation, and releasing them back to their habitat. 2020 has been an active year for the Miami Seaquarium manatee conservation center. A total of 19 manatees have been rescued and have received treatment to heal injuries caused by ship collisions or respiratory problems, believed to be the result of a sudden drop in temperature. Likewise, in 2020, 12 manatees have been returned to the wild after their rehabilitation at the Miami Seaquarium center.

Faunia has a manatee breeding program and educational talks dedicated to raising awareness about the conservation of this species.

Through its association for the protection of biodiversity, Marineland (France) participates in a collaborative project for the conservation of loggerhead turtles on the beaches of the French Mediterranean coast. This project, in which the RTMMF (Réseau des Tortues Marines de

Méditerranée or Mediterranean Sea Turtle Network), the Observatoire Marin of CAVEM and the local government's biodiversity office (among others) also participate, aims to protect the two loggerhead turtle nests that have been located on two beaches near Antibes for several years. The first nest was located in August 2020. From that date until October 2020, - when the last hatching occurred - the experts involved in the project have meticulously monitored the entire process to ensure that all possible eggs hatched, and the hatchlings could reach the sea safely. Subsequent studies of the samples collected in the nests estimate that the two lays amounted to about 110 eggs, of which about seventy hatched.

Since January 2020 the Association Marineland, the Antibes government and the Les Aquanautes group have been carrying out the Naturscan project, which seeks to assess the presence and distribution of marine fauna in the bay of Cape Antibes, where gorges of more than 1,500 meters deep favor the presence of marine mammals. During the year, a team of experts has gone out to sea once a month to collect observations during the voyage and the dives. In 2020, data have been collected on eleven species of marine mammals, fish, and water birds. .

Support for conservation from the Parques Reunidos Foundation

Every year, the Parques Reunidos Foundation and the group's animal parks contribute to conservation projects related to the species present in these parks through financial donation.

In 2020 we have continued to collaborate with Save the Rhino International, contributing to the protection of all rhinoceros species in Africa and Asia, to the training of rangers in natural parks where these animals are found, and to combat poaching and illegal trade.

With the participation of the Zoo-Aquarium de Madrid, we have maintained the donation to the San Diego Zoo to promote koala conservation in

Australia through the Australian Koala Foundation, an international organization whose goal is the long-term conservation and effective management of koalas in the wild.

Through their participation in the European red panda breeding program, Zoo Aquarium de Madrid, Faunia and Selwo Aventura contribute to the "Forest Guardian Program" project of the Red Panda Network organization, which focuses on providing material, resources, and training to the forest rangers who look after the conservation of the red panda in its natural habitat in Nepal.

Due to the species it harbors, Faunia is directly linked to various conservation projects to which financial contributions are also made each year. These projects, carried out in situ by local organizations and coordinated by various zoos belonging to EAZA, are the white-footed tamarin

Research

Research, together with education and the generation of awareness, constitutes a key area of the Parques Reunidos Spirit in favor of biodiversity.

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

The different research projects carried out not only contribute to improving the design of the facilities and to develop more efficient animal care and

conservation project in Colombia, the Komodo Survival Program EEP to protect the Komodo dragon on Flores Island, and support for Madras Crocodile Bank Trust that works for the preservation of three species of crocodile found in India.

handling techniques, but are also of vital importance for the application of veterinary and breeding techniques in zoological institutions aimed at the reintroduction and care of species in their places of origin.

In this area, the effect of the pandemic has been less severe, since zoo personnel have continued to take care of the animals in all parks, and the necessary samplings to collaborate in these research projects on reproduction and animal welfare has continued.

Research project on the reproduction of the giant panda

This program, the most significant research project for Parques Reunidos, is dedicated to the reproduction of the giant panda. The Zoo-Aquarium de Madrid collaborates with the National Institute for Agricultural and Food Research and Technology (INIA), the Chengdu Reproduction Center (China), and the Faculty of Veterinary Medicine of the Complutense University of Madrid.

The research carried out by the Zoo-Aquarium de Madrid started in 1982 with the birth of Chu Lin, and has made it one of the animal parks in the world with the most experience in the reproduction of this highly threatened species.

Collaboration with the National Institute of Agrarian Research (INIA)

For yet another year, the National Institute for Agricultural Research (INIA) and the Parques Reunidos Foundation renew their collaboration agreement, thanks to which it is possible to carry out numerous investigations on animal reproduction in the Group's parks.

The activities carried out in 2020 have consisted of research to optimize reproductive technologies such as the cryopreservation of tissues and

germplasm, in order to apply them to threatened species and help guarantee their conservation. Subsequently, the results of these investigations have been published to contribute to the scientific literature in this field.

Furthermore, as part of international conservation programs in which parks such as the Zoo-Aquarium de Madrid and Faunia participate, studies have been

carried out on the reproductive physiology of the species they host.

Within the framework of this agreement, the following milestones reached in 2020 stand out:

- Performing assisted reproductive techniques in panda bears
- Development of biotechnologies for freezing the semen of the African penguin, one of the most threatened in the world.

- Identification of species with sperm with high cryo-resistance to conventional freezing processes.

Other activities have been aimed at developing new tissue cryopreservation and genetic characterization procedures that allow the identification of biological markers on climate change and the impact of pollutants.

Participation in the EAZA Biobank

EAZA Biobank aims to become a source of biological resources that help both in situ management of animal populations and ex situ conservation through research, the improvement of the viability of small populations and in some cases, a support against the extinction of threatened species.

To address current needs and ensure optimal long-term conservation of genetic material EAZA and CPSG (Conservation Planning Specialist Group) have

joined four European institutes and zoos - Antwerp Zoo, the Royal Zoological Society of Scotland (RZSS) / Edinburgh Zoo, the Institute for Zoo and Wildlife Research (IZW) and the Copenhagen Zoo - to create storage centers.

Within the framework of this project, Zoo-Aquarium de Madrid has provided 130 samples of different species and taxonomic groups during 2020.

Research areas supported from Marineland (Antibes, France)

Research on marine mammals contributes to promoting the protection of these species and informing and raising public awareness from the park. In addition, it allows completing the databases on the way of life of these animals and contributing to the scientific literature. In 2020, the Marineland Park (France) has contributed and participated in the following veterinary studies:

- Assessment of calcium and lipid metabolism in the caretta or loggerhead turtle.
- Nutrition study of the loggerhead turtle.

- Development of techniques for urine analysis in dolphins.
- Study on vitamin levels in marine mammals and aquatic birds.
- Evaluation of protein levels in aquatic animals
- Study on the population of sea turtles: improvements in the knowledge of the loggerhead turtle and conservation strategy.
- Study on the feeding of killer whales.

STRATEGIC ALLIES AND COLLABORATION AGREEMENTS

The social work carried out through each of the pillars of the Parques Reunidos Spirit has a much greater impact when it is supported by strategic allies, with whom we work within the framework of a collaboration agreement signed by the Parques Reunidos Foundation or through the planning of joint actions.

These alliances are in line with Sustainable Development Goal 17, relating to alliances that place people at the center of the action based on principles and values that are shared by different collaborating entities.

ANNEXES

Annex I: List of centers included in the scope of the report

| Spain | Rest of Europe / Country | USA and Australia / Country |
|-------------------------------------|---|-----------------------------------|
| Parque de Atracciones de Madrid | Bobbejaanland / Belgium | Castle Park / USA |
| Warner | Mirabilandia / Italy | Idlewild / USA |
| Faunia | Bonbonland / Denmark | Kennywood / USA |
| Zoo-Aquarium de Madrid | Tusenfryd / Norway | Lake Compounce / USA |
| Selwo Adventura | Bo Sommarland / Norway | Story Land / USA |
| Selwo Marina | Tropical Islands / Germany | Dutch Wonderland / USA |
| Aquópolis Villanueva | Movie Park Germany / Germany | Hawaii / USA |
| Aquópolis Torrevieja | Belantis Park / Germany | Seaquarium / USA |
| Aquópolis Seville | Vogelpark Valsrode / Germany | Raging Waters Sacramento / USA |
| Aquópolis Costa Dorada | Slagharen / Netherlands | Raging Waters Los Angeles / USA |
| Aquópolis Cullera | Marineland / France | Raging Waters San Jose / USA |
| Aquópolis Cartaya | Aqualud / France | Sand Castle / USA |
| Aquópolis San Fernando | Blackpool Zoo / United Kingdom | Splash Splash / USA |
| Benalmádena cable car | Aquarium of the Lakes / United Kingdom | Water Country / USA |
| Nickelodeon Adventure Murcia | Bournemouth Oceanarium / United Kingdom | Wet & Wild - Emerald Pointe / USA |
| Xanadú Aquarium (Atlantis Aquarium) | MEC Nickelodeon Lakeside / United Kingdom | Noah's Ark / USA |
| | | Boomers! Palm Spring / USA |
| | | Boomers! Vista / USA |
| | | Malibu Grand Prix / USA |
| | | Mountasia-Marietta / USA |
| | | Raging Waters Sydney / Australia |
| | | USA Corporate Office / USA |

The list of companies can be found in the Consolidated Annual Accounts and Consolidated Management Report.

