

GENERAL ENVIRONMENTAL PRACTICES INFORMATION

What is set forth herein is generally applicable to suppliers and service providers and to all personnel who may be working in any service where they could come into contact with waste, liquid spillages, gas emissions, noise, use of chemical products, mobility and biodiversity within the grounds of PortAventura World.

The good environmental practices set out in this document are a very important tool for the Company in its commitment to the environment and compliance with them is mandatory.

WASTE

- Minimise the generation of waste, applying good practices at source (minimising packaging, reusing, etc.).
- The supplier shall provide suitable containers for the collection of waste resulting from their activity, and transport this waste for regulated treatment. Waste cannot be deposited in PortAventura World containers, unless with prior express authorisation in writing. In this case, the supplier will be responsible for the treatment and transport of this waste, and must present **documentary evidence of correct management of the waste**, if requested by PortAventura World.
- Manage appropriately the waste generated, according to current legislation, prioritising the management of waste recovery, in case of not knowing how to act, notify the supervisor.
- No kind of liquid waste such as oils, paints, solvents, chemical products, cleaning products, degreasers, etc., shall be dumped directly onto land, nor into water collection systems, either rain water or waste water, nor into the lake, nor into ponds. Waste must be stored in an area with a paved floor, with a spill containment system (for example, bunding).
- Construction waste, as all other waste, must be managed properly. Do not stockpile construction waste anywhere.
- No waste shall be deposited directly onto land, not even temporarily.
- At the request of PortAventura World, documentary evidence of proper waste management will be presented.

LIQUID SPILLAGES

- Water used for cleaning will be poured into the authorised disposal points (cleaning dumps, sink drains, WC...), and never in outside grates. In special cases, especially in kitchens, your supervisor will indicate the specific procedure to follow in each unit.
- It is forbidden to pour chemicals (paints, oils, solvents, etc.), as well as food wastes or similar, into either the rainwater or waste water collection networks. These will be emptied into the special containers destined for the collection of these specific wastes.
- Special care shall be taken that vehicles and machinery do not spill oil onto land or onto the ground, with the appropriate preventative measures being taken to avoid this.
- It is forbidden to use the WC as a solid waste disposal point: cleaning paper, cloths, wipes, etc. These must be discarded in waste bins or in the appropriate receptacle for the collection of waste.

SPILLAGES

- In the case of accidental spillage, immediate action must be taken in the collection, cleaning and disposal of the waste, using the spill kits that PortAventura World has located in the different areas of its premises. In case of not knowing how to act, notify the supervisor immediately.
- Should the use of PortAventura World's spill kits be required, the user must deal with the waste and notify their contact at PortAventura World.

AIR POLLUTANTS

- Under no circumstances shall prohibited gases regarded as harmful be released into the atmosphere. Any emission should be avoided, with the exception of exhaust gas from combustion equipment.
- To avoid polluting gases, combustion equipment shall be serviced according to current legislation, this being the responsibility of the supplier at all times.
- Correct preventive maintenance must be carried out on all installations and equipment capable of emitting pollutant gases: check filters, sedimentary deposits, etc.

NOISE

- Noise from works shall be minimised, particularly when it may affect the wellbeing of the guests or interested parties.
- The noise levels established by current local or regional legislation shall not be exceeded in any works carried out within the resort. Special care shall be taken when undertaking night works.
- Correct preventive maintenance must be carried out on all installations and equipment capable of emitting noise.

CARE FOR THE ENVIRONMENT

- Order and cleanliness must be maintained. The person in charge of the service must ensure that tidying and cleaning of the areas related to their activity are maintained.
- The storage of construction materials and parking of vehicles shall only be undertaken in the areas authorised for such a purpose.
- Damage to existing plants must be avoided when moving machinery and during works.

ENERGY CONSUMPTION

- Only turn on necessary lights. Do not leave lights on in empty units that are not in use. On PortAventura World premises, in case of doubt, contact the Control Centre (440 7999).
- Turn off equipment that is not going to be in use for an extended period of time. Always unplug equipment and do not leave it on standby. Appliances on standby waste power.
- Always keep doors and windows closed whilst the air conditioning systems are working.
- Turn off engines when vehicles are waiting.
- Help us improve! If you notice the lights on in any unused areas, equipment connected after hours, or anything relevant in terms of energy consumption and waste, do not hesitate to notify your contact at PortAventura World or the CECO.