Annex II: Sustainability Policy- Principles

Parques Reunidos Group engage in their business with the aim of creating sustainable value, taking into consideration the interests of its employees, customers, shareholders, investors, and in general all the entities or individuals that can reasonably be expected to be significantly affected by the Group or the Group's products and services, or whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives (the "Stakeholders").

In order to integrate the sustainability approach into the Group's business model, the Group recognises and adopts the following basic principles, applicable across all its lines of action:

Governance Principles

- Complying with the applicable law in the countries and territories in which it operates, voluntarily adopting as complementary any international commitments, rules and guidelines where there are no adequate or sufficient legal provisions.
- Creating a governance model and management structures which promote a culture of compliance.
- Setting of sound ethical and appropriate environmental, social and governance principles through relevant sustainability-related policies, standards, procedures and guidelines.
- Having a defined and documented corporate governance structure with clear roles, responsibilities and appropriate internal control mechanisms, including but not limited to Criminal Risk Prevention Programmes, Health and Safety and Environmental Management System, model of Tax Risk Control and Management, System of Internal Control over Financial Reporting, System of Internal Control over Non-Financial Reporting, and Risk Control and Management Policy.
- Maintaining a high level of business ethics in all types of transactions and interactions, including no acceptance, under any circumstances, of offering or receiving bribes to or from any person or entity in relation to their business and fair competition practices, having a zero tolerance against any type of unethical behaviour.
- Promoting anti-corruption in all its forms, including extortion and bribery, including the commitment to report any practice of corruption that is discovered within the Group in any of the territories where they operate.
- Seeking to ensure the protection and respect for universally recognised fundamental human rights, within the scope of influence of the Group across the whole life cycle of its activities, guaranteeing it is not involved in their violation and, where appropriate, remedy any damage caused.
- Creating a systematic approach to choose business partners who are able to support the Group's principles on sustainability and prioritising suppliers who have embedded sustainable and ethical practices within their organisation and who drive such practices within their own supply chain.
- Behaving in a tax transparent manner under strict compliance with the Group's tax obligations and conducting decision-making based on business criteria that take into account the tax aspects associated with them.
- Conducting financial and non-financial reporting which allows for accuracy and transparency.

Environmental Principles

- Supporting value creation potential from developing the Group companies as environmentally resilient and regenerative.
- Supporting a precautionary approach to environmental challenges, including those related to climate change.
- Improve constantly Group's environmental practices, including but not limited to those related to waste reduction and waste management, energy and water usage control and use of renewable sources.
- Limiting the emissions of harmful substances and harmful waste, including emissions of greenhouse gases.
- Limiting consumption of environmentally scarce and non-renewable resources with relevance for the specific business operations.
- Achieving high standards of animal welfare in support of our goals as modern conservation organization by providing environments that focus on our animals' physical and behavioural needs.
- Promoting environmental and biodiversity protection and conservation of the natural heritage.
- Promoting knowledge of the different animal species and the different ecosystems and their conservation, as well as the conservation and protection of species that are threatened or in danger of extinction
- Promoting educational activities within the scope of the Group's business in order to contribute to the social and environmental awareness.

Social Principles

- Supporting ethical labour practices, upholding the freedom of association and the effective recognition of the right to collective bargaining, avoiding all forms of forced and compulsory labour (particularly child labour) and eliminating any kind of discrimination in respect of employment and occupation.
- Guaranteeing the right to effective equal opportunities and treatment of all workers, which allows them to develop personally and professionally, without exception.
- Promoting diversity and having a zero tolerance against any type of discrimination.
- Ensuring the health and safety of the Group's workers, including own employees and third-party contractors, and customers.
- Complying with international conventions on human rights, including supporting the elimination of child or forced labour in their own operations and in the supply chain and ensuring that the Group is not complicit in human rights abuses.
- Respecting employees' and contractors' rights to decent working conditions, e.g. minimum wages, working hours, health and safety and right to collective bargaining.
- Addressing customers' interests, including customer health and safety, accessibility to our parks and services, data security and customer privacy, and responsible marketing practices
- Encouraging free market practices, rejecting any type of illegal or fraudulent practice, implementing effective preventive mechanisms, vigilance and sanctions against irregularities.
- Seeking positive involvement with stakeholders, e.g. employees, customers and suppliers, and the communities in which we operate in order to contribute to solving social challenges and build stakeholder trust.

- Promoting a philanthropic approach to enhance the protection of childhood and the protection of persons that may be affected by chronic illness and/or disabilities, promote integration efforts towards families and other vulnerable communities that may find themselves at risk of social exclusion, foster education and raise awareness about sustainable development and natural heritage conservation, and contribute to the preservation of threatened species and collaborate in scientific research to benefit biodiversity
- Promoting communication channels and dialogue and foster the Group's relations with its shareholders, investors, employees, suppliers, customers and, in general, all its stakeholders.

Annex III: Materiality Analysis Methodology

| Interest Group | Tool |
|--|---|
| Employees | <p>Questionnaire with topics to be addressed</p> <p>The relevant topics were translated into aspects established by the GRI Standards (Global Reporting Initiative) and, based on this, a questionnaire consisting of seven sections was prepared:</p> <ul style="list-style-type: none"> - Identification data: This section allows us to classify the participant in their interest group. - Topics of greatest interest to the participant (5 sections): In these sections the participant is asked to evaluate as 'high', 'medium' or 'low' the level of relevance of each aspect for Parques Reunidos. If you do not have information on this aspect, you can answer Does not know / Does not answer (DK / NA). The sections are: <ul style="list-style-type: none"> ▪ Economic aspects ▪ Environmental aspects ▪ Social aspects. Labor practices and Human Rights ▪ Social aspects. Local Community and Compliance ▪ Social aspects. Responsibility for products and services and Customer privacy - Closing: In this section we ask the participant to indicate a topic that they would like to see in the report and that is not included in the questionnaire. |
| Providers | <ul style="list-style-type: none"> - Closing: In this section we ask the participant to indicate a topic that they would like to see in the report and that is not included in the questionnaire. |
| Customers | <p>Surveys and studies marketing area</p> |
| Shareholders | <p>Direct dialogue</p> |
| Institutions in defense of animals and nature | <p>Regular meetings, direct dialogue during the meeting</p> |
| Rest of interest groups | <p>For the remaining groups with whom Parques Reunidos cannot be in constant dialogue, we took into account as a reference in the identification and prioritization of material issues:</p> <ul style="list-style-type: none"> - The most frequently covered topics in the media and social media. Given that our customers correspond to a general public, such information is considered representative of matters that may be relevant to our customers. - The criteria established in the sectoral standards developed by SASB (<i>Sustainability Accounting Standards Board</i>) for the 'Entertainment' sector, as well as those applicable to the 'Restaurants', 'Hotels' sectors (due to their application to those parks that have their own accommodation) and 'Toys' (due to their application to stores). - The results of the materiality analyzes published by our competitors and other operators in the sector through their sustainability reports and annual reports. - Good sustainability practices published by IAAPA (International Association of Amusement Parks and Attractions). |

The criteria used to identify material topics for the company is to consider a topic as material if said topic has been identified as material by:

- at least three of the stakeholders, or
- simultaneously by employees and customers, or
- shareholders, or
- the SASB standard for the entertainment industry

If the topic is not considered material by at least three of the groups or is not identified as material by shareholders or by the SASB standard for the entertainment sector, or is not considered material simultaneously by employees and customers, said topic is not qualified as a material issue for the company. This does not mean that this topic is not an important topic, since for some groups there will be indicators that represent an indispensable requirement that must be reported in the reports; Likewise, the company may decide to work as part of its long-term sustainability strategy on certain issues that, although they are not currently materials, are expected to become materials in the medium or long term.

Annex IV Policies

Note: With the delisting of Parques Reunidos Servicios Centrales SA, the headquarters of the Group's central services, from the stock market, in December 2019, certain policies and procedures that had their reason for being as a company ceased to apply. listed until then (among others, the Securities Market Code of Conduct, the Procedure for the Management of Privileged Information and Corporate Communication, the Regulations of the Board of Directors and the Regulations of the General Shareholders' Meeting).

| Area | Policies / Commitments | Description |
|---------------------------|--|---|
| Sustainability | Sustainability Policy | <p>The Sustainability Policy reflects the strategy and general principles of the organization. Through it, Parques Reunidos expresses its commitment to actively manage its business in a way that balances its environmental, social, and economic objectives.</p> <p>It addresses the issues included in the Ten Principles of the United Nations Global Compact, which Parques Reunidos subscribes, and in Law 11/2018 on non-financial information, as well as other material matters identified by Parques Reunidos in its materiality assessment.</p> <p>The Policy acts as the basis for the development of other policies, standards and procedures related to sustainability by each area of the Group.</p> <p>The policy principles are structured in three blocks: environmental, social and governance principles.</p> <p>The new sustainability policy developed during 2020 was approved by the Board of Directors in January 2021.</p> |
| Ethical principles | Code of Conduct | It includes the ethical and behavioral principles that must guide each and every one of the actions of all Parques Reunidos staff in Europe, including internal relationships, contacts and communications with customers, shareholders, suppliers, sponsors, associated companies and in general with any person or organization in the social environment of the countries where it operates or expects to do so. |
| Ethical principles | Employee Handbook USA | This document summarizes the ethical principles, benefits, and advantages available to employees, personnel policies, and employment policies applicable to parks in the United States. |
| Ethical principles | Equal Employment Opportunity and Open-Door Policy. | Regarding equal opportunities, this policy establishes the commitment of the Group's parks in the USA to provide the same opportunities to employees and applicants regardless of aspects such as race, nationality, gender, sexual orientation, religion, level. social, etc. It also includes the commitment to maintain teamwork environments, where problems can be discussed and resolved through cooperation and mutual respect. |
| Ethical principles | Policy for donations to charitable organizations in the United States. | This policy establishes the prohibition, generally, of making direct monetary donations to charities. Likewise, it establishes, in general, the prohibition of accepting cash donations in the parks for charitable purposes due to the risk of inaccurate accounting and theft. Any exception to the foregoing must be expressly authorized by the company's management personnel, to guarantee the integrity of the process. In any case, fundraising, if finally authorized, must be done through an on-line module established by the company that allows the action to be monitored. |
| Risk control | Risk Control Policy | It defines the basic principles and the general framework of action for the management and control of all the risks to which the Group is exposed, including those related to the reporting of legal and financial compliance. At the end of fiscal year 2020, a new Risk Management and Control Policy is being worked on, which will replace the one currently in force once it is approved. |

| Area | Policies / Commitments | Description |
|---|---|---|
| Criminal risk prevention Spain | Criminal Risk Prevention Model and Compliance | The model includes aspects such as a crime risk map; matrix of general and specific controls; crime risk prevention and compliance manual; etc. |
| Financial data report | Control Policy of the Internal Financial Reporting System | This document defines the principles and lines of action that establish the bases and responsibilities for maintaining an effective internal control system for reporting financial data. |
| Fiscal policy | Fiscal policy | This document establishes a specific tax strategy for the Group and includes in its governance system the processes and principles that should guide this matter. |
| Harrasment | Action protocol in situations of harassment | It establishes an agile and fast action protocol that grants people affected by a situation of harassment, whether of a labor or sexual nature, the protection of their privacy, confidentiality, and dignity. |
| Health and Safety, and Environment | <p>Safety, Health and Environment Management System</p> <p>Safety, Health and Environment Management Standards and Procedures</p> | <p>The Safety, Health and Environment standards establish the framework to manage environmental risks and opportunities and those associated with safety and health, both for workers and customers, and prevent damage to the safety and health of workers, customers or any other person who may be affected by our activities, property damage and environmental damage.</p> <p>The following matters are included in specific standards and procedures: management of safety, health, and environment, internal HSE audit, notification and investigation of incidents, risk assessment, emergency plans, prevention of risk of fire and explosion. evacuation of attractions, identification and evaluation of environmental aspects, waste management, prevention of drowning, prevention of risks associated with the handling of animals, management of work at height, confined spaces, handling of mobile equipment, electrical work, energy isolation and handling of chemicals.</p> |
| Health and Safety, and Environment | Occupational Health and Prevention of Occupational Risks | It establishes the commitment of Parques Reunidos to carry out activities in a safe and healthy way, both in its own facilities and in its areas of influence, as a means to protect the integrity and health of employees and collaborators. |
| Health and Safety, and Environment | Parques Reunidos Environmental Policy | <p>It includes the commitment of Parques Reunidos with the protection and preservation of the environment through the implementation of environmental management programs, tailored to each leisure facility and based on continuous improvement.</p> <p>After the approval of the Sustainability Policy, its principles are subsumed within the environmental principles of the sustainability policy.</p> |
| Health and Safety, and Environment | Food Safety Policy | The purpose of this policy is to establish the guidelines to guarantee that all the food and beverages that we serve to guests and workers in all Parques Reunidos facilities are safe. |

| Area | Policies / Commitments | Description |
|---------------------|--|--|
| Supplier management | Procedure for purchasing goods, services, and CAPEX | <p>The purpose of this procedure is to establish the minimum standards that regulate the function of purchases of goods, services, and CAPEX of the parks, to achieve the following objectives:</p> <ul style="list-style-type: none"> - Legal security and prevention of legal risks. - Maximization of the value for money in the goods / services purchased. - Use of duly selected suppliers that guarantee the supply and quality of goods / services. - Adequate authorization of purchases made. - Adequate documentary support of the purchasing process transactions. - Registration and processing of authorized transactions only. <p>This procedure, which was reviewed at the end of 2019, is currently in the process of being updated by the recently created Central Services Procurement Department to align with the standards established by said Department and to expand its current scope, so that it becomes global for the entire Group.</p> |
| Society | Institutional relations policy | <p>It establishes the rules that should govern the relationship of the Group and, consequently, of its employees with the different authorities (national, regional, and local) and other institutions (such as park associations or others) with which Parques Reunidos has a relationship as a consequence. of the development of their ordinary activity. This policy will be subsumed within the Anticorruption standard.</p> |
| Privacy | Personal Data Protection Manual | <p>It establishes for Spain and the European Union the key notions to know what personal data is and the general principles and guidelines to know how they should be treated in the exercise of our professional activities in order to comply with European regulations on data protection (Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, regarding the protection of natural persons with regard to the processing of personal data and the free circulation of these data (GDPR) and with the Other applicable European and national regulations This Manual is mandatory for all employees who carry out their activities in the different companies of the Group in Spain.</p> <p>Group companies located in the rest of the European Union countries must also comply with the content of the Manual, as long as it does not contradict local data protection regulations in the country where the company is located, since, in this case, they must comply with said local regulation.</p> |
| Privacy | Communication and management procedure for incidents that affect personal data of Parques Reunidos in Spain. | <p>It establishes the guidelines for action that must be carried out to communicate and manage incidents that may compromise and affect the security of personal data processed by Grupo Parques Reunidos companies in Spain, as well as minimize the effects that these incidents could cause. security on said personal data and on the organization, all in compliance with the obligations established by European and national regulations on the protection of personal data.</p> |
| | Procedure for the approval of suppliers with access to personal data | <p>It establishes the guidelines for action that must be carried out before and during the contracting of service providers, whether or not they need to access personal data for the provision of the service, all in compliance with the obligations established by the RGD and by the Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights.</p> |

Annex V: Health and Safety and Environmental Performance - Regional Indicators

| Indicator | Unit | 2019 | 2020 | | | |
|---|--|---------|---------|--------|----------------|-------------------|
| | | Group | Group | Spain | Rest of Europe | USA and Australia |
| Environmental Performance | | | | | | |
| Energy | | | | | | |
| Total energy consumption | MWh | 208,988 | 142,794 | 31,280 | 72,939 | 38,575 |
| Electricity | MWh | 149,359 | 104,326 | 25,792 | 45,622 | 32,912 |
| Natural gas | MWh | 53,134 | 32,312 | 2,456 | 26,400 | 3,456 |
| Other fuels | MWh | 6,498 | 6,156 | 3,032 | 918 | 2,206 |
| Energies from renewable sources | MWh | 55,724 | 40,910 | 26,498 | 14,270 | 142 |
| Electricity | MWh | 55,072 | 40,203 | 25,792 | 14,270 | 142 |
| Natural gas | MWh | - | - | - | - | - |
| Other fuels | MWh | 651 | 707 | 707 | - | - |
| Energy from renewable sources | % | 27 | 29 | 85 | 20 | <1 |
| Electricity from renewable sources | % | 37 | 39 | 100 | 31 | <1 |
| Energy intensity | MWh / 10 ³ visitors | 9.8 | 19.9 | 15.3 | 17.6 | 38.7 |
| Greenhouse Gas Emissions (GHG) | | | | | | |
| Direct GHG emissions- Scope 1 | Ton CO ₂ equiv | 10,783 | 4,597 | 806 | 2,966 | 835 |
| Indirect GHG emissions- Scope 2 | Ton CO ₂ equiv | 40,957 | 32,177 | 0 | 11,850 | 20,327 |
| GHG emissions intensity | | | | | | |
| Intensity of total GHG emissions | Ton CO ₂ / 10 ³ visitors | 2.4 | 5.1 | 0.4 | 3.6 | 21.2 |
| GHG emissions - Scope 1 | Ton CO ₂ / 10 ³ visitors | 0.5 | 0.6 | 0.4 | 0.7 | 0.8 |
| GHG emissions - Scope 2 | Ton CO ₂ / 10 ³ visitors | 1.9 | 4.5 | 0 | 2.9 | 20.4 |
| Water | | | | | | |
| Total water consumption | 1000 m ³ | 4,548 | 2,758 | 1,098 | 1,048 | 612 |
| Consumption in high or very high water-stressed areas | 1000 m ³ | 1,565 | 1,101 | 942 | 125 | 3.4 |
| Consumption in other areas | 1000 m ³ | 2,984 | 1,656 | 156 | 923 | 578 |
| Water consumption by origin | | | | | | |
| Third party water | 1000 m ³ | 4,005 | 2,347 | 987 | 782 | 578 |
| Drinking water | 1000 m ³ | 3,893 | 1,820 | 569 | 698 | 553 |
| Recycled water | 1000 m ³ | 523 | 527 | 418 | 83 | 26 |
| Underground water | 1000 m ³ | 112 | 332 | 112 | 187 | 33 |
| Superficial water | 1000 m ³ | 20 | 79 | 0 | 79 | <1 |
| Use of recycled water in high or very water-stressed areas | % vs total consumption | 31.3 | 37.0 | 43.2 | 0 | 0 |
| Intensity of water consumption | | | | | | |