WATER CONSUMPTION

- Only use water outlets for the time that is necessary, avoiding overflow and waste. Once works are complete, ensure all water outlets are closed.
- In cleaning tasks, use water responsibly.
- On PortAventura World grounds, if you detect any water loss, please contact your contract manager or the Control Centre (440 7999).
- Be aware that the irrigation water at PortAventura World is reclaimed water and its use is restricted.
- When using WCs fitted with a dual flush device, please flush responsibly in order to save water. Also check that the flushing device attached to the cistern has not become stuck.
- If you must use paper towels to dry your hands after washing, dispose of them in the waste basket and not down the toilet.
- Sanitary products must be disposed of in the waste bin.

USE OF CHEMICAL PRODUCTS

- If chemical products are used, the safety data sheets updated according to current legislation must be available at the point of use and on the PortAventura World intranet. If the sheets are not available, you should request them from your manager, bearing in mind that in work outside fixed installations and that require the use of chemical products, you should also have them accessible in the event of any incident that may occur.
- Receptacles containing chemicals must be properly labelled, without giving rise to confusion.
- Everyone should know the risks of each of the products they are responsible for storing or handling, as well as the safety measures to take and the procedures to follow in case of accidental spillage. Incompatibilities in the storage of dangerous substances must also be taken into consideration.

SUSTAINABLE MOBILITY

When travelling, take into account the criteria of sustainable mobility, for example:

- Consider walking short distances
- Use public transport
- Car share
- Drive efficiently
- Consider the use of eco-friendly vehicles. PortAventura World has electric chargers available for employees, customers, visitors and service providers.

BIODIVERSITY CONSERVATION

Biodiversity: Biodiversity is a term that refers to the wide variety of living things. Biodiversity is key to the development of life on the planet, it maintains people's wellbeing and generates opportunities for sustainable and economic development. In PortAventura World there is great biodiversity, both in flora and fauna, so raising awareness and conservation of biodiversity is everyone's responsibility.

Good practices for biodiversity conservation:

- It is strictly forbidden to remove bird nests at any time of the year, whether they are inhabited or not, or to position structures in a way that prevents access to the nests.
- If an animal is found that is injured or in a place that it should not be, the person directly responsible for taking the appropriate action or one of the members of Equip Verd must be notified.
- Respect and do not act in any way that may be detrimental to the survival of the different species included in the list of Wild Species under Special Protection Regime and Spanish Catalogue of Endangered Species in the area.

FOOD WASTE

Work together to reduce food waste and thus achieve a more efficient use of land and better management of water resources, which would have a positive effect on livelihoods and the fight against climate change. Here are some recommendations:

- Avoid eating with your eyes first.
- Inform the person serving you if you have a small appetite and prefer a smaller portion.
- If there are any extras (bread, salad buffet), serve yourself the amount of food you're going to eat.

OTHER ENVIRONMENTAL PRACTICES

- Use both sides of a sheet of paper.
- Whenever possible communicate via e-mail and try not to print out messages unnecessarily.
- Reduce use of paper towels, packaging, wrapping, serviettes, in daily consumption and in products on sale to the public.
- Reduce the consumption of batteries by connecting devices to the mains wherever possible.
- When this is not possible, prioritise the use of rechargeable batteries.
- Use own cups and teaspoons when purchasing drinks from vending machines to avoid the use of single-use packaging and stirrers and prioritise the consumption of water from drinking fountains rather than bottled water.
- When using chemicals (soap, degreasers, etc.), take into consideration the dosages recommended by the manufacturer, referring to the Product Safety Data Sheet for the conditions of handling, storage, safety measures, spillage, etc.
- Use waste segregation containers appropriately, respecting the labelling of each container in order to subsequently achieve correct waste management.
- By acting correctly, we all manage to reduce our carbon footprint with the consequent benefits for the environment. PortAventura World will offset its 2020 carbon footprint according to the extent indicated in our 2020 Corporate Responsibility Report and Environmental Statement available on our corporate website.

PortAventura World reserves the right to suspend or cease the execution of any part of the services if they cause unpleasant, unhealthy or harmful alterations to the environment, and can adopt the measures they deem appropriate. All this notwithstanding claims for damages and injury which correspond to PortAventura World, such as the application of the penalty stipulated in the corresponding contractual clause.

The PortAventura World Environmental Declarations are available for public consultation at:
<https://www.portaventuraworld.com/en/corporate-responsibility>