| Indicator | Unit | 2019 | 2020 | | | |
|--|--|--------------|--------------|--------------|----------------|-------------------|
| | | Group | Group | Spain | Rest of Europe | USA and Australia |
| Total water consumption | 1000 m ³ / 10 ³ visitors | 0.21 | 0.38 | 0.61 | 0.25 | 0.54 |
| Waste | | | | | | |
| Waste generated | | | | | | |
| Non-hazardous waste | Ton | 14,761 | 11,215 | 4,280 | 3,723 | 3,212 |
| Hazardous waste | Ton | 246.8 | 410.7 | 15.8 | 345.6 | 49.3 |
| Waste Managed - Non-hazardous | | | | | | |
| Waste diverted from disposal | Ton | 8,232 | 5,742 | 3,700 | 146 | 296 |
| Preparation for reuse | Ton | | 3,599 | 3,242 | 309 | 48 |
| Recycling | Ton | | 1,840 | 288 | 1,399 | 153 |
| Other recovery operations | Ton | | 303 | 170 | 38 | 95 |
| Waste directed to disposal | Ton | 5,958 | 5,141 | 547 | 1,958 | 2,636 |
| Incineration with energy recovery | Ton | | 1,980 | 41 | 1,793 | 146 |
| Incineration without energy recovery | Ton | | 152 | 24 | 122 | 6 |
| Landfilling | Ton | | 2,374 | 195 | 14 | 2,165 |
| Other disposal operations | Ton | | 635 | 287 | 29 | 319 |
| Waste Managed - Hazardous | | | | | | |
| Waste diverted from disposal | Ton | 143 | 280 | 6 | 246 | 28 |
| Preparation for reuse | Ton | | 26 | 1 | 0 | 25 |
| Recycling | Ton | | 244 | 3 | 240 | 1 |
| Other recovery operations | Ton | | 10 | 2 | 6 | 2 |
| Waste directed to disposal | Ton | 25 | 134 | 10 | 119 | 5 |
| Incineration with energy recovery | Ton | | 12 | 0 | 12 | 0 |
| Incineration without energy recovery | Ton | | 4.5 | 4.0 | 0 | 0.5 |
| Landfilling | Ton | | 4.3 | 1.8 | 0.1 | 2.4 |
| Other disposal operations | Ton | | 113 | 6 | 105 | 2 |
| Health and Safety | | | | | | |
| Employees-Work related injuries | | | | | | |
| Serious Injury Rate | # injuries / 10 ⁶ hours worked | 0 | 0.14 | 0.68 | 0.0 | 0.0 |
| Recordable Injury Rate | # injuries / 10 ⁶ hours worked | 22.0 | 20.5 | 23.9 | 8.7 | 39.9 |
| Frequency rate of Incidents with sick leave > 7 days | # accidents with sick leave > 7 days / 10 ⁶ hours worked | 8.5 | 8.2 | 15.0 | 6.9 | 6.1 |
| Severity rate of Incidents with sick leave > 7 days | # days lost due to accidents with sick leave > 7 days / 10 ⁶ hours worked | 392 | 276 | 532 | 158 | 312 |
| Hours worked ¹⁾ | 10 ³ hours | 12,488 | 6,932 | 1,463 | 3,342 | 1,966 |
| Employees- Occupational diseases | | | | | | |

| Indicator | Unit | 2019 | 2020 | | | |
|---|--|-------|-------|-------|----------------|-------------------|
| | | Group | Group | Spain | Rest of Europe | USA and Australia |
| Occupational diseases | # diseases | 0 | 0 | 0 | 0 | 0 |
| Visitors | | | | | | |
| Incidents related to the activity of the park and its attractions | # incidents / 10 ⁶ visitors | 0.19 | 0.14 | 0.49 | 0.0 | 0.0 |

(1) The hours worked in the Group's corporate offices are included in the Group total, but are not counted in Spain for the purposes of index calculations. Spain only includes parks.

Annex VI: Data consolidation methodology

Contents

In preparing the contents for the report, we have taken into account the issues considered as material according to the materiality analysis carried out; Likewise, other indicators and information have been taken into account that, although not material according to the analysis, are relevant for a better understanding of the context in which the company operates.

The information and data, for the purposes of collection and consolidation, are grouped into 8 general topics:

- Health and Safety of both workers and customers
- Environment
- Projects associated with the 'Parques Reunidos Spirit'
- Data related to personnel and labor issues
- Other social aspects not included in previous sections
- Data privacy
- Anti-corruption
- Business performance and economic information

For each general topic, a 'data owner/information owner' has been defined who is responsible for

preparing the relevant information to be included in the Sustainability Report, acting as a point of contact with the parks and controlling the quality of the data and information. received, without prejudice to subsequent controls carried out on the final consolidated report.

In the sections that refer to aggregations by region, the regions that correspond to the areas defined by Parques Reunidos are used:

- Spain
- Rest of Europe
- USA and Australia

Particular situations:

The Madrid Central Offices, when aggregations are made by region for all Health and Safety calculations, are not computed in Spain, being assigned directly in the calculations of the Group as a whole.

For the data relating to Personnel and the Environment, given that analyzes are carried out by country, the Madrid Central Offices are included in Spain.

Final closures

For businesses that are definitively closed during the reporting period, the quantitative data related to the aspects of this document are included until the closing of the work center.

In the event that due to the characteristics of the closure it is not possible to have all the relevant data, this circumstance is recorded in the report.

Divested business

For businesses divested during the reporting period, quantitative data related to the aspects of this

document are included up to the moment of divestment, that is, until the moment when the

document are included up to the moment of divestment, that is, until the moment when the

operations are no longer under the control of Parques Reunidos.

In the event that due to the characteristics of the divestment it is not possible to have all the relevant data, this circumstance is recorded in the report.

Acquisitions

When a new park is acquired by Parques Reunidos, their procedures and definitions of non-financial data may not be in line with our standards. Consequently, we give the new park time to meet our reporting standards and reports. In general, a period of 6 months is considered necessary to comply with the reporting standards.

During 2020 there have been no divestments.

In the event that due to the characteristics of the acquisition it is not possible to have all the relevant data, this circumstance is stated in the report.

During 2020 there have been no acquisitions.

Tables of content

- I. **Index of content according to Law 11/2018**
- II. **Index of content according to GRI (Global Reporting Initiative)**
- III. **Index of content according to the Principles of the Global Compact**

Index of content required by law 11/2018 of 28 December

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|--------------|---|--|
| GENERAL INFORMATION | | | | | |
| Organization | | | | | |
| Brief description of the group's business model, business environment, organization, and structure | | X | 5-6, 18-21 | | GRI 102-2 |
| Geographical presence | X | X | 5-6 | https://www.parquesreunidos.com/operador-global/ | GRI 102-3 GRI 102-4 GRI 102-6 GRI 102-7 |
| Objectives and strategies | | X | 6-10 | | GRI 102-14 |
| Main factors and trends which affect future performance | | X | 16-17 | | GRI 102-15 |
| Good governance and Due diligence | | | | | |
| Description of the Group's policies | | X | 105-107 | Annex II- Policies See also 'Our principles' in each section | GRI-103-1 |
| Due diligence procedures applied to identify, evaluate, prevent, and mitigate significant risks and impacts | | X | 18-21 | See also 'Why does it matter?' for each material issue | GRI-103-1 |
| Verification and control procedures | | X | 20-21 | See also 'Why does it matter?' for each material issue | GRI-103-1 |
| Measures taken | | X | | See 'Management approach' for each material issue | GRI-103-2 |
| Outcomes of these policies | | X | | See 'Evaluating our approach' for each material issue | GRI-103-3 |
| Key indicators of non-financial results | | X | | See tables of indicators corresponding to each section and material issue and Annex V- Performance indicators per region | See each section |
| Reporting framework | | | | | |
| National, European, or international frame of reference used for each subject | | X | 3 125-138 | This report has been prepared in accordance with the GRI (Global Reporting Initiative) Standards: Core option. See Index of content GRI (Global Reporting Initiative). | GRI 102-54 |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|-------------|---|-------------------------------------|
| Materiality Analysis | | X | 12-15 | The report includes a summary of the materiality analysis performed and the materiality matrix identifying the material issues. | GRI-103-1 GRI-103-2 GRI-103-3 |

ENVIRONMENTAL MATTERS

Policies and Risk management

| | | | | | |
|---|--|---|---------------------------|---|-----------|
| A description of the policies applied by the group regarding such matters, which must include the due diligence procedures applied for identifying, assessing, preventing, and mitigating the significant risks and impacts and those for verification and control, including the measures adopted | | X | 22-23 | See section 'Our principles' See also 'Why does it matter?' for each material issue and Annex II- Policies | GRI-103-1 |
| The results of such policies and key indicators of the non-financial results | | X | 22-23 24-35 108-109 | See 'Evaluating our approach' for each material issue See tables of indicators corresponding to each section and material issue and Annex V- Performance indicators per region | GRI-103-3 |
| The main risks related to these matters in connection with the group's activities, including, when pertinent and proportional, the commercial relations, products or services which may have negative effects on those areas, and how the group manages such risks, explaining the procedures used to detect and evaluate them in accordance with the benchmark national, European, or international frameworks used in each matter. Information must be included about the impacts which are detected, providing their breakdown, in particular regarding the short-, medium- and long-term risks | | X | 22-23 24-35 | See 'Management approach' for each material issue | GRI-103-2 |

General information

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|----------------|------------------------------|--------------------|-----------------|-------------------------------------|
| Current and foreseeable effects of the company's activities on the environment and, where appropriate, on health and safety | | X | 22-23 | | |
| Environmental assessment or certification procedures | | X | 22-23 | | |
| Resources dedicated to the prevention of environmental risks | | X | 22-23 | | |
| Application of the precautionary principle | | X | 22-23 | | |
| Provisions and guarantees for environmental risks | | X | 23 | | |
| Pollution | | | | | |
| Measures to prevent, reduce or repair emissions which seriously affect the environment, taking into account any form of air pollution specific to an activity, including noise and light pollution. | | X | 24-26 | | |
| Circular economy and waste prevention and management | | | | | |
| Prevention, recycling and reuse measures, other forms of waste recovery and elimination | | X | 30-33 | | GRI 306-2 |
| Actions to combat food waste | | X | 31-32 | | |
| Sustainable use of the resources | | | | | |
| Water consumption and water supply in accordance with the local limits | | X | 27-29 | | GRI 303-1 GRI-303-2 GRI-303-5 |
| Consumption of raw materials and measures adopted to improve the efficiency of their use | | X | 22 | | GRI 301-1 |
| Direct and indirect energy consumption and measures adopted to improve energy efficiency | | X | 24-26 | | GRI 302-1 GRI-302-4 |
| Use of renewable energy | | X | 24-26 | | GRI 302-1 |
| Climate change | | | | | |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|----------------|--|-------------------------------------|
| The main greenhouse gas emission elements generated as a result of the company's activities, including the use of the goods and services produced | | X | 24-26 | | GRI 305-1 GRI 305-2 GRI-305-4 |
| Measures adopted to adapt to the consequences of climate change | | X | 24-26 | | |
| Medium- and long-term reduction goals established voluntarily to reduce GHG and the means implemented for such purpose | | X | 24-26 | The environmental goals associated with the 2020-2025 Sustainability Strategy are currently in the approval phase based on the 2019-2020 data. These goals will be communicated in the Report for the 2021 Sustainability Report | GRI-305-5 |
| Biodiversity | | | | | |
| Measures adopted to preserve or restore biodiversity | | X | 35 | | GRI-304-1 |
| Impacts caused by activities or operations in protected areas | | X | 35 | | GRI 304-2 |
| SOCIAL AND STAFF MATTERS | | | | | |
| Policies and Risk management | | | | | |
| Description of the policies applied by the group regarding such matters, which must include the due diligence procedures applied for identifying, assessing, preventing, and mitigating the significant risks and impacts and those for verification and control, including the measures adopted | | X | 36-44 45-46 | See section 'Our principles' See also 'Why does it matter?' for each material issue and Annex II - Policies | GRI-103-1 |
| The results of such policies and key indicators of the non-financial results. | | X | 36-44 45-46 | See 'Evaluating our approach' for each material issue | GRI-103-3 |
| The main risks related to these matters in connection with the group's activities, including, when pertinent and proportional, the commercial relations, products or services which may have negative effects on those areas, and how the group manages such risks, | | X | 36-44 45-46 | See 'Management approach' for each material issue | GRI-103-2 |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|--|---------|-----------------------|-------------|----------|---------------|
| explaining the procedures used to detect and evaluate them in accordance with the benchmark national, European, or international frameworks used in each matter. Information must be included about the impacts which are detected, providing their breakdown, in particular regarding the short-, medium- and long-term risks . | | | | | |
| Employment | | | | | |
| Total number and breakdown of employees based on diversity criteria (gender, age, country, etc.) | | X | 46-52 | | GRI 102-8 |
| Total number and breakdown of types of employment contract, annual average for permanent, seasonal, and part-time contracts by gender, age and professional category | | X | 46-52 | | GRI 102-8 |
| Number of layoffs by gender, age, and professional category | | X | 51 | | GRI 401-1 |
| Average remuneration and performance broken down by gender, age and professional category or equal value | | X | 52 | | GRI 102-38 |
| Wage gap, remuneration for same jobs or average for the company | | X | 53 | | GRI 405-2 |
| Average remuneration for directors and managers, including variable remuneration, per diems and indemnities. Payment to long-term savings plans and any other contributions broken down by gender | | X | 53 | | |
| Implementation of policies to disconnect from work | | X | 54 | | |
| Employees with disabilities | | X | 61 | | |
| Work organisation | | | | | |
| Work schedule organisation | | X | 54 | | |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|--|----------------|------------------------------|--------------------|---|--------------------------------------|
| Absent hours | | X | 41 54 | Absenteeism rates due to occupational accident / illness (GRI-403-9; GRI-403-10, page 41) and absenteeism rates not associated with occupational accident / illness (page 54) are included. | GRI 403-2 |
| Measures to facilitate work-life balance and foster co-responsibility of both parents | | X | 54 | | |
| Health and safety | | | | | |
| Occupational health and safety conditions | | X | 36-41 | The GRI-403-Occupational Health and Safety Standard, version 2018, is used, whose adoption is mandatory from 2021 and recommended as soon as possible | GRI 403-3 |
| Occupational accidents, in particular their frequency and seriousness, and occupational illnesses, broken down by gender | | X | 41 | | GRI 403-2 |
| Social relations | | | | | |
| Organisation of the social dialogue, including procedures to inform and consult the staff and negotiate with them | | X | 55-57 | | GRI 102-43 GRI 402-1 GRI 403-1 |
| Percentage of employees covered by a collective bargaining agreement by country | | X | 56 | | GRI 102-41 |
| The assessment of the collective bargaining agreements, particularly in the area of occupational health and safety | | X | 56-57 | | GRI 403-4 |
| Training | | | | | |
| The training policies implemented | | X | 58-59 | | |
| The total training hours by professional category | | X | 59 | | GRI 404-1 |
| Universal access for people with disabilities | | | | | |
| Universal access for people with disabilities | | X | 60-61, 63 | See sections 'Personnel Management' for aspects related to employees, and 'Our customers', for aspects related to our clients | |
| Employees with disabilities | | X | 61 | | |
| Equality | | | | | |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|-------------|----------|---------------|
| Measures adopted to foster equal treatment and opportunity between men and women | | X | 60-61 | | GRI 406-1 |
| Equality plans (Chapter III of Constitutional Act 3/2007 of 22 March, governing the effective equality of women and men), measures adopted to foster employment, anti-harassment protocols based on gender, integration, and universal accessibility for people with disabilities | | X | 60-61 | | |
| The policies against all types of discrimination and, where applicable, diversity management | | X | 60-61, 62 | | |

HUMAN RIGHTS

Policies and Risk management

| | | | | | |
|--|--|---|------------------|--|-----------|
| Description of the policies applied by the group regarding such matters, which must include the due diligence procedures applied for identifying, assessing, preventing, and mitigating the significant risks and impacts and those for verification and control, including the measures adopted | | X | 45-46, 75, 76-77 | See sections Personnel management, for aspects related to employees, and sections Human Rights and Subcontracting and Suppliers, for aspects related to our supply chain | GRI-103-1 |
| The results of such policies and key indicators of the non-financial results. | | X | 45-46, 75, 76-77 | See sections Personnel management, for aspects related to employees, and sections Human Rights and Subcontracting and Suppliers, for aspects related to our supply chain | GRI-103-3 |
| The main risks related to these matters in connection with the group's activities, including, when pertinent and proportional, the commercial relations, products or services which may have negative effects on those areas, and how the group manages such risks, explaining the procedures used to detect and evaluate them in accordance with the benchmark national, European, or international frameworks used in each matter. | | X | 45-46, 75, 76-77 | See sections Personnel management, for aspects related to employees, and sections Human Rights and Subcontracting and Suppliers, for aspects related to our supply chain | GRI-103-2 |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|---------------|--|--------------------------|
| Information must be included about the impacts which are detected, providing their breakdown, in particular regarding the short-, medium- and long-term risks . | | | | | |
| Detailed information | | | | | |
| Application of human rights due diligence procedures | | X | 45-46, 75 | | GRI 102-16 GRI 102-17 |
| Prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage and repair possible abuses committed | | X | 45-46, 75 | | GRI 102-16 GRI 102-17 |
| Complaints for cases of human rights violation | | X | 45-46, 75 | | GRI 419-1 |
| Promotion and compliance with the provisions of the fundamental conventions of the International Labour Organization related to respect for freedom of association and the right to collective bargaining | | X | 45-46, 56, 75 | | GRI 407-1 |
| Elimination of discrimination in respect of employment and occupation | | X | 62, 75 | | |
| Suppression of forced or compulsory labour | | X | 45, 75 | | |
| Effective abolition of child labour | | X | 45, 75 | | |
| FIGHT AGAINST CORRUPTION AND BRIBERY | | | | | |
| Policies and Risk management | | | | | |
| Description of the policies applied by the group regarding such matters, which must include the due diligence procedures applied for identifying, assessing, preventing, and mitigating the significant risks and impacts and those for verification and control, including the measures adopted | | X | 67-72 | See section 'Our principles' See also 'Why does it matters?' for each material issue and Annex II- Policies | GRI-103-1 |
| The results of such policies and key indicators of the non-financial results. | | X | 70-71 | See 'Evaluating our approach' for each material issue | GRI-103-3 |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|-------------|---|---------------------------------------|
| <p>The main risks related to these matters in connection with the group's activities, including, when pertinent and proportional, the commercial relations, products or services which may have negative effects on those areas, and how the group manages such risks, explaining the procedures used to detect and evaluate them in accordance with the benchmark national, European, or international frameworks used in each matter. Information must be included about the impacts which are detected, providing their breakdown, in particular regarding the short-, medium- and long-term risks.</p> | | X | 67-70 | See 'Management approach' for each material issue | GRI-103-2 |
| Detailed information | | | | | |
| Measures adopted to prevent corruption and bribery | | X | 71-72 | | GRI 102-16 GRI 102-17 GRI 205-1 |
| Measures to fight money laundering | | X | 72 | | |
| Contributions to foundations and non-profit organisations | | X | 73-74 | | |
| SOCIETY | | | | | |
| Policies and Risk management | | | | | |
| Description of the policies applied by the group regarding such matters, which must include the due diligence procedures applied for identifying, assessing, preventing, and mitigating the significant risks and impacts and those for verification and control, including the measures adopted | | X | 76-77 | | GRI-103-1 |
| The results of such policies and key indicators of the non-financial results. | | X | 76-77 | | GRI-103-3 |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|-------------|--|--------------------------------------|
| The main risks related to these matters in connection with the group's activities, including, when pertinent and proportional, the commercial relations, products or services which may have negative effects on those areas, and how the group manages such risks, explaining the procedures used to detect and evaluate them in accordance with the benchmark national, European, or international frameworks used in each matter. Information must be included about the impacts which are detected, providing their breakdown, in particular regarding the short-, medium- and long-term risks . | | X | 76-77 | | GRI-103-2 |
| Company commitments to sustainable development | | | | | |
| The impact of the company's activity on employment and local development | | X | 76 | See also section 'Parques Reunidos Spirit' | GRI 102-43 GRI 413-1 GRI 413-2 |
| The impact of the company's activity on the local population and the territory | | X | 76 | See also section 'Parques Reunidos Spirit' | GRI 102-43 GRI 413-1 GRI 413-2 |
| The relations maintained with the players of local communities and the type of dialogue with them | | X | 76 | See also section 'Parques Reunidos Spirit' | GRI 102-43 GRI 413-1 GRI 413-2 |
| The association or sponsorship actions | | X | 73-74 | See also section 'Parques Reunidos Spirit' | |
| Subcontracting and suppliers | | | | | |
| The inclusion of social, gender equality and environmental issues on the purchasing policy | | X | 77 | | |
| Consideration of the relations with suppliers and subcontractors regarding their social and environmental responsibility | | X | 771 | See also section 'Health and Safety' for aspects related to contractors' health and safety | |
| Supervision and audit systems and their results | | X | 77 | See also section 'Health and Safety' for aspects related to contractors' health and safety | |

| Information required by the Non-Financial Information Act | Website | Sustainability Report | Page number | Comments | GRI Indicator |
|---|---------|-----------------------|-------------|----------|-------------------------|
| Consumers | | | | | |
| Health and safety measures for consumers | | X | 42-44 | | GRI 416-1 |
| Claims systems, complaints received and how they are resolved | | X | 64-65 | | GRI 418-1 GRI 102-43 |
| Tax information | | | | | |
| Benefits by country | | X | 79 | | GRI 201-1 |
| Profit taxes paid | | X | 79 | | GRI 201-1 |
| Public subsidies received | | X | 79 | | GRI 201-4 |

Index of content according to GRI (Global Reporting Initiative)

This report has been prepared in accordance with the GRI Standards: Core option

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information | |
|-------------------------------|---|-----------------------|-------------|---------------------|--|---|
| GENERAL DISCLOSURES | | | | | | |
| Organizational profile | | | | | | |
| GRI 102-1 | Name of the organization | | X | 3 | Piolin Bidco S.A.U. | X |
| GRI 102-2 | Activities, brands, products, and services | X | X | 5-6 | https://www.parquesreunidos.com/operador-global/ | X |
| GRI 102-3 | Location of headquarters | | X | | Paseo de la Castellana, 216- Planta 16- 28046 Madrid, España | X |
| GRI 102-4 | Location of operations | X | X | 5-6 | https://www.parquesreunidos.com/operador-global/ and Annex I: List of centres included within the scope of the report | X |
| GRI 102-5 | Ownership and legal form | | X | 5 | | X |
| GRI 102-6 | Markets served | | X | 5-6 | https://www.parquesreunidos.com/operador-global/ and Annex I: List of centres included within the scope of the report | X |
| GRI 102-7 | Scale of the organization | | X | 6 | | X |
| GRI 102-8 | Information on employees and other workers | | X | 36-41, 45-62, 76-77 | See sections 'Personnel Management' (page 45-62), 'Health and Safety' (page 36-41) and 'Society- Outsourcing and Suppliers' (page 76-77) | X |
| GRI 102-9 | Supply chain | | X | 75, 76-77 | See sections 'Human Rights' and 'Society – Outsourcing Suppliers' | X |
| GRI 102-10 | Significant changes in the organization or its supply chain | | | | There have been no significant changes in the organization or its supply chain | |
| GRI 102-11 | Precautionary Principle approach | | X | 22 | | X |
| GRI 102-12 | External initiatives | | X | 81-98 | See section 'Parques Reunidos Spirit' | X |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---------|-----------------------|-------------|---|--------------------------|
| GRI 102-13 Memberships of associations | | X | 73-74 | | X |
| Strategy | | | | | |
| GRI 102-14 CEO statement | | X | 4 | | X |
| GRI 102-15 Key impacts, risks, and opportunities | | X | 16-17 | See also 'Why is it important?' for each material issue | X |
| Ethics and integrity | | | | | |
| GRI 102-16 Values, principles, standards, and norms of behaviour | | X | 6-7 | | X |
| GRI 102-17 Mechanisms for advice and concerns about ethics | | X | 18-21 | | X |
| Governance | | | | | |
| GRI 102-18 Governance structure | | X | 18-21 | | X |
| GRI 102-19 Delegating authority | | X | 18-21 | | X |
| GRI 102-20 Executive level responsibility for ESG topics | | X | 18-21 | | X |
| GRI 102-21 Consulting stakeholders on economic, environmental, and social topics | | X | 12-15 | | X |
| GRI 102-22 Composition of the highest governance body and its committees | | X | 18-21 | | X |
| GRI 102-23 Highest governance body (Chair) | - | X | 18-21 | | X |
| GRI 102-24 Nomination process | | X | 18-21 | | X |
| GRI 102-25 Conflicts of interest | | X | 18-21 | | X |
| GRI 102-26 Role of highest governance body in setting purpose, value, and strategy | | X | 18-21 | | X |
| GRI 102-27 Collective knowledge of highest governance body | | X | 18-21 | | X |

| GRI REFERENCE AND DESCRIPTION | | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|-------------------------------|--|---------|-----------------------|-------------|----------|--------------------------|
| GRI 102-28 | Highest governance body's performance | | X | 18-21 | | X |
| GRI 102-29 | Highest governance body role in identifying and managing economic, environmental, and social impacts | | X | 18-21 | | X |
| GRI 102-30 | Effectiveness of risk management process | - | X | 18-21 | | X |
| GRI 102-31 | Review of economic, environmental, and social topics | - | X | 12-15 | | X |
| GRI 102-32 | Highest governance body's role in sustainability reporting | | X | 18-21 | | X |
| GRI 102-33 | Communicating critical concerns | | X | 18-21 | | X |
| GRI 102-34 | Nature and Number of critical concerns | | X | 18-21 | | X |
| GRI 102-35 | Remuneration policies | | X | 18-21 | | X |
| GRI 102-36 | Process for determining remuneration | | X | 18-21 | | X |
| GRI 102-37 | Stakeholders' involvement in remuneration | | X | 18-21 | | X |
| GRI 102-38 | Annual total compensation ratio | | X | 53 | | X |
| GRI 102-39 | Percentage increase in annual total compensation ratio | | | 53 | | |
| Stakeholder engagement | | | | | | |
| GRI 102-40 | List of stakeholder groups | | X | 11 | | X |
| GRI 102-41 | Collective bargaining agreements | | X | 56-57 | | X |
| GRI 102-42 | Identifying and selecting stakeholders | | X | 11 | | X |

| GRI REFERENCE AND DESCRIPTION | | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|-------------------------------|--|---------|-----------------------|-------------|---|--------------------------|
| GRI 102-43 | Approach to stakeholder engagement | | X | 12-13 | | X |
| GRI 102-44 | Key topics and concerns raised | | X | 15 | | X |
| Reporting practice | | | | | | |
| GRI 102-45 | Entities included in the consolidated financial statements | | X | 99 | | X |
| GRI 102-46 | Defining report content and topic boundaries | | X | 3 12-15 | | X |
| GRI 102-47 | List of material topics | | X | 15 | | X |
| GRI 102-48 | Restatements of information | | | 128 | There are no restatements of information | |
| GRI 102-49 | Changes in reporting | | | 128 | There are no changes in reporting | |
| GRI 102-50 | Reporting period | | X | 3 | Year 2020 (January 1 st till December 31 st 2020) | X |
| GRI 102-51 | Date of most recent report | | | 128 | | |
| GRI 102-52 | Reporting cycle | | X | 10 | Annual. The Report will comply with the provisions of Law 11/2018 | X |
| GRI 102-53 | Contact point for questions regarding the report | | X | 128 | Isidora Díaz Heredia (Chief Sustainability and HSE Officer) jdheredia@grpr.com | X |
| GRI 102-54 | Claims of reporting in accordance with GRI Standards | | X | 3, 125 | This report has been prepared in accordance with the GRI Standards: Core option | X |
| GRI 102-55 | External Assurance | | X | 125-138 | | X |
| GRI 102-56 | Entities included in the consolidated financial statements | | X | | The report has been verified by KPMG in accordance with the process and scope defined in Law 11/2018 | X |
| MANAGEMENT APPROACH | | | | | | |
| Material topics | | | | | | |
| GRI 103-1 | Explanation of the material topic and its boundary | | X | | See also 'Why is it important?' for each material issue | X |
| GRI 103-2 | The management approach and its components | - | X | | See also 'Management approach' for each material issue | X |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---------|-----------------------|-------------|--|--------------------------|
| GRI 103-3 Evaluation of the management approach | - | X | | See also 'Evaluating our approach' for each material issue | X |
| GRI 200 - ECONOMIC | | | | | |
| GRI 201 - Economic performance | | | | | material |
| GRI 201-1 Direct economic value generated and distributed | | X | 6 | | X |
| GRI 201-2 Financial implications and other risks and opportunities for the organization's activities due to climate change | | X | 24 | | X |
| GRI 201-3 Coverage of the organization's defined benefit plan obligations | | | | | |
| GRI 201-4 Financial assistance received from government | | X | 79 | | X |
| GRI 202 - Market presence | | | | | material |
| GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation | | | | | |
| GRI 202-2 Proportion of senior management hired from the local community | | X | 129 | The Park Management Committees and most of the employees come from the local community | X |
| GRI 203 - Indirect economic impacts | | | | | no material |
| GRI 203-1 Infrastructure investments and services supported | | | | | |
| GRI 203-2 Significant indirect economic impacts | | | | | |
| GRI 204 - Procurement practices | | | | | no material |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---------|-----------------------|-------------|---|--------------------------|
| GRI 204-1 | | | | | |
| GRI 205 - Anti-corruption | | | | | material |
| GRI 205-1 | | X | 67-72 | | X |
| GRI 205-2 | | X | 67-72 | | X |
| GRI 205-3 | | X | 67-72 | | X |
| GRI 206 - Anti-competitive behaviour | | | | | no material |
| GRI 206-1 | | | | | |
| GRI 300 - ENVIRONMENTAL | | | | | |
| GRI 301 - Materials | | | | | no material |
| GRI 301-1 | | | | Since our parks are not production centers, the consumption of raw materials is considered a non-material aspect (see details on page 22) | |
| GRI 301-2 | | | | | |
| GRI 301-3 | | | | | |
| GRI 302 - Energy | | | | | material |
| GRI 302-1 | | X | 24-26 | | X |
| GRI 302-2 | | X | 24-26 | | X |
| GRI 302-3 | | | 26 | | |
| GRI 302-4 | | X | 25-26 | | X |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
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| GRI 302-5 Reductions in energy requirements of products and services | | | | | |
| GRI 303 - Water | | | | | material |
| GRI 303-1 Interaction with water as shared resource | | X | 27-29 | | X |
| GRI 303-2 Management of water discharge-related impacts | | X | 27-29 | | X |
| GRI 303-3 Water withdrawal | | | | If applicable, the extraction and discharge of water is carried out in accordance with the local requirements of the country, state, or region | |
| GRI 303-4 Water discharge | | | | If applicable, the extraction and discharge of water is carried out in accordance with the local requirements of the country, state, or region | |
| GRI 303-5 Water consumption | | X | 28 | | X |
| GRI 304 - Biodiversity | | | | | material |
| GRI 304-1 Operational sites owned, leased, managed, or adjacent to protected areas, and located in areas of high biodiversity value outside of protected areas | | X | 35 | | X |
| GRI 304-2 Significant impacts of activities, products, and services on biodiversity | | X | 35 | | X |
| GRI 304-3 Habitats that have been protected or restored | | | | | |
| GRI 304-4 Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations | | | | | |
| GRI 305 - Emissions | | | | | material |

| GRI REFERENCE AND DESCRIPTION | | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---|---------|-----------------------|-------------|--|--------------------------|
| GRI 305-1 | Direct greenhouse gas (GHG) emissions (Scope 1) | | X | 26 | Consolidation approach: financial control | X |
| GRI 305-2 | Energy indirect greenhouse gas (GHG) emissions (Scope 2) | | X | 26 | Consolidation approach: financial control | X |
| GRI 305-3 | Other indirect greenhouse gas (GHG) emissions (Scope 3) | | | | | |
| GRI 305-4 | Greenhouse gas (GHG) emissions intensity | | X | 26 | | X |
| GRI 305-5 | Reduction of greenhouse gas (GHG) emissions | | X | 26 | | X |
| GRI 305-6 | Emissions of ozone-depleting substances (ODS) | | | | The emissions of ozone-depleting substances in our activities are non-significant. This indicator is therefore considered non-material. | |
| GRI 305-7 | NOx, SOx, and other significant air emissions | | | | The NOx, SOx emissions in our activities are non-significant. This indicator is therefore considered non-material. | |
| GRI 306 - Effluents and waste (contents 306-1 and 306-5 updated according to GRI 303 Water and effluents 2018) | | | | | | material |
| GRI 306-2 | Waste by type and disposal method | | X | 32-33 | | X |
| GRI 306-3 | Significant spills | | X | 132 | There have been no significant accidental spills during the period | X |
| GRI 306-4 | Transport of hazardous waste | | X | 132 | The transport of hazardous waste for its management through authorized external managers is carried out by authorized transporters. The quantity managed (306-2) coincides with the quantity transported. The company does not import or export hazardous waste. | X |
| GRI 307 – Environmental compliance | | | | | | material |
| GRI 307-1 | Non-compliance with environmental laws and regulations- Cost of fines and non-monetary sanctions due to non-compliance with | | X | 132 | No significant fines or significant non-monetary sanctions have been received for non-compliance with environmental regulations during the reporting period | X |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|--|--|-----------------------|-------------|--|--------------------------|
| environmental laws and regulations | | | | | |
| GRI 308 – Supplier environmental assessment | | | | | no material |
| GRI 308-1 | Percentage of new suppliers that were assessed and selected using environmental criteria | | | | |
| GRI 308-2 | Negative potential or real environmental impacts in the supply chain and actions taken to mitigate them | | | | |
| GRI 400 - SOCIAL | | | | | |
| GRI 401 - Employment | | | | | material |
| GRI 401-1 | New employee hires by age group, gender, and region. Employee turnover, by age group, gender, and region. | X | 52 | | X |
| GRI 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, with details by significant location of operations | | | | |
| GRI 401-3 | Parental leave | X | 54 | | |
| GRI 402 - Labour/management relations | | | | | material |
| GRI 402-1 | Minimum notice periods regarding operational changes, including if these are specified in collective agreements | X | 57 | The minimum notice periods for organizational changes are regulated in accordance with the legislation in force in each country. See also section 'Personnel Management- Social relations' | X |
| GRI 403 – Occupational health and safety | | | | | material |

| GRI REFERENCE AND DESCRIPTION | | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---|---------|-----------------------|-------------|---|--------------------------|
| GRI 403-1 | Occupational health and safety management system | | X | 38 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-2 | Hazard identification, risk assessment, and incident investigation | | X | 38-39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-3 | Occupational Health services | | X | 39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-4 | Worker participation, consultation and communication on occupational health and safety matters | | X | 39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-5 | Worker training on occupational health and safety | | X | 39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-6 | Promotion of worker health | | X | 39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked to business relationships | | X | 39 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-8 | Workers covered by an occupational health and safety management system | | X | 38 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-9 | Work-related injuries | | X | 41 | See section 'Health and safety' (page 36-41) | X |
| GRI 403-10 | Work-related ill health | | X | 41 | See section 'Health and safety' (page 36-41) | X |
| GRI 404 – Training and awareness | | | | | | material |
| GRI 404-1 | Average hours of training per year per employee, with detail by gender and professional category | | X | 59 | See section 'Personnel Management – Training' | X |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---------|-----------------------|----------------------|---|--------------------------|
| GRI 404-2 | | | | | |
| Programs for improving employee skills and transition assistance programs | | | | | |
| GRI 404-3 | | | | | |
| Percentage of employees receiving regular performance and career development reviews | | | | | |
| GRI 405 – Diversity and equal opportunity | | | | | material |
| GRI 405-1 | | | | | |
| Diversity of governance bodies and employees, by gender, age group, belonging to minority groups and other diversity indicators | | | | | |
| GRI 405-2 | | | | | |
| Ratio of basic wage and remuneration of women to men by professional category | | X | 52-53 | | X |
| GRI 406 – Non-discrimination | | | | | material |
| GRI 406-1 | | | | | |
| Number of incidents of discrimination and corrective actions taken | | X | 62 | No incidents of discrimination have been recorded during the reporting period | X |
| GRI 407 – Freedom of association and collective bargaining | | | | | material |
| GRI 407-1 | | | | | |
| Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | | X | 55-57 75 76-77 | See sections ‘Personnel Management’, ‘Human Rights’ and ‘Society – Outsourcing and Suppliers’ | X |
| GRI 408 – Child labour | | | | | no material |
| GRI 408-1 | | | | | |
| Operations and suppliers at significant risk for incidents of child labor | | | | See sections ‘Personnel Management’, ‘Human Rights’ and ‘Society – Outsourcing and Suppliers’ | |
| GRI 409 – Forced or compulsory labour | | | | | no material |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
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| GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | | | | See sections 'Personnel Management', 'Human Rights' and 'Society – Outsourcing and Suppliers' | |
| GRI 410 – Security practices | | | | | no material |
| GRI 410-1 Security personnel trained in human rights policies or procedures | | | | | |
| GRI 411 – Rights of indigenous peoples | | | | | no material |
| GRI 411-1 Incidents of violations involving rights of indigenous peoples | | | | | |
| GRI 412 – Human rights assessment | | | | | no material |
| GRI-412-1 Operations that have been subject to human right reviews or impact assessments | | | | | |
| GRI-412-2 Employee training on human right policies and procedures | | | | | |
| GRI 412-3 Significant investment agreements and contracts that include human right clauses or that underwent human right screening | | | | | |
| GRI 413 – Local communities | | | | | material |
| GRI 413-1 Operations with local community engagement, impact assessments, and development programs | | X | 81-98 | | X |
| GRI 413-2 Operations with significant actual and potential negative impacts on local communities | | X | 81-98 | | X |
| GRI 414 – Supplier social assessment | | | | | no material |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
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| GRI 414-1 | | | | | |
| New suppliers that were screened using social criteria | | | | | |
| GRI 414-2 | | | | | |
| Negative social impacts in the supply chain and actions taken | | | | | |
| GRI 415 – Public policy | | | | | no material |
| GRI 415-1 | | | | | |
| Political contributions to political parties or political representatives | | | | | |
| GRI 416 – Customer health and safety | | | | | material |
| GRI 416-1 | | X | 42-44 | | X |
| Assessment of the health and safety impacts of product and service categories | | | | | |
| GRI 416-2 | | X | 42-44 | | X |
| Incidents of non-compliance concerning the health and safety impacts of products and services | | | | | |
| GRI 417 - Marketing and labelling | | | | | material |
| GRI 417-1 | | X | 42-44 63-64 | | X |
| Requirements of information and labelling for products and services | | | | | |
| GRI 417-2 | | X | 137 | There have been no cases of non-compliance related to information and labelling of products and services during the reporting period | X |
| Incidents of non-compliance concerning product and service information and labelling | | | | | |
| GRI 417-3 | | X | 137 | There have been no cases of non-compliance related to marketing communications during the reporting period | X |
| Incidents of non-compliance concerning marketing communications | | | | | |
| GRI 418 - Customer privacy | | | | | material |
| GRI 418-1 | | X | 137 | There have been no fundamental complaints regarding privacy violations or loss of customer data during the reporting period | X |
| Substantiated complaints regarding breaches of customer privacy and losses of customer data | | | | | |

| GRI REFERENCE AND DESCRIPTION | Website | Sustainability Report | Page number | Comments | Materiality/ Information |
|---|---|-----------------------|-------------|--|--------------------------|
| GRI 419 – Socioeconomic compliance | | | | | material |
| GRI 419-1 | Non-compliance with laws and regulations in the social and economic areas | X | 138 | There have been no cases of Breach of laws and regulations in the social and economic fields during the reporting period | X |

Index of content according to the Principles of the UN Global Compact

This report has been prepared in accordance with the GRI Standards: Core option

| PRINCIPLE | | Website | Sustainability Report | Page number | Comments |
|---------------------|---|---------|-----------------------|---------------|--|
| Principle 1 | Businesses should support and respect the protection of internationally proclaimed human rights. | | X | 75, 46-47 | See section: 'Human Rights' See section 'Personnel Management' |
| Principle 2 | Businesses should make sure that they are not complicit in human rights abuses. | | X | 75, 46-47 | See section: 'Human Rights' See section 'Personnel Management' |
| Principle 3 | Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | | X | 56-57 | See section: 'Personnel Management- Social relations' |
| Principle 4 | Businesses should uphold the elimination of all forms of forced and compulsory labour | | X | 46 | See section 'Personnel Management' |
| Principle 5 | Businesses should uphold the effective abolition of child labour | | X | 46 | See section 'Personnel Management' |
| Principle 6 | Businesses should uphold the elimination of discrimination in respect of employment and occupation | | X | 61-62, 63, 64 | See section: 'Personnel Management- Accessibility and equality', and 'Personnel Management- Non-discrimination' See section: 'Our customers- Accessibility and Inclusion' |
| Principle 7 | Businesses should support a precautionary approach to environmental challenges | | X | 23-36 | See section: 'Environmental Management' |
| Principle 8 | Businesses should undertake initiatives to promote greater environmental responsibility | | X | 23-36 | See section: 'Environmental Management' |
| Principle 9 | Businesses should encourage the development and diffusion of environmentally friendly technologies | | X | 23-36 | See section: 'Environmental Management' |
| Principle 10 | Businesses should work against corruption in all its forms, including extortion and bribery | | X | 67-74 | See section: 'Fight against Bribery and Corruption' |



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Independent Assurance Report on the Consolidated Non-Financial Information Statement of Piolin Bidco, S.A.U. and subsidiaries for 2020

(Translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails.)

To the sole shareholder of Piolin BidCo, S.A.U.:

Pursuant to article 49 of the Spanish Code of Commerce, we have performed limited assurance review of the Consolidated Non-Financial Information Statement (hereinafter NFIS) for the year ended 31 December 2020, which forms part of the Group's 2020 consolidated Directors' Report, attached hereto.

The consolidated Directors' Report includes additional information to that required by prevailing mercantile legislation concerning non-financial information, which has not been the subject of our assurance work. Our work was limited exclusively to providing assurance on the information identified in table "Index of content required by Law 11/2018" included in the consolidated Directors' Report attached hereto.

Directors' responsibility

The Directors of the Parent are responsible for the contents and the authorisation for issue of the NFIS included in the Group's consolidated Directors' Report. The NFIS has been prepared in accordance with prevailing mercantile legislation and selected Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) and based on the content for each subject area in table "Index of content required by Law 11/2018" included in the Group's Directors' Report.

This responsibility also encompasses the design, implementation and maintenance of internal control deemed necessary to ensure that the NFIS is free from material misstatement, whether due to fraud or error.

The Directors of Parent are also responsible for defining, implementing, adapting and maintaining the management systems used to obtain the information required to prepare the NFIS.

Our independence and quality control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including international independence standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.



(Translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails.)

Our firm applies International Standard on Quality Control 1 (ISQC1) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement team comprised professionals specialised in reviews of non-financial information and, specifically, in information on economic, social and environmental performance.

Our responsibility

Our responsibility is to express our conclusions in an independent limited assurance report based on the work performed.

We conducted our review engagement in accordance with the requirements of the Revised International Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the guidelines for assurance engagements on the Non-Financial Information Statement issued by the Spanish Institute of Registered Auditors (ICJCE).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and consequently, the level of assurance provided is also lower.

Our work consisted of making inquiries of Management and of the different units and areas of the Parent that participated in the preparation of the NFIS, reviewing the processes for compiling and validating the information presented in the NFIS and applying certain analytical procedures and sample review testing described below:

- Meetings with the Parent's personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these matters and to obtain the information necessary for the external review.
- Analysis of the scope, relevance and completeness of the content of the NFIS for 2020 based on the materiality analysis performed by the Parent and described in the section "Materiality analysis and materiality matrix", considering the content required by prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the NFIS for 2020.
- Review of the information relative to the risks, policies and management approaches applied in relation to the material aspects presented in the NFIS for 2020.
- Corroboration, through sample testing, of the information relative to the content of the NFIS for 2020 and whether it has been adequately compiled based on data provided by the information sources.
- Procurement of a representation letter from the Directors and management.



(Translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails.)

Conclusion

Based on the assurance procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the NFIS of Piolin BodCo, S.A.U. and subsidiaries for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with prevailing mercantile legislation and with the GRI Standards selected and based on the content indicated for each subject area in the table "Index of content required by Law 11/2018" of the aforementioned consolidated Directors' Report.

Use and distribution

This report has been prepared in response to the requirement established in prevailing mercantile legislation in Spain, and thus may not be suitable for other purposes and jurisdictions.

KPMG Asesores, S.L.

(Signed on original in Spanish)

Patricia Reverter Guillot

8 April 2021